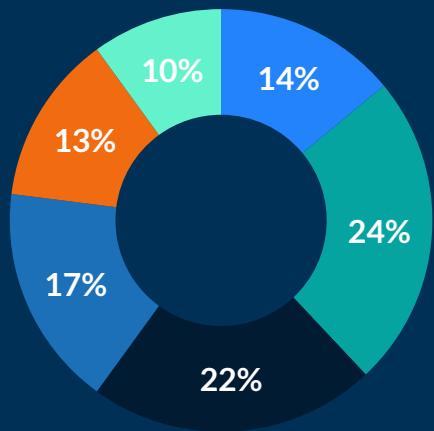




Research approach

2013 online interviews were conducted across the UK with consumers who access mobile banking at least once a month. Fieldwork took place in July 2021

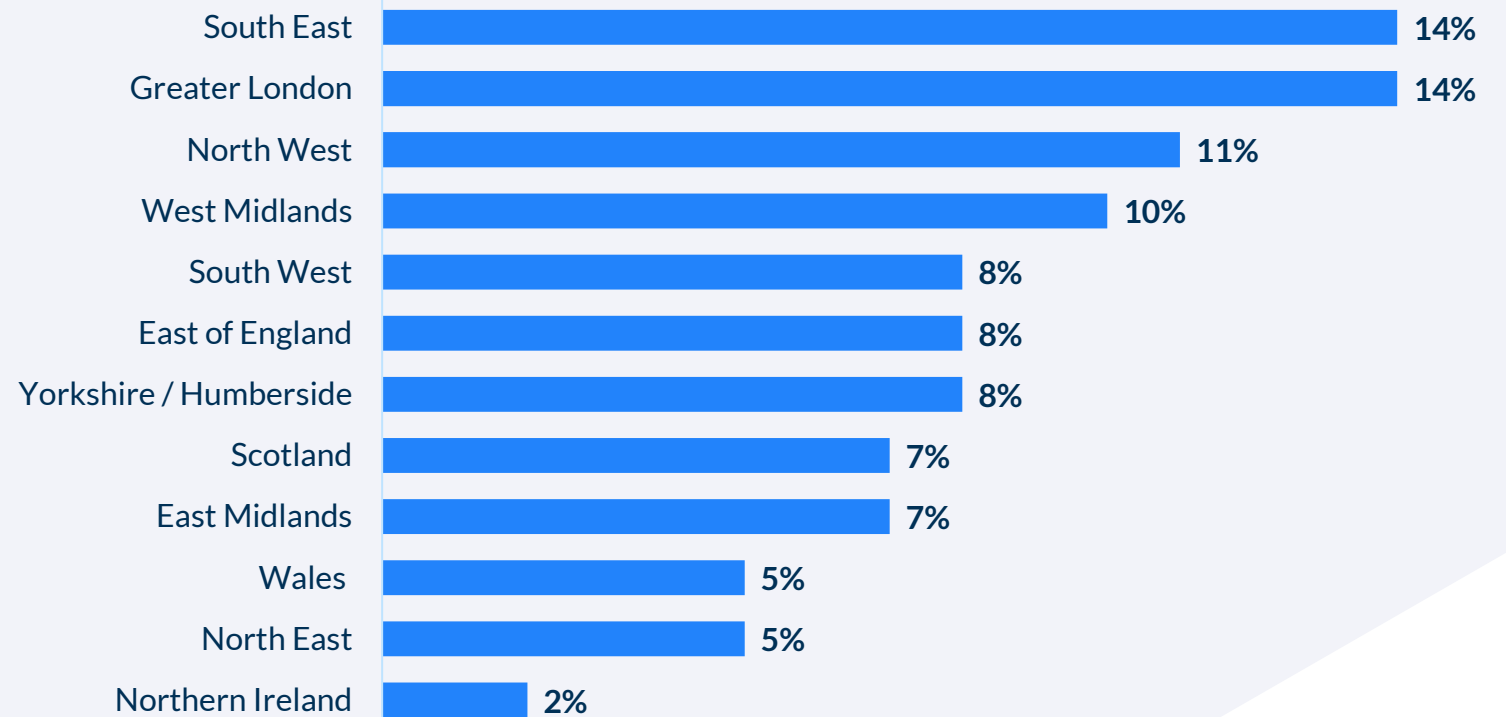
Age



■ 18-24 years ■ 25-34 years ■ 35-44 years
■ 45-54 years ■ 55-64 years ■ 65+ years

Male: 50%
Female: 49%

Region

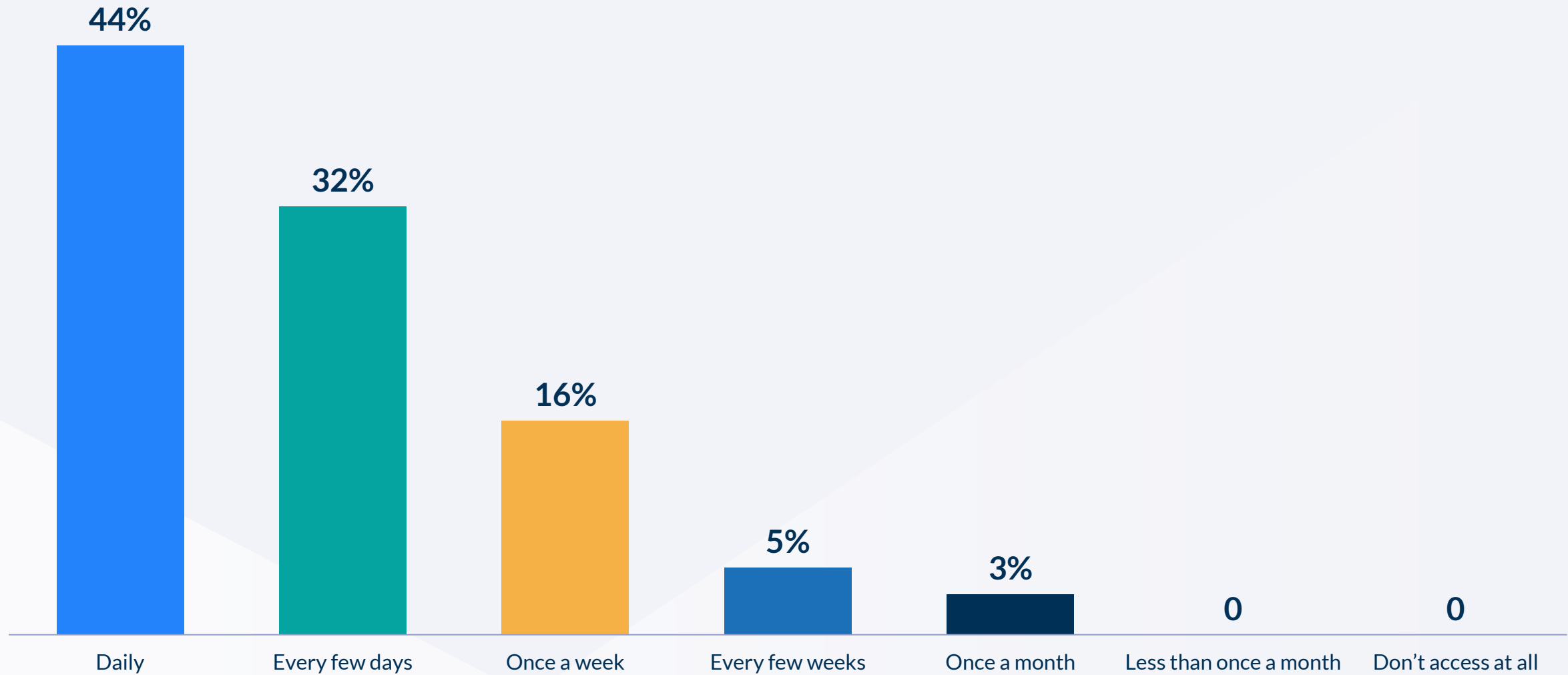


Note: Totals for single coded questions sometimes sum to more / less than 100% due to rounding

