

BESPOKE SURVEYS

## Low-Cost Retail, Vol 36

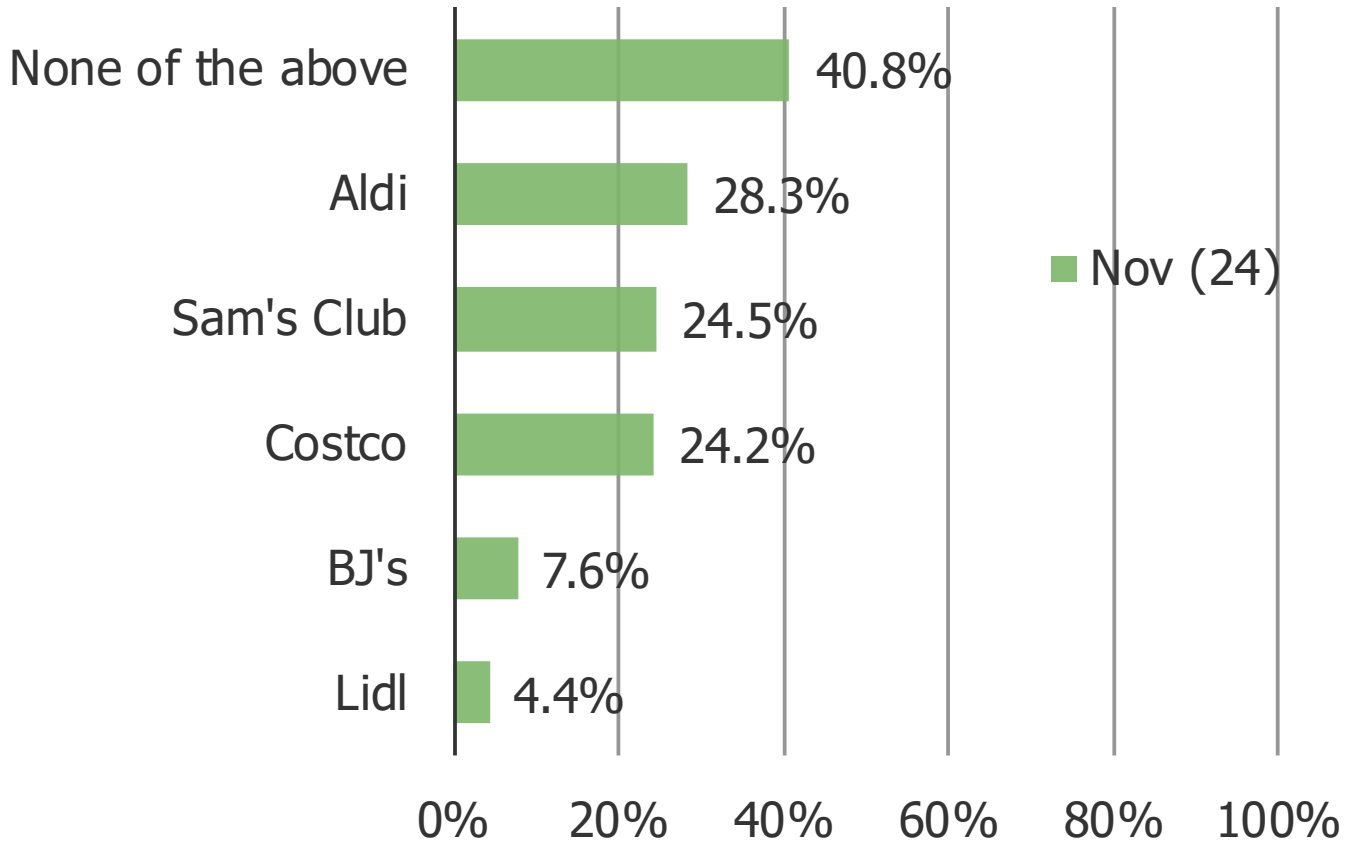
1,250 US Consumers Balanced to Census  
Tickers Covered: WMT, TGT, COST, etc.

November 2024

## NEW QUESTIONS

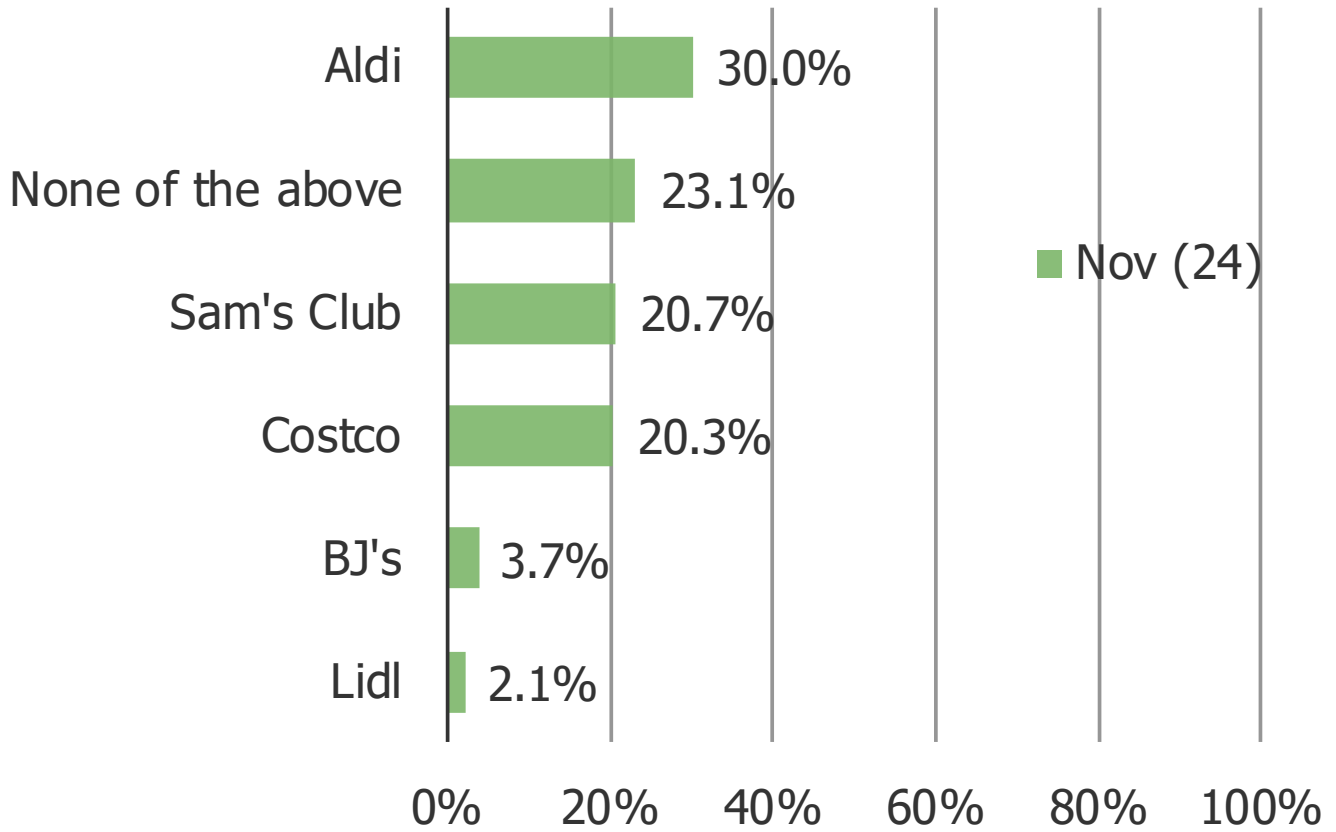
HAVE YOU SHOPPED AT ANY OF THE FOLLOWING DURING THE PAST SIX MONTHS? SELECT ALL THAT APPLY

This question was posed to all consumers.



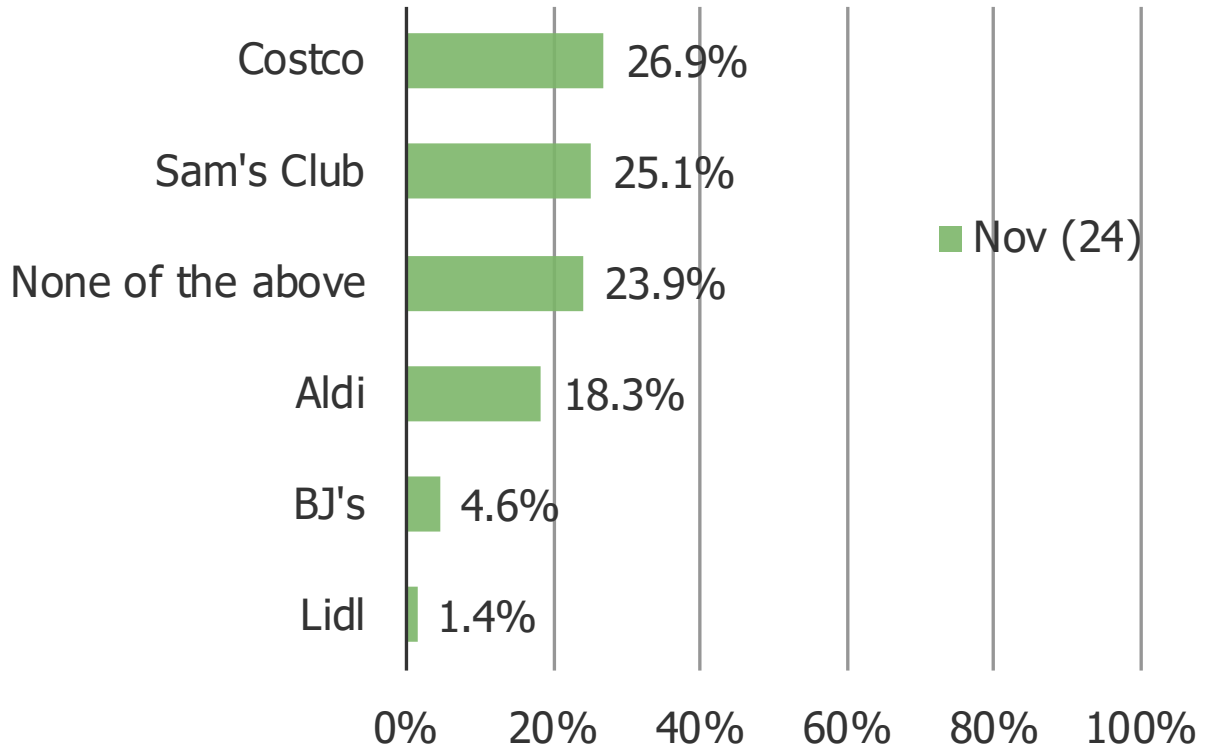
IN YOUR OPINION, WHICH OF THE FOLLOWING IS BEST WHEN IT COMES TO PRICING AND DISCOUNTS?

This question was posed to all consumers.



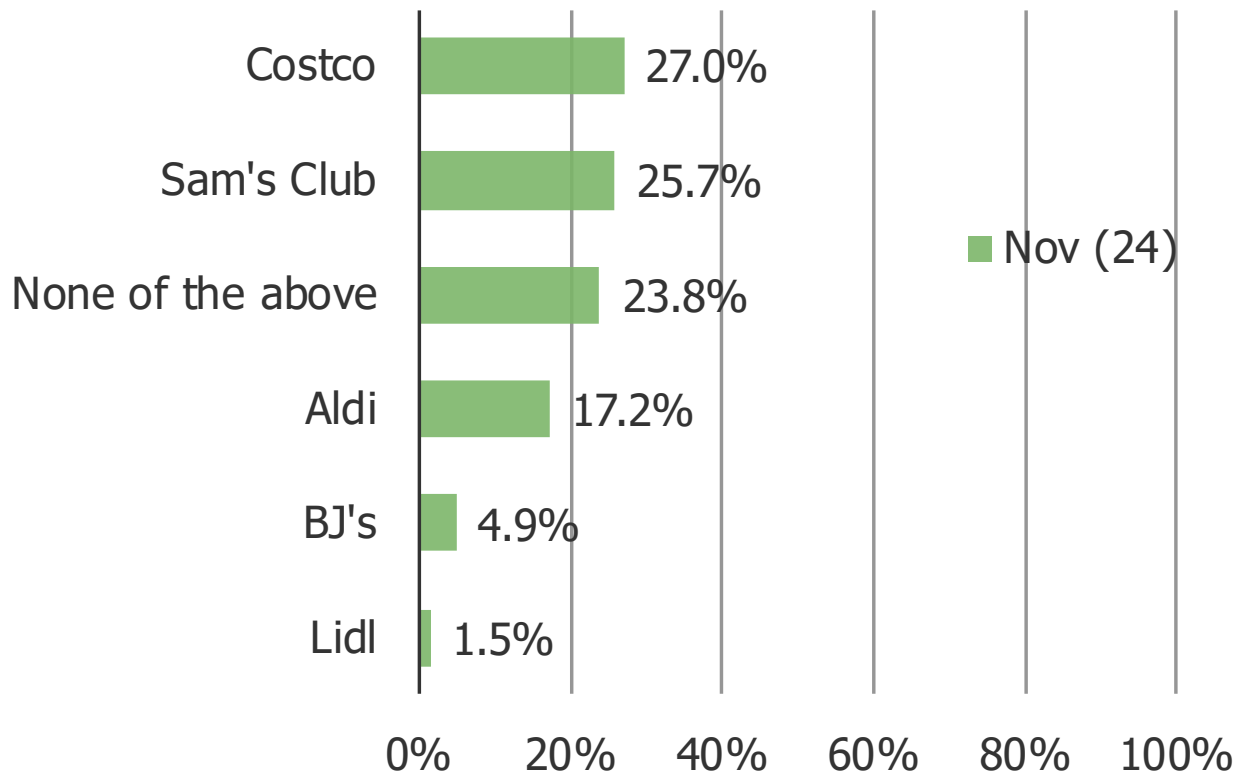
IN YOUR OPINION, WHICH OF THE FOLLOWING IS BEST WHEN IT COMES TO PRODUCT QUALITY?

This question was posed to all consumers.



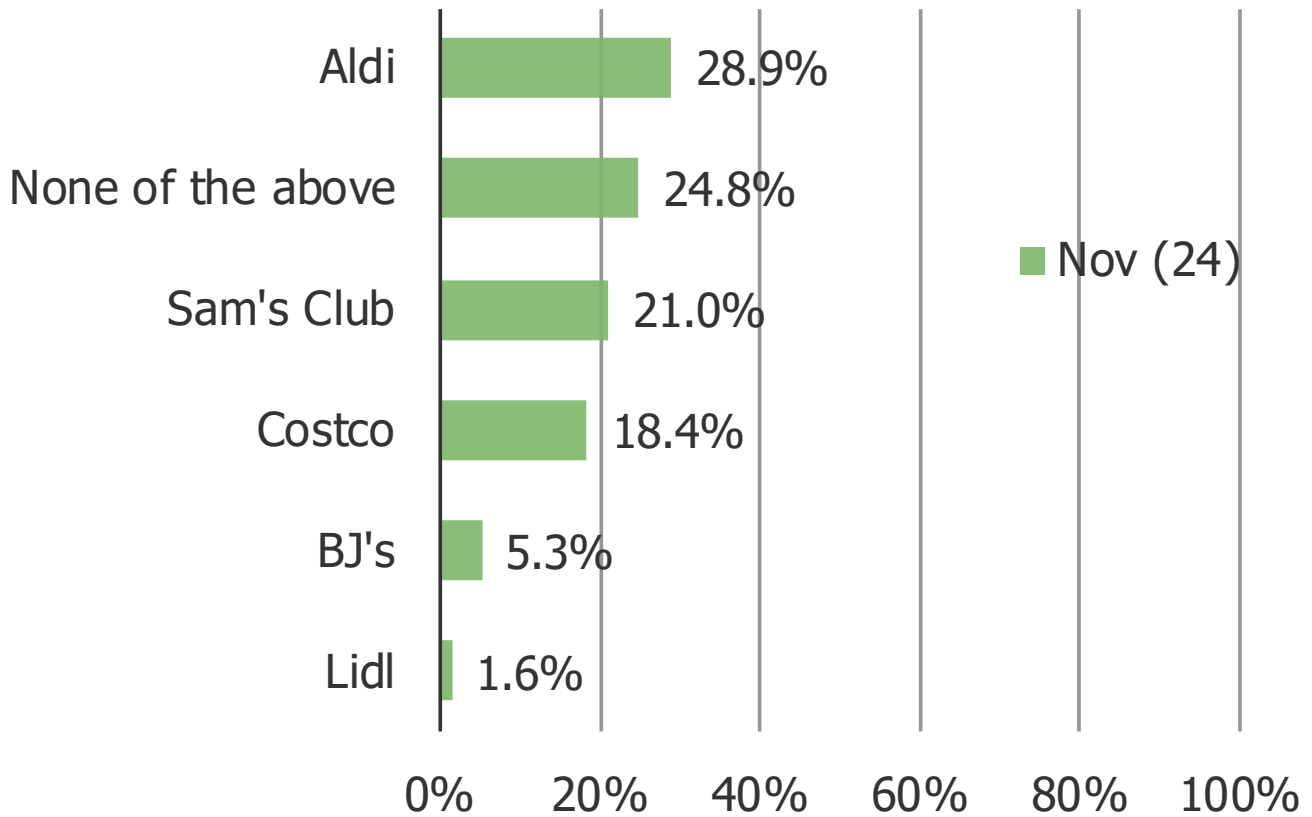
IN YOUR OPINION, WHICH OF THE FOLLOWING IS BEST WHEN IT COMES TO PRODUCT SELECTION?

This question was posed to all consumers.



