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

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

- 49% Fear lack of security if card is lost or stolen
- 30% Feel the payment cap is too low
- 28% Confused over “allowable” payment value at the POS and when PIN entry is needed

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

- Debit / credit card: 73% (Global Average), 86% (Canada)
- Cash: 22% (Global Average), 12% (Canada)
- Mobile payments: 5% (Global Average), 44% (Canada)
- Other: 2% (Global Average), 4% (Canada)

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

- Always/whenever possible: 32% (Global Average), 31% (Canada)
- More than today: 31% (Global Average), 25% (Canada)
- As much as today: 30% (Global Average), 26% (Canada)
- Less than today: 14% (Global Average), 19% (Canada)
- Not at all: 6% (Global Average), 7% (Canada)
- Don’t know: 4% (Global Average), 7% (Canada)

**Consumers love their contactless card but MAJOR WORRIES exist**

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- 49% Fear lack of security if card is lost or stolen
- 30% Feel the payment cap is too low
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**CONSUMERS WANT BIOMETRIC CARD SO MUCH THEY WOULD SWITCH BANK TO GET ONE**

- 52% of those that said they want a biometric card

**Consumers prefer having a biometric payment card**

- 52% YES
- 37% MAYBE
- 11% NO

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

- 55% of frequent contactless card users
- 59% of frequent mobile pay users

**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