Frequency of accessing mobile or online banking services



Research approach

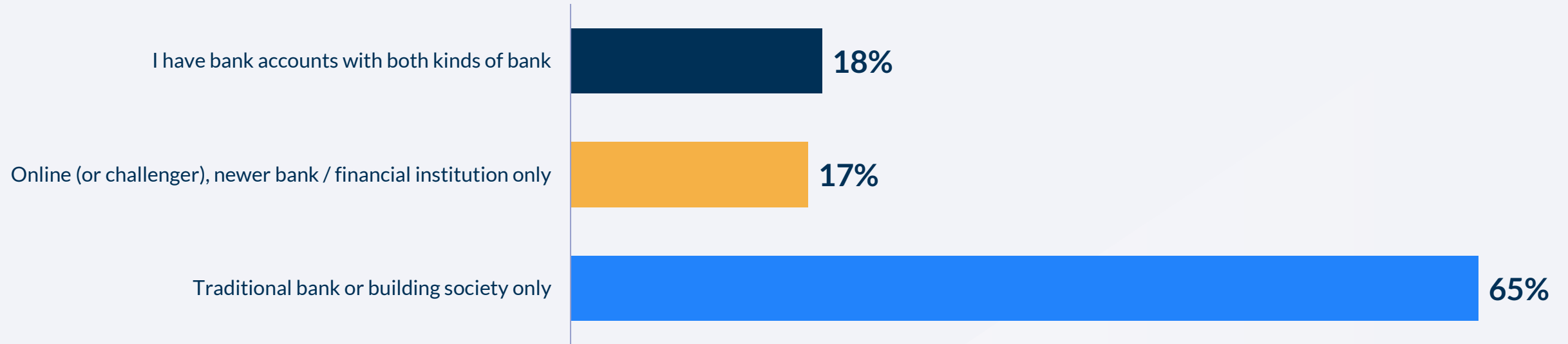


S3. How often do you access mobile or online banking services? Base: 2,013

Types of bank account that people have



Research approach



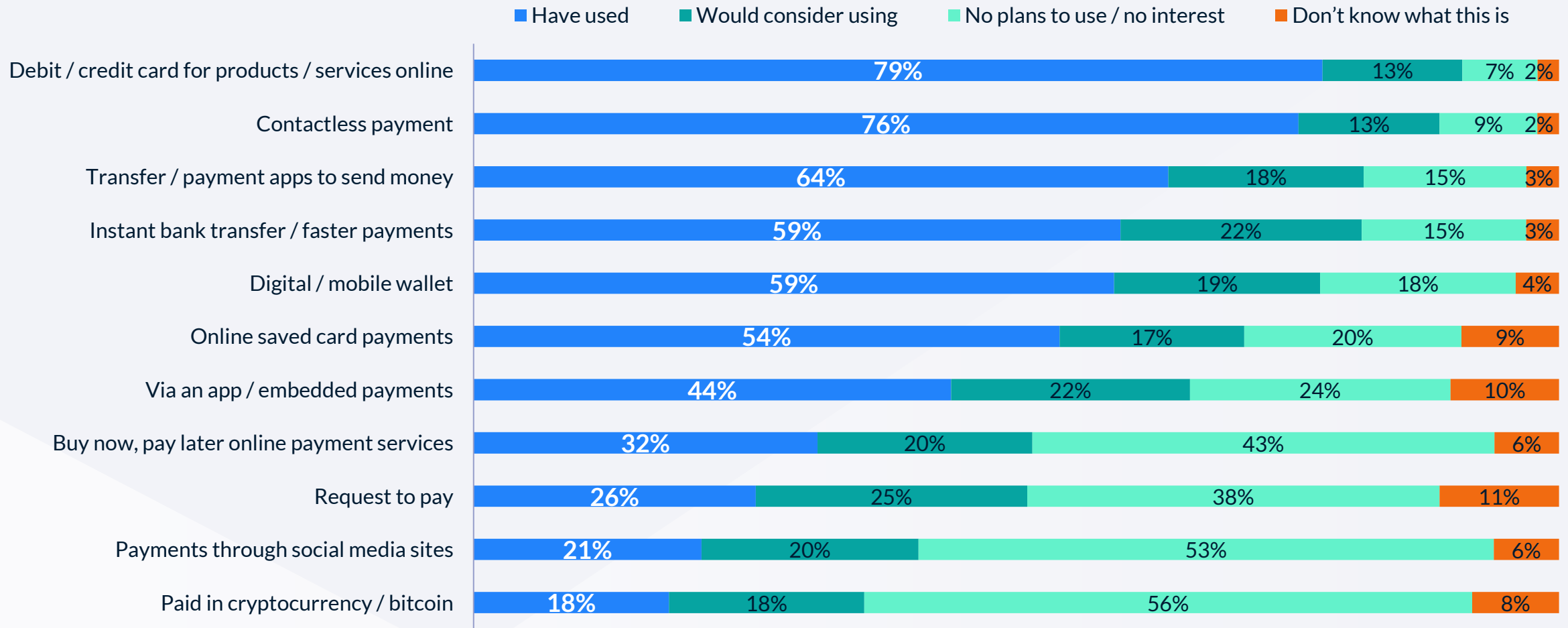
	18-24s	25-44s	45-64s	65 +	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Traditional bank or building society only	52%	61%	73%	80%	63%	67%	57%	61%	66%	77%
Online (or challenger), newer bank / financial institution only	33%	21%	9%	3%	18%	16%	23%	17%	17%	11%
I have bank accounts with both kinds of bank	15%	18%	18%	17%	19%	16%	20%	22%	17%	12%

S4. What kind of bank accounts do you currently have? Base: 2,013

Payment methods used or considering



Research approach

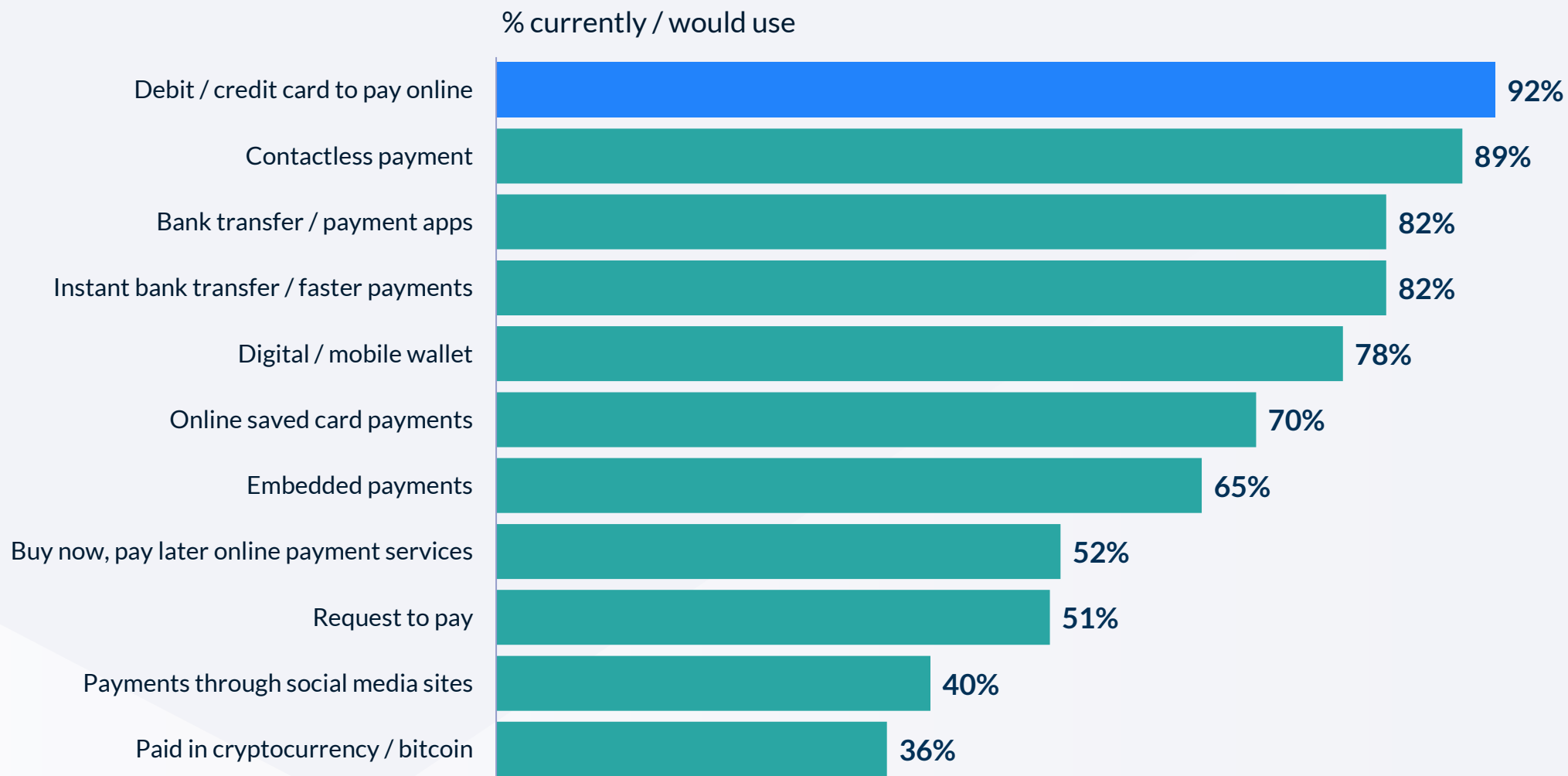


Q1. Which of the following payment methods have you used in the last 12 months, and which would you consider using [in the next 1-2 years]? Base: 2,013

Payment methods used or considering



Research approach



Q1. Which of the following payment methods have you used in the last 12 months, and which would you consider using [in the next 1-2 years]? Base: 2,013

Payment methods used or considering



Research approach

% Have used / considering	18-24s	25-44s	45-64s	65 +	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Debit / credit card to pay for products or services online	83%	91%	95%	97%	92%	92%	90%	92%	94%	89%
Contactless payment in store with debit / credit card (e.g. Visa, Mastercard)	86%	89%	89%	93%	90%	89%	89%	90%	90%	86%
Bank transfer / payment apps that allow you to instantaneously send money to family or friends for items like your share of dinner, a taxi ride, and even rent	80%	87%	79%	74%	81%	83%	87%	87%	84%	69%
Instant bank transfer / faster payments	84%	84%	79%	71%	82%	82%	87%	86%	81%	72%
Digital / mobile wallet (Google Pay, Apple Pay, PayPal)	79%	82%	76%	67%	78%	78%	87%	85%	78%	63%
Online saved card payments	79%	78%	66%	40%	71%	70%	79%	79%	70%	55%

Q1. Which of the following payment methods have you used in the last 12 months, and which would you consider using [in the next 1-2 years]? Base: 2,013

Payment methods used or considering



Research approach

% Have used / considering	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Paying for products / services via an app (embedded payments)	81%	75%	55%	33%	67%	64%	82%	76%	63%	43%
Buy now, pay later online payment services (e.g. Klarna)	70%	63%	40%	13%	51%	53%	64%	61%	46%	40%
Request to pay (pay-by-bank where a retailer sends a request to your banking app and you approve)	66%	62%	37%	22%	53%	49%	60%	63%	49%	35%
Payments through social media sites (e.g. Facebook Pay)	59%	51%	28%	6%	41%	40%	51%	45%	37%	31%
Paid for goods or services in cryptocurrency / bitcoin	53%	48%	21%	4%	42%	31%	49%	41%	33%	25%

Q1. Which of the following payment methods have you used in the last 12 months, and which would you consider using [in the next 1-2 years]? Base: 2,013

