June 18, 2020

Covid-19 Consumer Insights

Brandwatch | A new kind of intelligence

Important Notice:

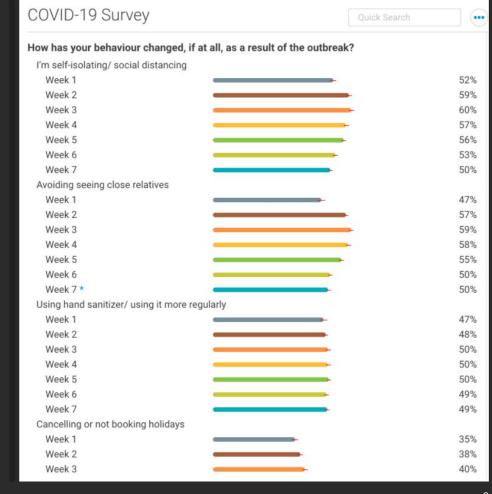
Thank you to everyone who filled out our survey last week. Starting this week, we will be moving to a bi-weekly cadence. The next report will be out July 1.

This report link is unique to you and cannot be shared. If you would like to share these findings with a colleague, please share this **form with them**. To inquire about a custom report that focuses on your specific sector, category, brands, and more, book a meeting with our specialists.

Want access to our survey data?

We'll provide you with a login to our Qriously survey platform, giving you hands-on access to all questions and answers from each wave of our Covid-19 survey. You can filter by week, age, gender or country (we're live in 8 markets).

Just drop us an email at info@brandwatch.com.



Our Goal

As the Covid-19 pandemic continues to evolve, there are many sources for news, statistics and health guidance. Brandwatch is in a unique position to provide data and insights about the impact on the hearts, minds and daily lives of consumers around the world. We're leveraging our best-in-class technology and people to deliver weekly reporting that looks at both online discussion and survey responses.

These reports can be customized to focus on your specific industries, categories, brands, countries, sectors, and more. Book a meeting with our specialists.

What We Analyzed

This study includes data from 8 countries (UK, US, China, Germany, Italy, Spain, France, Australia) and 6 languages. Survey data includes 500 interviews per country in field using programmatic sampling via mobile phones. For access to the complete set of survey questions/answers, contact info@brandwatch.com.

Social data includes ~38 million posts from Twitter, Reddit, forums, blogs, and more that appeared between June 1 and June 14. News has been excluded to better isolate consumer opinion but media engagement metrics have been included. Content is analyzed holistically and by market, topics, and sectors.

Some Of The Questions We'll Address...

- What are consumer perceptions of and reactions to Covid-19 over time?
- How has the virus impacted daily life and the way we work, learn, parent and socialize?
- What is the impact on mental health?
- What are concerns about financial futures collectively and personally?
- What is the short- and long-term impact of the pandemic on plans, events and purchases?
- What are reactions to how businesses have/have not adapted to the needs of consumers or employees?

Key insights at a glance



Health & mental health

Survey respondents are concerned about being in close proximity to other people. Online discussion reflects concern about a possible increase in infection due to BLM protest gatherings. (slide 11)

Many are sharing news about a recent CDC study that found 39% of Americans have tried unconventional methods to prevent Covid-19, such as gargling with bleach. (slide 12)



Home & family life

Online discussion about buying new homes or relocating is on the rise, particularly among those currently living in cities. (slide 15)

Social bubbles and support bubbles (the formation of isolated groups) are trending in online discussion. (slide 16)



Work life

People online are curious about how businesses are safely bringing employees back to work.
(slide 21)

Most professionals share that they are still reluctant to go back to the office. (slide 21)



Government

News that New Zealand has completely eased lockdown restrictions and eliminated the virus prompted some Brits online to say they wish PM Jacinda Ardern could lead the UK Covid-19 response. (slide 23)

A second wave of the virus in the US and China is generating online discussion. Some suggest that the increased cases are not really a second wave but rather a continuation of the first. (slide 24)

Key insights at a glance



Pharma & healthcare

Many people online say telehealth presents an opportunity to continue to receive the care they need without the risk of exposure to Covid-19 in a medical setting. (slide 28)

People are sharing stories online about Ibuprofen being tested as a possible Covid-19 treatment. Many say headlines are misleading as testing is on lipid Ibuprofen, an entirely different formulation than what is available OTC. (slide 30)



CPG

People online are talking about trying or switching to skincare, cosmetics, and haircare products from black-owned companies to show support for the community in light of recent protests.

(slide 35)

Online consumers are excited about the Impossible Foods' direct-to-consumer online store launch. (slide 36)



Media & entertainment

People online are calling to amplify black voices and support black creators across all mediums. (slide 40)

Millennials and Gen Zers say they are addicted to Tik Tok, which has helped them get through quarantine. (slide 43)



Retail

People are talking about online shopping for cars.
Consumers are saying if they already know the car they want, buying online and having it shipped to their home is a good option.
(slide 46)

Almost half of respondents across tracked markets say that in-store mask requirements impact their decision to shop in person. (slide 47)

Key insights at a glance



Technology

People online are reacting positively to news that Amazon, IBM and Microsoft will no longer research or develop facial recognition technology or work with police on this effort. (slide 50)



Financial services

Given public health recommendations to use contactless payments to prevent the spread of the virus, many are expressing frustration that not all stores provide the option. (slide 54)



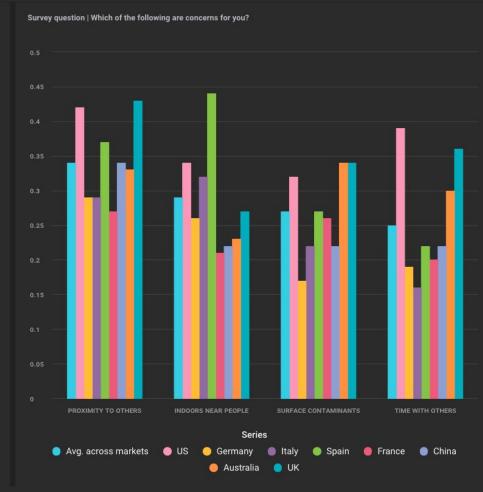
Travel & hospitality

The majority of survey respondents across tracked markets say they don't feel safe traveling on planes, staying in hotels or dining at restaurants. (slide 58)

Slightly more than half of German survey respondents say they are comfortable dining outside at restaurants. (slide 60)



Topic | Health & Mental Health



US survey respondents are most concerned about physical proximity to and time spent with others.

Online, many are citing the physical closeness of protestors as a possible reason for the recent increases in US Covid-19 cases.

Topic | Health & Mental Health



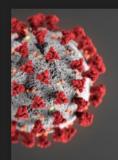
amormeusjesus († Amor Meus, Jesu...

@amormeusiesus

ARE Y'ALL REALLY PUTTING BLEACH IN FOOD CAUSE OF COVID?? Y'ALL OK!!!!???????

Twitter

10 Jun 2020 | 18:44



SkyNews (SkyNews)

@SkyNews

Americans trying to prevent #COVID19 infections have reported cleaning their food and themselves with disinfectant and bleach, with some even inhaling or drinking the household cleaning products, a study has found t.co/oDDS4yCGdz

Twitter

7 Jun 2020 | 20:14



DavidBoitano (David Boitano)

@DavidBoitano

Six hundred hospital workers have died of COVID-19; the virus is not mutating to become more infectious; Americans add bleach to their food to stay safe. News and statistics here:

₩ Twitter

7 Jun 2020 | 22:03



RyanMarino (Ryan Marino)

@RvanMarino

Excuse me, what "1/3 of Americans in a CDC survey used some kind of risky cleaning practice to try to prevent COVID. People put bleach in their food. Others gargled or inhaled it. Some washed their bodies with household cleaning & disinfectant products."



TheRealJayO (Jason O)

@TheRealJayO

They literally just said on the news there is a new CDC warning for people to stop drinking bleach and/or washing food with bleach to avoid getting COVID-19! WHO IS DOING THIS!!!???!!! CDC has to waste staff time creating statements like this bc ppl are morone

19 (+150k social engagements).

