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

- 36% Using cash
- 33% Typing PIN-code when paying

83% use contactless card daily / at least weekly but...

- 52% Fear lack of security if card is lost or stolen
- 20% Confused over ‘allowable’ payment value at the POS and when PIN entry is needed
- 19% Feel the payment cap is too low

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

Consumers love their contactless card but MAJOR WORRIES exist

- 83% use contactless card daily / at least weekly but...
- 52% Fear lack of security if card is lost or stolen
- 20% Confused over ‘allowable’ payment value at the POS and when PIN entry is needed
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CONSUMER IN-STORE PAYMENTS

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

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

Contactless card has seen a steep increase in France.

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

Consumers prefer having a biometric payment card

- 51% YES
- 33% MAYBE
- 16% NO

CONSUMERS NEED A REASON TO TRUST CONTACTLESS

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

- 50%

SOURCE Fingerprints™ in collaboration with Kantar, 2,000 online consumers in UK, France, Germany, Canada, Australia * Based on those that said they want a biometric card