Financial attitudes and behaviours



Research approach



Q2. To what extent do the following apply to you? Base: 2,103

Financial attitudes and behaviours



Research approach

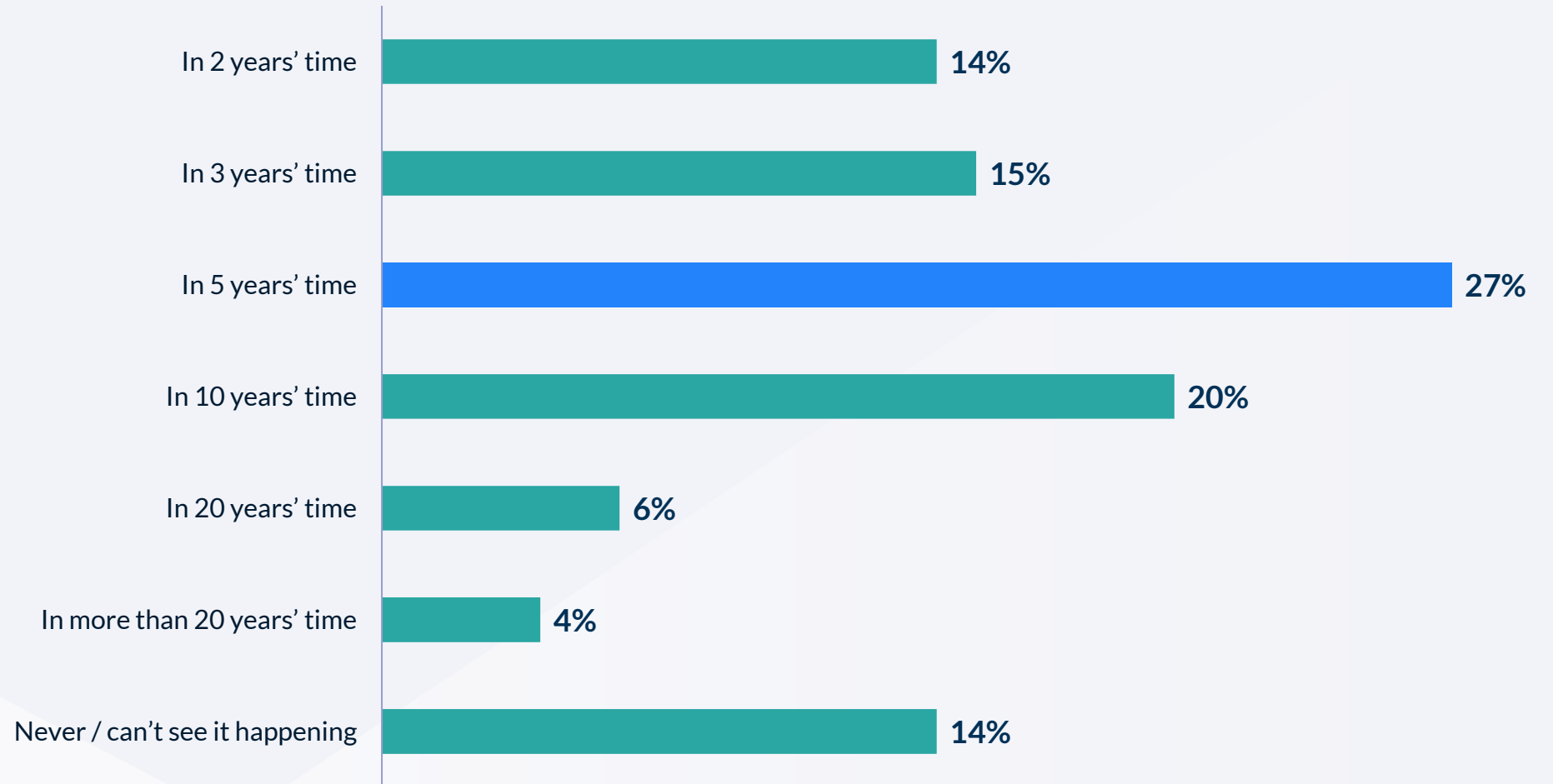
	18-24s	25-44s	45-64s	65 +	Male	Female	Innovative	Enthusiastic	Average	Sceptical
I am using ATMs to withdraw cash much less frequently than I was a year ago	73%	78%	78%	71%	75%	78%	80%	80%	78%	68%
If I owed a friend £500, I would prefer to pay them digitally than in cash	75%	79%	73%	73%	74%	79%	80%	83%	77%	65%
I am open to using new financial services or payment methods that make it quicker and more convenient for me	71%	76%	72%	65%	72%	74%	82%	80%	73%	57%
Due to the convenience, I plan to continue shopping online even though shops have re-opened	75%	74%	66%	54%	68%	71%	74%	80%	67%	60%
I often have no cash on me or at home	68%	72%	60%	39%	60%	69%	72%	74%	62%	53%
I enjoy or would enjoy being able to leave home without a wallet or purse, because I can pay with my mobile	73%	66%	48%	28%	55%	60%	75%	72%	52%	36%
If I owed a friend £5, I would prefer to pay them digitally rather than in cash	70%	66%	46%	29%	54%	59%	68%	68%	54%	39%
I have opened a new bank account or started using a new financial service app in the last 12 months	56%	48%	31%	18%	43%	39%	49%	49%	39%	28%

Q2. To what extent do the following apply to you? Base: 2,103

When do we expect a cashless society?



Research approach



Q3. At what point, if at all, do you think we will be an almost cashless society, where only 5% of transactions will be in cash? Base: 2,103

When do we expect a cashless society?



Research approach

	18-24s	25-44s	45-64s	65 +	Male	Female	Innovative	Enthusiastic	Average	Sceptical
In 2 years' time	18%	16%	11%	4%	14%	14%	20%	18%	11%	9%
In 3 years' time	23%	20%	9%	6%	16%	15%	17%	22%	13%	11%
In 5 years' time	27%	29%	24%	21%	27%	26%	30%	26%	28%	21%
In 10 years' time	17%	19%	20%	29%	20%	20%	19%	22%	20%	19%
In 20 years' time	4%	5%	8%	7%	7%	5%	6%	3%	8%	6%
In more than 20 years' time	4%	3%	7%	3%	4%	4%	3%	2%	5%	6%
Never / can't see it happening	8%	8%	20%	29%	12%	16%	6%	8%	14%	28%

Q3. At what point, if at all, do you think we will be an almost cashless society, where only 5% of transactions will be in cash? Base: 2,103

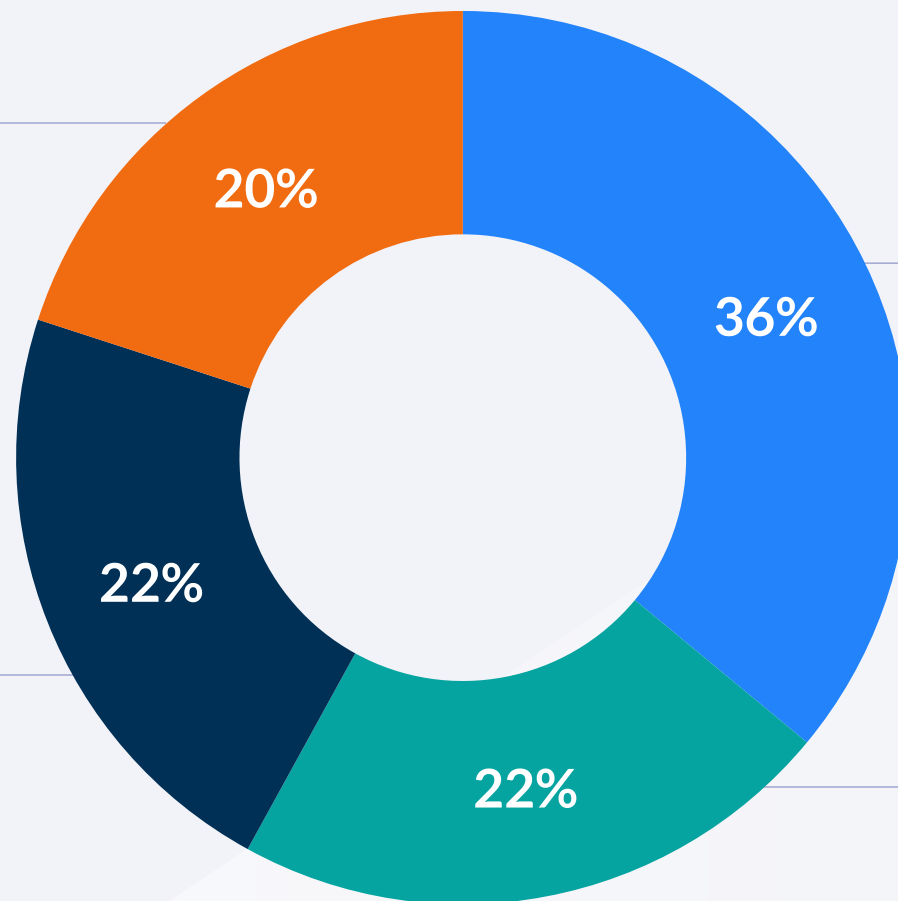
Attitude towards digital payment



Research approach

Innovative

I embrace the latest digital payment services



Average

I tend to use digital payment services when most people I know are using and trusting them

Sceptical

I'm slower than most to adopt digital payment services

Enthusiastic

I use digital payment services a little quicker than the average population

Q4. Overall, which of the following best describes how you feel about digital payments (these include online payments for goods and services, tapping a mobile device in store, in app purchases and peer-to-peer payments through a digital service or platform)? Base: 2,013

Attitude towards digital payment



Research approach

	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Average I tend to use digital payment services when most people I know are using and trusting them	37%	33%	39%	39%	33%	39%	-	-	100%	-
Enthusiastic I use digital payment services a little quicker than the average population	26%	26%	17%	12%	24%	20%	-	100%	-	-
Sceptical I'm slower than most to adopt digital payment services	12%	17%	27%	41%	21%	23%	-	-	-	100%
Innovative I embrace the latest digital payment services	25%	24%	17%	8%	22%	18%	100%	-	-	-

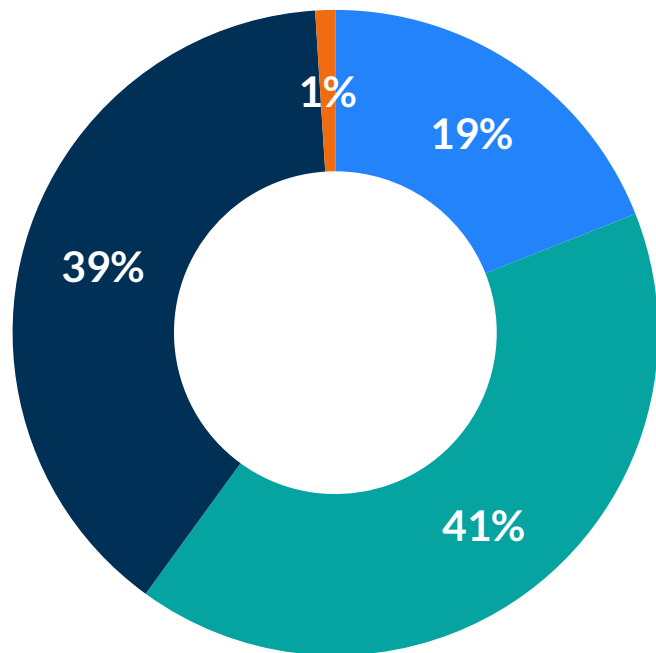
Q4. Overall, which of the following best describes how you feel about digital payments (these include online payments for goods and services, tapping a mobile device in store, in app purchases and peer-to-peer payments through a digital service or platform)? Base: 2,013

Change in expectations of digital finance services



Research approach

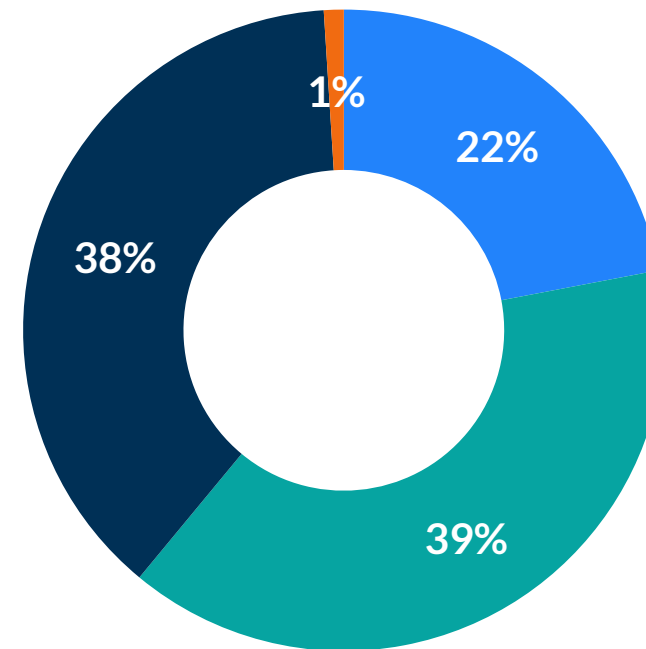
Digital financial services / applications



