

# Digital Payments By the Numbers

## Merchant insights.

Online fraud on the rise:

**27%**  
in 2019

**18%**  
in 2018

More payment options mean more fraud.

**82%**

say they're vulnerable to fraud via mobile transactions

**79%**

feel threatened via web payments

**66%**

see the threat at point-of-sale



### Security concerns and cart abandonment:

**30%**

of shoppers would abandon a cart due to security concerns at checkout

**22%**

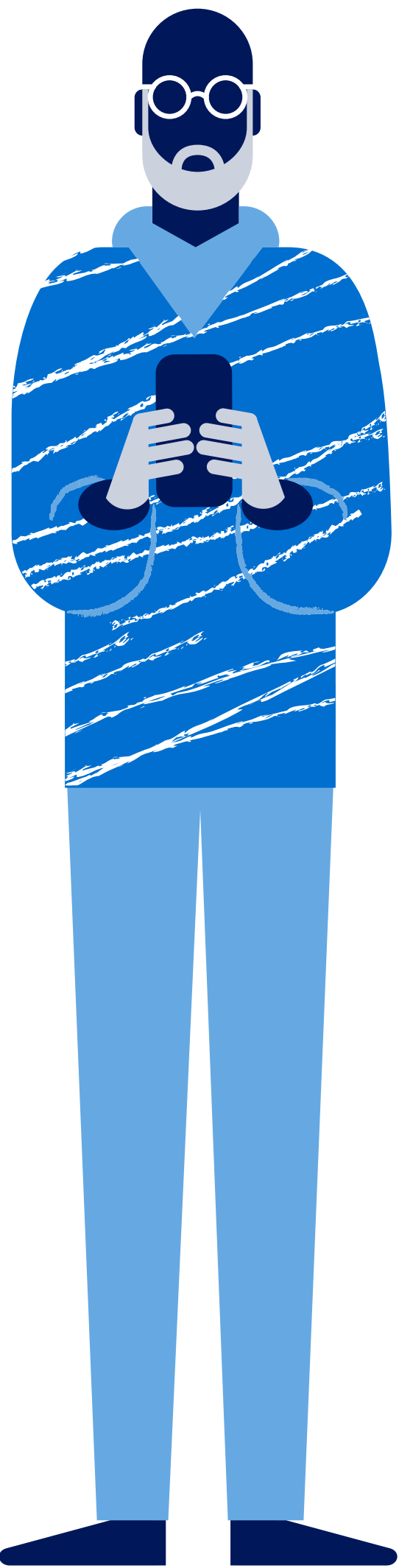
have abandoned a transaction if checkout took too long

**25%**

would abandon a transaction if asked for additional personal info



### Balancing Security & Convenience



**36%**

Percentage of IT budget Merchants spent on improving the online shopping experience

**87%**

believe requiring a CVV code is effective in preventing fraud

**Only 53%**

require customers to do so at checkout

**85%**

believe website data encryption is effective

**Only 44%**

use it on their website

**77%**

believe providing security questions for customers is effective in preventing fraud

**Only 41%**

offer this option

**76%**

believe biometrics are an effective security tool

**Only 21%**

actually use this technology

**70%**

believe tokenization increases security

**Only 19%**

put this tactic into practice

**77%**

agree that requiring a one-time password is effective in preventing fraud

**Only 33%**

actually ask for a password

**55%**

of Merchants store customer profiles and card data for future purchases

**76%**

would prefer not to hold onto this data

**73%**

believe this is a security risk

**80%**

of Merchants believe they'd benefit from technology that reduces the need to store customer payment data