People are reacting to a CDC study that found 39% of Americans are using

Many online are expressing disbelief that individuals would take such

measures, describing them as unsafe and unintelligent.

unconventional methods like washing food and gargling bleach to prevent Covid-

Topic | Health & Mental Health



ScottGottliebMD (Scott Gottlieb, MD)

@ScottGottliebMD

Study suggests that routine face mask use by 50% or more of the population reduced COVID19 spread to an R of less than 1.0. Other studies have generated similar estimates. More widespread masking with higher quality masks could help mitigate a second wave.

t.co/tlgQJfXNV

梦 Twitter ⋅ 10 Jun 2020 | 18:53

Retweets 18K



OnlineDetective (Brent O)

@OnlineDetective

@ScottGottliebMD This is NOT difficult.

Taiwan wears the f***ing masks. Total COVID-19 deaths is 443. TOTAL! The US has had more COVID-19 deaths THIS MORNING! Yesterday morning. Tomorrow morning. Etc Etc. This is NOT a difficult concept to understand.

₩ Twitter • 10 Jun 2020 | 20:22

2 Retweets 21



SherryTrout (Sherry Trout)

@SherryTrout

ScottGottliebMD If people would stop being selfish and would wear a mask we could get by this virus then we could really be back to normal. Pretending like everything is ok and not wearing a mask is just going to make the drag on and on.

₩ Twitter • 10 Jun 2020 | 19:13 Retweets 11

People are talking about research suggesting that widespread use of face masks could eliminate a second wave of Covid-19. Taiwan is often referenced, as people there are consistently wearing masks and the death count is low.

Others are warning that lockdown will drag on indefinitely unless people consistently wear masks.

In recent weeks, slightly more than half of survey respondents across markets consistently report they are wearing masks. More UK respondents say they are wearing masks this week than in late May (31% from 25%); the increase correlates with a new legal requirement to wear masks on public transport.

Online discussion about buying new homes or relocating is on the rise, particularly among those currently living in cities.



RealRuinHatter (Ruin Hatter)

@RealRuinHatter

So looking to rent a 3 bedroom place SE Michigan. Rochester- Waterford areas. With the damn pandemic finding a new place for me and my fam has not been easy! Preferred private renters. If you got a place DM me!

Twitter

15 Jun 2020 | 15:23



MadnessTemp (Mads #BLM)

@MadnessTemp

PattyOLovesU I'd put a deposit down for a new place for me and my partner. Where we live now is very toxic and we very much need to get out 69

₩ Twitter

14 Jun 2020 | 12:29



jeremydfoxx (Jeremy Foxx)

@ieremydfoxx

Can I Buy or Sell a House During the Coronavirus Pandemic? t.co/03wB4n0xiR

Twitter

11 Jun 2020 | 21:00



capofirstfret (Phillip Carter)

@capofirstfret

If you've never tried starting a new job, buying a new house, moving across state all while being a public administrator during a global pandemic and a national civil rights awakening let me tell ya - it's a hell of a ride.

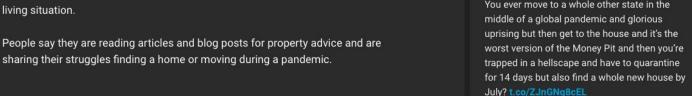
₩ Twitter

11 Jun 2020 | 16:40



JeanGreasy (Jeen Greh)

You ever move to a whole other state in the



Given a choice for many to work remotely more often, along with falling house

Many in cities such as NYC are talking about moving to the suburbs to avoid

being in the epicenter of future outbreaks. Some are expressing the need for a change of scenery coming out of lockdown, starting with a new and improved

is increasing (10K posts).

living situation.

prices, online discussion about purchasing new homes or potentially relocating

People online are discussing how they can maintain safety measures and follow social distancing rules effectively when with family and loved ones.

Some express confusion with new social-distancing terms, asking what a bubble means and what sizes are recommended. Searches for "social bubble California" increased by 1000% last week.



social distancing measures

2nd wave Boris Johnson

Schools open high school schools closed coc Guidelines

work from home reopen schools two weeks working from home opening schools Wear masks practice social distancing social distancing rules

social distancing rules

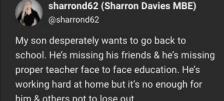
reopening of schools

Children safely returning to school remains a top concern (32k posts). People are sharing articles about students sent home from school due to Covid-19 scares in Korea and the UK. Searches for "South Korea closes schools again" increased by 5000% in the last week.

Schools that are reopening are posting information about how they're preparing for students, including physical distancing in schoolyards and signage. While disagreement is ongoing, there has been a shift in online conversation. Many parents are now saying their kids need to go back to school.



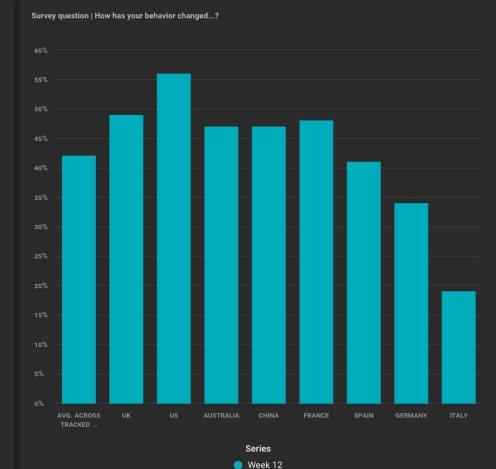
social distancing guidelines



y Twitter

9 Jun 2020 | 17:06





As global economies continue to reopen, the percentage of survey respondents reporting they are self-isolating/social distancing continues to drop.



DIY home projects conversation (3.8k posts) discusses making your own furniture, repairing existing pieces, and woodworking as a hobby.

Men are most likely to share DIY wood projects, ranging from simple wall art or shelves, to dining or coffee tables. Success stories and photos posted on Twitter and Reddit are receiving positive responses, while YouTube videos sharing tips and tricks are gaining popularity.

People online are interested in **how businesses are welcoming workers back safely** (20k posts).



jrrdrbb (Dogme 95 Cinematic Univer...

Returning to the office today (I'm extremely lucky to have been able to WFH for basically as long as I wanted) and completely astounded by the corporeal form of my co-workers. Not prepared for them to be physical entities.



₩ Twitter

15 Jun 2020 | 01:46





GaryMonk (Gary Monk)

@GaryMonk

Zebra, VitalTech release digital health solutions for employees returning to work The app and kit intend to use proximity alerts, contact tracing and health monitoring to help keep employees safe from COVID-19



₩ Twitter

13 Jun 2020 | 12:00

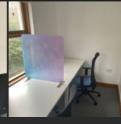




bullmooseALBANY (Bull Moose Club... @bullmooseALBANY

We are looking forward to welcoming our members back on June 15. Our team has spent the past several months preparing for a safe return to the workplace with new and updated features to ensure a smooth transition back to work. See you soon!





Many are sharing blogs and articles that discuss best practices companies can apply to provide a safe working environment.

Reopening companies are sharing their takes on safety measures, such as installing dividers, hand sanitizer, and social distancing signage.

Most office workers say they're still reluctant to come back to work.

People online are praising the work of Prime Minister Ardern, who has successfully limited infection in New Zealand.

Topic | Government



NickDelaney9 (Nick Delaney)

@NickDelanev9

In the ST today little piece which said that if we declare war on New Zealand, under international law if we surrender then their Government takes over control of the UK whilst peace negotiations are settled. Can we please declare war on New Zealand!

₩ Twitter

14 Jun 2020 | 18:37



readthinkwalk (Mal_Smith)

@readthinkwalk

@devisridhar ""Having looked at the British model, New Zealand changed tack at the eleventh hour and adopted an elimination plan as opposed to a containment plan. I'm actually really surprised that the UK aren't doing the same thing." - Prof. Michael Baker.

₩ Twitter

10 Jun 2020 | 13:15



WRGeography (World Geography)

@WRGeography



axios (Axios)

@axio

Unmute and none have tested positive.

News that New Zealand has lifted nearly all lockdown restrictions has generated +2.1M social engagements to date.

As infection numbers rise again in the UK, a petition has been created urging the UK to declare war on New Zealand and immediately surrender so that Ardern would lead the UK in accordance with international law. Some people support the petition in social discussion, noting they would be "delighted" to have Ardern lead the country's Covid-19 efforts.

People are reacting to news that some US states are seeing increased Covid-19 cases, generating over +2M social engagements to date. Searches for "what states have a spike in coronavirus" are up 950% this week.