■ Increased a lot ■ Increased a little ■ No change ■ Decreased

Total increase: 60%

Digital payment stage specifically



■ Increased a lot ■ Increased a little ■ No change ■ Decreased

Total increase: 61%

Q5. a) Thinking about the end-to-end experience you have with digital financial services / applications generally from account creation all the way through to purchase and payment, how have your expectations changed in the last 18 months? b) And thinking specifically about the digital payment stage, how have your expectations here changed in the last 18 months? Base: 2,013

Change in expectations of digital finance services



Research approach

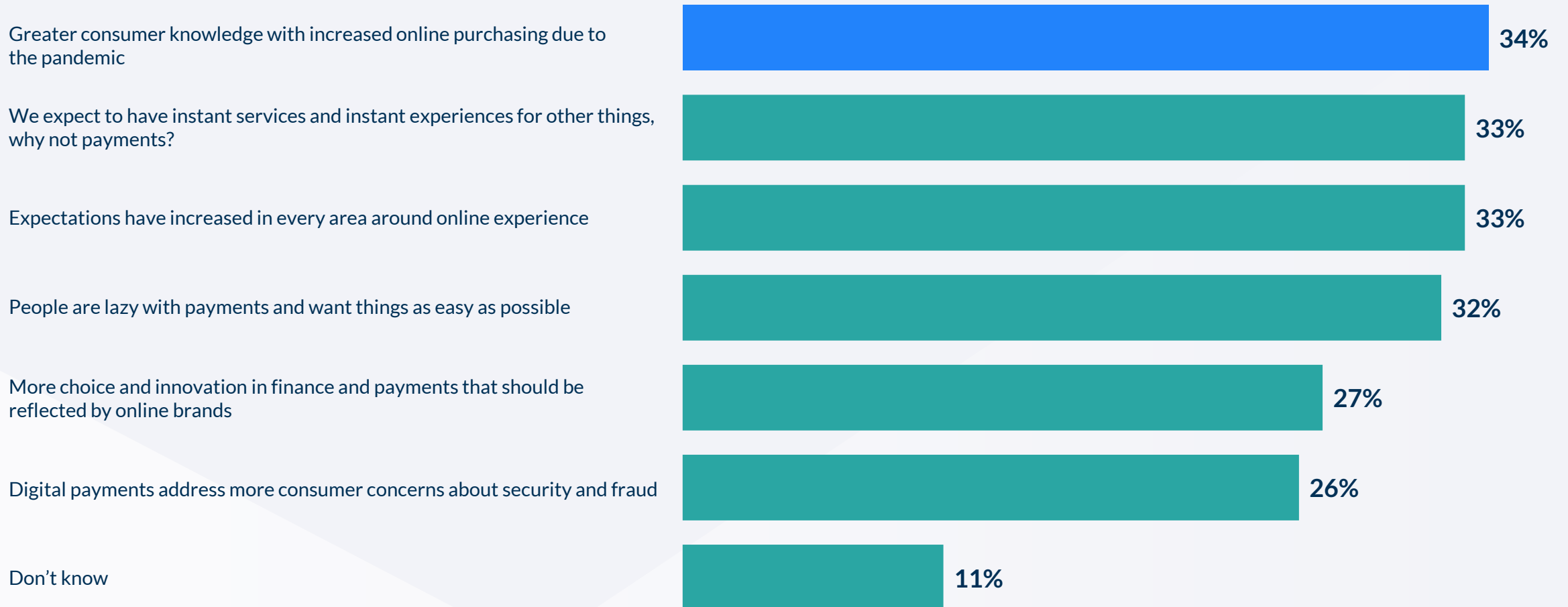
	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Change in expectations of end-to-end experience with digital financial services / applications generally										
Increased a lot	22%	22%	17%	9%	22%	16%	27%	31%	14%	10%
Increased a little	52%	43%	37%	27%	41%	40%	48%	42%	41%	33%
No change	25%	34%	44%	63%	36%	42%	25%	27%	43%	56%
Decreased	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%
Total increase	74%	65%	55%	36%	63%	57%	74%	73%	55%	42%
Change in expectations of digital payment stage specifically										
Increased a lot	31%	25%	18%	8%	25%	20%	29%	31%	18%	13%
Increased a little	47%	41%	35%	32%	40%	39%	44%	44%	40%	29%
No change	22%	33%	46%	58%	34%	41%	27%	24%	42%	56%
Decreased	-	1%	1%	2%	1%	1%	-	1%	0%	2%
Total increase	78%	67%	53%	40%	65%	58%	73%	75%	58%	42%

Q5. a) Thinking about the end-to-end experience you have with digital financial services / applications generally from account creation all the way through to purchase and payment, how have your expectations changed in the last 18 months? b) And thinking specifically about the digital payment stage, how have your expectations here changed in the last 18 months? Base: 2,013

Reasons why digital payment expectations have increased



Research approach



Q6. Why do you think expectations around the digital payment stage may have increased? Base: 2,013

Reasons why digital payment expectations have increased



Research approach

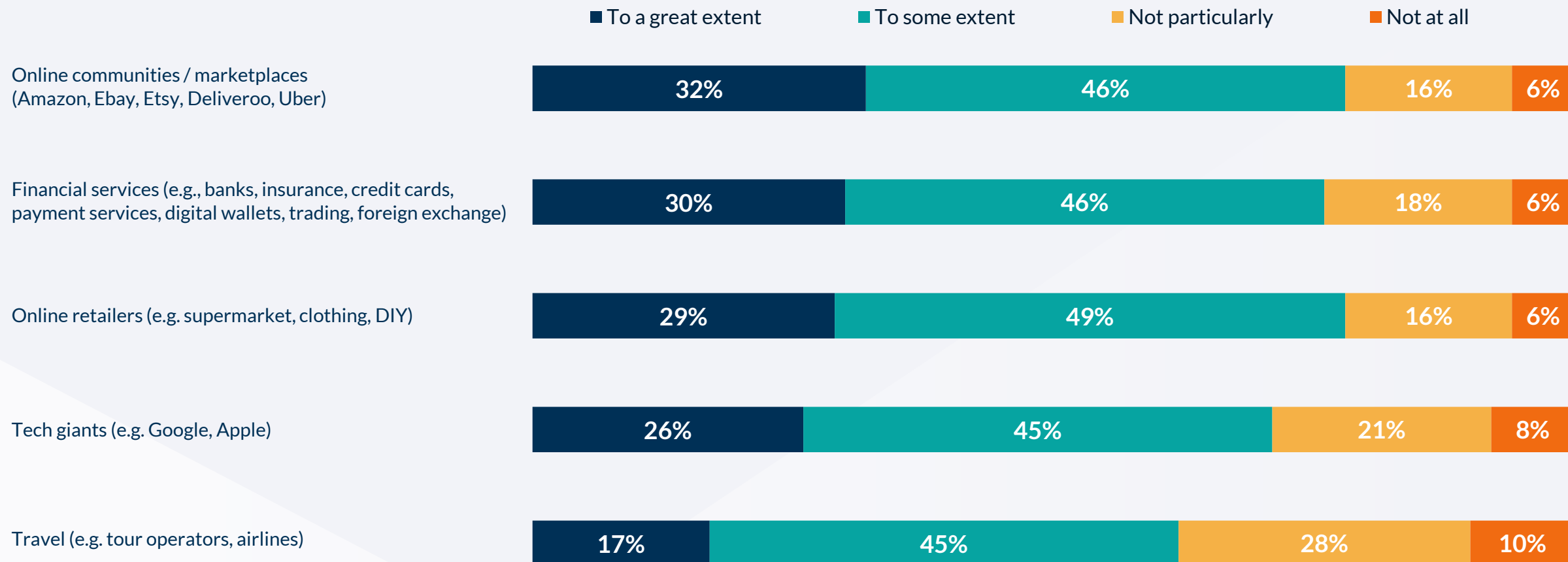
	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Greater consumer knowledge with increased online purchasing due to the pandemic	30%	32%	35%	47%	35%	33%	38%	38%	34%	27%
We expect to have instant services and instant experiences for other things, why not payments?	29%	33%	32%	38%	35%	30%	36%	36%	31%	28%
Expectations have increased in every area around online experience	30%	32%	35%	33%	35%	30%	38%	36%	33%	23%
People are lazy with payments and want things as easy as possible	32%	30%	33%	37%	32%	31%	29%	31%	31%	36%
More choice and innovation in finance and payments that should be reflected by online brands	29%	31%	22%	21%	27%	26%	36%	30%	24%	19%
Digital payments address more consumer concerns about security and fraud	24%	28%	23%	25%	29%	22%	30%	30%	24%	20%
Other	-	0%	1%	1%	0%	0%	0%	0%	1%	0%
Don't know	7%	9%	14%	21%	10%	13%	5%	8%	11%	21%

Q6. Why do you think expectations around the digital payment stage may have increased? Base: 2,013

Online services meeting expectations?



Research approach



Q7. Overall, to what extent do you think the following online service types are meeting your expectations around payments or money transfer? Base: 2,013

Online services meeting expectations?



Research approach



Q7. Overall, to what extent do you think the following online service types are meeting your expectations around payments or money transfer? Base: 2,013

Online services meeting expectations?



