

Pew Charitable Trusts Civil Legal Survey

Topline Report • January 25, 2019

The survey was conducted for the Pew Charitable Trusts telephone (landline and cell) by SSRS, an independent research company. Interviews were conducted from December 18 – December 23, 2018 among a representative sample of 1,002 total respondents. The margin of error with design effect for the total respondents is +/-3.68% at the 95% confidence level.

Based on total respondents

CIV11. I'm going to ask about some common events that you or others in your household may have experienced during the past 12 months. After I read each one, please tell me if it happened to you or someone else in your household. Have you or someone in your household had...

a. an illness or injury caused by someone else, such as an accident or wrong medical treatment.

	Total
No	91%
Yes Household (Net)	9%
Yes, someone else in the household only	3%
Yes, Respondent (Net)	5%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

b. a traffic ticket? For example, a speeding ticket, or other moving violation.

	Total
No	76%
Yes Household (Net)	23%
Yes, someone else in the household only	9%
Yes, Respondent (Net)	14%
Yes, respondent only	13%
Yes, both respondent and someone else in the household	2%
Don't Know	1%
Refused	--

- c. To take on the rights or responsibilities over a family member? For example, guardianship, child custody, or making health care decisions for someone in your family.

	Total
No	84%
Yes Household (Net)	16%
Yes, someone else in the household only	5%
Yes, Respondent (Net)	11%
Yes, respondent only	7%
Yes, both respondent and someone else in the household	4%
Don't Know	--
Refused	*

Note: Percentage less than 0.5 printed as *.

- d. a family break up? This could be a divorce, or a separation that involved making decisions about taking care of kids.

	Total
No	89%
Yes Household (Net)	11%
Yes, someone else in the household only	5%
Yes, Respondent (Net)	6%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	--
Refused	--

- e. violence or harassment from someone close to you? For example, you were threatened or stalked by an ex or family member.

	Total
No	95%
Yes Household (Net)	5%
Yes, someone else in the household only	2%
Yes, Respondent (Net)	3%
Yes, respondent only	3%
Yes, both respondent and someone else in the household	*
Don't Know	--
Refused	--

Note: Percentage less than 0.5 printed as *.

- f. an issue with credit, loans, or debt? For example, contact from a debt collector, an incorrect credit score, or bankruptcy.

	Total
No	86%
Yes Household (Net)	13%
Yes, someone else in the household only	2%
Yes, Respondent (Net)	11%
Yes, respondent only	9%
Yes, both respondent and someone else in the household	2%
Don't Know	*
Refused	*

Note: Percentage less than 0.5 printed as *.

Based on Total Respondents

CIV11. No Summary Table

	Total
a. an illness or injury caused by someone else, such as an accident or wrong medical treatment.	91%
b. a traffic ticket? For example, a speeding ticket, or other moving violation.	76%
c. To take on the rights or responsibilities over a family member? For example, guardianship, child custody, or making health care decisions for someone in your family.	84%
d. a family break up? This could be a divorce, or a separation that involved making decisions about taking care of kids.	89%
e. violence or harassment from someone close to you? For example, you were threatened or stalked by an ex or family member.	95%
f. an issue with credit, loans, or debt? For example, contact from a debt collector, an incorrect credit score, or bankruptcy.	86%

Based on Total Respondents

CIVI1. Yes Household (Net) Summary Table

	Total
a. an illness or injury caused by someone else, such as an accident or wrong medical treatment.	9%
b. a traffic ticket? For example, a speeding ticket, or other moving violation.	23%
c. To take on the rights or responsibilities over a family member? For example, guardianship, child custody, or making health care decisions for someone in your family.	16%
d. a family break up? This could be a divorce, or a separation that involved making decisions about taking care of kids.	11%
e. violence or harassment from someone close to you? For example, you were threatened or stalked by an ex or family member.	5%
f. an issue with credit, loans, or debt? For example, contact from a debt collector, an incorrect credit score, or bankruptcy.	13%