Online reactions include opinions that many states are still experiencing the first wave of the virus. Others warn people to continue to take precautions by wearing masks, washing hands and remaining diligent in social distancing practices.



ACROSS THE SUN BELT THIS



Topic | Government



tweetingbrit (Rick Crowley)

@tweetingbrit

As your caring world ruler, in the interests of #Coronavirus safety; I now forbid any flights + any & all travel between China & the rest of the world, until further notice. Better safe than sorry...... Fear of second wave in #Beijing after market outbreak t.co/et8yMIMOtY

₩ Twitter

14 Jun 2020 | 01:02



Twitter

capitalismwitch (don't emo-splain m...

johnleremainer (John J. Respect the ...

Second wave beginning in China? 2 cases and

forty test positive in a Bejing market. 11

@capitalismwitch

@iohnleremainer

districts locked down.

you don't have 53 people test positive spontaneously after months of zero cases. they're coming from somewhere, this isn't china's second wave, we've just been kept in the dark.

Twitter

13 Jun 2020 | 22:35

13 Jun 2020 | 23:35



edotedge (EJ@edot-edge)

@edotedge

BEIJING - MARKET OUTBREAK COVID-19 SECOND WAVE FEARS! City areas under
severe lockdown. Increased TESTING - high
numbers of asymptomatic cases. @BBCNews
World is concerned! BBC News - Coronavirus:
Fear of second wave in Beijing after market
outbreak t.co/t3McMbKaWI

y Twitter

13 Jun 2020 | 22:50



BrownCheong (Dora)

@BrownCheona

All the countries: kindly remind that there is the second wave of Coronavirus in Beijing! Please

People are discussing concerns of a second wave in Beijing, with coverage of the topic prompting +150k social engagements to date.

Conversations online are reflecting fear of a global second wave. Some are suggesting international flights to and from China be temporarily suspended, others are encouraging travelers to take precautions when traveling to the region.

People are suggesting that China is still in its first wave of the virus and that infection data has not been consistently shared.

For many, telehealth presents an opportunity to receive the ongoing care they need without putting themselves at risk of exposure to Covid-19 in a medical setting.

An average 37% of survey respondents across markets say they feel comfortable seeing a doctor virtually. Positive responses are particularly high in the US (48%) and UK (50%), but less so in markets like Germany (19%), where citizens report above average comfort levels going to visit the doctor in person (56% vs. 40% average).

Healthcare providers and industry analysts are discussing online how telehealth represents the future of medicine in the wake of the pandemic. **The convenience of being able to meet virtually is appealing to patients with busy schedules.**

//) Unmute

brink. Covid-19, might be getting all the headlines, but patients are



khaleejtimes (Khaleej Times) @khaleeitimes

Combating #coronavirus: Patients in #Dubai still opt for telehealth even with eased restrictions t.co/S44Sw0Tx7I

Twitter

13 Jun 2020 | 15:44



DenaEnos (DenaEnos)

hodges @codeFreedomRitr @jodyarose I would also recommend using a telehealth service like @AmWellPatient where you can have video calls with top healthcare providers quickly. It's really good that you are taking care

Twitter

of your health.

7 Jun 2020 | 01:57



m_francis (mark)

Telehealth is more than virtual visits.

- chroniccaremanagement, connected care circles, personalized care plans & 24/7 access to specialists complete a #telehealth solution; ElectronicCare provides all of this with
- proven clinical, quality & s outcomes

Twitter

12 Jun 2020 | 04:50



DrGoodpaster (Dr. Kasey Goodpaster)

@DrGoodpaster

COVID - 19 has had a serious mental health impact, but a silver lining is increased

- mentalhealth treatment access using "telehealth. A patient recently told me, "This is
- the most consistent I've ever been with therapy," thanks to virtual visits better fitting into her busy life.

Twitter

5 Jun 2020 | 13:48



laurrrelyse (TUH!)

Who has done virtual doctor's appointments? Specifically those of y'all who don't have a GP-I need to know which channels to go through to get these tonsils taken care of. Also let me know what the experience was like please

₩ Twitter

11 Jun 2020 | 22:53



RT1959 (Robert Thompson)

So now I have a virtual doctor's appointment coming up over the telephone. This is a first for me. That damn coronavirus has totally changed everything.

Twitter

11 Jun 2020 | 21:52



bbpretty96 (Brianna B. Pretty)

The best thing about virtual Dr. Appointments is I get to have my dog with me while I see my doctor. That's pretty neat

Twitter

8 Jun 2020 | 18:35



ShaeButter (ashae'♥)

I have a virtual doctor appointment tomorrow... I think it's weird honestly

₩ Twitter

8 Jun 2020 | 02:29

ZethuGqola (Zethu)

@ZethuGgola

Virtual doctors appointments haven't convinced me hey. About to have another appointment and I am not sold. I don't know, it's like I don't believe you can help me over the phone or video call. I need you to be in my

Sector | Healthcare

6 Jun 2020 | 21:52



IrelandsDemand (Legalise Cannabis ... @IrelandsDemand

Just saw an ad on telly pushing the use of ibuprofen & paracetamol for COVID-19. In a time where public health is in a state of crisis its very unsettling to see big pharma taking this opportunity to push their dangerous killer drugs for profit. Thoughts? @SimonHarrisTD

Twitter

13 Jun 2020 | 14:50



₩ Twitter

MettlesomeTeri (Teri #BlackLive... @MettlesomeTeri

Ibuprofen is trending because of BBCs misleading headline. Now a rush of bulk buying of a med will happen. People will die. It's a special formulation of Ibuprofen being trialed on seriously ill patients with covid. Are BBC helping Johnson with 'herd'?

UnaAenlad (Una Aenlad)

Everyone thought ibuprofen made coronavirus

worse - now it's being studied as a therapy

@UnaAenlad

Twitter

3 Jun 2020 | 10:26



tjelyakub81 (Tijani Isa El Yakub)

MicrobesInfect Am afraid some individuals will start taking the low cost drug #ibuprofen in an effort to avoid contracting #COVID-19 while the drug is still on clinic trial.

Twitter

4 Jun 2020 | 05:16



BBCFergusWalsh (Fergus Walsh) @BBCFergusWalsh

This is quite a turnaround for ibuprofen from early in the pandemic when there were concerns it might be bad for those with mild symptoms. Now it's being trialled in hospital patients to see if it can help ease breathing

People are engaging with news stories about lipid lbuprofen being tested as a possible treatment for Covid-19 (426k social engagements). Consumers online are describing these headlines as misleading given the version of the drug in trials is not what consumers can purchase over the counter. Many are warning that this information may be misleading and causing people to stockpile or

overuse the medicine.



happifydesign (happify)

@happifydesign

Like masks, seems there are two different (public health vs medical) uses of the word happening. "Asymptomatic" can be used to describe a current state, but it's also applied retrospectively as distinguished from "presymptomatic."

⋰ Twitter

9 Jun 2020 | 00:43



GrahamAllen_1 (Graham Allen)

@GrahamAllen 1

BREAKING: WHO says: Asymptomatic spread of coronavirus is 'very rare' Translation: EVERY SINGLE PERSON WHO SHAMED PEOPLE FOR OPENING THEIR BUSINESS TO FEED THEIR FAMILIES OWES AMERICANS AN APOLOGY!! RT!

Twitter

9 Jun 2020 | 00:38



RandPaul (Senator Rand Paul)

Good News! People who catch coronovirus but have no symptoms rarely spread the disease. Translation: sending kids back to school does

not require millions of test kits. Asymptomatic

spread of coronavirus is 'very rare,' WHO says t.co/relyrFb0Au

Twitter

8 Jun 2020 | 23:11



thehowie ((((Howard Forman))))

atwidark1 @notdred If someone has no symptoms, they may be presymptomatic or fully asymptomatic. But only time will tell. Someone who has mild symptoms who reports as feeling fine is just mis-registered. (How many times have you had a scratchy throat or stuffy nose but thought of yourself as well)

Twitter

8 Jun 2020 | 21:24



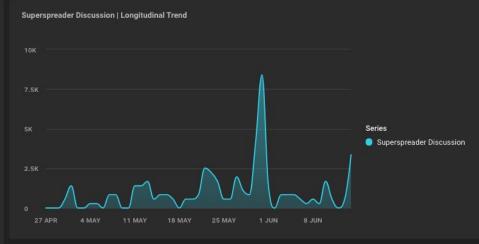
Liz_Wheeler (Liz Wheeler)

After locking down HEALTHY PEOPLE for months. Forcing HEALTHY PEOPLE to close their businesses. Because the CDC told us we

Google searches for "asymptomatic patient" are trending worldwide and news on the topic has prompted more than 164k social engagements to date.