Research approach

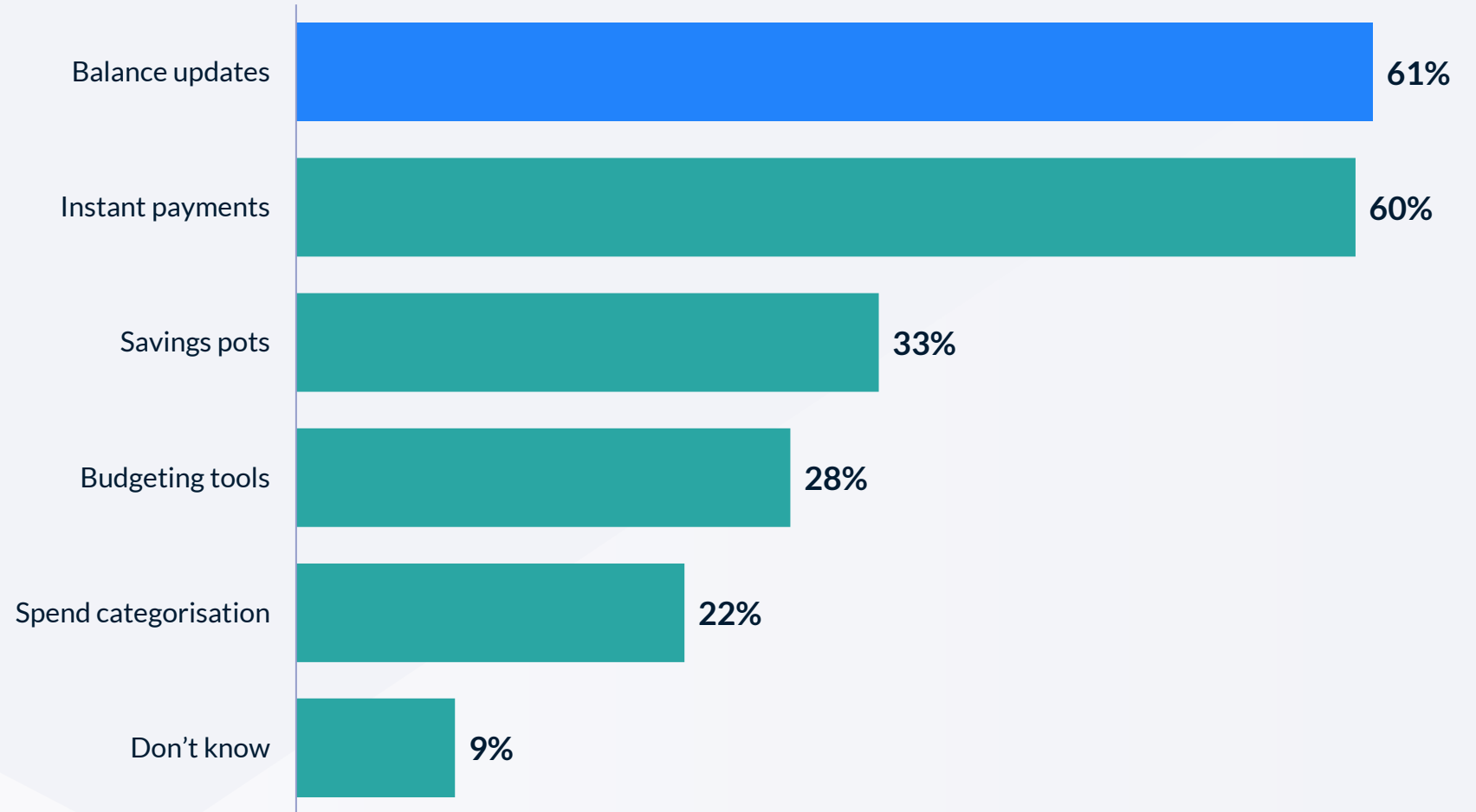
% to great / some extent	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Online retailers (e.g. supermarket, clothing, DIY)	62%	77%	83%	87%	75%	80%	79%	80%	79%	72%
Online communities / marketplaces (Amazon, eBay, Etsy, Deliveroo, Uber)	66%	77%	82%	83%	74%	81%	81%	78%	79%	72%
Financial services (e.g., banks, insurance, credit cards, payment services, digital wallets, trading, foreign exchange)	66%	73%	82%	86%	75%	77%	81%	75%	76%	72%
Tech giants (e.g. Google, Apple)	64%	72%	73%	70%	69%	73%	76%	77%	71%	59%
Travel (e.g. tour operators, airlines)	54%	62%	64%	67%	61%	63%	68%	62%	62%	56%

Q7. Overall, to what extent do you think the following online service types are meeting your expectations around payments or money transfer? Base: 2,013

Expectations (as minimum) from main current account



Research approach



Q8. Thinking specifically about banking apps, which of the following do you expect as a minimum from your main current account today? Base: 2,013

Expectations (as minimum) from main current account



Research approach

	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Balance updates	43%	57%	71%	74%	62%	61%	65%	59%	65%	53%
Instant payments	44%	55%	70%	70%	60%	60%	61%	63%	61%	52%
Savings pots	33%	37%	32%	15%	32%	34%	39%	39%	31%	25%
Budgeting tools	28%	31%	26%	17%	29%	27%	33%	33%	27%	19%
Spend categorisation	21%	26%	21%	10%	24%	19%	30%	27%	19%	14%
Other	-	0%	0%	1%	0%	0%	-	1%	-	1%
Don't know	7%	7%	10%	14%	7%	10%	4%	7%	7%	17%

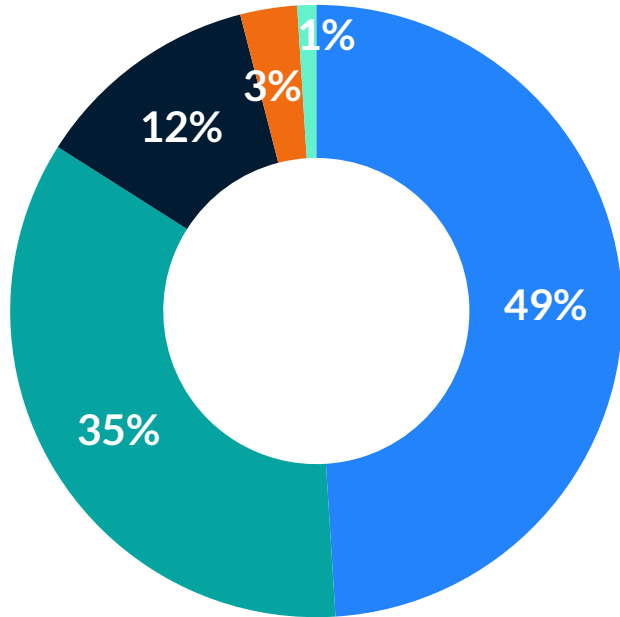
Q8. Thinking specifically about banking apps, which of the following do you expect as a minimum from your main current account today? Base: 2,013

Expectations around payment processing and confirmation receipt



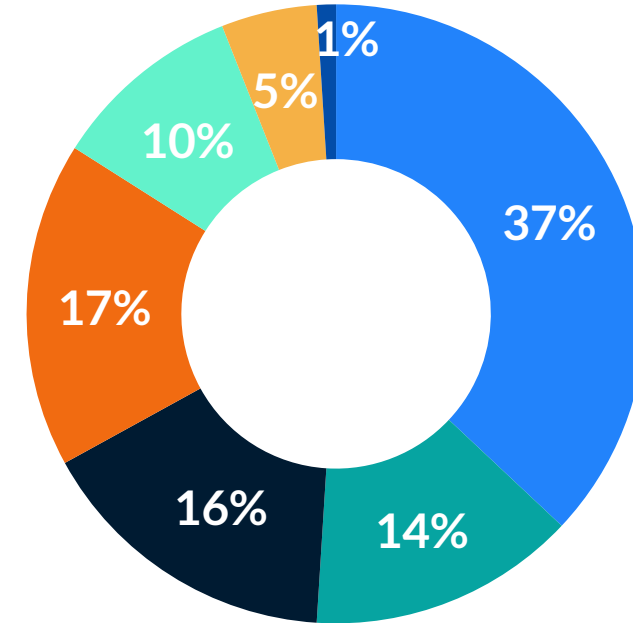
Research approach

Expect money to be processed...



- Instantly
- Within a few hours
- Within a day
- Within a few days
- Within a week

Expect to receive confirmation of payment



- Instantly
- Within 10 seconds
- Within 30 seconds
- Within 1 minute
- Within 5 minutes
- Within 30 minutes
- Longer than this

Q9. When you send or receive money digitally nowadays, how quickly do you expect it to be processed and for you or the recipient to see the funds? Q10. And when making a payment, how quickly do you expect to receive confirmation of a payment? Bae: 2,013

Expectations around payment processing



Research approach

	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Instantly	36%	49%	56%	51%	47%	51%	53%	55%	48%	43%
Within a few hours	41%	35%	32%	36%	37%	33%	33%	29%	37%	39%
Within a day	17%	12%	9%	11%	11%	12%	11%	12%	11%	13%
Within a few days	5%	4%	2%	1%	4%	3%	2%	4%	3%	4%
Within a week	1%	1%	0%	1%	1%	1%	1%	0%	1%	2%

Q9. When you send or receive money digitally nowadays, how quickly do you expect it to be processed and for you or the recipient to see the funds? Base: 2,013

Expectations around confirmation receipt



Research approach

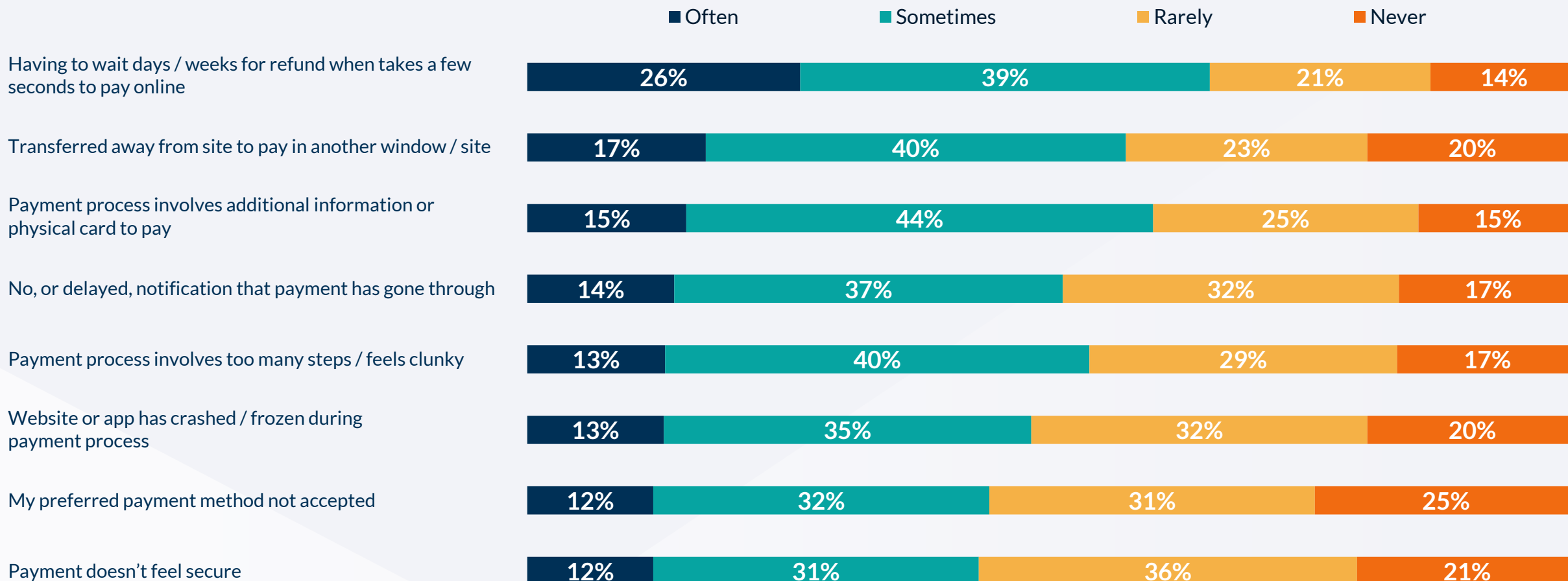
	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Instantly	26%	35%	44%	38%	32%	42%	41%	40%	34%	35%
Within 10 seconds	14%	16%	12%	11%	16%	12%	13%	14%	15%	14%
Within 30 seconds	21%	18%	11%	12%	18%	13%	17%	15%	17%	13%
Within 1 minute	24%	17%	15%	17%	19%	15%	16%	18%	18%	17%
Within 5 minutes	11%	9%	10%	15%	10%	10%	8%	7%	11%	13%
Within 30 minutes	4%	4%	6%	7%	4%	5%	4%	5%	5%	6%
Longer than this	0%	1%	2%	1%	1%	2%	-	1%	1%	3%