Based on Total Respondents

CIVI1. Yes Respondent (Net) Summary Table

	Total
a. an illness or injury caused by someone else, such as an accident or wrong medical treatment.	5%
b. a traffic ticket? For example, a speeding ticket, or other moving violation.	14%
c. To take on the rights or responsibilities over a family member? For example, guardianship, child custody, or making health care decisions for someone in your family.	11%
d. a family break up? This could be a divorce, or a separation that involved making decisions about taking care of kids.	6%
e. violence or harassment from someone close to you? For example, you were threatened or stalked by an ex or family member.	3%
f. an issue with credit, loans, or debt? For example, contact from a debt collector, an incorrect credit score, or bankruptcy.	11%

Based on Half Sample A Respondents

CIV12. Now I'll ask you about some types of serious problems or disputes that you or others in your household may have experienced during the past 12 months. After I read each one, please tell me if it happened to you, or someone else in your household. Have you or someone in your household had...

- a. a serious problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.

	Total
No	94%
Yes Household (Net)	6%
Yes, someone else in the household only	2%
Yes, Respondent (Net)	4%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

- b. a serious problem or dispute about government services? For example, problems getting a license, or tax disputes.

	Total
No	93%
Yes Household (Net)	7%
Yes, someone else in the household only	*
Yes, Respondent (Net)	6%
Yes, respondent only	5%
Yes, both respondent and someone else in the household	2%
Don't Know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

- c. a serious problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.

	Total
No	95%
Yes Household (Net)	4%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	3%
Yes, respondent only	2%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

- d. a serious problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.

	Total
No	92%
Yes Household (Net)	8%
Yes, someone else in the household only	3%
Yes, Respondent (Net)	5%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	--
Refused	--

- e. a serious problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.

	Total
No	87%
Yes Household (Net)	13%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	13%
Yes, respondent only	10%
Yes, both respondent and someone else in the household	3%
Don't Know	--
Refused	--

- f. any other serious problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.

	Total
No	93%
Yes Household (Net)	7%
Yes, someone else in the household only	2%
Yes, Respondent (Net)	5%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	--
Refused	--

Based on Half Sample A Respondents

CIV12. No Summary Table

	Total
a. a serious problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	94%
b. a serious problem or dispute about government services? For example, problems getting a license, or tax disputes.	93%
c. a serious problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	95%
d. a serious problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	92%
e. a serious problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.	87%
f. any other serious problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	93%

Based on Half Sample A Respondents

CIV12. Yes Household (Net) Summary Table

	Total
a. a serious problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	6%
b. a serious problem or dispute about government services? For example, problems getting a license, or tax disputes.	7%
c. a serious problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	4%
d. a serious problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	8%
e. a serious problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or	13%

electric company.	
f. any other serious problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	7%

Based on Half Sample A Respondents

CIV12. Yes Respondent (Net) Summary Table

	Total
a. a serious problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	4%
b. a serious problem or dispute about government services? For example, problems getting a license, or tax disputes.	6%
c. a serious problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	3%
d. a serious problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	5%
e. a serious problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.	13%
f. any other serious problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	5%

Based on Half Sample B Respondents

CIV13. Now I'll ask you about some types of problems or disputes that you or others in your household may have experienced during the past 12 months. After I read each one, please tell me if it happened to you, or someone else in your household. Have you or someone in your household had...

- a. a problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.

	Total
No	94%
Yes Household (Net)	5%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	4%
Yes, respondent only	3%
Yes, both respondent and someone else in the household	1%
Don't Know	1%
Refused	*

Note: Percentage less than 0.5 printed as *.

- b. a problem or dispute about government services? For example, problems getting a license, or tax disputes.

	Total
No	96%
Yes Household (Net)	4%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	3%
Yes, respondent only	3%
Yes, both respondent and someone else in the household	*
Don't Know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

- c. a problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.

	Total
No	94%
Yes Household (Net)	6%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	5%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	--
Refused	--

- d. a problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.

	Total
No	93%
Yes Household (Net)	7%
Yes, someone else in the household only	2%
Yes, Respondent (Net)	5%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

- e. a problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.

	Total
No	83%
Yes Household (Net)	17%
Yes, someone else in the household only	3%
Yes, Respondent (Net)	14%
Yes, respondent only	10%
Yes, both respondent and someone else in the household	4%
Don't Know	--
Refused	*

Note: Percentage less than 0.5 printed as *.

- f. any other problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.

