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

76% use contactless card daily / at least weekly but...

53% Fear lack of security if card is lost or stolen
27% Feel the payment cap is too low
26% Confused over ‘allowable’ payment value at the POS and when PIN entry is needed

Consumers love their contactless card but MAJOR WORRIES exist

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

Consumers prefer having a biometric payment card

...AND THEY ARE WILLING TO PAY AN AVERAGE OF 10,7 USD EXTRA/YEAR FOR A BIOMETRIC CARD

Consumers want biometric card so much they would switch bank to get one

64% 61%
18-34 35-44 45-65
6% 7% 19%
70% 72% 47% of frequent contactless card users

60% 51% 21%
18-34 35-44 45-65
34% 50% of frequent mobile pay users