Q10. And when making a payment, how quickly do you expect to receive confirmation of a payment? Base: 2,013

Frequency of digital payment problems



Research approach

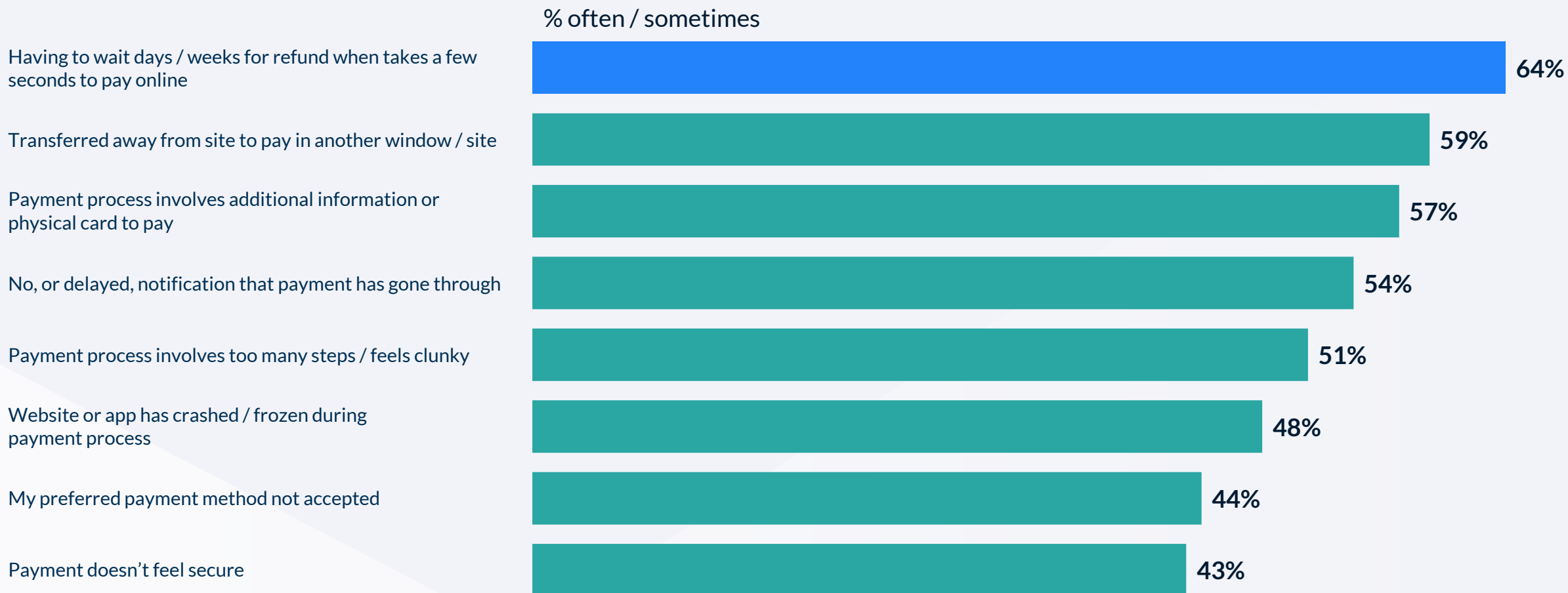


Q11. How often, if at all, have you experienced the following issues when making digital payments or transferring money online? Base 2,013

Frequency of digital payment problems



Research approach



Q11. How often, if at all, have you experienced the following issues when making digital payments or transferring money online? Base 2,013

Frequency of digital payment problems



Research approach

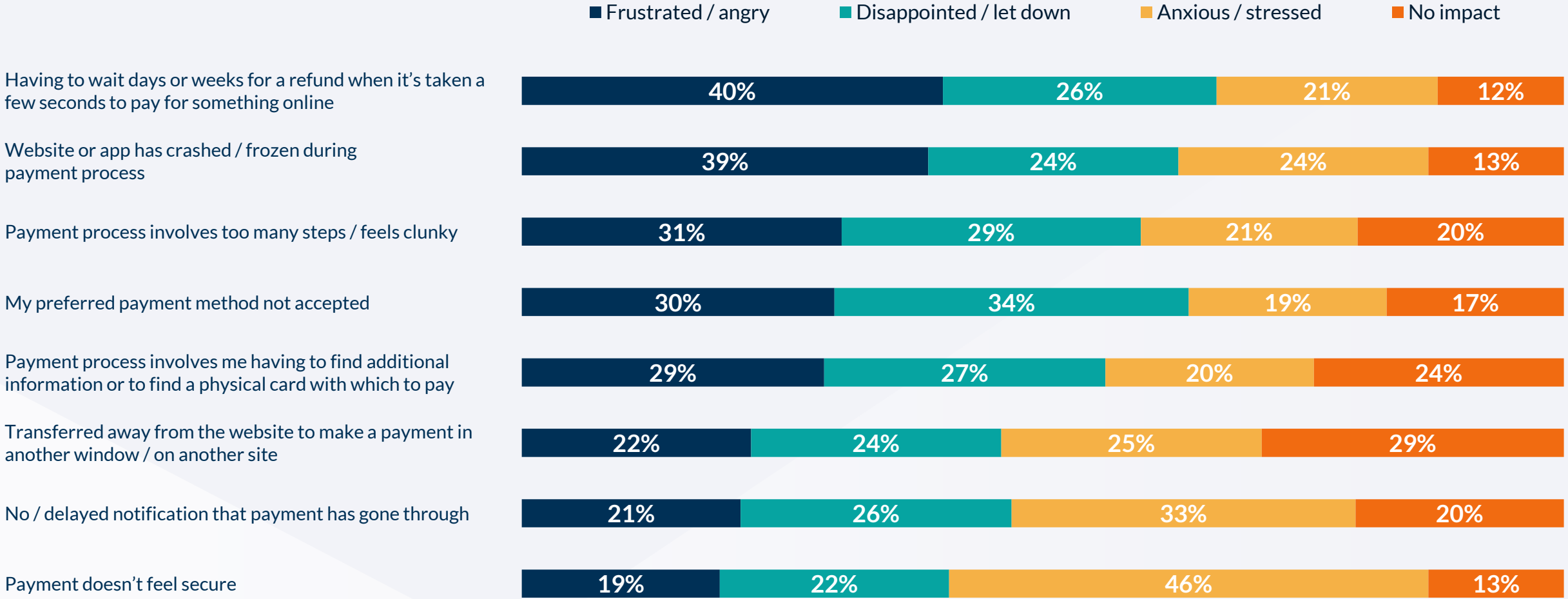
% often / sometimes	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Having to wait days or weeks for a refund when it's taken a few seconds to pay for something online	65%	69%	62%	49%	63%	67%	68%	68%	63%	59%
Payment process involves me having to find additional information or to find a physical card with which to pay	66%	65%	52%	43%	59%	59%	60%	61%	60%	54%
Transferred away from the website to make a payment in another window / on another site	65%	65%	50%	33%	58%	56%	59%	65%	56%	49%
Payment process involves too many steps / feels clunky	57%	61%	48%	35%	55%	53%	54%	57%	52%	53%
No, or delayed, notification that payment has gone through	62%	59%	42%	26%	51%	51%	55%	53%	50%	46%
Website or app has crashed / frozen during payment process	62%	57%	39%	17%	48%	49%	50%	53%	49%	42%
My preferred payment method not accepted	55%	52%	37%	19%	46%	43%	49%	49%	42%	40%
Payment doesn't feel secure	57%	51%	31%	21%	44%	41%	44%	45%	41%	41%

Q11. How often, if at all, have you experienced the following issues when making digital payments or transferring money online? Base 2,013

Emotional impact of digital payment problems



Research approach

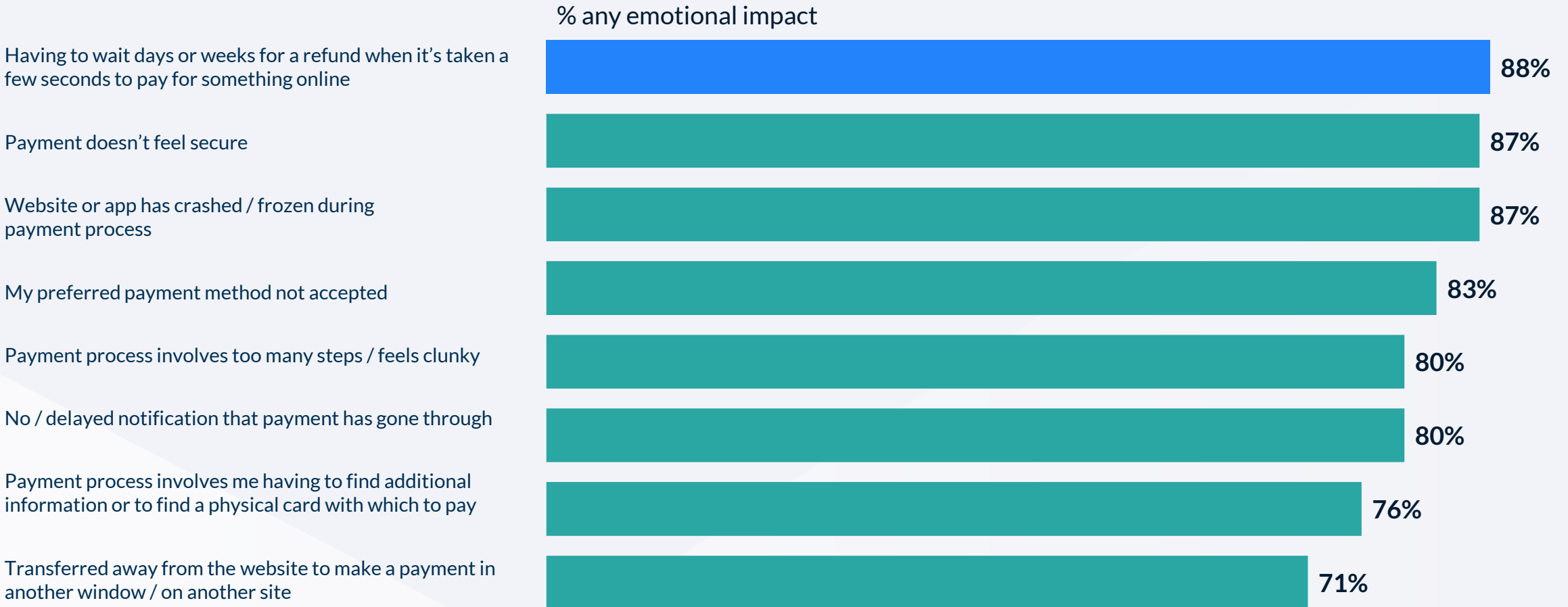


Q12. How do / would each of these types of digital payment issues make you feel? Base: 2.013