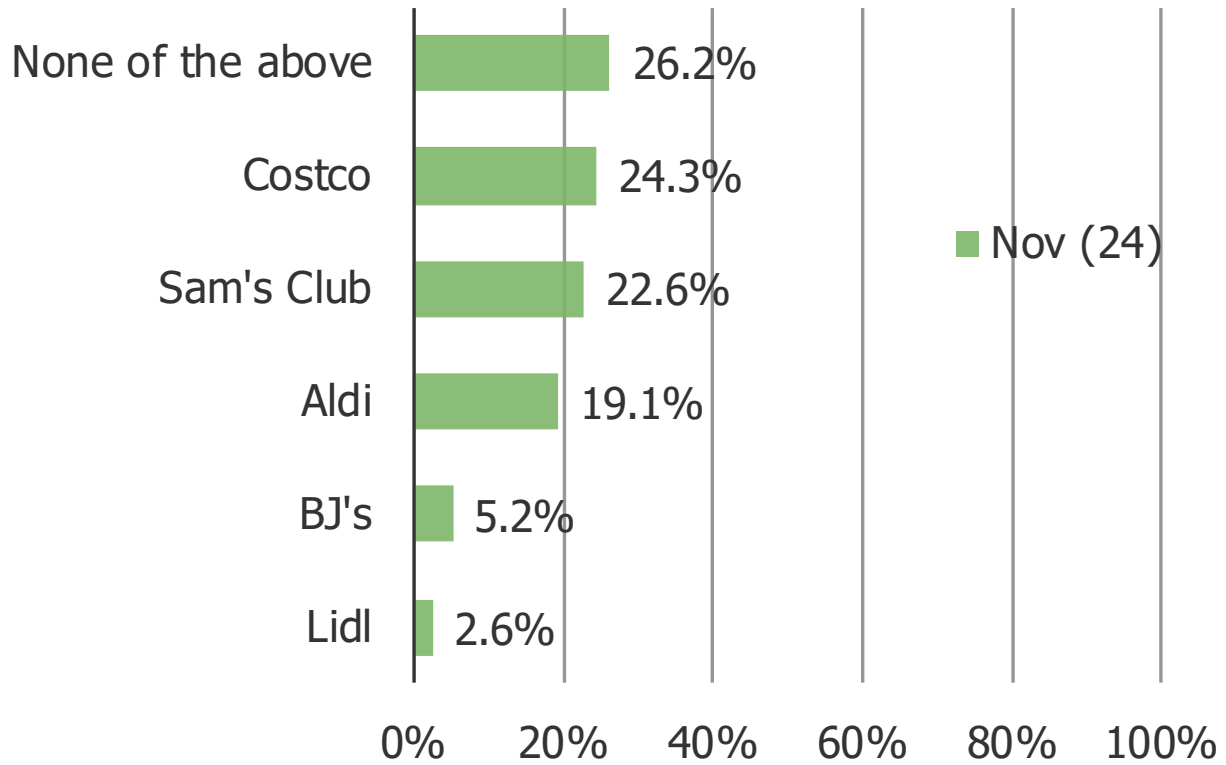
IN YOUR OPINION, WHICH OF THE FOLLOWING IS BEST WHEN IT COMES TO CONVENIENCE?

This question was posed to all consumers.



IN YOUR OPINION, WHICH OF THE FOLLOWING IS BEST WHEN IT COMES TO SHOPPING EXPERIENCE?

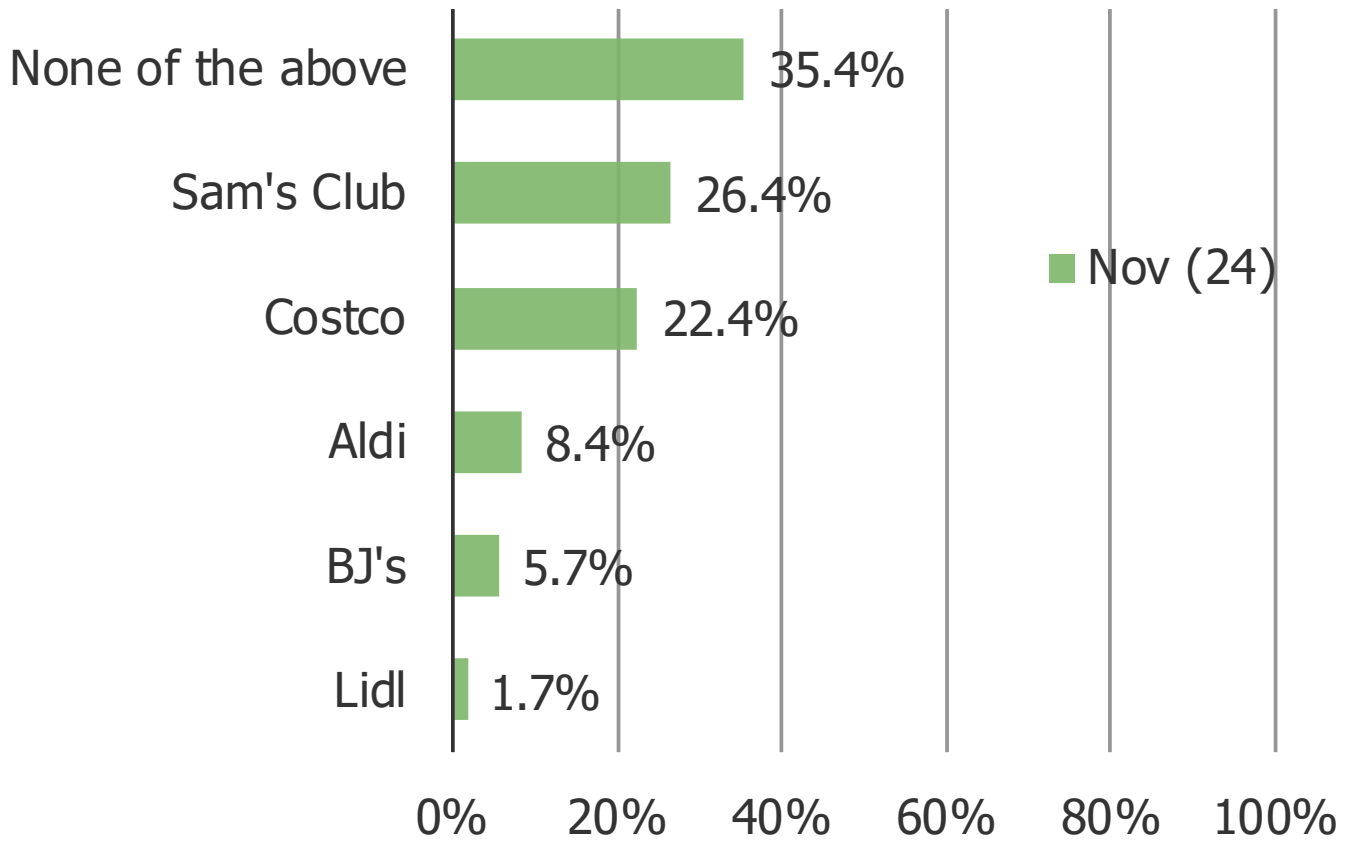
This question was posed to all consumers.





IN YOUR OPINION, WHICH OF THE FOLLOWING IS BEST WHEN IT COMES TO LOYALTY PROGRAMS AND MEMBERSHIP PERKS?

This question was posed to all consumers.

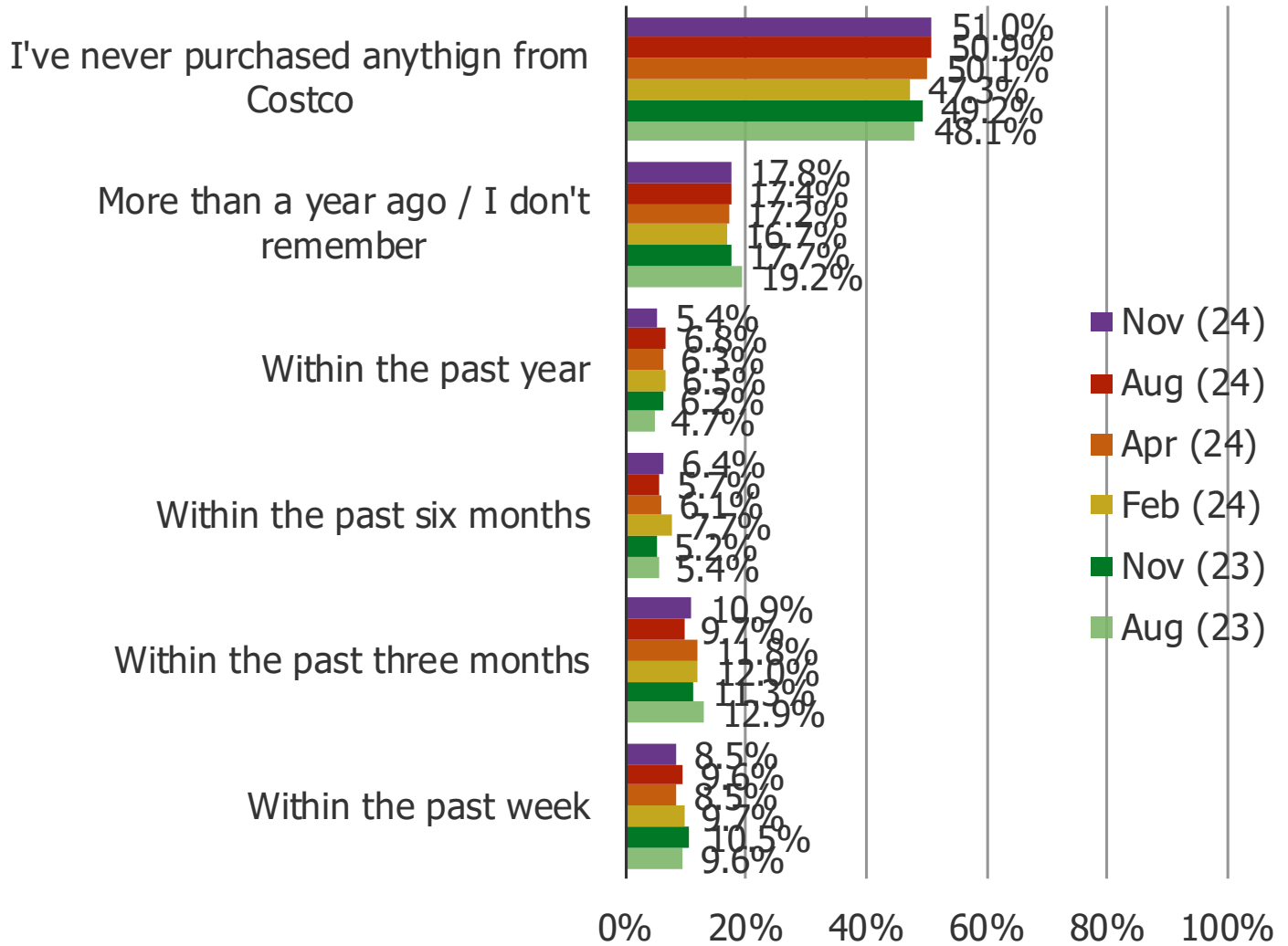


Consumer Traffic, Online Share, and Sentiment

COSTCO

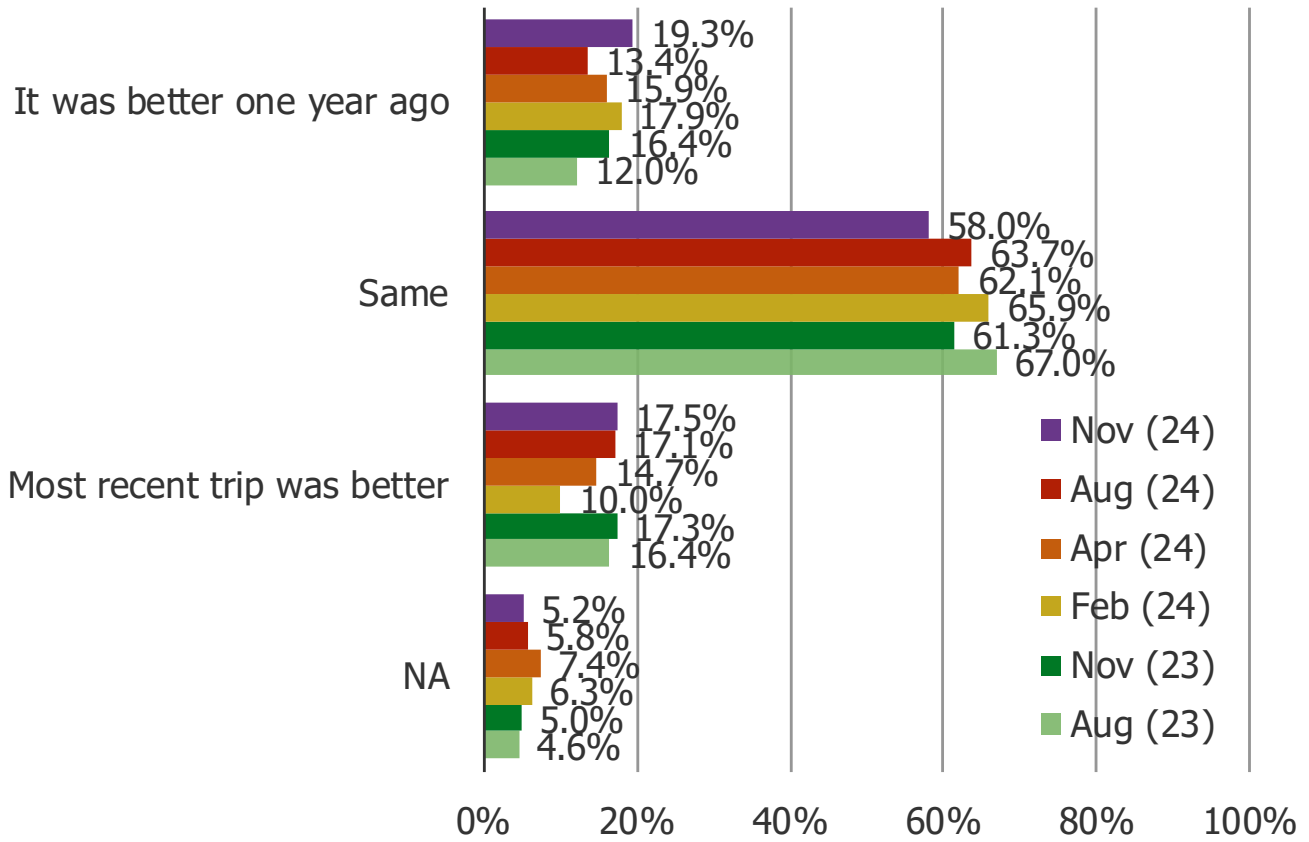
WHEN IS THE LAST TIME YOU PURCHASED ANYTHING FROM COSTCO?

This question was posed to all consumers.



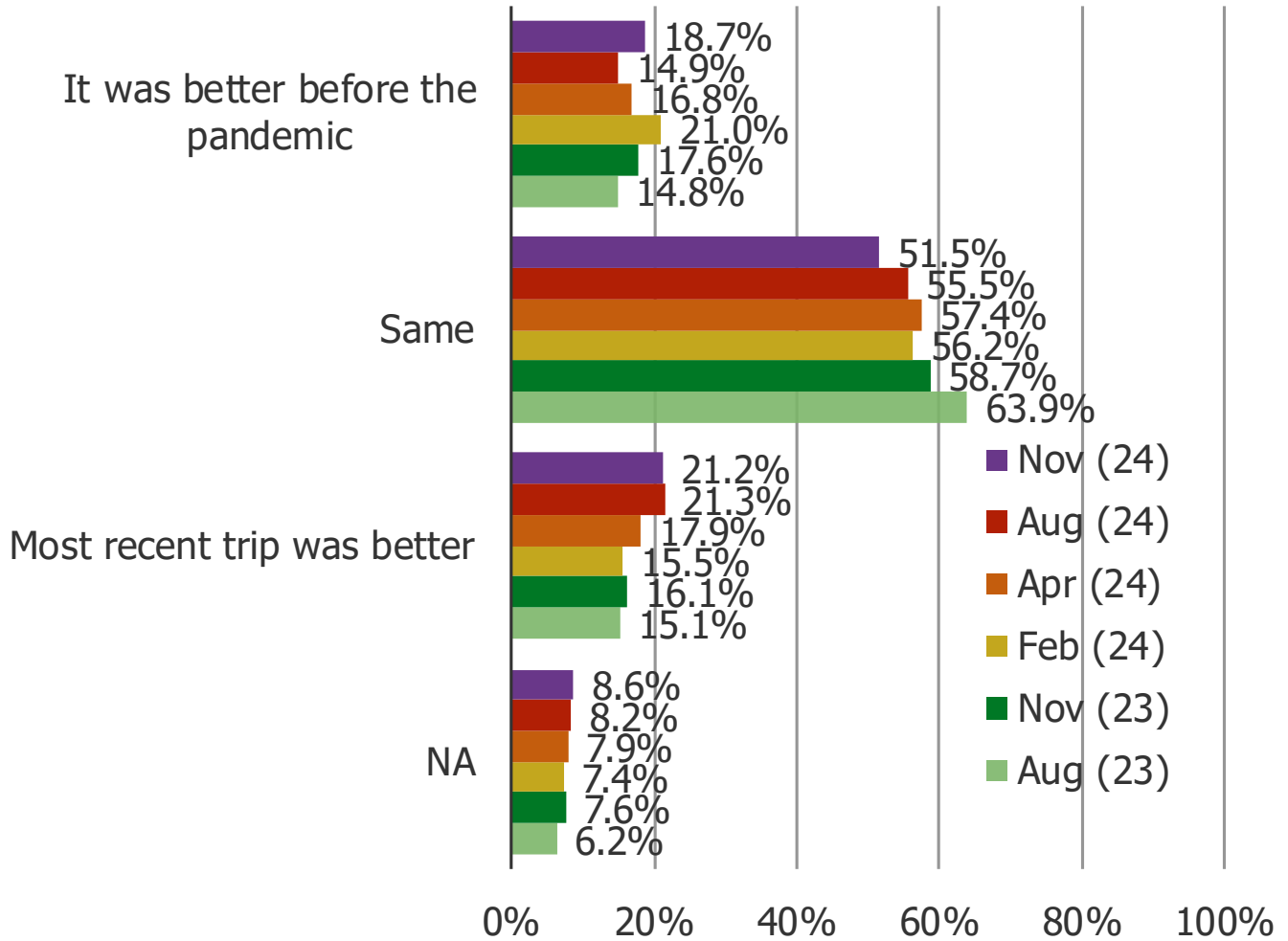
THINKING ABOUT YOUR LAST TRIP TO COSTCO, WAS THE IN-STORE EXPERIENCE BETTER OR WORSE COMPARED TO ONE YEAR AGO?

This question was posed to all consumers who have purchased anything from Costco within the past year.



