

CONSUMER IN-STORE PAYMENTS



Consumers are almost as worried about touching PIN-pads as using cash for hygiene reasons

38%

Using cash

31%

Typing PIN-code when paying

TODAY (CONTACTLESS) CARD IS THE MOST COMMON PAYMENT METHOD IN STORE

GLOBAL AVERAGE

AUSTRALIA

IN 3 YEARS CONTACTLESS CARDS WILL BE USED EVEN MORE IF CONSUMERS DECIDE

Contactless card

Cash

Mobile payments

HOWEVER... CONSUMERS NEED A REASON TO **TRUST** CONTACTLESS

Consumers love their contactless card but MAJOR WORRIES exist

78% use contactless card daily / at least weekly but...

- 56%** | Fear lack of security if card is lost or stolen
- 28%** | Confused over 'allowable' payment value at the POS and when PIN entry is needed
- 26%** | Feel the payment cap is too low

Consumers prefer having a biometric payment card

46%

CONSUMERS WANT BIOMETRIC CARD SO MUCH THEY WOULD SWITCH BANK TO GET ONE*

62%

Age / gender

● 18-34 ● 35-44 ● 45-65

67

PERCENT

of frequent contactless card users

● 18-34 ● 35-44 ● 45-65

...AND THEY ARE WILLING TO PAY AN AVERAGE OF 9,5 USD EXTRA/ YEAR FOR A BIOMETRIC CARD

43%

Age / gender

● 18-34 ● 35-44 ● 45-65

59

PERCENT

of frequent mobile pay users

● 18-34 ● 35-44 ● 45-65