	Total
No	93%
Yes Household (Net)	6%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	6%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	*

Note: Percentage less than 0.5 printed as *.

Based on Half Sample B Respondents

CIV13. No Summary Table

	Total
a. a problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	94%
b. a problem or dispute about government services? For example, problems getting a license, or tax disputes.	96%
c. a problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	94%
d. a problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	93%
e. a problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.	83%
f. any other problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	93%

Based on Half Sample B Respondents

CIV13. Yes Household (Net) Summary Table

	Total
a. a problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	5%
b. a problem or dispute about government services? For example, problems getting a license, or tax disputes.	4%
c. a problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	6%
d. a problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	7%
e. a problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.	17%
f. any other problem or dispute about insurance or financial	6%

services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	
--	--

Based on Half Sample B Respondents

CIV13. Yes Respondent (Net) Summary Table

	Total
a. a problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	4%
b. a problem or dispute about government services? For example, problems getting a license, or tax disputes.	3%
c. a problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	5%
d. a problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	5%
e. a problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.	14%
f. any other problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	6%

Based on Total Respondents

CIV12/CIV13. Now I'll ask you about some types of serious problems/problems or disputes that you or others in your household may have experienced during the past 12 months. After I read each one, please tell me if it happened to you, or someone else in your household. Have you or someone in your household had...

- a. a serious problem/problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.

	Total
No	94%
Yes Household (Net)	5%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	4%
Yes, respondent only	3%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	*

Note: Percentage less than 0.5 printed as *.

- b. a serious problem/problem or dispute about government services? For example, problems getting a license, or tax disputes.

	Total
No	95%
Yes Household (Net)	5%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	5%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

- c. a serious problem/problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.

	Total
No	95%
Yes Household (Net)	5%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	4%
Yes, respondent only	3%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	--

- d. a serious problem/problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.

	Total
No	92%
Yes Household (Net)	7%
Yes, someone else in the household only	3%
Yes, Respondent (Net)	5%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

- e. a serious problem/problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.

	Total
No	85%
Yes Household (Net)	15%
Yes, someone else in the household only	2%
Yes, Respondent (Net)	13%
Yes, respondent only	10%
Yes, both respondent and someone else in the household	3%
Don't Know	--
Refused	*

Note: Percentage less than 0.5 printed as *.

- f. any other serious problem/problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.

	Total
No	93%
Yes Household (Net)	7%
Yes, someone else in the household only	1%
Yes, Respondent (Net)	5%
Yes, respondent only	4%
Yes, both respondent and someone else in the household	1%
Don't Know	*
Refused	*

Note: Percentage less than 0.5 printed as *.

Based on Total Respondents
CIV12/CIV13. No Summary Table

	Total
a. a serious problem/problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	94%
b. a serious problem/problem or dispute about government services? For example, problems getting a license, or tax disputes.	95%
c. a serious problem/problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	95%
d. a serious problem/problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	92%
e. a serious problem/problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.	85%
f. any other serious problem/problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	93%

Based on Total Respondents
CIV12/CIV13. Yes Household (Net) Summary Table

	Total
a. a serious problem/problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	5%
b. a serious problem/problem or dispute about government services? For example, problems getting a license, or tax disputes.	5%
c. a serious problem/problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	5%
d. a serious problem/problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	7%
e. a serious problem/problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or	15%

electric company.	
f. any other serious problem/problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	7%

Based on Total Respondents

CIVI2/CIVI3. Yes Respondent (Net) Summary Table

	Total
a. a serious problem/problem or dispute about government payments or public benefits? This could be something like food stamps or social security payments.	4%
b. a serious problem/problem or dispute about government services? For example, problems getting a license, or tax disputes.	5%
c. a serious problem/problem or dispute about housing? For example, this could be a problem with a landlord, a tenant, or real estate agent.	4%
d. a serious problem/problem or dispute about employment? This might be a problem with pay, working conditions, discrimination, or termination.	5%
e. a serious problem/problem or dispute about services or something you have bought? For example, a problem with a bill, defective goods or services, or disputes with a gas or electric company.	13%
f. any other serious problem/problem or dispute about insurance or financial services? This could be unfair bank charges, being denied insurance claims, or being misled about a financial product.	5%