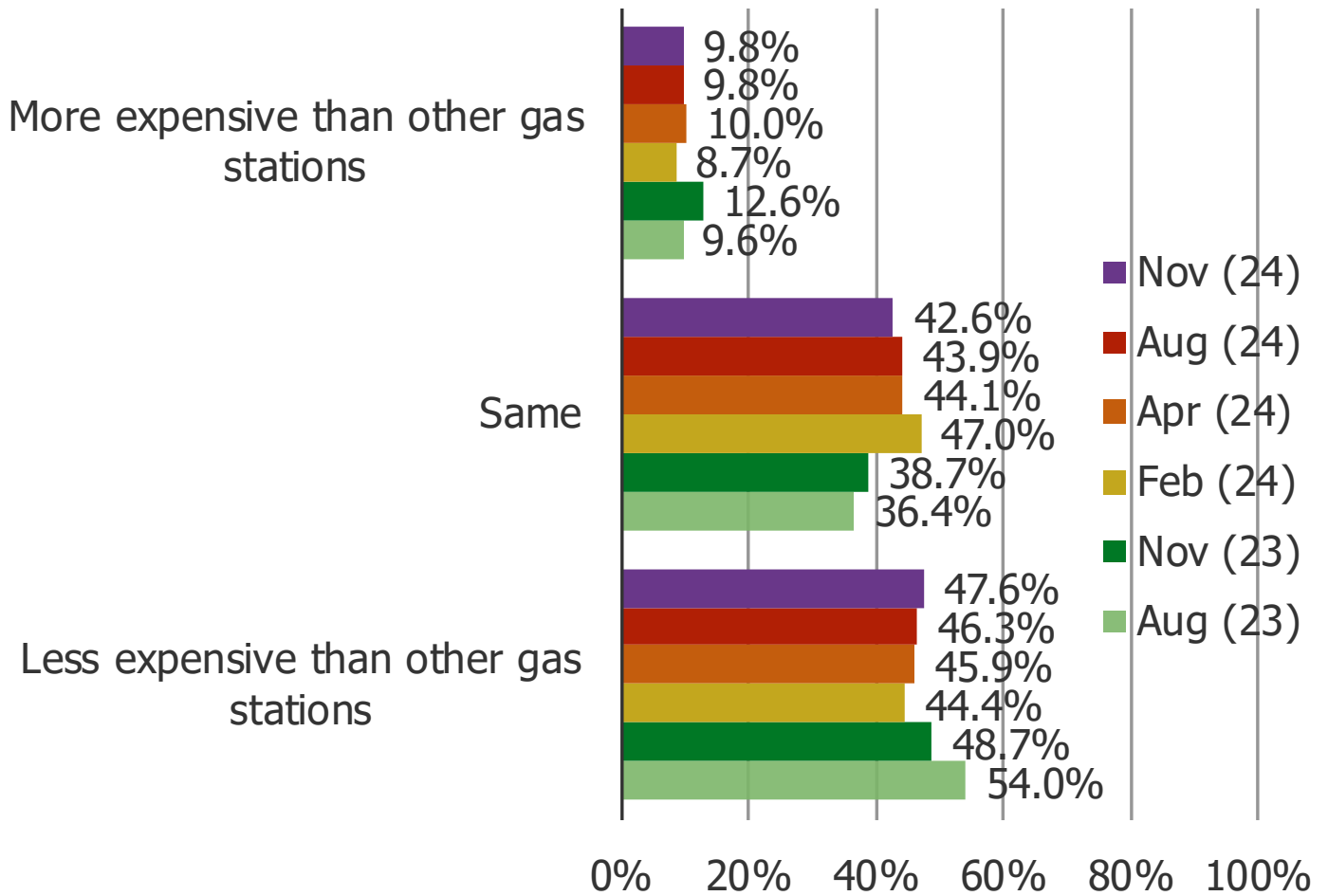
THINKING ABOUT YOUR LAST TRIP TO COSTCO, WAS THE IN-STORE EXPERIENCE BETTER OR WORSE COMPARED TO BEFORE THE PANDEMIC?

This question was posed to all consumers who have purchased anything from Costco within the past year.



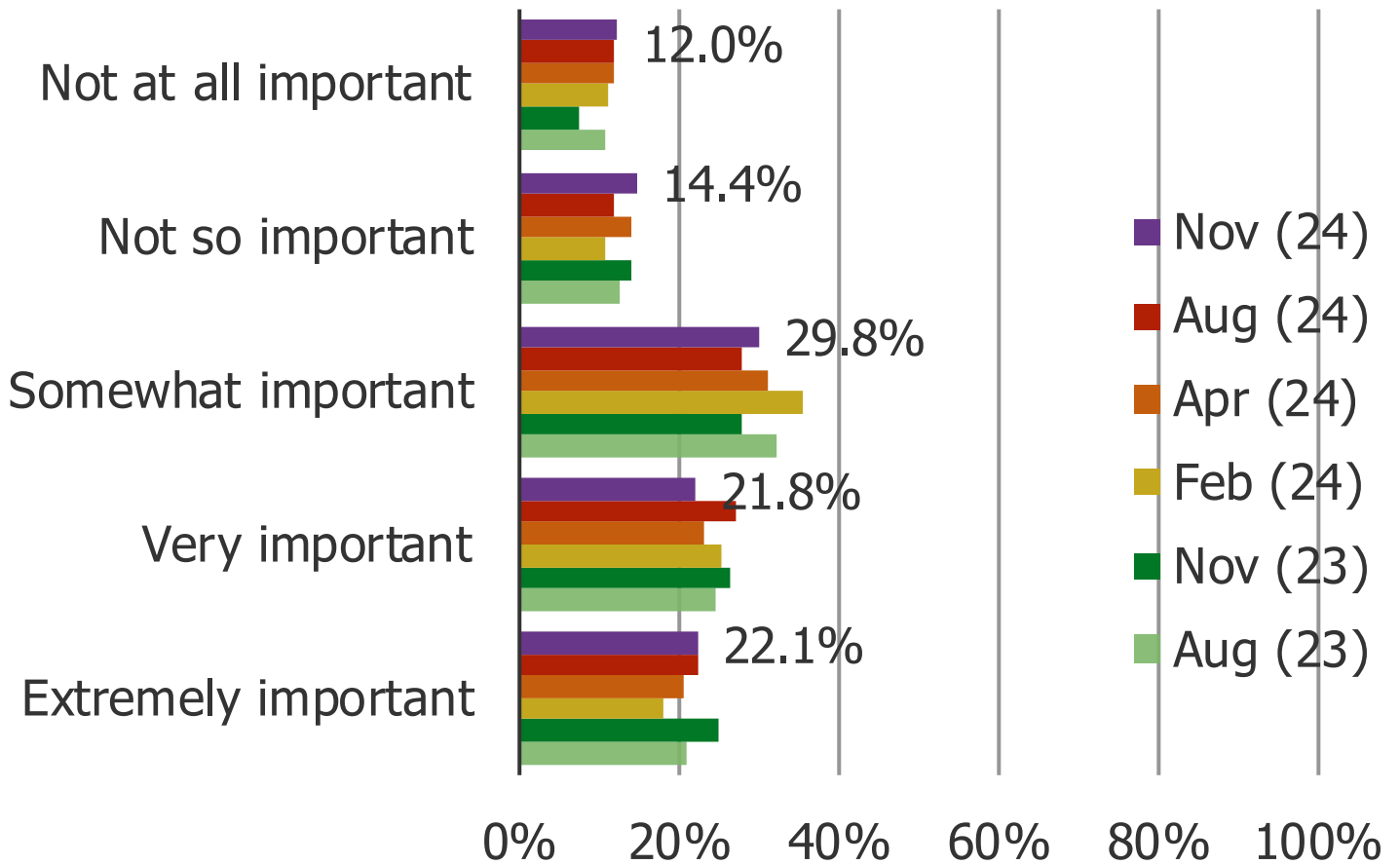
DO YOU FIND THAT COSTCO FUEL/GAS PRICING IS...

This question was posed to all consumers who have purchased anything from Costco within the past year.



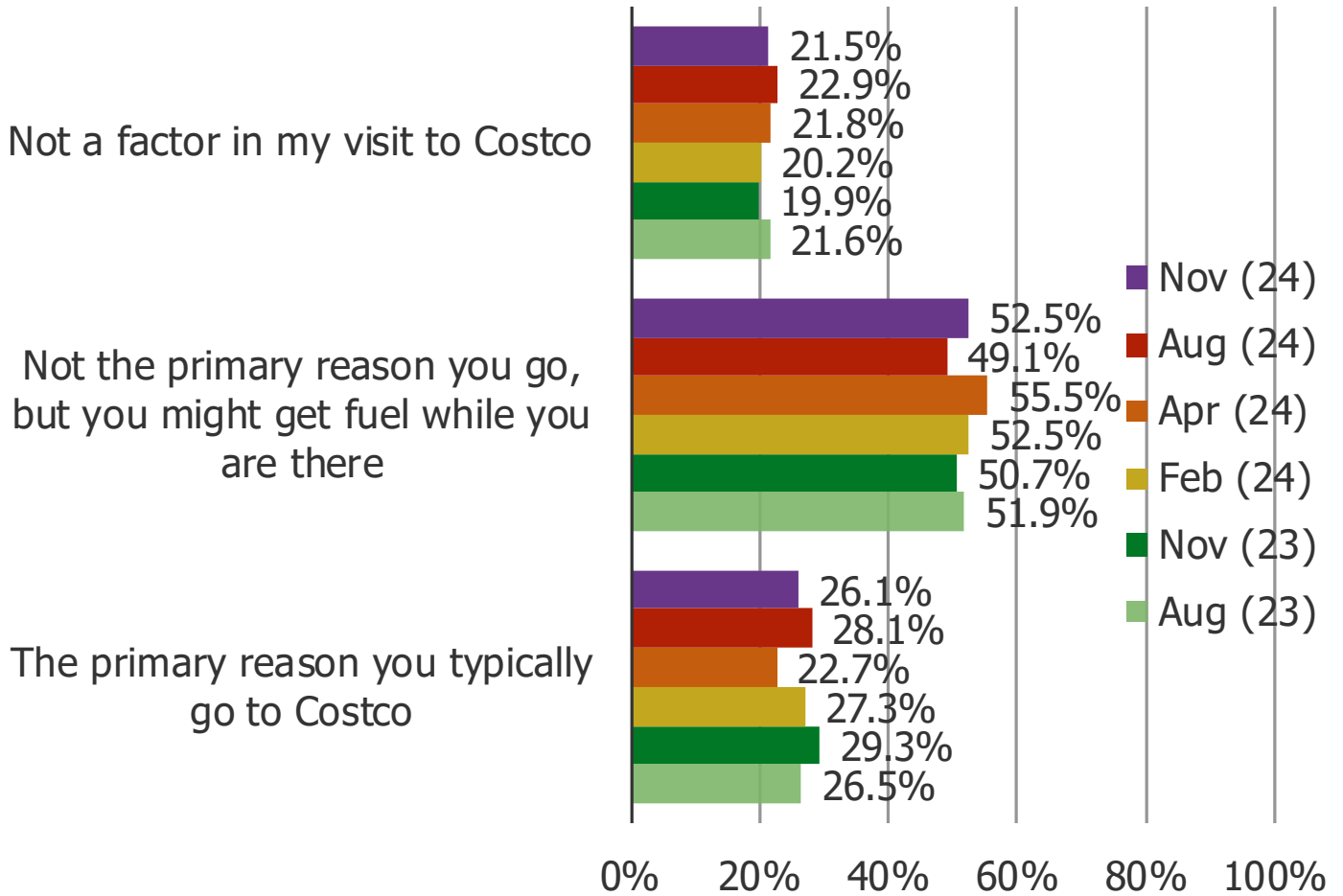
HOW IMPORTANT WAS SAVING MONEY ON FUEL TO YOU IN SIGNING UP FOR A COSTCO MEMBERSHIP TO BEGIN WITH?

This question was posed to all consumers who have purchased anything from Costco within the past year.



WHEN YOU GO TO COSTCO, IS GETTING LOWER COST FUEL...

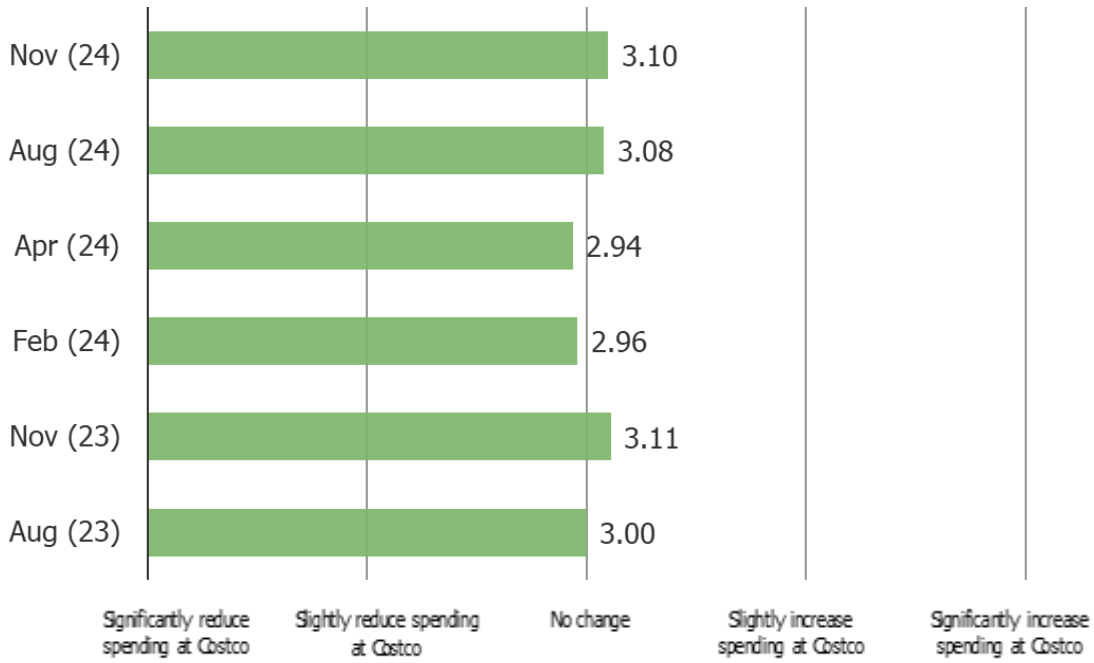
This question was posed to all consumers who have purchased anything from Costco within the past year.





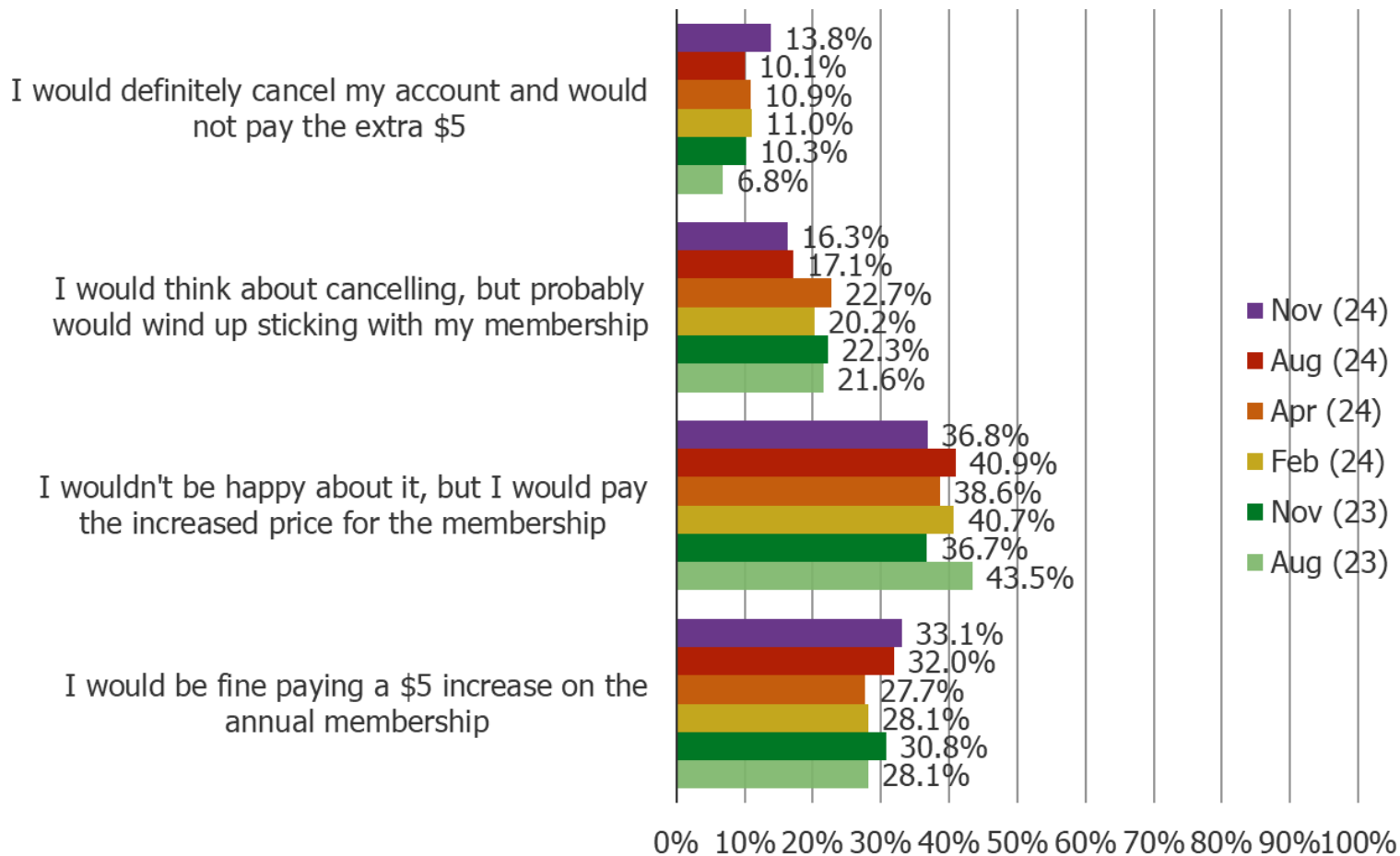
GOING FORWARD, DO YOU EXPECT TO...

This question was posed to all consumers who have purchased anything from Costco within the past year.