People online are responding to a WHO statement that asymptomatic people are "rarely" contagious, prompting many to say they feel like lockdown efforts are in vain. People are responding by distinguishing between asymptomatic and presymptomatic and how guidelines are challenging to understand given the various stages of illness.

Sector | Healthcare



Searches for "definition of superspreader" are up 650% in the past week in Germany and surfaced in 15k of social discussions. Online some people are suggesting Black Lives Matter protests are contributing to a surge in Covid-19 cases. Many are explaining that while they agree with the reasons behind the protests, precautions must be taken due to the idea some individuals can infect many.





Karl_Lauterbach (Karl Lauterbach)

Ich teile den Anlass des Protests voll und ganz. Aber trotzdem sind die Abstände zu klein. Gefahr der Coronapandemie ist nicht gebannt. Es gab auch einige Superspreader-Ereignisse draussen, in Italien und Spanien. Rassismus muss bekämpft werden, aber ohne vermeidbare Coronatote

₩ Twitter • 6 Jun 2020 | 12:33

pavel23 (Pavel Maver)

Reach 924K

Sector | Healthcare Top sites globally Trending themes (excluding news) VOLUME CHANGE twitter.com 5.45M reddit.com 250.09K tumblr.com 131.91K 55.02K instagram.com whattoexpect.com 21.21K **Emerging organizations in discussion** Vanderbilt University Medical Topics COVID 19 nursing homes ovid patients New York health insurance ● Trump administration ● lung transplant ● health care workers ● middle of a pandemic Vanderbilt University Medical human rights Cent McDonald

Women online are actively sharing and advocating for black-owned beauty and skincare companies.

Sector | CPG





sunset_baby (Tayyy 🂝 🙇 🖙) @sunset_baby

I ordered vegan skincare products from a black owned business and I'm excited to get them 🥰

Twitter

14 Jun 2020 | 15:54



wudanyan (wudan yan)

@wudanyan

Has someone curated a list of Black-owned beauty/skincare companies? Yer girl needs a new face mask or two.

₩ Twitter

14 Jun 2020 | 03:42



LaSashaMala (Sasha Mala)

@LaSashaMala

I want to spend a lot on black owned brands #JUNETEENTH2020 who has



Leomie_Anderson (I. anderson)

@Leomie_Anderson

I'm writing an article listing black businesses by the following categories: fashion, beauty

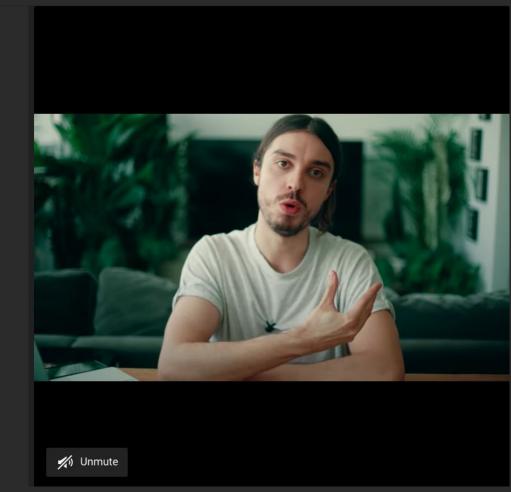
Many are sharing their product hauls from black-owned businesses on YouTube in order to show support for the community in light of recent protests.

People mention intent to try or switch to skincare, cosmetics, and haircare products from black-owned companies. Searches for "black owned skin care companies" increased by 100% last week.

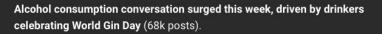
People online continue to talk about plant-based diets. Many are attributing this shift in eating to its health benefits rather than merely a reaction to meat shortages caused by the pandemic.

Consumers are expressing excitement about Impossible Foods' direct-to-consumer online store launch. Some are calling this "a smart move" and "a game changer."

D2C distribution models for CPG brands with unique and differentiated offerings will resonate with consumers at this time.







Cocktail lovers are recommending gin-based recipes online. Whiskey recommendations, such as those suggesting Jack Daniels, are also trending.

People are talking about enjoying cocktails at home with family members, or during leisure time while watching a movie or reading a book.



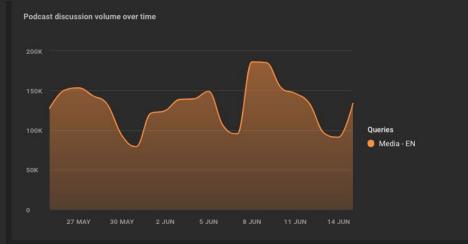
@gyankaley





Podcasts featuring Black Lives Matter content are generating engagement.

Sector | Media & Entertainment



People are sharing podcasts about challenges facing the black community, largely with the purpose of educating others. Many are calling to "amplify black voices" and "support black creators" across all mediums.

The hashtags #blacklivesmatter, #blackouttuesday and #podcastblackout are the most used within this discussion.

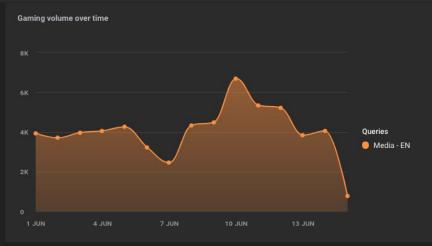








Sector | Media & Entertainment



Vnmute

The Sony PlayStation 5 teaser dominated gaming discussion this week (60k posts). Millennial gamers are showing their excitement for the console's upgraded specs.

The new device is triggering many streaming discussions on Twitch. Some gamers are saying they're planning to buy the product as a reward for getting through lockdown, indicating that highly-anticipated products released in the second half of the year can make a splash as consumers reward themselves post quarantine.

TikTok is trending in online conversation. Millennials and Gen Zers say they're addicted to the app's entertaining content, which has helped get them through quarantine.

People are also sharing articles about the increase of TikTok users and opportunities this presents for brands. Experts are sharing insights on how brands can effectively activate on the platform.

Meanwhile, interest for ad opportunities is high with searches for "TikTok ad specs" increasing by 150% in the last week.





Sector | Media & Entertainment



People are talking about the benefits and challenges of online car purchases.



sargos66 (Serge Van Steenkiste)

Looking to buy a car? Hertz is selling thousands of used cars in its fleet in bankruptcy at bargain prices (Sharp drop in used car prices caused by a free fall in auto sales stemming from the pandemic)

t.co/h5GJiF9z9D

Twitter

14 Jun 2020 | 13:15



mtellock (Michelle)

law_champagne If you're buying a new car and know what model you want, I 100% endorse this advice on how to do it all online, it worked for me: t.co/gL0amUj5s2.

₩ Twitter

13 Jun 2020 | 15:57



law_champagne (SingleChampagneL... @law_champagne

Guys, I've never bought a car and I have one picked out. Who wants to slide into my DMs to give me car buying advice + answer questions?

₩ Twitter

13 Jun 2020 | 14:25



SteveABC13 (Steve Campion)

Maybe it is time to buy a new car? ## You could score a good deal now that fewer people are renting cars since the pandemic. #abc13

₩ Twitter

12 Jun 2020 | 17:33



acoyle23 (alexisannecoyle)

@acoyle23

It was easier to get an apartment than buy a car during a pandemic 🙄

Twitter

10 Jun 2020 | 20:36

Never buy a new car during a pandemic Jesus fucking Christ I have never been so stressed out in my entire life

₩ Twitter

10 Jun 2020 | 19:47

online.

Many are searching online for "Hertz bankruptcy used cars" (+1,000% last week).

Consumers are saying if they already know the brand, specs, and color they want, buying a car online and having it shipped to their home is a good option.

