

Contactless Convenience

How COVID-19 is changing the way we pay in the U.S.

The impact on in-store shopping.[†]



58% of consumers who have used contactless say they are more likely to use contactless payments now than before the outbreak.

Compared to before the outbreak:



↓16%
consumers who say they are likely to use cash.



↓15%
consumers who say they are likely to insert or swipe a Card.

THE UPSHOT:

COVID-19 is driving demand for payments that reduce physical contact at the point of sale.

† Based on question to consumers April 6-8, 2020 in the 2020 American Express Digital Payments Survey about their likelihood to use certain purchasing and payment methods before the outbreak vs. now.

Different ways of buying.[†]

Since the outbreak, customers are more likely to purchase by:



† Based on question to consumers April 6-8, 2020 in the 2020 American Express Digital Payments Survey about their likelihood to use certain purchasing and payment methods before the outbreak vs. now.

A look at the last 8 months.^{*}

CONTACTLESS IS ON THE RISE.



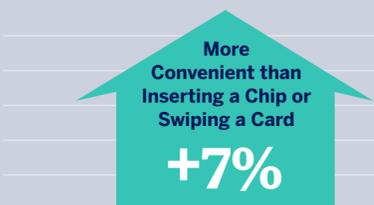
11%

- more consumers say they prefer using contactless over swiping/inserting a card
- more consumers report using contactless for in-store purchases

BECAUSE IT'S CONVENIENT, FASTER AND SAFER.



that using contactless is safer for personal health than using cash or inserting or swiping a card.



THE IMPACT:

Consumers are seeing the benefits of contactless payments and use has steadily risen over the last eight months. COVID-19 is likely to drive further adoption.

*Based on comparison to findings from the 2019 American Express Digital Payments Survey conducted August 15-20, 2019

The less the better.



Consumers are more focused on reducing contact at the point of sale to help keep everyone safe and healthy. Contactless payments not only reduce physical touching, but also keep payment data safe and secure. That's why we are working with our merchants, Card Members and bank partners to encourage easier and faster contactless payments.

We have raised thresholds for contactless payments in 32 countries and counting, and we are reminding our merchants around the world that they do not need to collect or provide Card Member signatures at the point of sale.

Additionally, all new and renewed American Express Cards issued in the U.S. are now contactless enabled, so our Card Members can tap and go wherever they see the contactless symbol displayed.



Methodology: The 2020 American Express Digital Payments Survey is based on a sample of 1,004 adults, age 18+, 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 using an online panel April 6-8, 2020.