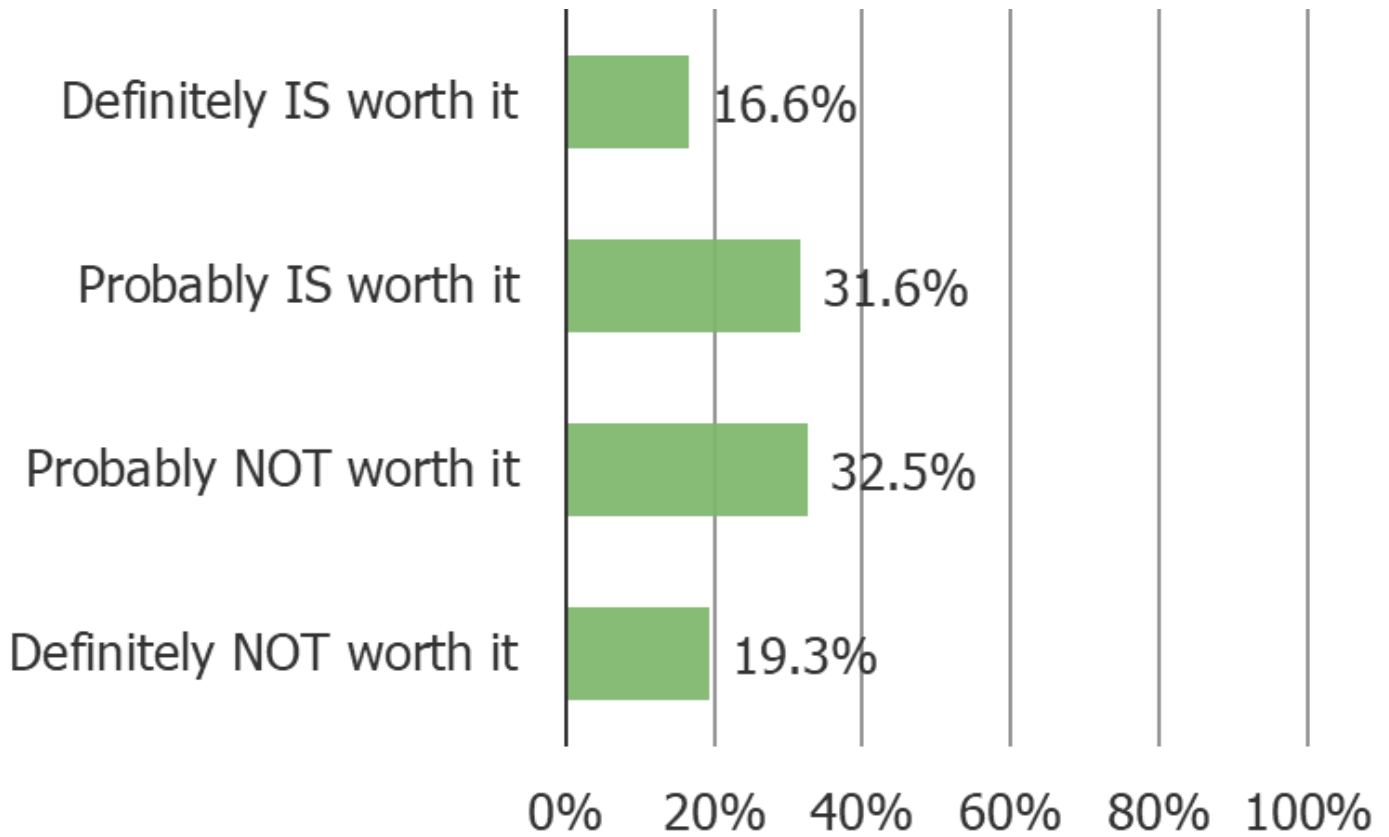
IF COSTCO INCREASED THE ANNUAL MEMBERSHIP FEES BY \$5, HOW WOULD YOU RESPOND?

This question was posed to all consumers who have purchased anything from Costco within the past year.



IN YOUR OPINION, IS IT WORTH IT TO UPGRADE FROM THE \$60 MEMBERSHIP TO THE EXECUTIVE MEMBERSHIP FOR \$120 PER YEAR TO GET ACCESS TO THE 2% CASH BACK REWARD ON YOUR COSTCO PURCHASES?

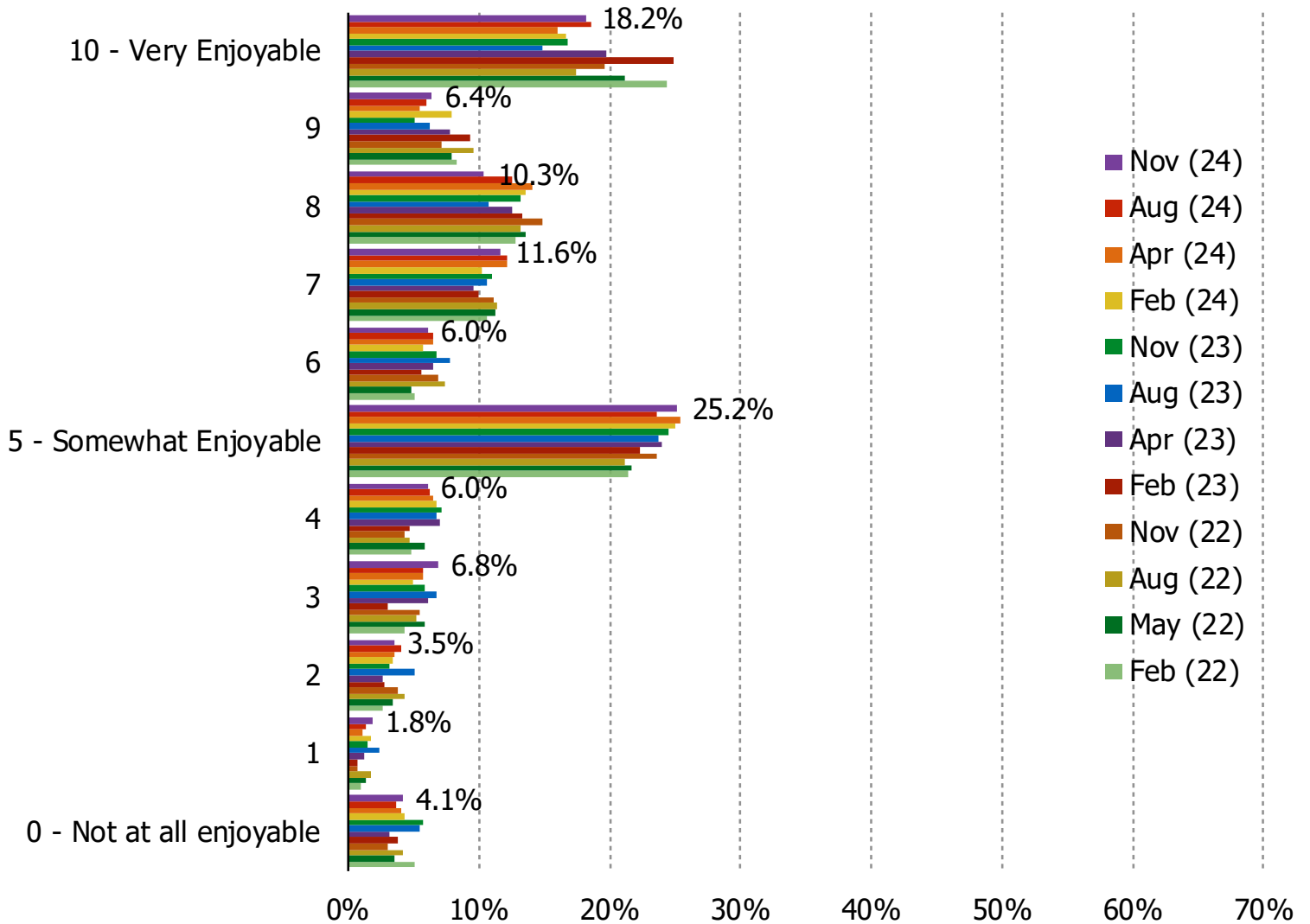
This question was posed to all consumers who have purchased anything from Costco within the past year.



## IN-STORE EXPERIENCE

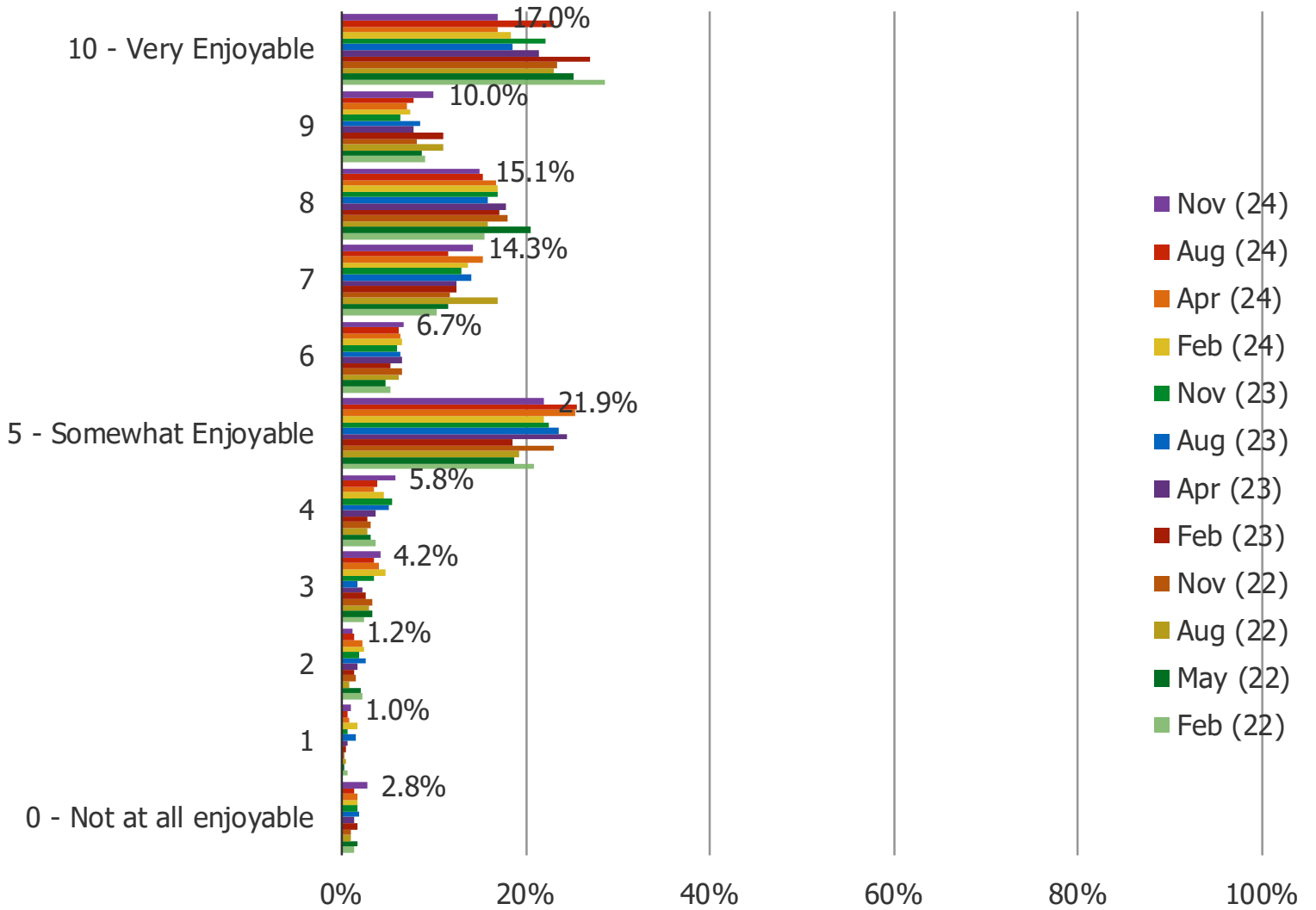
DO YOU FIND IT ENJOYABLE TO VISIT WAL-MART STORES?

This question was posed to all consumers who visit Walmart stores.



DO YOU FIND IT ENJOYABLE TO VISIT TARGET STORES?

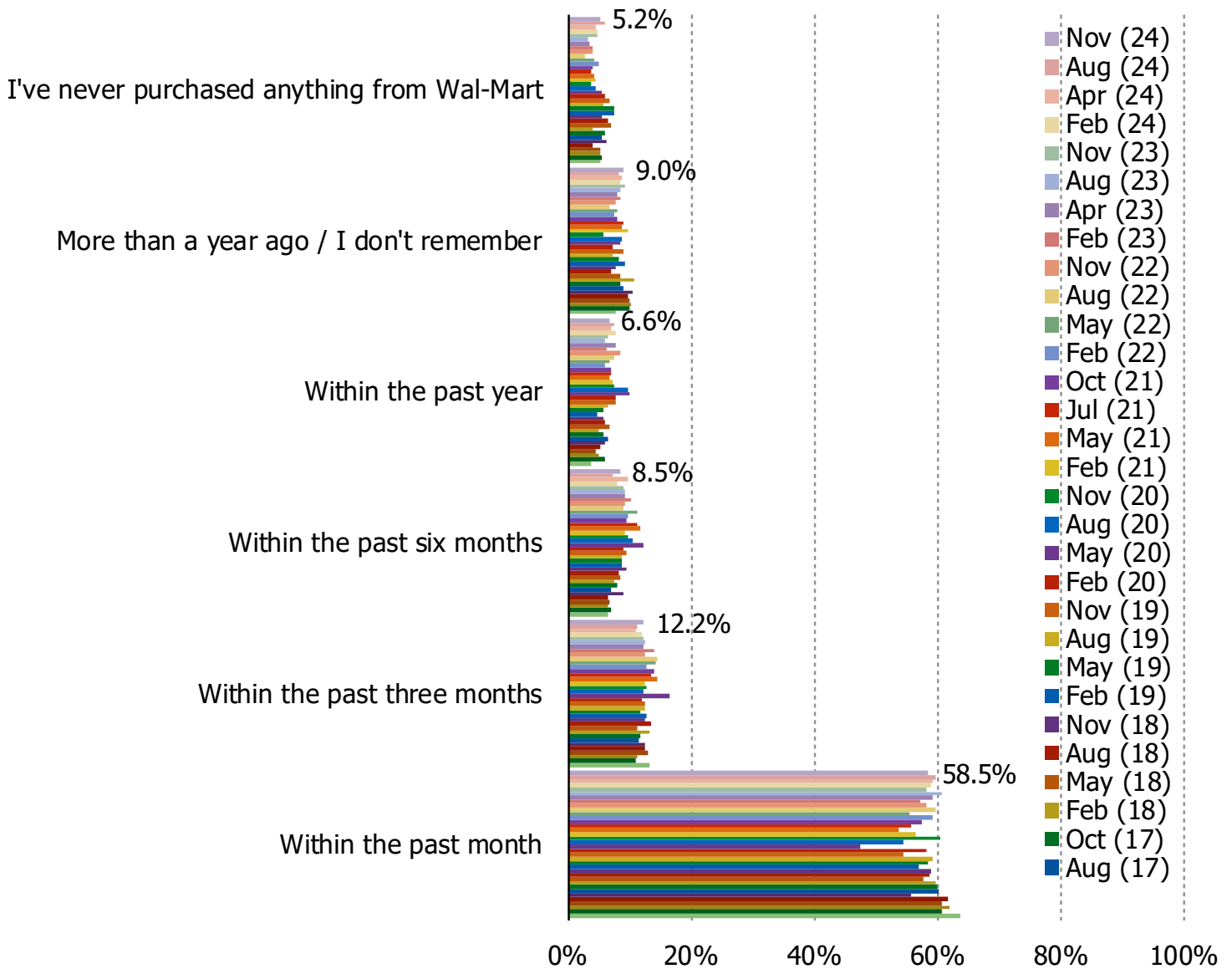
This question was posed to all consumers who visit Target stores.



## WAL-MART DEEP DIVE

ALL CONSUMERS: LAST TIME PURCHASING FROM WAL-MART

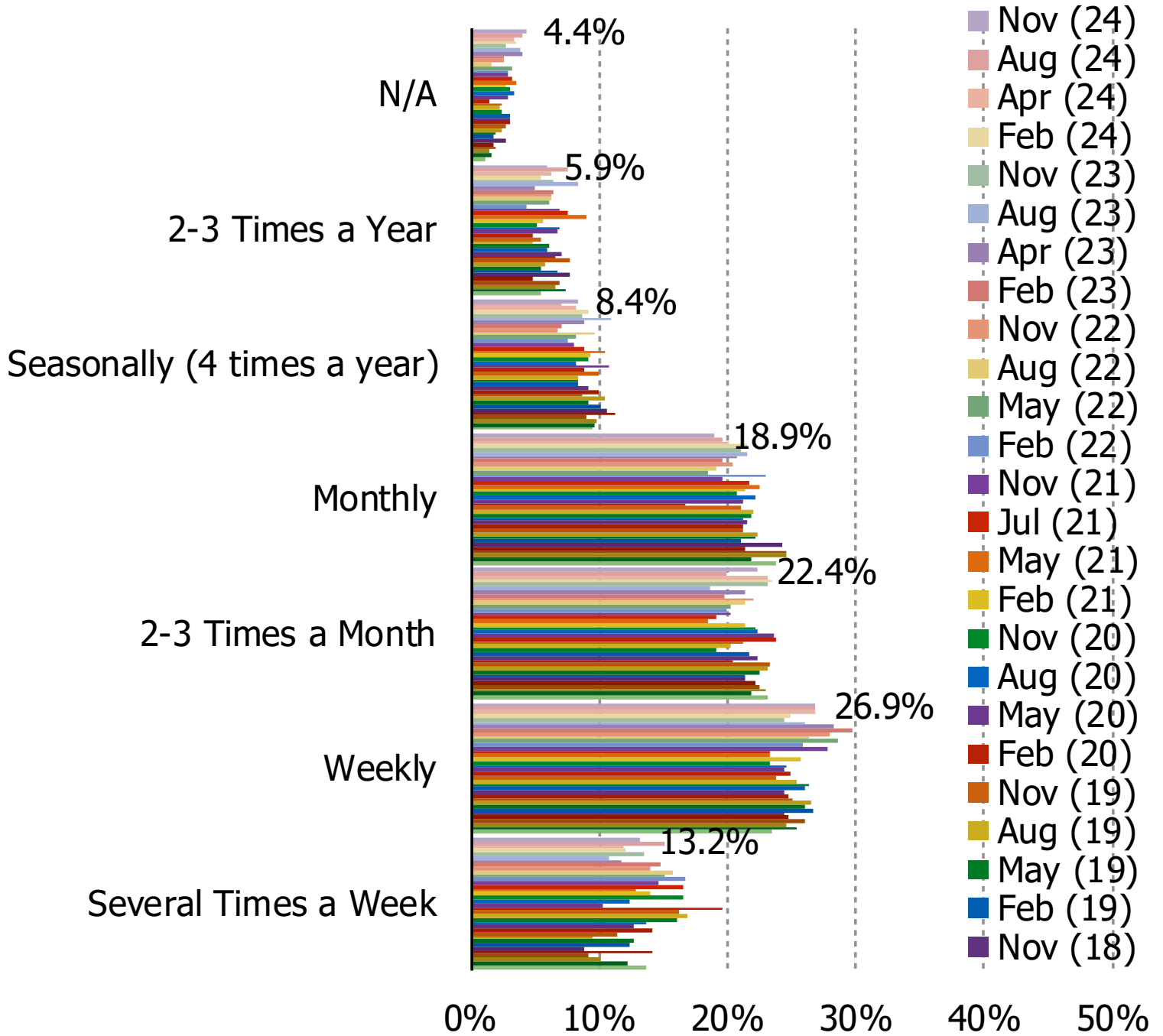
This question was posed to all consumers.





