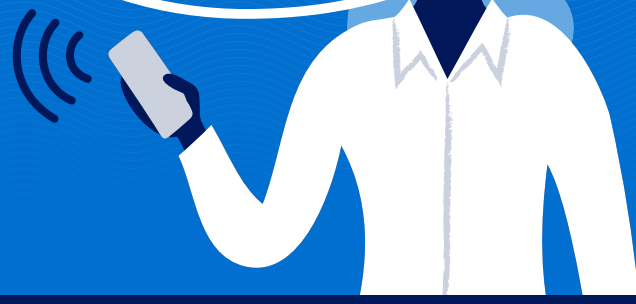


# THE VALUE OF CONTACTLESS PAYMENTS IN THE U.S.

2019 SURVEY RESULTS

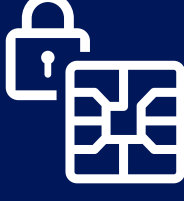
AMERICAN EXPRESS



Convenience to tap and pay



Keeps lines moving



Same security as chip payments



Customers pay their way

## LONG IN-STORE WAIT TIMES? Contactless can help.

U.S. Consumers surveyed:

**87%** expect merchants to make checkout experiences as quick and easy as possible.

**62%** of U.S. consumers have left **without** making a purchase after waiting too long in line.

**33%** have not returned to a store after experiencing a long wait in line.



U.S. Merchants surveyed:

**83%** of point-of-sale merchants agree contactless provides a faster checkout option.

## Several large U.S. merchants in everyday spend categories now accept contactless payments:

### Quick-service Restaurants



13,800+ Locations

### Convenience Stores



7,200+ Locations

### Groceries & Retail



1,800+ Locations

### Pharmacies



9,000+ Locations



## Tap to Pay in Daily Commutes

We're working with transit agencies worldwide and across the U.S. to bring contactless payments to transit riders. In addition to Chicago Transit Authority (CTA) and Portland's TriMet, transit is now available in Miami Dade's Department of transportation and Public Works (DTPW) and as a pilot program in New York's Metropolitan Transportation Authority (MTA).

## AMEX IS COMMITTED TO CONTACTLESS.

All newly issued and replaced U.S. Cards are contactless enabled—giving Card Members the speed and convenience they're looking for wherever contactless payments are accepted.

Additionally, several U.S. third-party bank partners on the American Express network are also issuing contactless enabled Amex Cards.



Amex supports contactless payments in more than **80** countries



To get started with issuing AMEX contactless cards contact your American Express representative. For more information visit:

[amexglobalnetwork.com](http://amexglobalnetwork.com)



DON'T *do business* WITHOUT IT

The EMVCo. Contactless Indicator mark, consisting of four graduating arcs, is a trademark owned by and used with permission of EMVCo, LLC. EMV® is a registered trademark in the U.S. and other countries and an unregistered trademark elsewhere. The EMV trademark is owned by EMVCo, LLC.

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American Express Digital Payments Survey, August 2019 Methodology:

The American Express Digital Payments Survey is based on a sample of 1,004 respondents weighted to U.S. census based upon gender, age, education, race and region. Unless otherwise noted, responses among consumers represent those who have made an online purchase three or more times in the past 12 months based on self-report. The anonymous survey was conducted online August 15-20, 2019. The Merchant survey was conducted online among a sample of 400 business leaders in the U.S. who have responsibility for making decisions regarding customer payment options, IT/data security, or online sales strategy and planning. Respondent companies must offer credit/debit card or digital payment options to their customers in addition to online/mobile payment. The sample for the study came from an online panel. Fieldwork was conducted between August 22 – September 4, 2019.

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