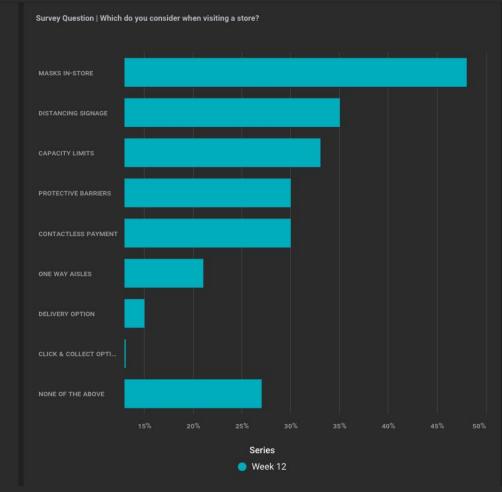
Alternatively, some Millennials are saying it's challenging to buy a car online

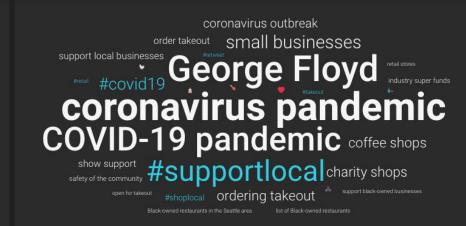
because they don't know where to begin. They're looking for tips and advice

As retail stores begin reopening (94k posts), people online are talking about safe shopping. Most consumers and businesses express being eager for reopening, while advocating for the enforcement of social distancing and face coverings.

Almost half of all survey respondents say that mask requirements in store are a decision factor for shopping, especially among those in continental Europe.

Brits online say they feel "it's still too early" to reopen retail stores. Some say they'll continue shopping online, refusing to shop in crowded retail spaces until they are confident risks are low.





People actively call for the continued support of local stores reopening, especially mom and pop shops. Many are saying they intend to start shopping at stores owned by black entrepreneurs.

Searches for "black owned online clothing stores" increased by 350% last week. Some are also calling for food delivery brands to feature black-owned business on their apps.









Sector | Retail



Consumers continue to talk about buying above-ground pools to enjoy this summer. Searches for "swimming pool for sale" continue to increase (+40% from last week).

"Stock tank pools" are gaining traction given that they are relatively inexpensive and easy to set up. Searches for "stock tank pool with waterfall" increased 100% last week. People are sharing tips and videos of how to set up DIY stock tank pools on YouTube, as well as photos of existing pools via Twitter.



DPValley (Denise Eskildson)

@DPValley

Stock Tank Pool for the Summer Heat

Twitter

14 Jun 2020 | 01:12



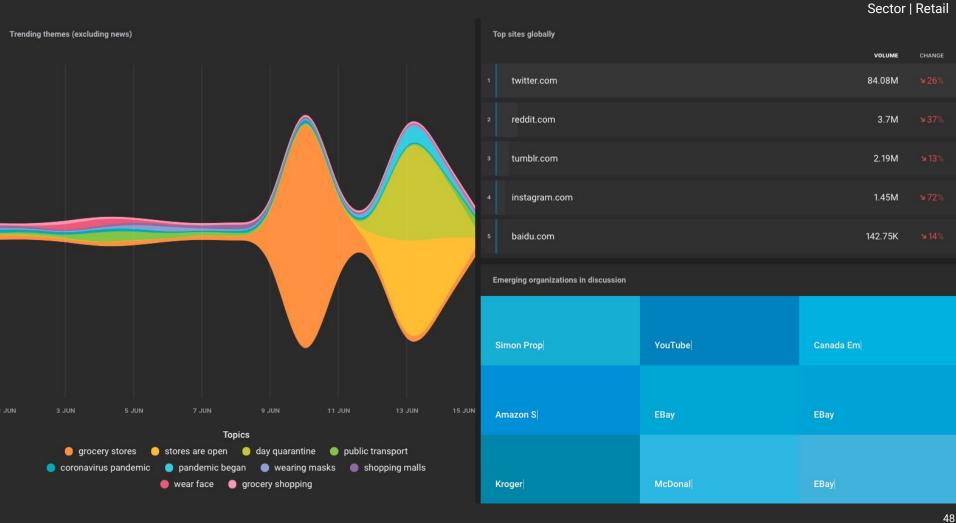
mpstpierre (Marc)

NikkiHeever Lookup "stock tank pools".

These look very interesting.







Sector | Technology



DLBLLC (Darren Bates 😁)

@DLBLLC

dr_rick @IBM @Microsoft Well, after all, #AI ethicist Luke Stark said, as a human race we should reject facial recognition altogether as the plutonium of artificial intelligence, a technology so dangerous and racializing it needs regulation and control on par with nuclear waste.

₩ Twitter

12 Jun 2020 | 23:33



mvollmer1 (Dr. Marcell Vollmer #Sta... @mvollmer1

IBM will no longer offer, develop, or research facial recognition technology #EmergingTech #cyber #IBM #tech #ArtificialIntelligence #AI

₩ Twitter

10 Jun 2020 | 22:49





demandprogress (Demand Progress) ademandprogress

This is big, but IBM is just one of several tech companies embracing facial recognition, including Amazon and the ferociously alt-right Clearview Al. We won't be safe until they all chut down their facial recognition



mitikerang (Mitti Ke Rang)

@mitikerang

t.co/EZuUviN83g via @Verge

psb dc @MiaD @NoelleSilver SpirosMargaris @pierrepinna IBM CEO Arvind Krishna announced today that the company would no longer sell facial recognition services, calling for a "national dialogue" on whether it should be used at all.

He also voiced support for a new bill aiming to reduce police violence and increase accountability.

₩ Twitter

9 Jun 2020 | 09:44

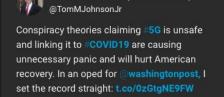


News that Amazon, IBM and Microsoft would no longer research or develop facial recognition technology or work with police on this effort generated more than 150k social engagements.

On social channels, the majority of people are describing the response as necessary. Skeptics are pointing out that tech firms may not be working with police but could still be working with government agencies.

Sector | Technology





TomMJohnsonJr (Tom Johnson)

Twitter

4 Jun 2020 | 22:25

The need for 5G technology, or high speed internet, is a discussion topic across tracked markets. Many support infrastructure efforts in Germany and other countries that increase access and better enable online education.

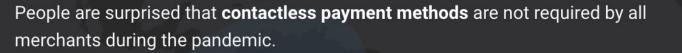
Theories linking 5G technology to Covid-19 are still being discussed, but positioned as a conspiracy and no longer have the same traction as several weeks ago. Questions do remain about the negative impact of cell phone towers on humans, animals and the environment.



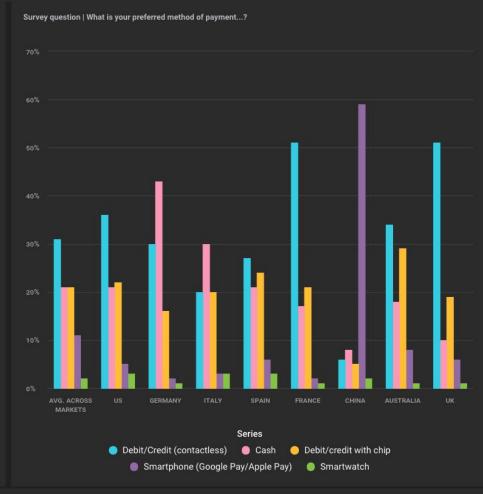
Koalitionsausschuss beschließt Milliarden für

Investitionen in die Zukunft: Der





Sector | Financial Services



Given public health recommendations to use contactless payments to prevent the spread of the virus, many are expressing frustration that not all stores provide a contactless payment option. Some are suggesting it should be the only method.

Survey respondents echo this sentiment, with 31% across tracked markets preferring to pay with a contactless debit or credit card in stores. The percentages were even higher in France and the UK (51%).

Sector | Financial Services



SandraBFox (Sandra B. Fox)

@SandraBFox

Where is the second Stimulus Check? People really need it in order for them to recover from the lockdown we were forced into

₩ Twitter

13 Jun 2020 | 23:22



KPAX61 (999999) @KPAX61

🔞 \$ 🤞 \$ 🤞 \$ 🤞 \$ 🤞 \$ 🔞 \$ 🔞 New Data Stokes the Call for a Second Stimulus Check

₩ Twitter

13 Jun 2020 | 23:14



We NEED another Stimulus and this time it should be \$2,400 per adult. Stimulus check 2 update: Senate vote date, eligibility and latest second round status t.co/X5n0LHhQSX

₩ Twitter

13 Jun 2020 | 22:57



Tr30120787Tr (tr)

@Tr30120787Tr

Did I hear a second stimulus check? What about the first check then ??