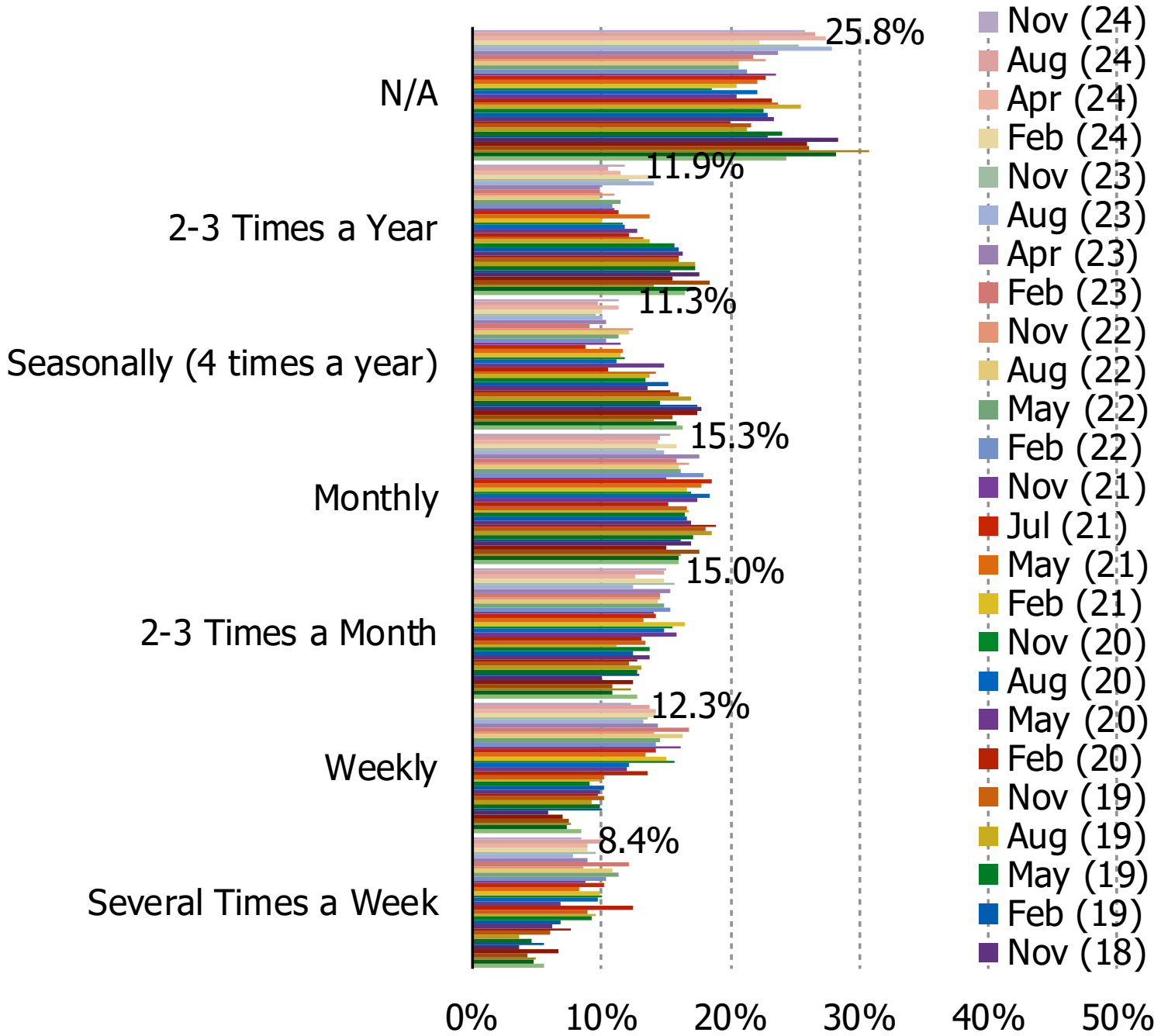
WAL-MART CUSTOMERS: SHOPPING FREQUENCY IN-STORES AT WAL-MART

Posed to respondents who have purchased from Wal-Mart in the past 12 months.



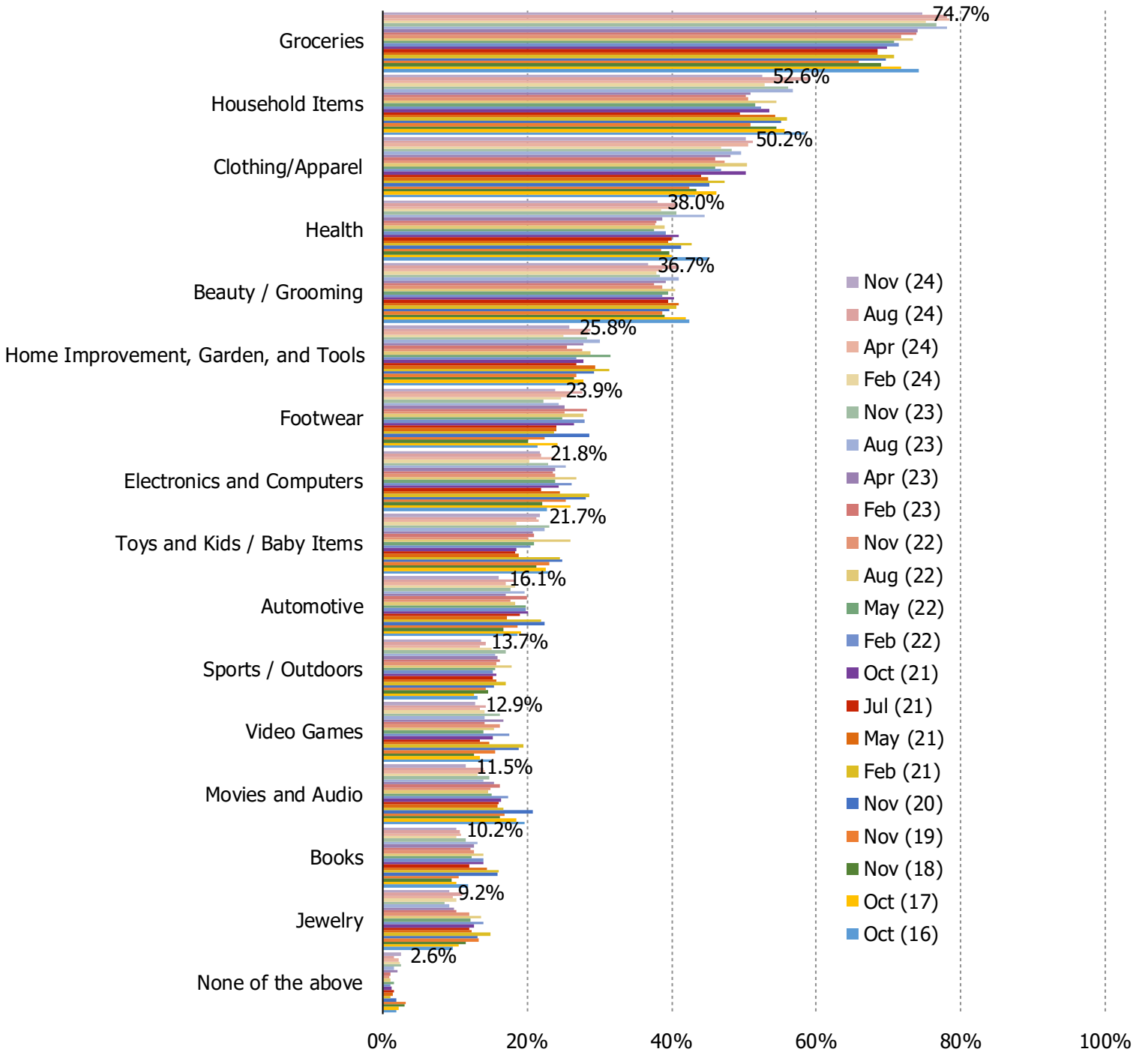
WAL-MART CUSTOMERS: SHOPPING FREQUENCY ONLINE AT WAL-MART

Posed to respondents who have purchased from Wal-Mart in the past 12 months.



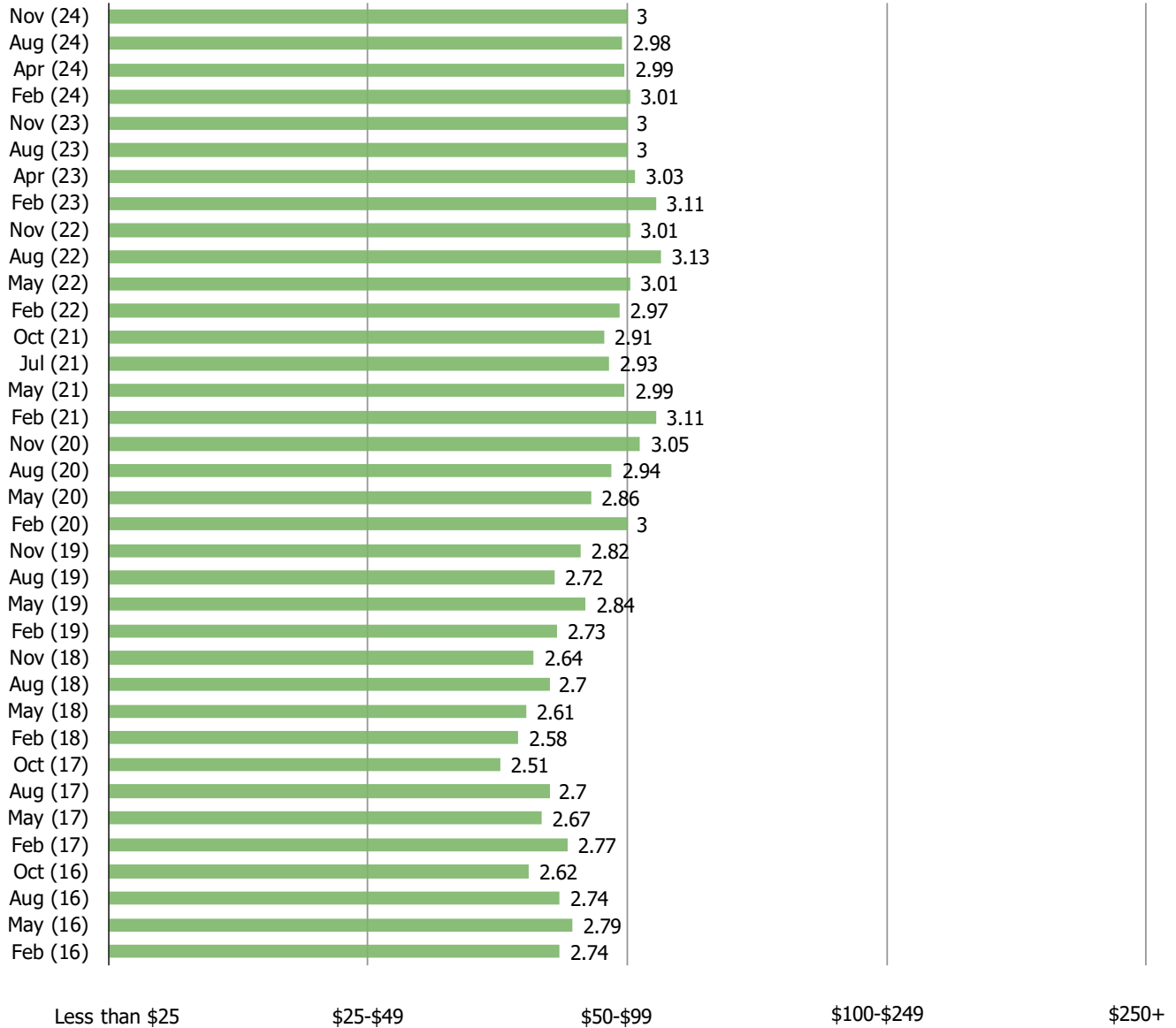
WAL-MART CUSTOMERS: WHAT THEY TYPICALLY BUY FROM WAL-MART (Q/Q TREND)

Posed to respondents who have purchased from Wal-Mart in the past 12 months.



WAL-MART CUSTOMERS: AVERAGE SPEND PER VISIT

Posed to respondents who have purchased from Wal-Mart in the past 12 months.



Less than \$25

\$25-\$49

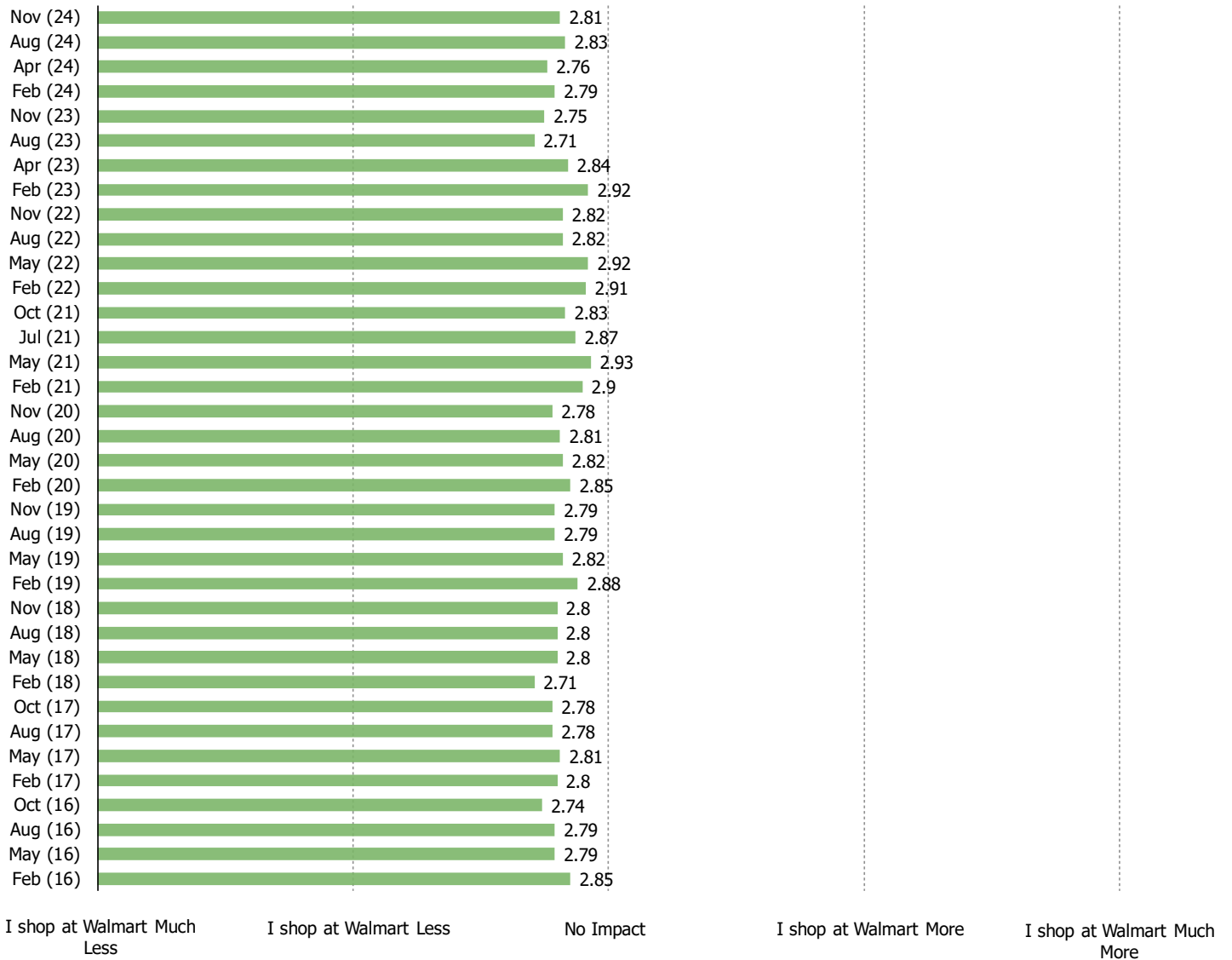
\$50-\$99

\$100-\$249

\$250+

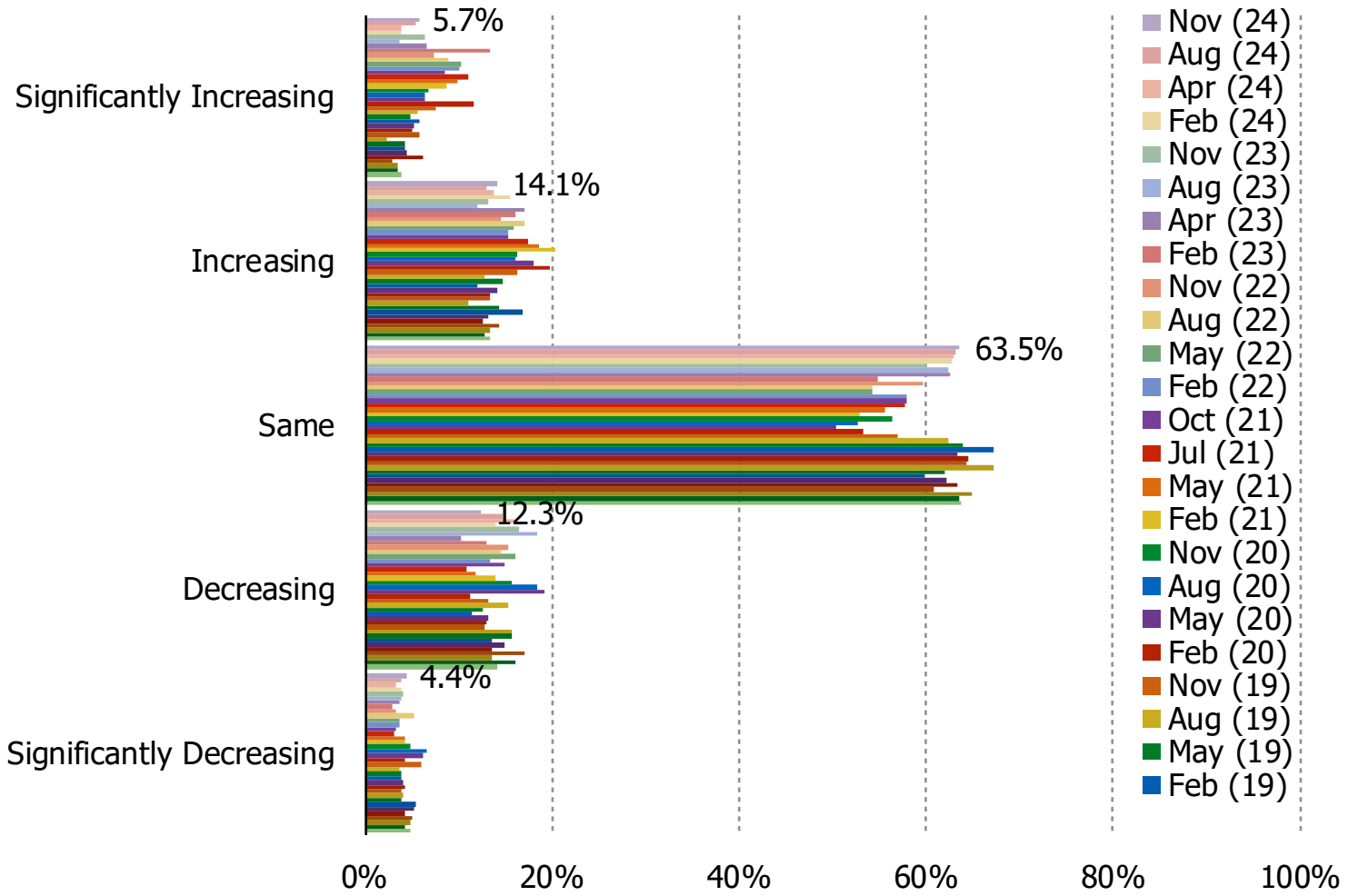
WAL-MART CUSTOMERS: IS AMAZON IMPACTING YOUR SHOPPING AT WAL-MART?

