Consumers love their contactless card but MAJOR WORRIES exist

77% use contactless card daily / at least weekly but...

- 51% Fear lack of security if card is lost or stolen
- 25% Confused over ‘allowable’ payment value at the POS and when PIN entry is needed
- 23% Feel the payment cap is too low

Consumers prefer having a biometric payment card

- Canada, 52%
- France, 51%
- Germany, 51%
- UK, 48%
- Australia, 46%

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

- 51%
- 66% 56% 36%
- 49% 53%

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

- 43%
- 61% 49% 25%
- 38% 48%

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

- Always/whenever possible
- More than today
- As much as today
- Less than today
- Not at all
- Don’t know

Contactless card Cash Mobile payments

- 6% 6% 16%
- 10% 13% 23%
- 29% 31% 23%

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

- 35% Using cash
- 31% Typing PIN-code when paying

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

- Debit / credit card
- Cash
- Mobile payments
- Wearables
- Other
- Contactless card

GLOBAL AVERAGE

- 73% 22% 2%
- 70% 49% 2%
- 86% 12% 4%
- 45% 49% 38%
- 83% 14% 2%
- 79% 17% 2%

AUSTRALIA CANADA GERMANY FRANCE UK

HOWEVER... CONSUMERS NEED A REASON TO TRUST CONTACTLESS

* Based on those that said they want a biometric card

SOURCE Fingerprints™ in collaboration with Kantar, 2,000 online consumers in UK, France, Germany, Canada, Australia