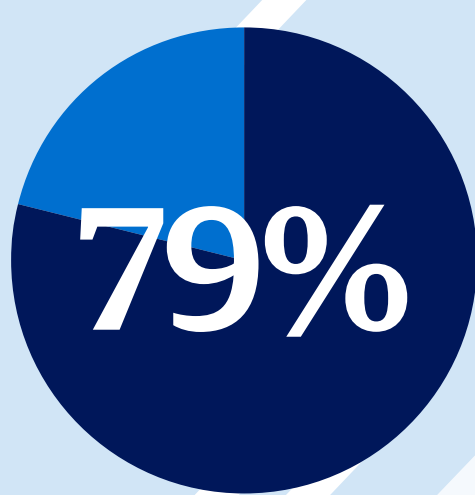


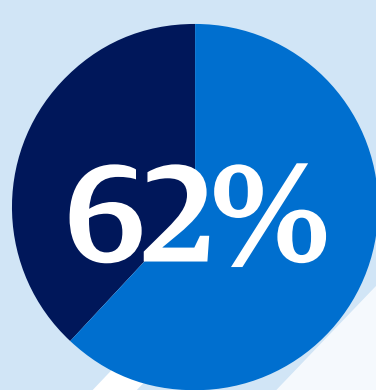
Digital Payments By the Numbers

Consumer insights.

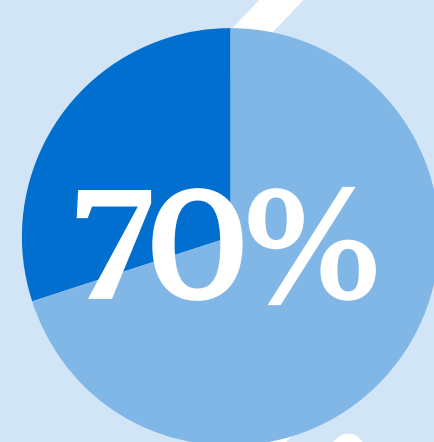
In-store Checkout Experiences



of consumers expect in-store checkout to be as simple as online checkout

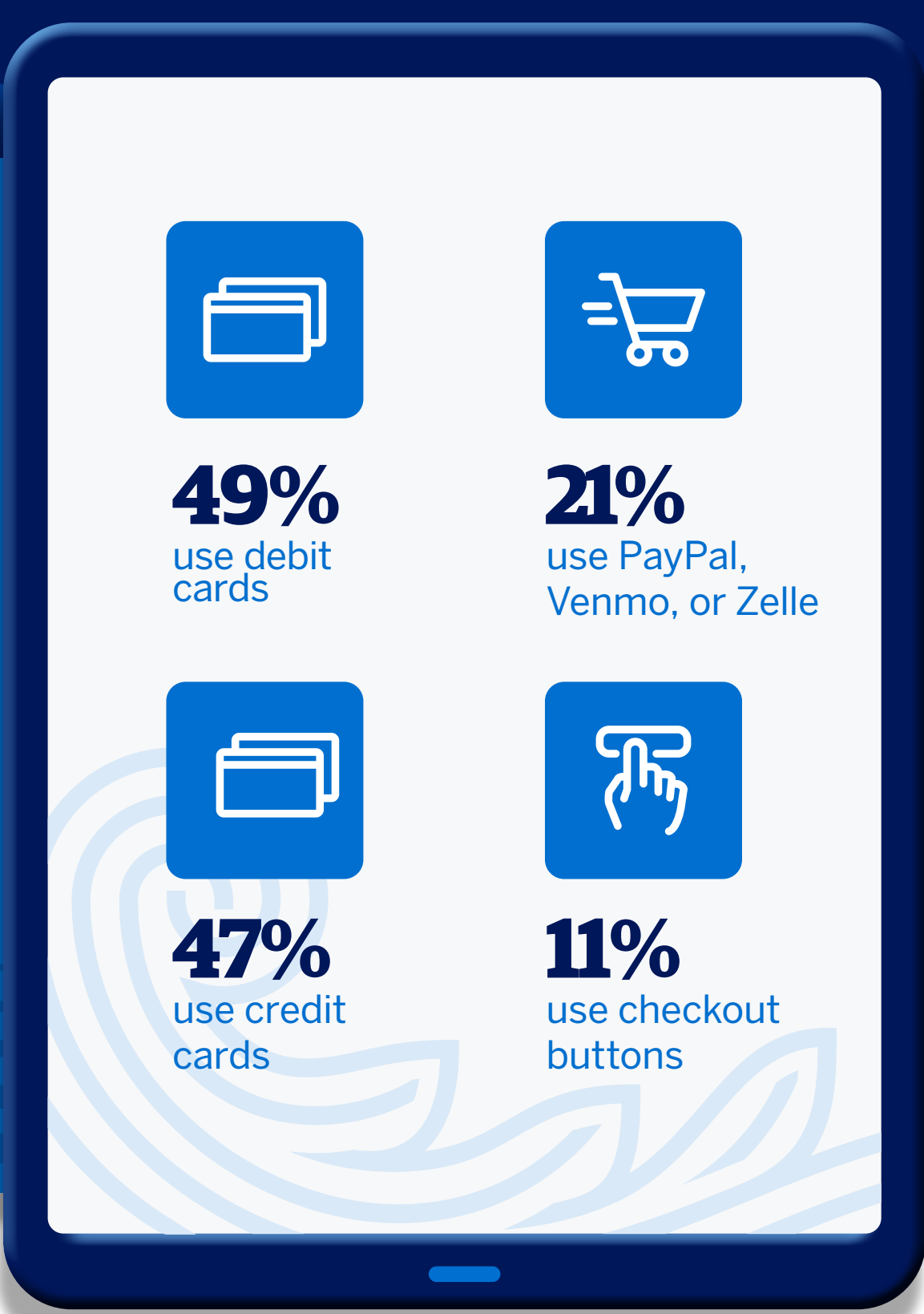
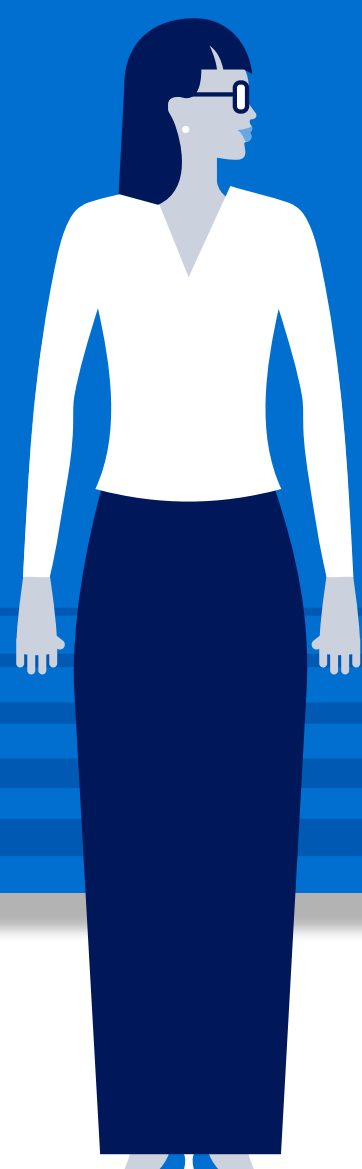