Posed to respondents who have purchased from Wal-Mart in the past 12 months.



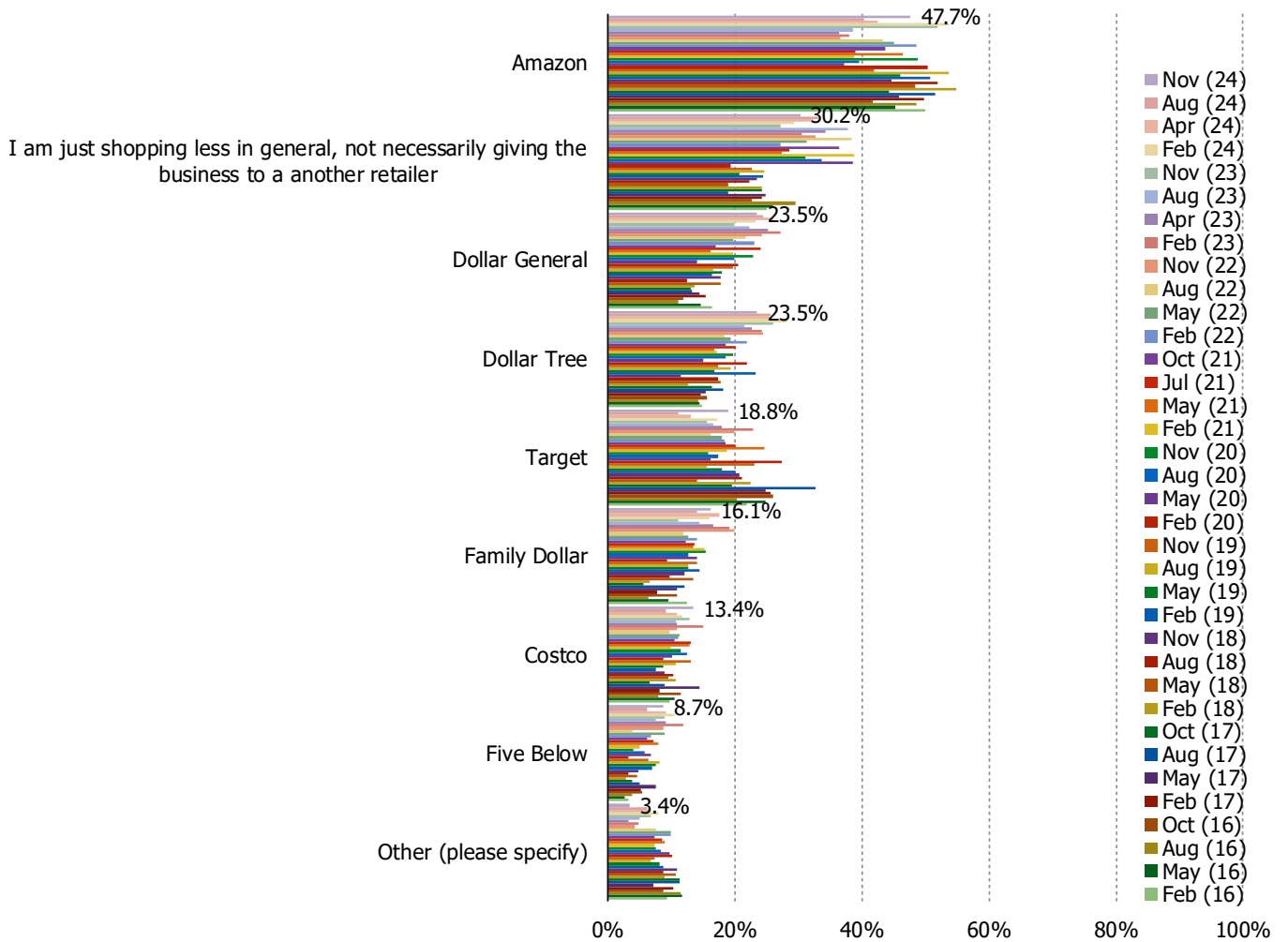
WAL-MART CUSTOMERS: CHANGES IN RECENT SHOPPING FREQUENCY

Posed to respondents who have purchased from Wal-Mart in the past 12 months.



SINCE YOU ARE SHOPPING LESS AT WAL-MART, ARE YOU GIVING THAT BUSINESS TO ANY OF THE FOLLOWING RETAILERS INSTEAD?

Posed to respondents who have purchased from Wal-Mart in the past 12 months AND said they have been shopping Wal-Mart less recently.

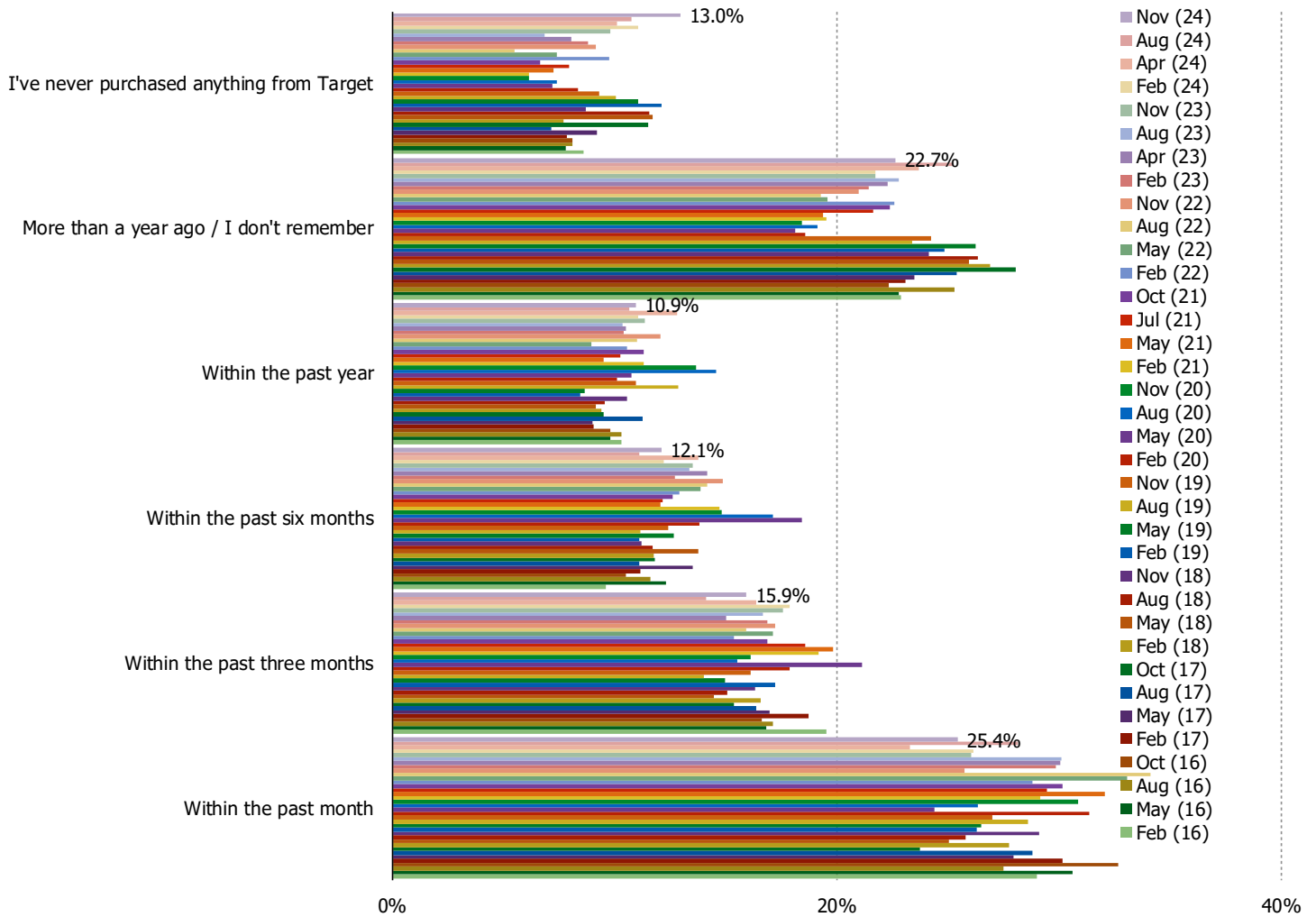


## TARGET DEEP DIVE



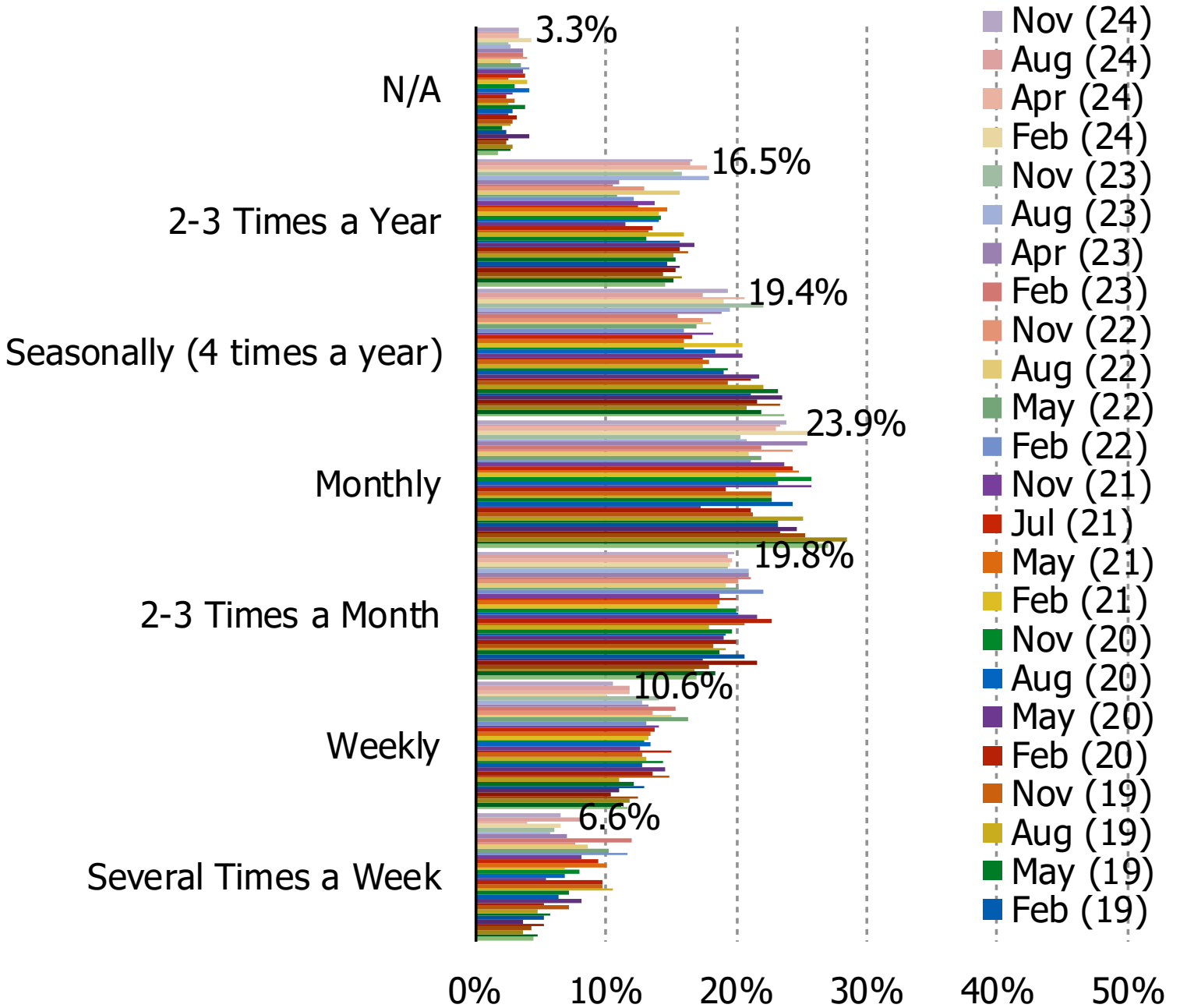
ALL CONSUMERS: LAST TIME PURCHASING FROM TARGET

This question was posed to all consumers.



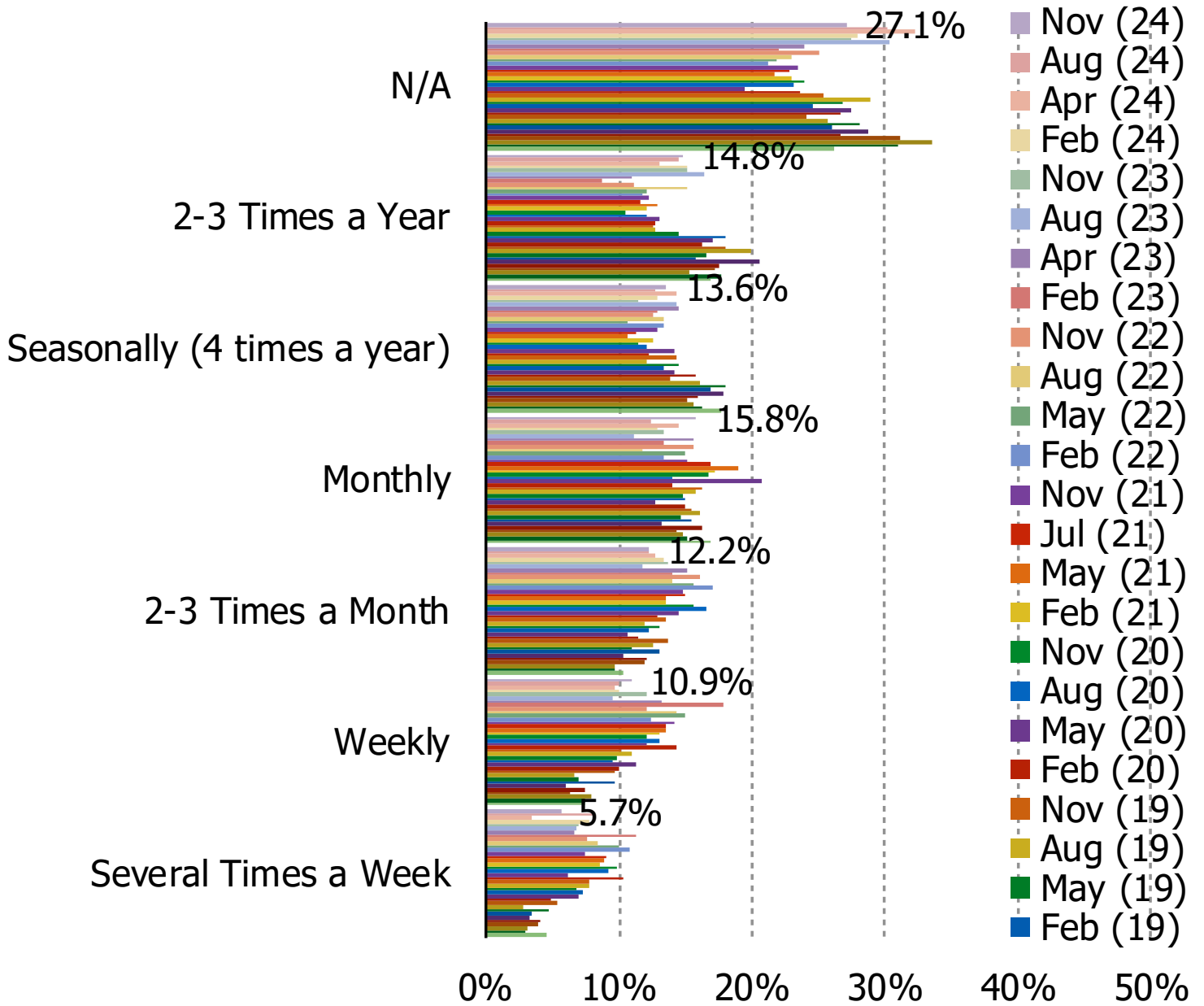
TARGET CUSTOMERS: SHOPPING FREQUENCY IN-STORES AT TARGET

Posed to respondents who have purchased from Target in the past 12 months.