₩ Twitter

13 Jun 2020 | 20:43



GraceVa17793030 (Grace Vaughn)

GraceVa17793030

A SECOND STIMULUS CHECK HAS PASSED THE HOUSE, THEY ARE WAITING ON THE SENATE TO PASS IT AND FOR TRUMP TO SIGN IT.

₩ Twitter

13 Jun 2020 | 20:09



cicleman (Warren Houle)

@cicleman

Note to Nancy Pelsoi, what happened to the second stimulus check? Their are a lot of people still out here who don't have anything to eat, can't pay their bills or mortgage! They really need that check!

₩ Twitter

13 Jun 2020 | 19:17

payment will provide. Some are sharing information about why the money is needed to help pay bills and to ease the financial strain on their household.

People in the US are discussing the second stimulus payment, with coverage of

Overall, people are wondering about the likelihood they'll receive a second

stimulus check. Others are asking how much money the second stimulus

the topic driving +115k social engagements.

Sector | Financial Services



The majority of survey respondents across tracked markets say they don't feel safe traveling on planes, staying in hotels or dining at restaurants.

Survey question | Which of the following do you feel safe doing? AVG. ACROSS **GERMANY** FRANCE MARKETS Series Stay at a hotel Stay at an AirBnB Getting on a plane

While people online are reacting positively to the safety measures put in place by airlines, they are wondering if it's really safe to fly.

Just 14% of survey respondents across markets said they'd feel safe getting on a plane. Online, people are expressing concerns about the number of seats sold relative to capacity and are also worried about air contamination. Some are reaching out to those who've traveled recently for tips, while others are sharing personal accounts of check-in processes that included temperature checks or antibody tests.



LogicalGypsy (The Umbrella Friend)

@LogicalGypsy

Welp let's bring this back. I've been trying to change my seat for two weeks now. I said well maybe once I check in it'll give me access. I've called & now they tell me the plane holds 165 passengers yall booked 150 How is that COVID safe?

₩ Twitter

13 Jun 2020 | 19:08



Lawbitrage (Nick)

@Lawbitrage

Checked into a hotel in South Tyrol: at the entrance your body temperature is checked via a camera, then you are required to take a COVID antibody (IGM & IGG) test via finger prick test. Whole procedure takes 5min and ensures the hotel being a safe area. Pretty smart actually.

₩ Twitter

13 Jun 2020 | 14:30



digivaleria85 (Valeria Di Lonardo) @digivaleria85

I'm a Airbnb host and quest. What bothers me most is this: they asked us to follow a cleaning protocol to ensure guests that our place is safe. But how @airbnb will ensure hosts that these guests are #Covid_19 free? We are people too. #traveling

Twitter

kminx (Kimberley Barry)

Ok I'm skeptical, not sure whether I trust Condé Nast Traveler when it comes to educating myself whether it is safe to fly on a plane or not. Like most infosec people who have been grounded since covid, I am being extremely risk-averse. t.co/LKlLbHUdyi

Twitter

11 Jun 2020 | 18:10



GeorgeHatcher (George Hatcher Sr.)

@GeorgeHatcher

Taking Steps In The Age Of COVID-19 To Keep Airline Passengers Safe t.co/UE5xCTDGIR

₩ Twitter

11 Jun 2020 | 02:33



michaelmiraflor (Michael J. Miraflor)

@michaelmiraflor

Anyone with experience flying during Covid-19: do you have any practical tips? Articles say it is "safe" to fly, but what are unexpected things that you encountered at the airport / in the plane that are unique to the situation?

Twitter

5 Jun 2020 | 15:39





marshawright (Real Marsha Wright®... @marshawright

In #Travel News... * Airlines Say It's Safe to Travel. But Is It? t.co/BCGLq5WHGL t.co/0BFBu0dv4q

₩ Twitter

1 Jun 2020 | 20:28

12 Jun 2020 | 08:49

Survey question | Which of the following do you feel safe doing? AVG. ACROSS GERMANY FRANCE MARKETS Series Dining - outside Going to a bar Dining - inside

When it comes to dining options, 35% of survey respondents across markets say they feel safe dining outside at restaurants. Germans (54%) and Italians (40%) feel particularly unsafe.

Survey respondents were less comfortable dining inside (27%). People online are concerned about the lack of masks being worn while seated at tables, as well as worries about air conditioning potentially spreading the virus.



Melissa46465829 (Melissa Romero ... @Melissa46465829

First meal eaten inside a restaurant in three months. Just simple bbg but was pretty tasty. (a) #OrlandoNative t.co/doo2TA3sqi



13 Jun 2020 | 18:45



HopHeadJim (Jimmy H.)

@HopHeadJim

A warning to the bars opening back up: my friend's bar in OC opened up last week. Now the bartender, her BF, and a customer got positive COVID test results. It's a dive bar and no one was wearing masks or social distancing



11 Jun 2020 | 18:51



sdr_medco (Sheila)

My husband wants us to go out to eat tonight at a restaurant with dining outside because Monday is my b-day. I told him since our state is one of those in the top 14 states with a massive increase in cases I don't think so. Am I wrong since it's outside?

₩ Twitter

13 Jun 2020 | 12:08



ChanelMurder (CHANEL MURDER)

@ChanelMurder

having to wear a mask inside a restaurant but being able to take it off to eat and when you're seated is the dumbest shit ever

₩ Twitter

10 Jun 2020 | 20:06



eevelynjlee (evelyn lee)

HI COVID is spreading throughout Houston & Huntsville PLEASE be safe and for the love of God DONT, GO, TO, THE, BAR.

₩ Twitter

13 Jun 2020 | 03:21



joshberka (Josh Berka)

iafan4life @05HAWKI @Luebke_Tina We had takeout last night for the second time since everything began. I refused to go inside the restaurant, even though it was being disinfected as I watched.

Twitter

6 Jun 2020 | 22:17



GovMurphy (Governor Phil Murphy) @GovMurphy

The evidence is overwhelming and the experts are clear: #COVID19 is more lethal inside than outside. It's too soon to open restaurants for indoor dining. We won't budge on protecting public health. t.co/mjeDC1EANo

Twitter

12 Jun 2020 | 18:14



KimDrinksBeer (Kim Stewart) @KimDrinksBeer

mattlindner I miss bars and restaurants dearly, but I will NOT be dining inside one or even on a patio for the foreseeable future. Keeping my immunocompromised partner safe is still my first priority. My desire for social engagements or dinners out will never change that.

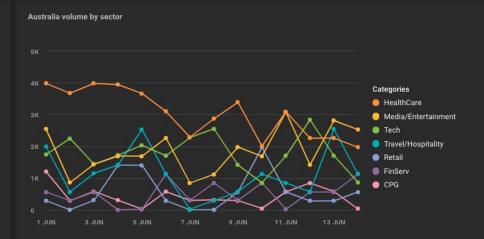
₩ Twitter

6 Jun 2020 | 17:38

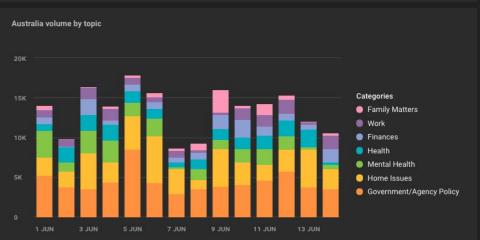


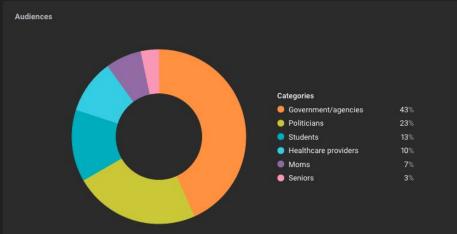


Country | Australia



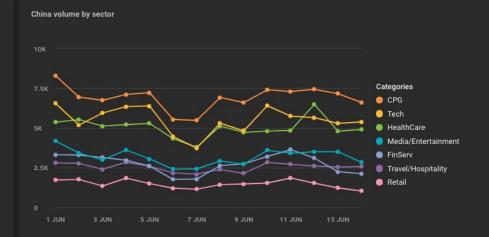
Australia



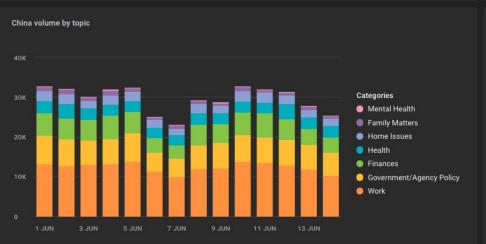


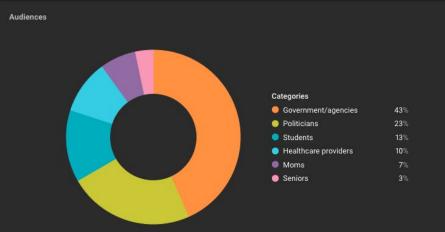
Emerging organizations in discussion		
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	Boston Con	YouTube
Amica	Expenditure Review Committee	Animal Health Laboratory
Facebook	Expendi	Col