have left a store—without making a purchase—after waiting too long at the register



of contactless users believe tap to pay is more convenient than swiping/inserting a card

How do online shoppers most frequently pay?



Do shoppers feel secure?



53% of consumers have been the victim of fraud

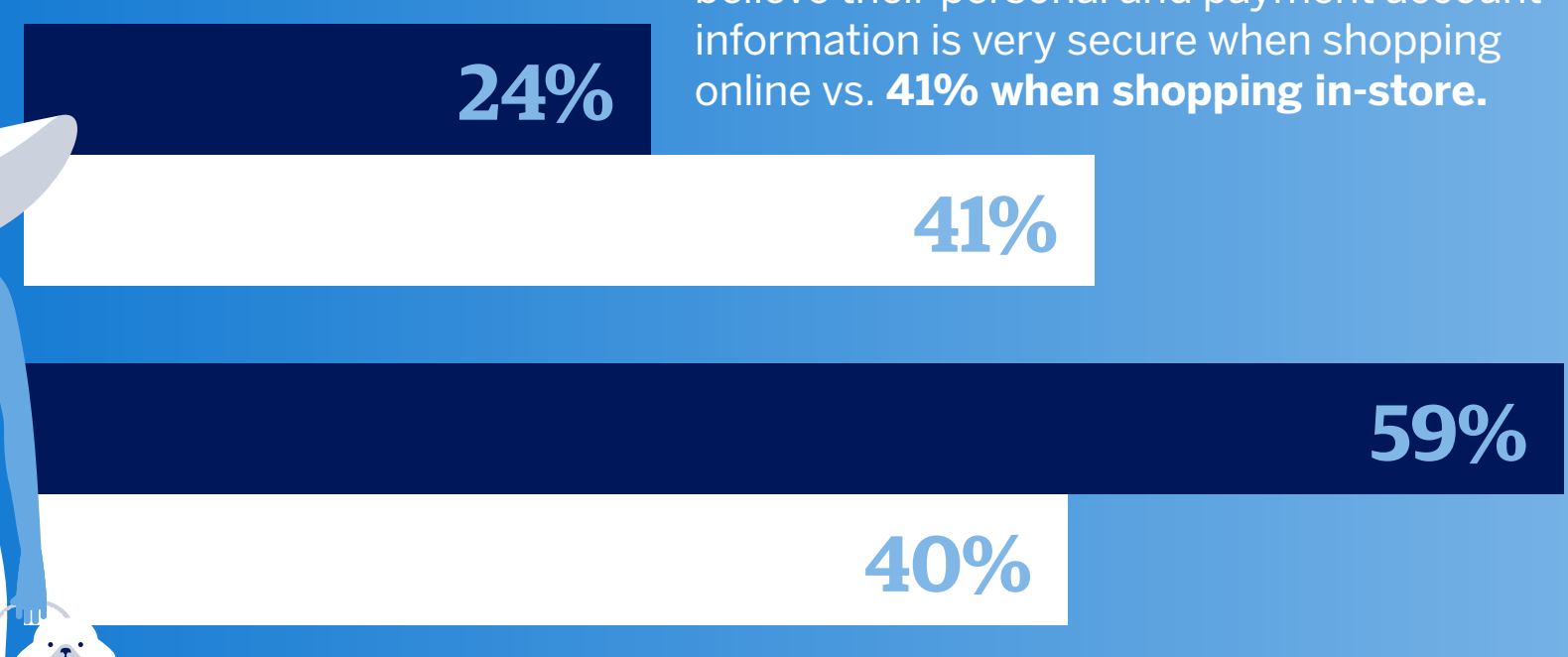
57% believe businesses do a good job of securing their data—**down from 63% in 2018**

32% agree that security procedures like passwords and PINs make checkout confusing and cumbersome

How does online compare to in-store?



When using a credit card to make purchases, **just 24%** of consumers are most likely to believe their personal and payment account information is very secure when shopping online vs. **41% when shopping in-store.**



And while **59%** of consumers say they are worried about having their information compromised when **making an online purchase, only 40% worry when making purchases in-person.**