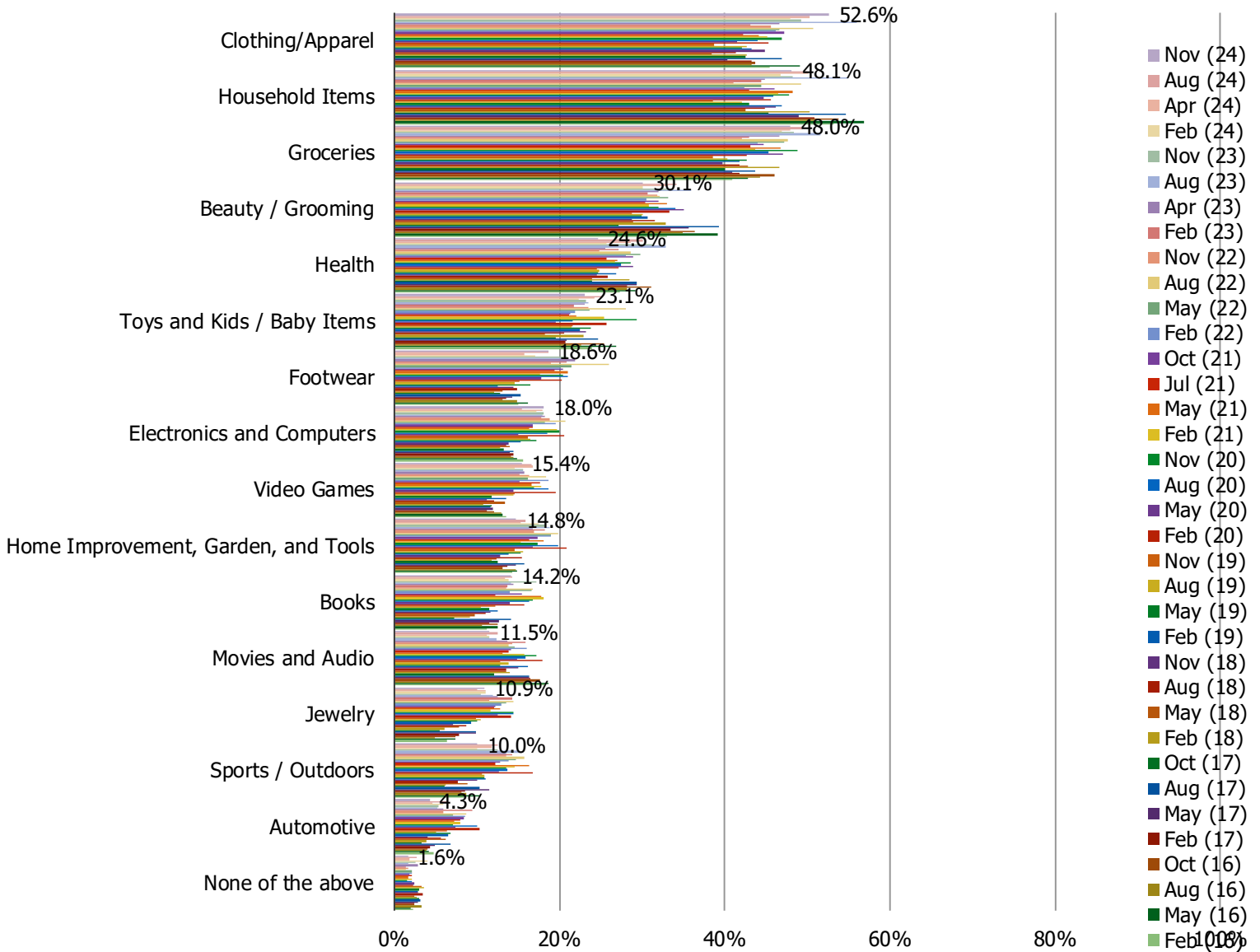
TARGET CUSTOMERS: SHOPPING FREQUENCY ONLINE AT TARGET

Posed to respondents who have purchased from Target in the past 12 months.



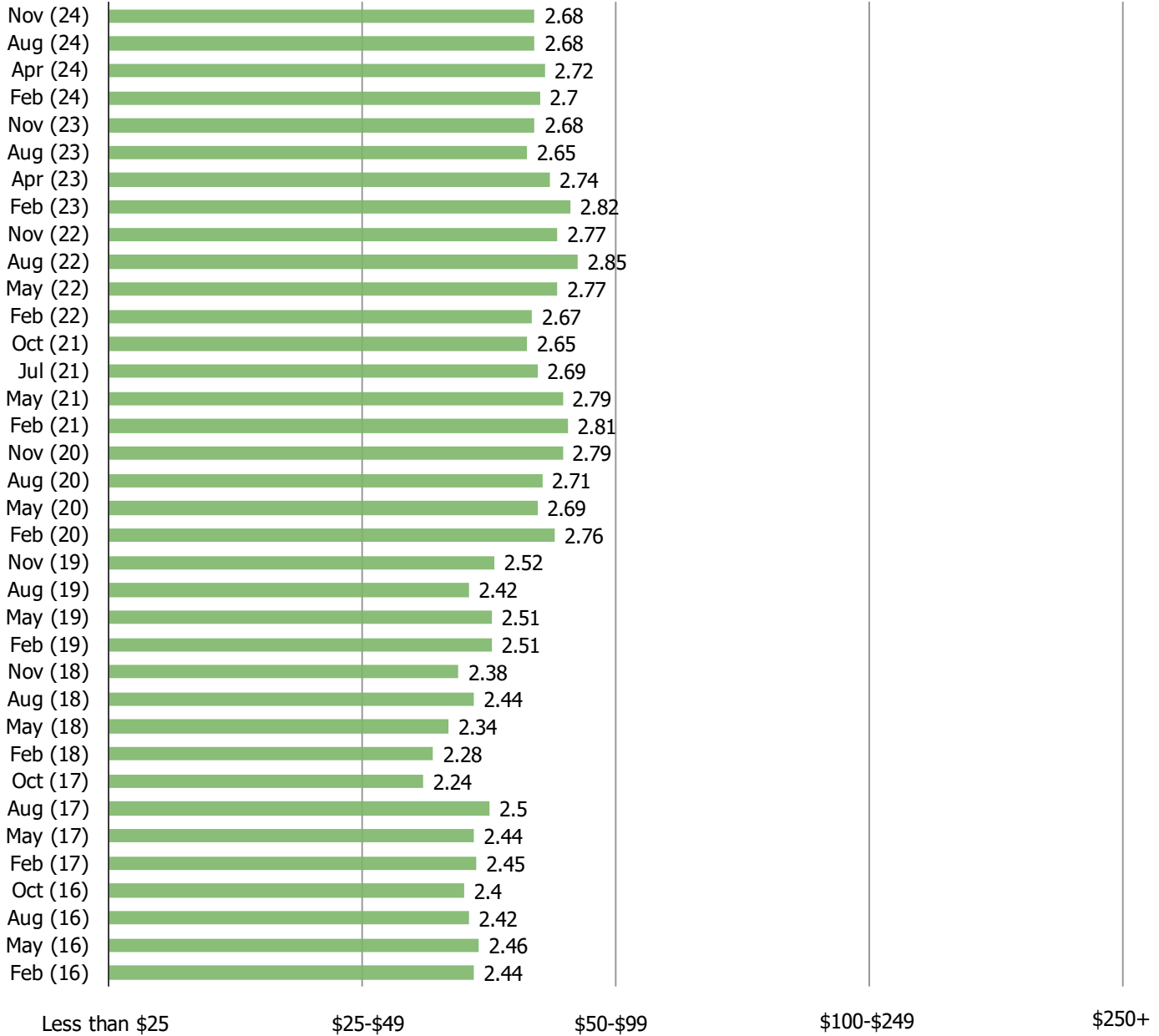
WHAT CUSTOMERS TYPICALLY BUY FROM TARGET (Q/Q TRACKING)

Posed to respondents who have purchased from Target in the past 12 months.



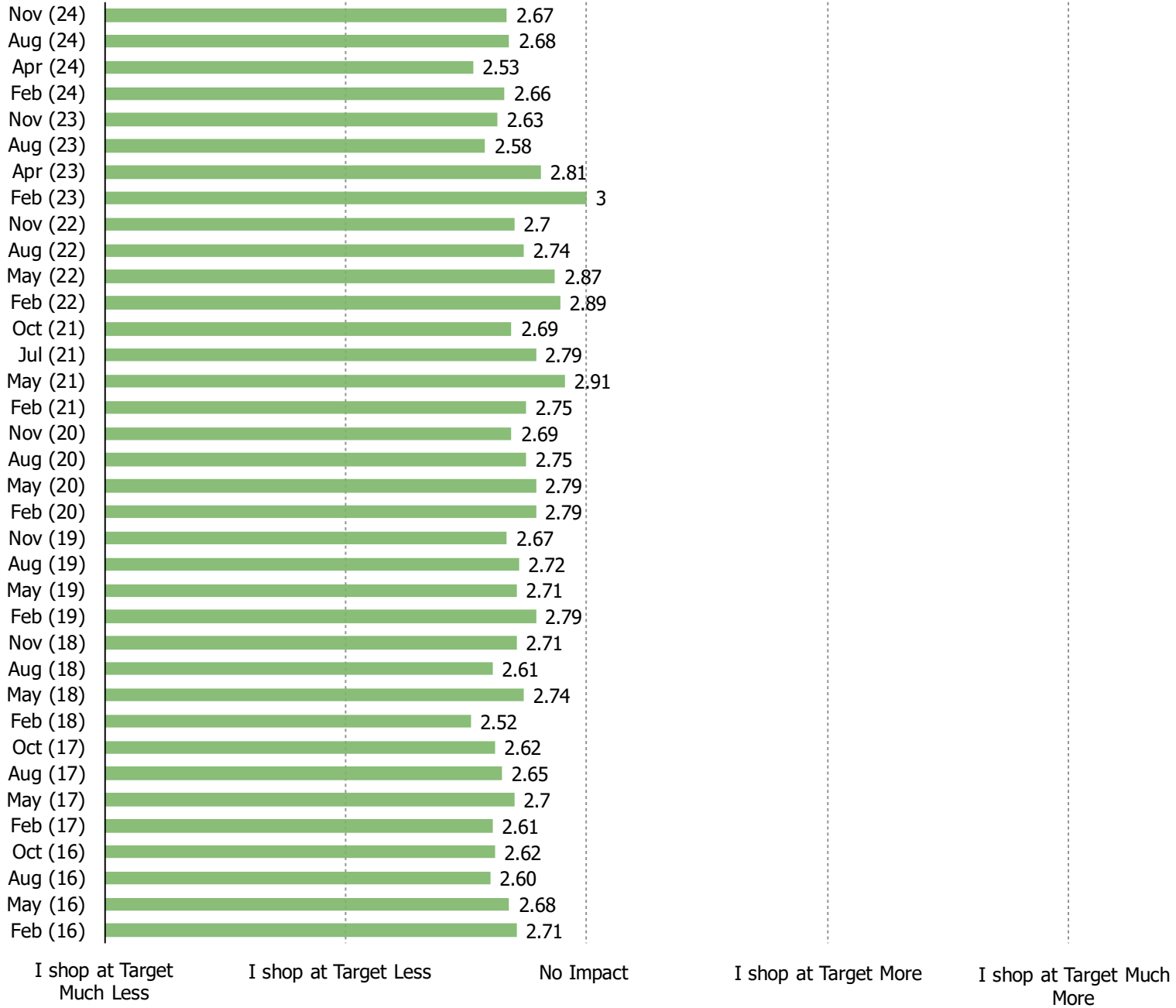
TARGET CUSTOMERS: AVERAGE SPEND PER VISIT

Posed to respondents who have purchased from Target in the past 12 months.



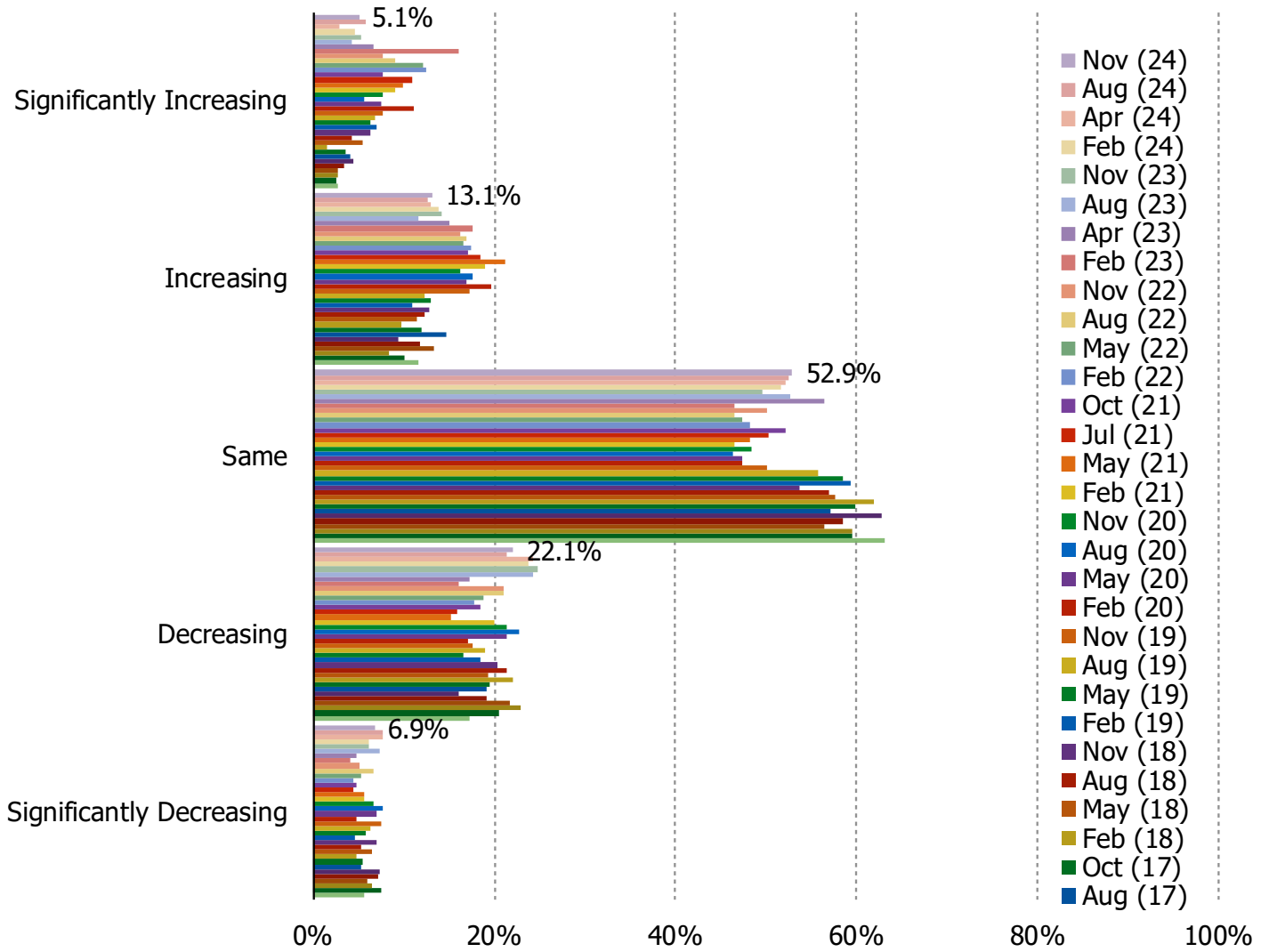
TARGET CUSTOMERS: IS AMAZON IMPACTING YOUR SHOPPING AT TARGET?

Posed to respondents who have purchased from Target in the past 12 months.



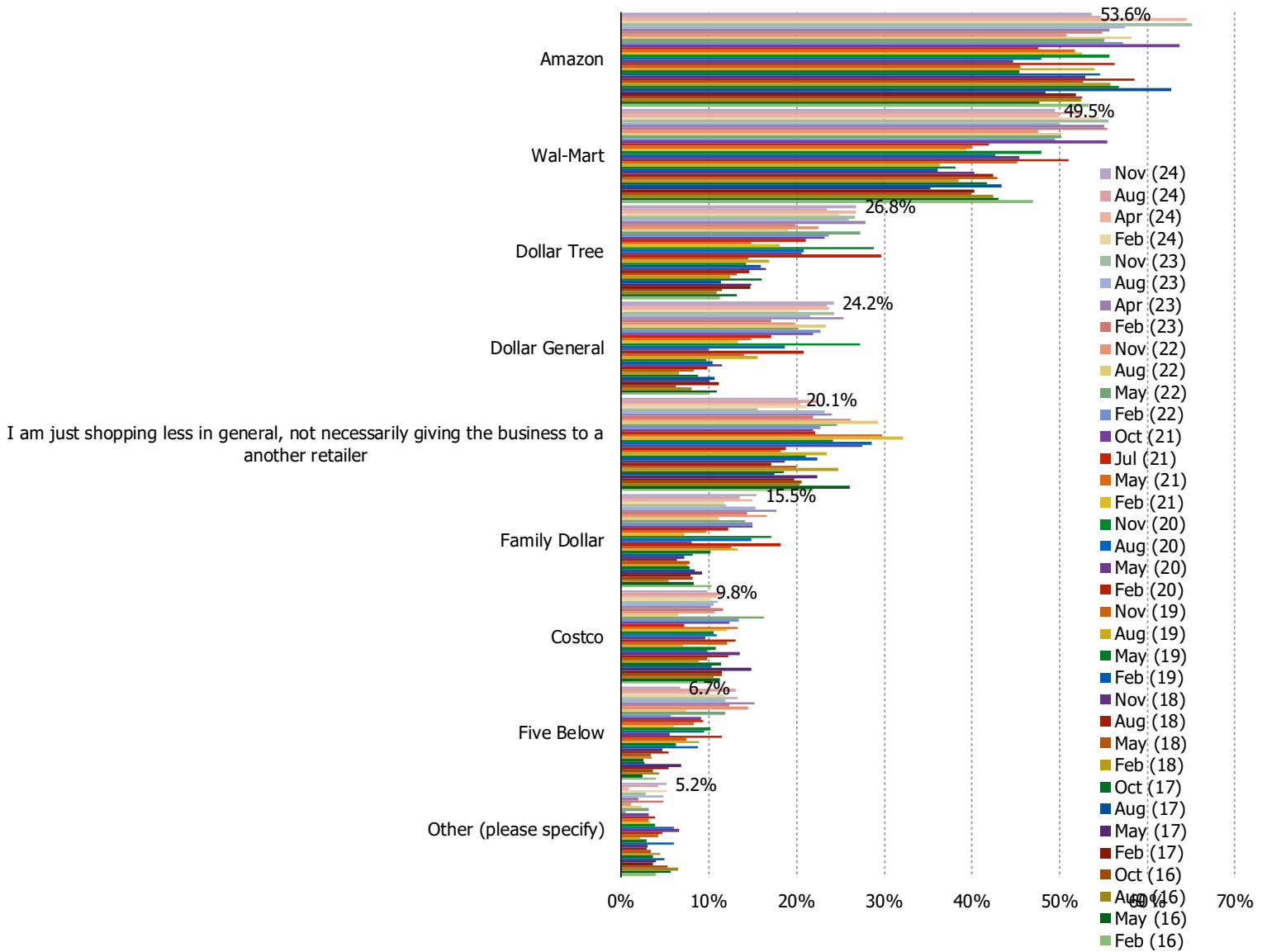
TARGET CUSTOMERS: CHANGES IN RECENT SHOPPING FREQUENCY

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Posed to respondents who have purchased from Target in the past 12 months AND said they have been shopping Target less recently.