Country | China



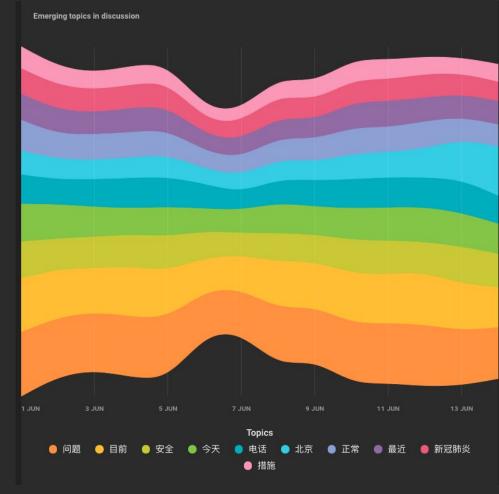
China



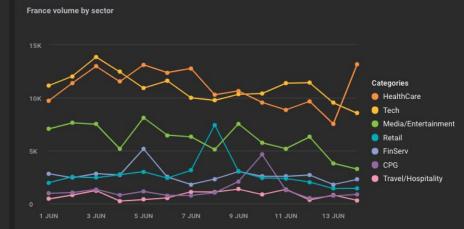


政府工作报告 显示全部 值得信赖 工作地点 免费 安全 豆瓣App 上午 北京 目前 6月6日 7月 正常6月10日电话 #coronavirus 附件 近日 #covid19 昨天 问题 今天 措施 😭 新冠肺炎 疫情影响

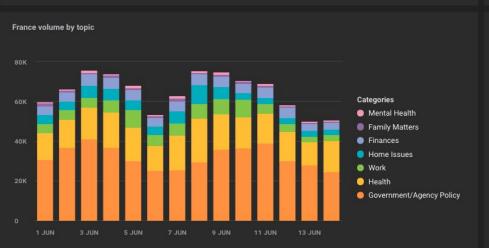
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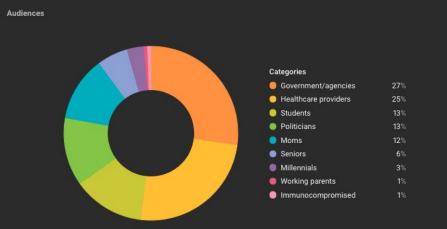


Country | France



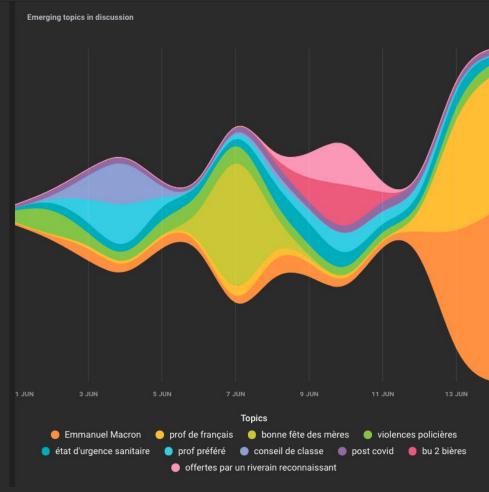
France





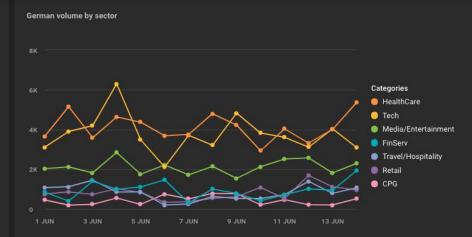
Emerging themes in discussion

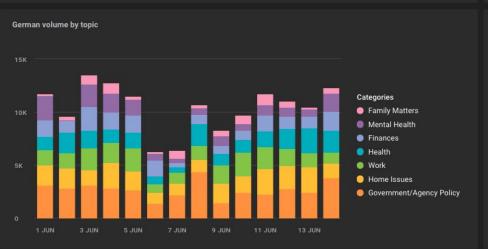


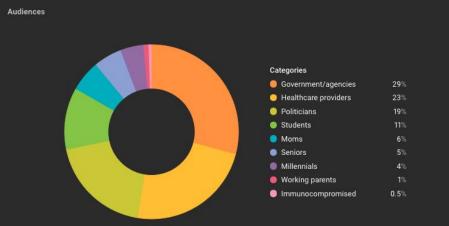


Country | Germany

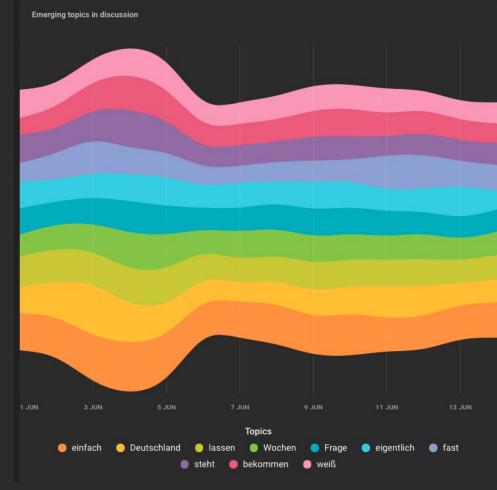
Germany





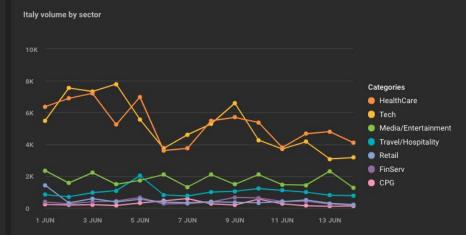


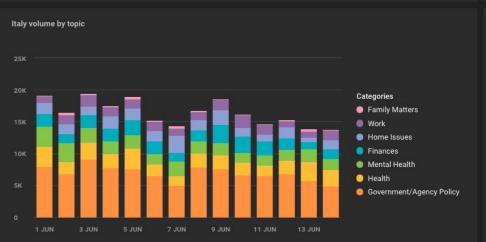


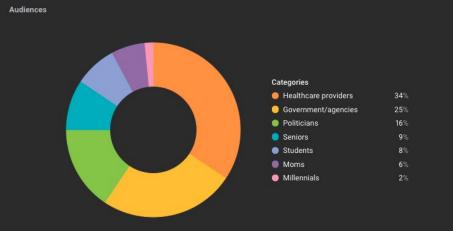


Country | Italy



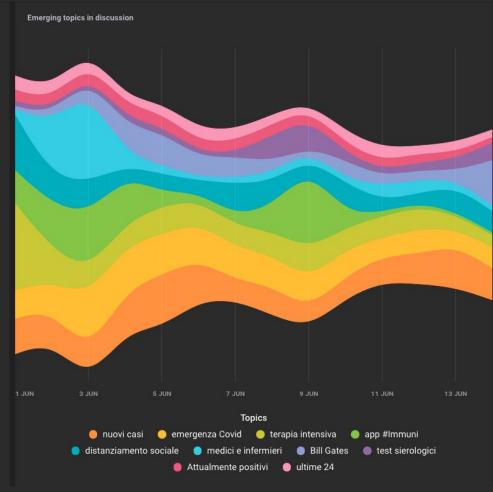






Emerging themes in discussion

distanziamento sociale #covid_19 **App Immuni #mascherine** San Raffaele #pandemia 😝 #italia #covid #salvini #covid-19 #fase3 #conte #lombardia 🦡 nuovi casi #ansa #radiosavana #coronavirus #immuni #covid19italia terapia intensiva



