

GLOBAL STATE OF PAY

COVID-19 is accelerating the digital shift

Online banking is now the standard for personal banking

96%

performed personal banking activities online



53%

said they were using banking apps more than before the coronavirus pandemic



87%

who hadn't used banking apps before agreed they would continue to use them



66%

of people we surveyed agreed they'd consider using other types of digital payments due to their experience



Contactless payments are on the rise



of respondents said

they were making more contactless payments than before COVID-19



86%

agreed contactless payments are a convenient way to pay



56/6

would make more contactless payments if there was no limit per transaction

Awareness and use of mobile payments is growing



had heard of at least one

type of mobile payment



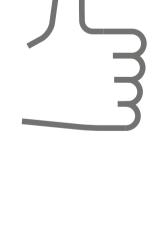
said they currently use

their mobile phone to make payments



are more likely to use a mobile

payment service that's provided by their own bank



agreed it's good to have

as much payment choice as possible

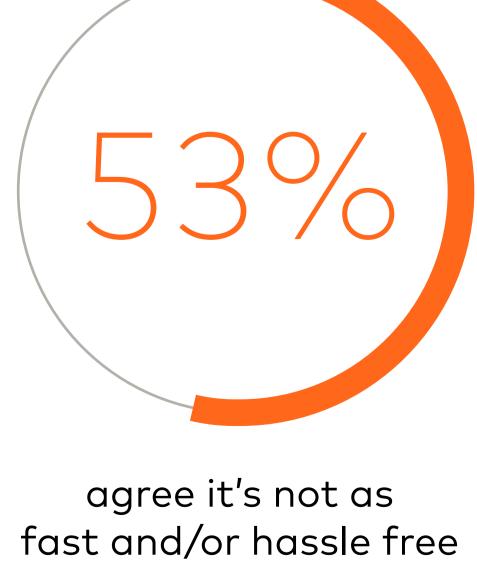
Usage of cash is lingering, but not preferred



agreed they like to have the option to pay using cash whenever they want to



paying with cash; a quarter say they feel less in control



as other payment methods



For more information, please visit mastercard.com/startwithpeople