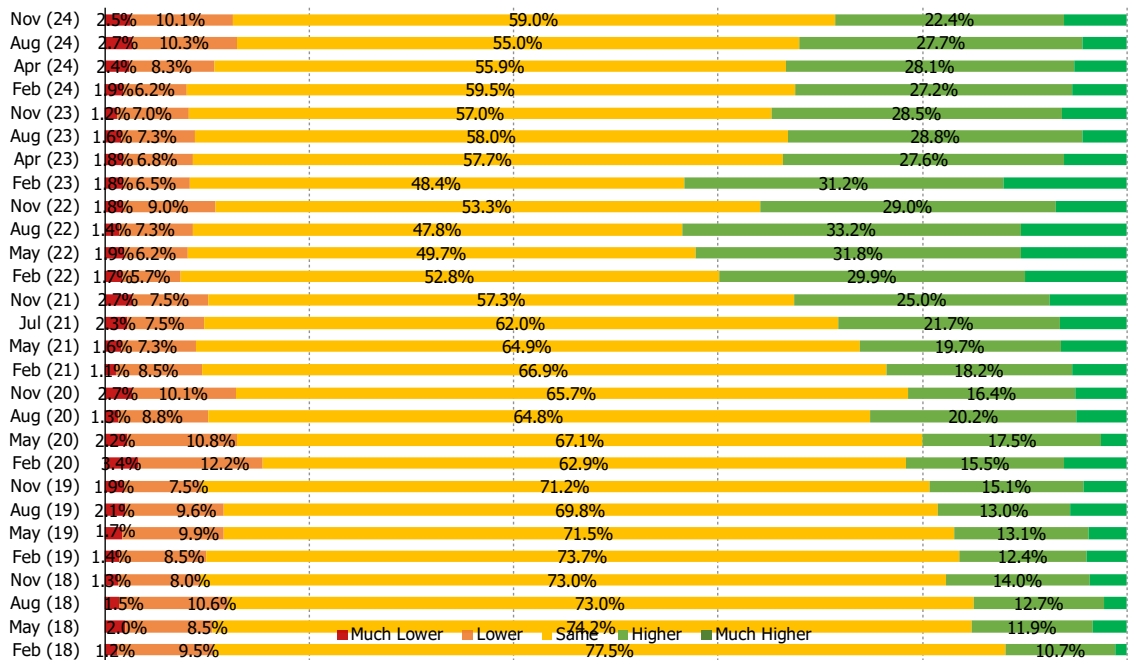
## SENTIMENT TOWARD PRICING

WHEN YOU LAST VISITED, DID YOU NOTICE ANY CHANGES TO PRODUCT PRICES?

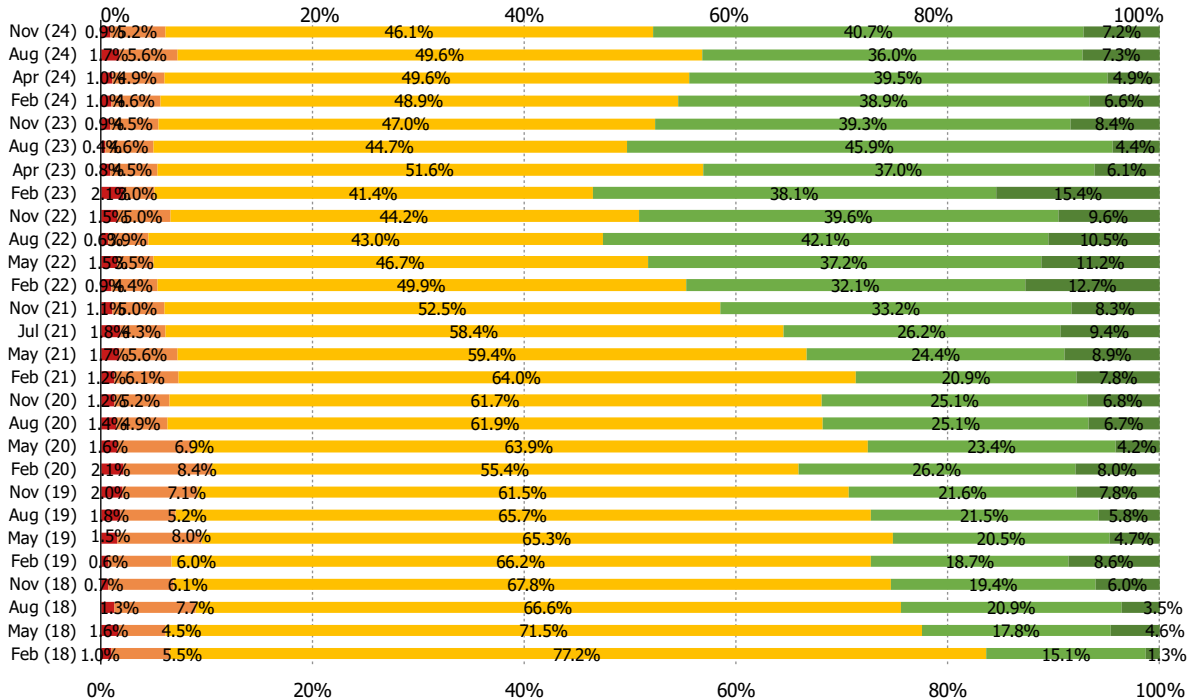
This question was posed to consumers who have shopped each retailer in the past 12 months.

■ Much Lower ■ Lower ■ Same ■ Higher ■ Much Higher

WALMART



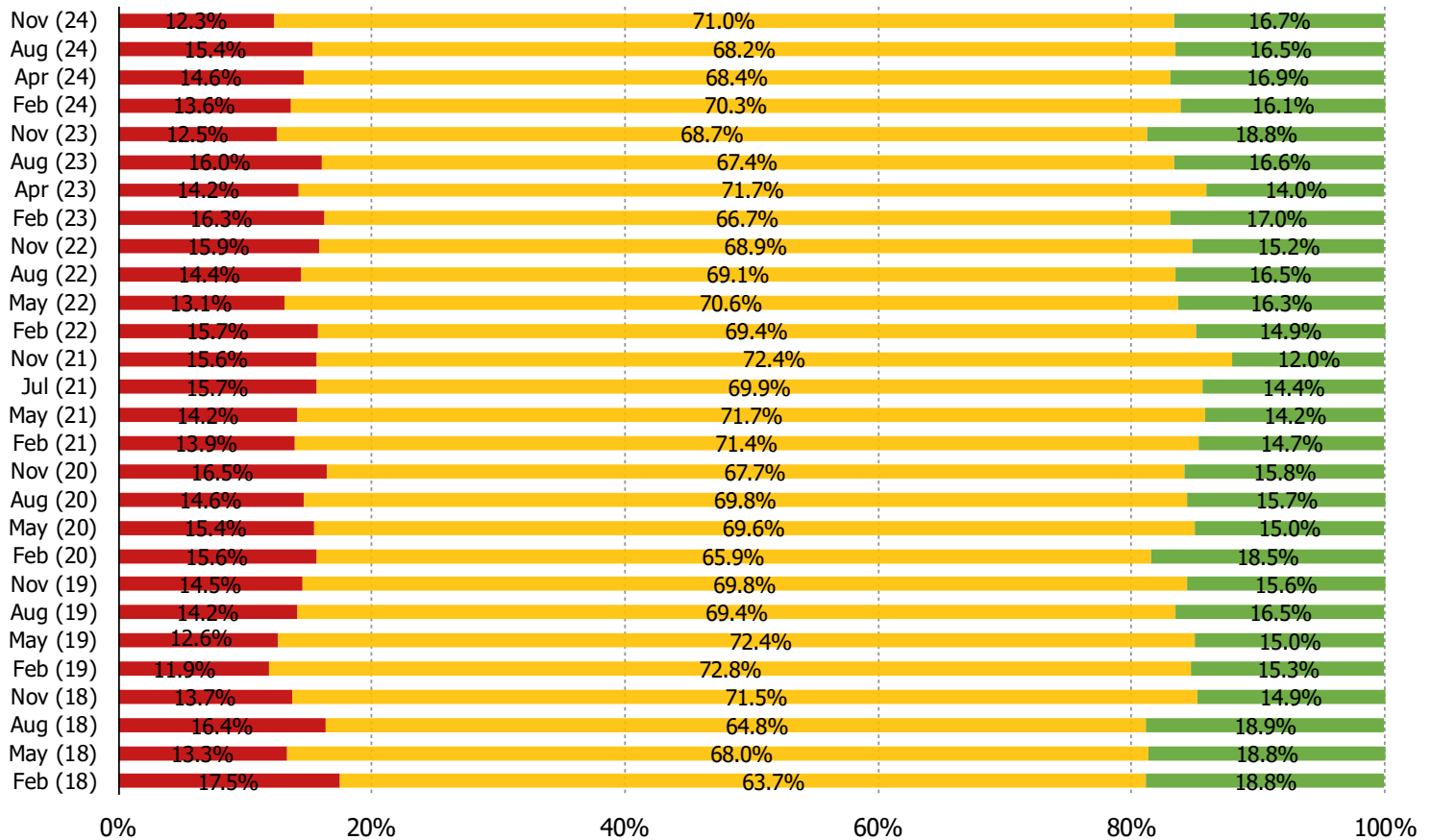
TARGET



FROM YOUR EXPERIENCE, ARE PRICES ON THE WAL-MART SITE DIFFERENT THAN THE PRICES IN-STORES

This question was posed to consumers who have shopped Wal-Mart online AND in-stores monthly or more frequently.

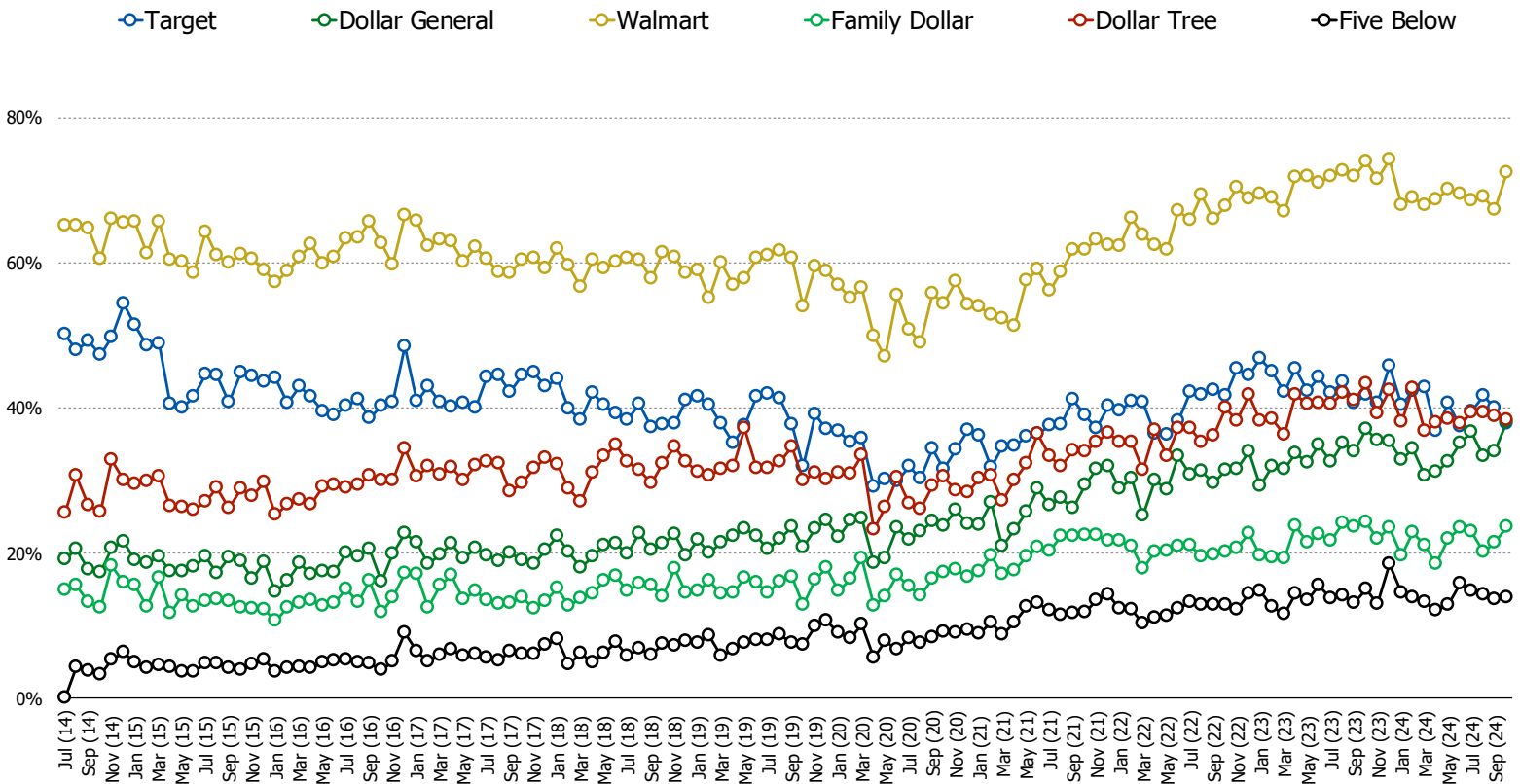
Lower Prices In-Stores Same Lower Prices Online



## MONTHLY TRACKERS

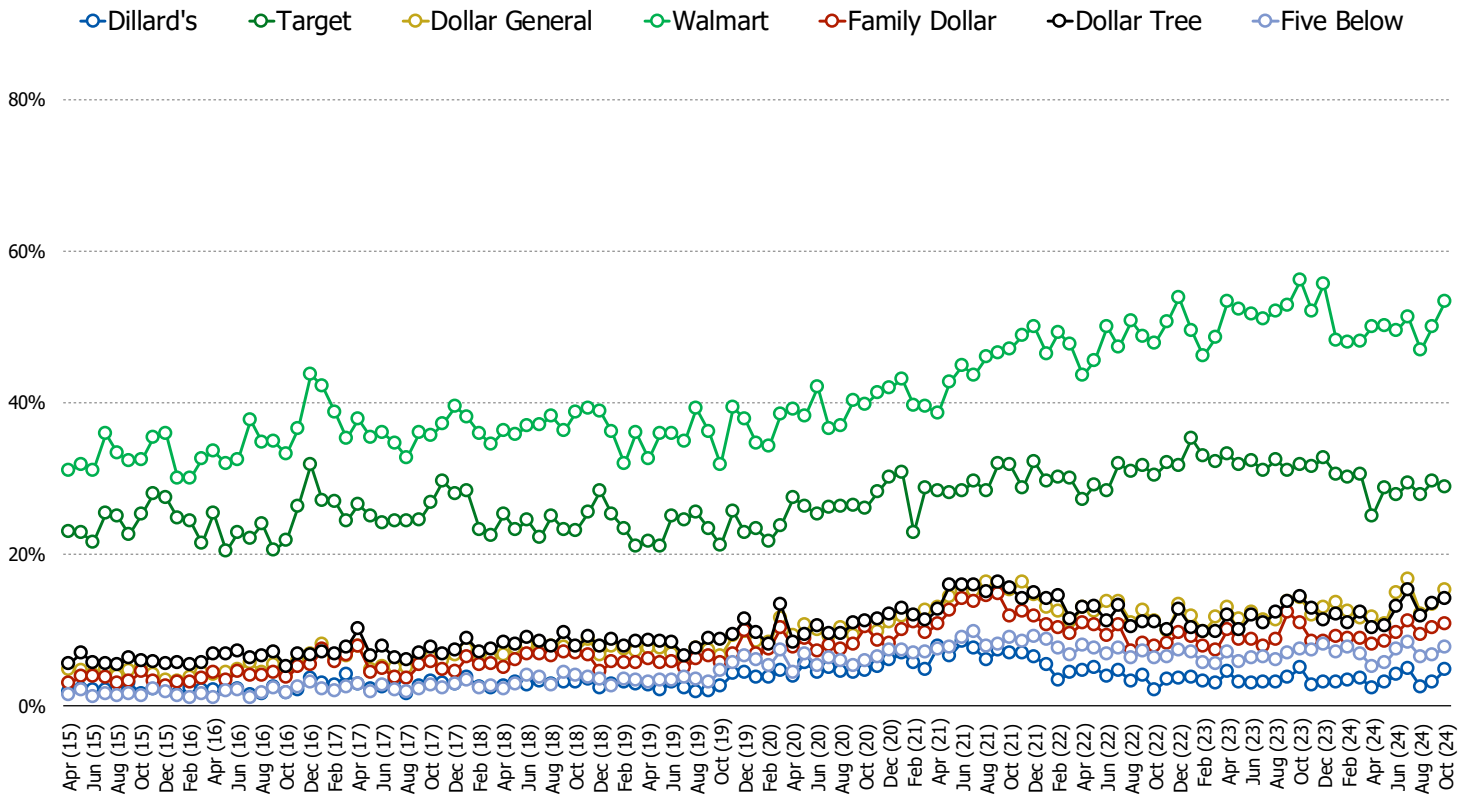
HAVE YOU VISITED ANY OF THE FOLLOWING COMPANY STORES IN THE PAST MONTH?

This question was posed to all respondents.



HAVE YOU VISITED ANY OF THE FOLLOWING COMPANY WEBSITES IN THE PAST MONTH?

This question was posed to all respondents.



HAVE YOU MADE A PURCHASE FROM ANY OF THE FOLLOWING IN THE PAST MONTH? (ONLINE OR IN-STORES)

This question was posed to all respondents.