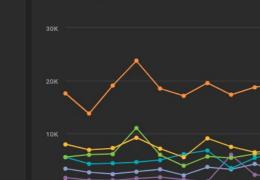
Country | Spain

Categories

HealthCare

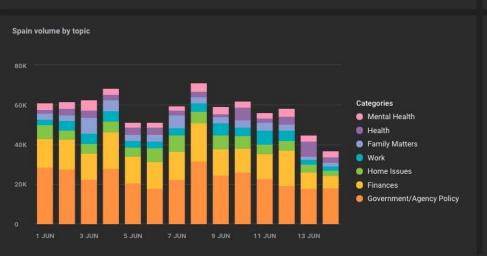
TechRetailTravel/HospitalityFinServCPG

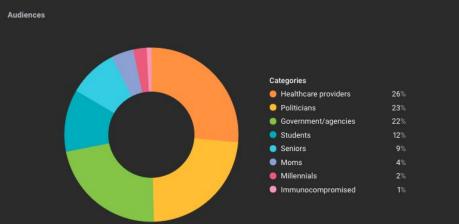
Media/Entertainment



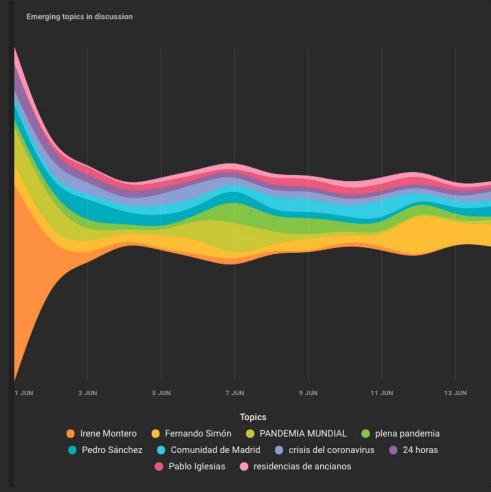
Spain volume by sector

Spain

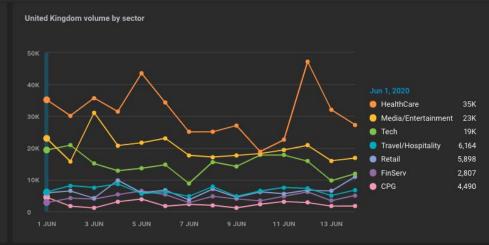


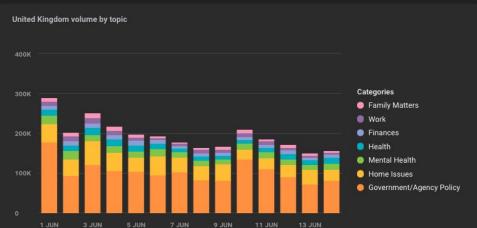


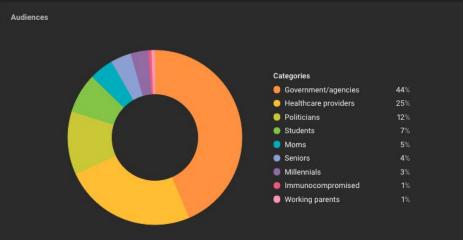




United Kingdom







Emerging themes in discussion

#covid-19

#blacklivesmatter coronavirus pandemic working from home

Johnson #covid **Britain** #lockdown #covid19

London

Trump two weeks Covid 19

Scotland Brexit

Europe **England Boris** public health

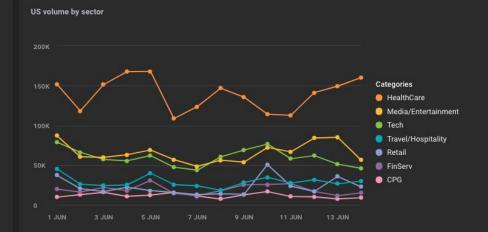
> #coronavirus **Cummings Boris Johnson**

Dominic Cummings

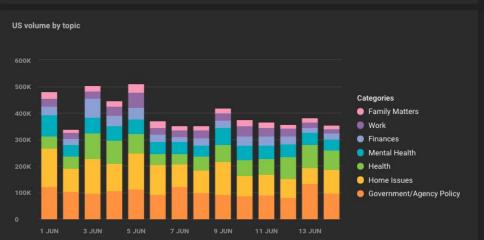
BBC News	Metropolit	British Ai
Re	British Airw	Aberdeen
Reuters	Muslim	Parli

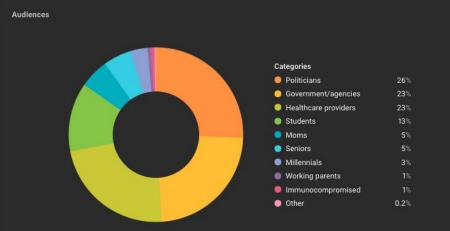
Emerging organizations in discussion

Country | United States



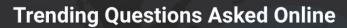
United States





Emerging organizations in discussion		
NY Times		
		Walmart
Travel Nurse RN	House Democratic	
	J	Travel Nurse RN

OSHICIL EI	igaged with Most Often
Post	Total Engagement
Asymptomatic spread of coronavirus is 'very rare,' WHO says By William Feuer - Jun 8, 2020 cnbc.com	1.9M
Florida sets new single-day record for coronavirus cases since reopening economy, over 4,000 in three days By Matthew Impelli - Jun 5, 2020 newsweek.com	1.7M
Seattle coronavirus survivor gets a \$1.1 million, 181-page hospital bill By Danny Westneat - Jun 12, 2020 seattletimes.com	1.6M
Trump promises to move Republican National Convention over coronavirus restrictions By Morgan Winsor - Jun 2, 2020 go.com	1.6M
COVID-19 and Child Labour: A time of crisis, a time to act - UNICEF DATA Jun 11, 2020 unicef.org	1.4M



Concern around the number of Covid cases and precautions emerged in forums.

Covid Cases

- Are governors starting to take the approach of "the prevention is worse than the disease" as they re-open despite spiking Covid-19 numbers?
- Why is it that New Zealand is the only country that doesn't have Covid-19 anymore?
- People who protested in the last two weeks: have you developed symptoms or tested positive for Covid-19?
- Why don't you hear about the number of people who are newly hospitalized with Covid-19?
- Residents of New Zealand, what could other countries learn from the way your

Covid Precautions

- Can the immunity threshold for Covid-19 be reduced if everyone wore masks and social distanced (instead of simply slowing the spread)?
- What precautions are you taking 3+ months into Covid-19?
- What necessary steps can be taken to improve immunity against Covid-19?
- What are you doing to prevent the spread of the Coronavirus?
- Have there been any reports of people contracting Covid-19 despite wearing face masks?
- Where in public are you most likely to catch the coronavirus?

People are reflecting on the past three months of lockdown and questioning the future.

Future

- How do you think Coronavirus will affect democracy?
- Do you think movies will see a decrease in box office revenue in the next couple of years due to Covid-19?
- Any predictions on how Covid-19 could affect college admissions?
- How will the job market look after Covid-19?
- Anyone else mourning the end of lockdown for Covid-19?
- Safe Travelling After Coronavirus Ends: How, When and Where?
- What is/should be the plan for the Coronavirus? Is it just "everyone stay inside

Lockdown

- We're about 3 months into the coronavirus stay-at-home announcement. How are you doing?
- What next for homeless and vulnerable people housed during coronavirus lockdown?
- Does anyone feel like the Covid-19 pandemic has made them less productive?
- How did the coronavirus situation affect your business and personal life?
- What is most annoying about the Covid-19 Shutdown that you have experienced?



Please note, starting this week we will be moving to a bi-weekly cadence.

The next report will be out July 1.

Now You Know

This report is designed to provide broad foundational insights. Brandwatch can customize this report to focus on your specific industries, categories, brands, sectors and more.

If you would like to share these findings with a colleague please share this form with them

To inquire about a custom report that focuses on your specific industries, categories, brands, sectors and more, book a meeting with our specialists.