Emotional impact of digital payment problems



Research approach



Q12. How do / would each of these types of digital payment issues make you feel? Base: 2.013

Emotional impact of digital payment problems



Research approach

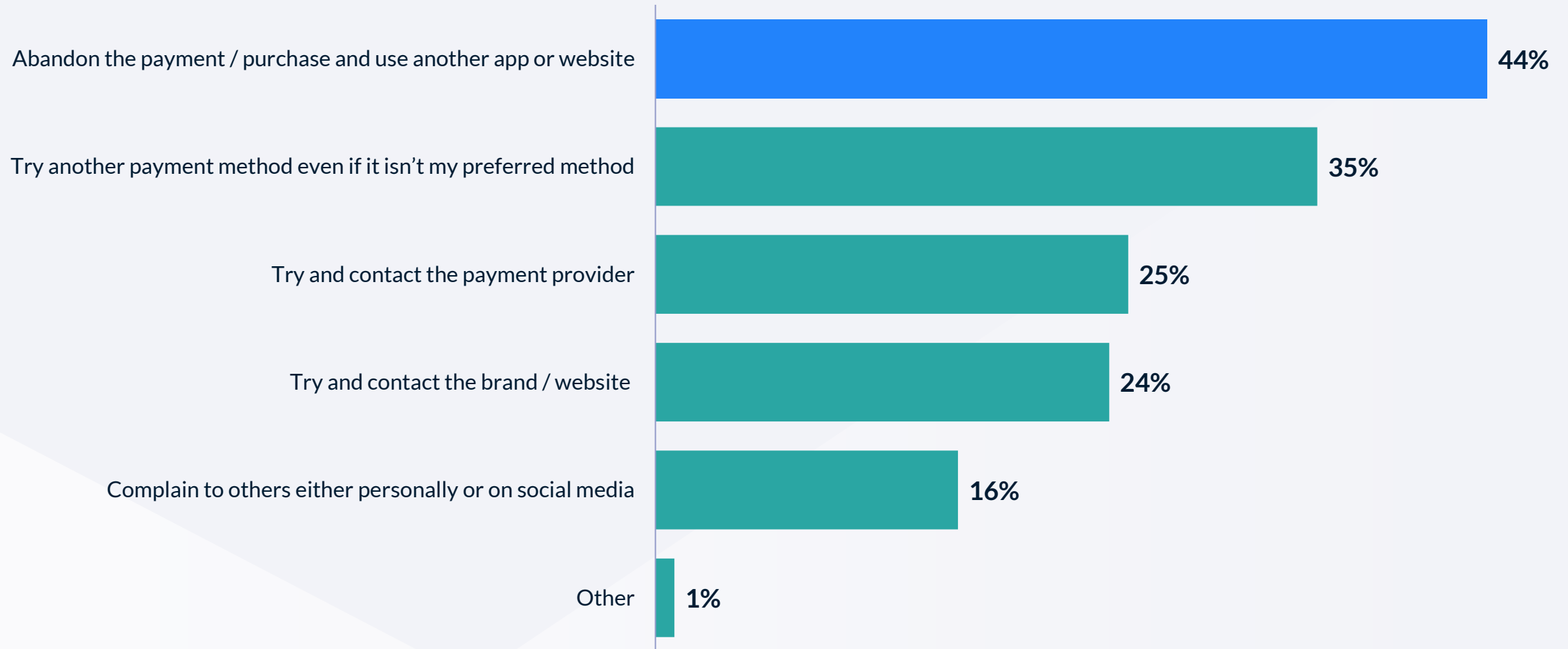
% any emotional impact	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Having to wait days or weeks for a refund when it's taken a few seconds to pay for something online	88%	86%	89%	88%	87%	88%	87%	86%	90%	86%
Payment doesn't feel secure	86%	86%	88%	85%	85%	88%	84%	86%	89%	86%
Website or app has crashed / frozen during payment process`	86%	86%	89%	86%	86%	87%	87%	86%	88%	85%
My preferred payment method not accepted	85%	82%	85%	84%	82%	84%	83%	82%	84%	83%
Payment process involves too many steps / feels clunky	83%	81%	80%	77%	82%	79%	82%	80%	80%	81%
No / delayed notification that payment has gone through	81%	79%	81%	80%	80%	80%	79%	79%	82%	79%
Payment process involves me having to find additional information or to find a physical card with which to pay	77%	76%	76%	73%	75%	76%	77%	76%	75%	75%
Transferred away from the website to make a payment in another window / on another site	75%	71%	70%	70%	73%	70%	72%	73%	70%	72%

Q12. How do / would each of these types of digital payment issues make you feel? Base: 2.013

Response to digital payment problems



Research approach



Q13. And when you experience the most frustrating payment issues and payments possibly fail, what would you typically do? Base: 2,013

Response to digital payment problems



Research approach

	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Abandon the payment / purchase and use another app or website	36%	40%	50%	58%	43%	45%	43%	40%	46%	48%
Try another payment method even if it isn't my preferred method	34%	34%	35%	38%	33%	37%	37%	38%	34%	32%
Try and contact the payment provider	28%	26%	24%	23%	28%	22%	30%	26%	24%	24%
Try and contact the brand / website	27%	25%	22%	23%	25%	23%	30%	26%	22%	21%
Complain to others either personally or on social media	25%	19%	10%	5%	17%	14%	19%	17%	15%	12%
Other	1%	1%	1%	1%	1%	1%	0%	-	1%	1%

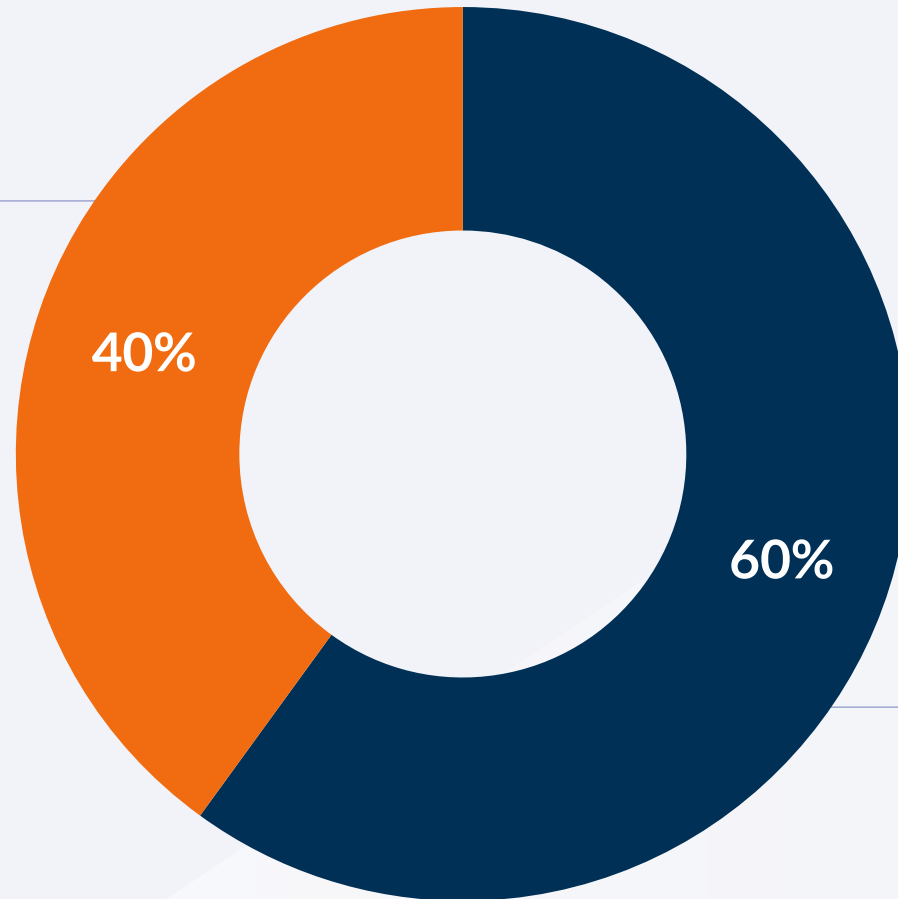
Q13. And when you experience the most frustrating payment issues and payments possibly fail, what would you typically do? Base: 2,013

Responsibility for digital payment problems



Research approach

The payments provider



The online brand or app

Q14. Who do you see as ultimately responsible for digital payment problems on a website or app? Base: 2,013

Responsibility for digital payment problems



Research approach

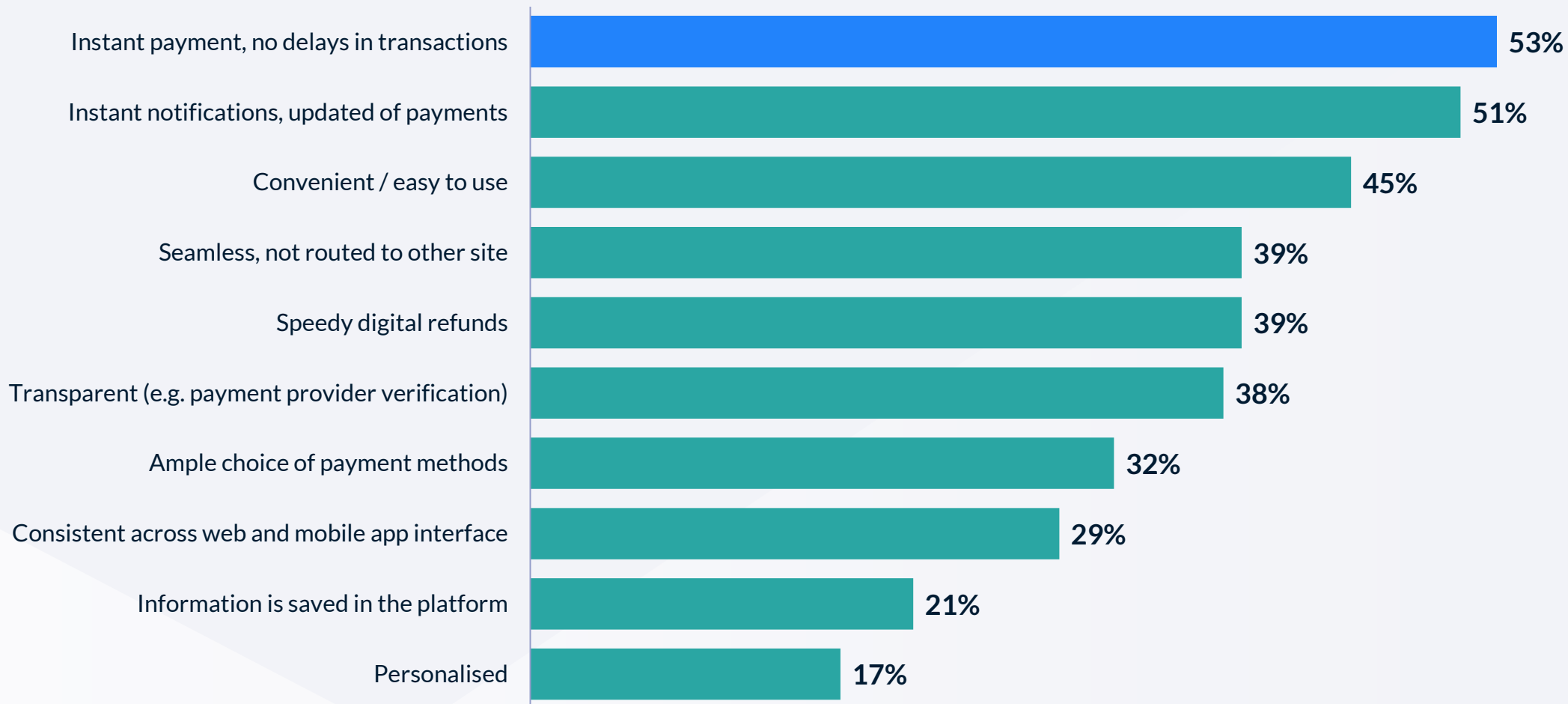
	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
The online brand or app	65%	63%	55%	54%	62%	58%	64%	60%	58%	59%
The payments provider	35%	37%	44%	46%	38%	41%	36%	39%	42%	40%
Other	-	0%	1%	0%	0%	1%	0%	1%	0%	1%

