CONSUMER IN-STORE PAYMENTS

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

- 38% Using cash
- 31% Typing PIN-code

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

Consumers prefer having a biometric payment card

- 46% Yes
- 43% No
- 21% Maybe

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

- 62% Based on those that said they want a biometric card

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

- 38% Using cash
- 31% Typing PIN-code

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

- 22% Debit / credit card
- 73% Mobile payments
- 25% Contactless card

How many people use contactless cards daily or at least weekly?

- 78%

What are the major worries about contactless cards?

- 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

Percent of frequent contactless card users

- 67%

Percent of frequent mobile pay users

- 59%

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