Q14. Who do you see as ultimately responsible for digital payment problems on a website or app? Base: 2,013

Elements of a trusted payment experience



Research approach



Q15. Aside from the best available security and fraud protection, what would a great, trusted payment experience look like for you? (Min of 3 selections) Base: 2,013

Elements of a trusted payment experience



Research approach

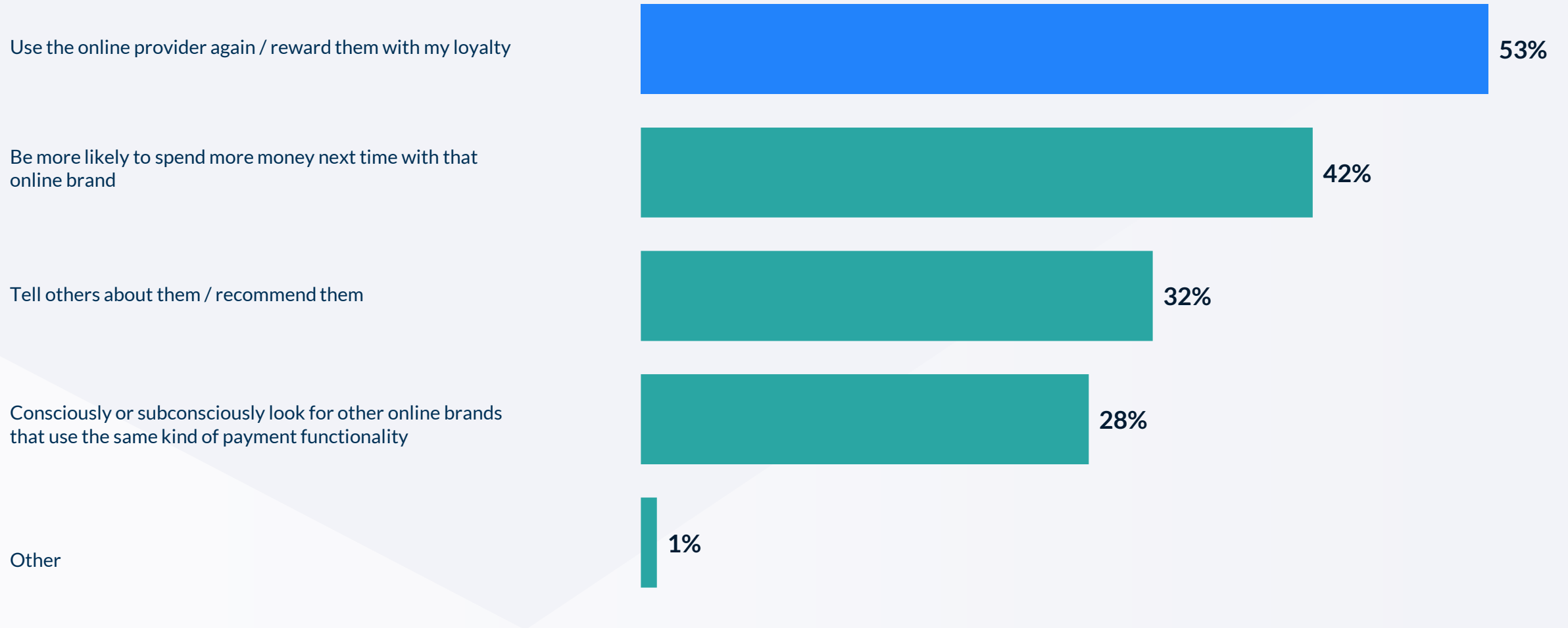
	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Instant payment, no delays in transactions	40%	47%	62%	67%	50%	55%	53%	49%	53%	55%
Instant notifications, to keep me updated of payments	42%	48%	57%	59%	49%	53%	47%	52%	53%	51%
Convenient / easy to use (don't need to find cards or other information)	43%	45%	43%	52%	44%	46%	47%	46%	43%	44%
Seamless, not routed to another window or website	37%	37%	42%	47%	39%	40%	37%	39%	42%	39%
Speedy digital refunds	34%	37%	41%	42%	39%	39%	40%	40%	39%	36%
Transparent (e.g. payment provider sort code shown on payments pages for verification)	41%	40%	34%	38%	39%	37%	38%	40%	38%	37%
Ample choice of payment methods	32%	33%	31%	32%	33%	32%	36%	33%	31%	31%
Consistent across web and mobile app interface	30%	33%	24%	22%	31%	26%	31%	31%	29%	23%
Information is saved in the platform	27%	23%	17%	17%	22%	20%	23%	24%	21%	17%
Personalised	19%	17%	15%	17%	20%	14%	18%	15%	16%	18%
Other	-	0%	0%	0%	0%	0%	-	1%	-	1%

Q15. Aside from the best available security and fraud protection, what would a great, trusted payment experience look like for you? (Min of 3 selections) Base: 2,013

Outcomes of a trusted payment experience



Research approach



Q16. If you have a great, trusted payment experience with an online brand, what impact does that have on you as a customer? Base: 2,013

Outcomes of a trusted payment experience



Research approach

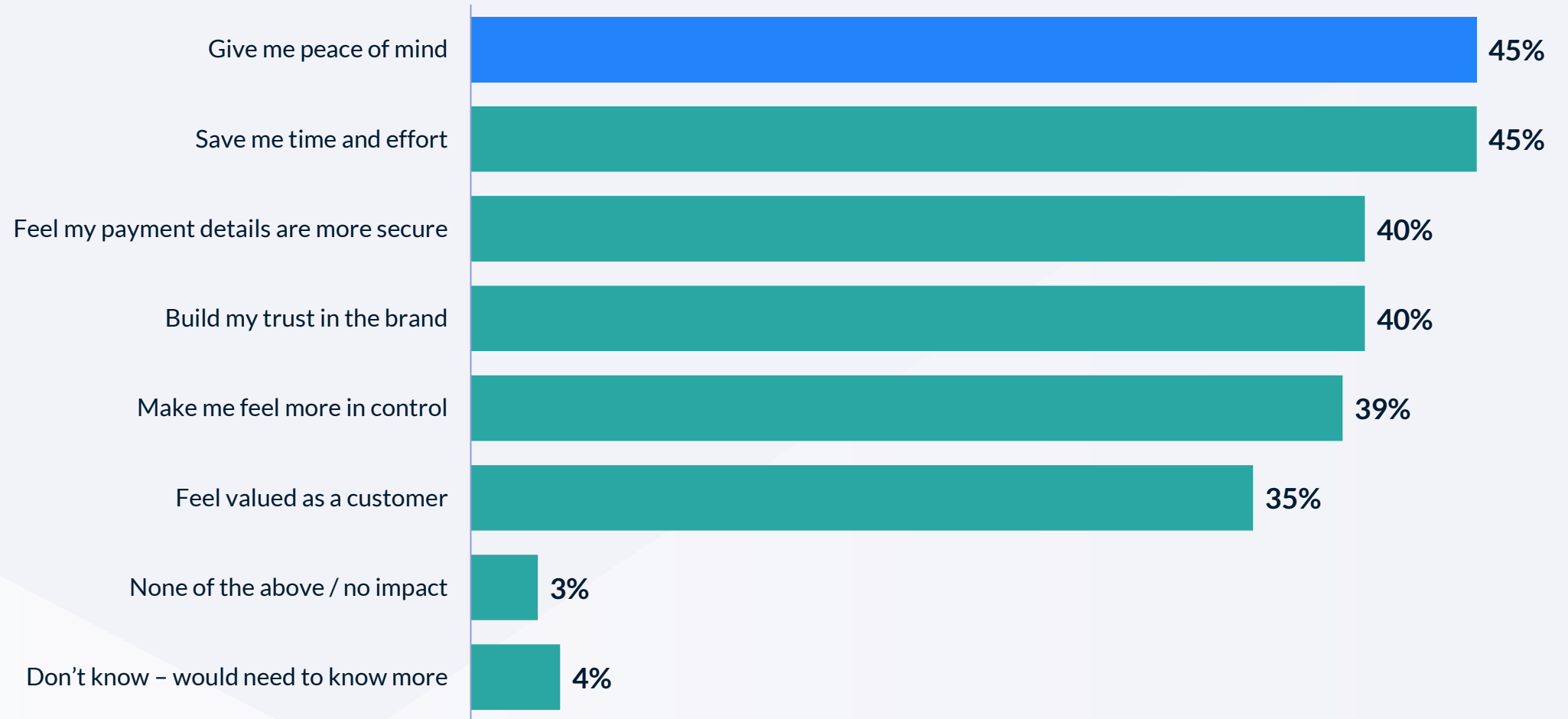
	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Use the online provider again / reward them with my loyalty	41%	47%	61%	71%	52%	53%	52%	49%	55%	54%
Be more likely to spend more money next time with that online brand	42%	41%	44%	43%	42%	43%	47%	45%	42%	36%
Tell others about them / recommend them	32%	32%	33%	27%	31%	33%	34%	34%	32%	28%
Consciously or subconsciously look for other online brands that use the same kind of payment functionality	36%	33%	20%	16%	29%	27%	32%	31%	26%	25%
Other	-	0%	1%	3%	1%	1%	-	-	0%	3%

Q16. If you have a great, trusted payment experience with an online brand, what impact does that have on you as a customer? Base: 2,013

Personal impact of embedded online payment options



Research approach



Q17. What impact would an instant payment option embedded within a website or app (meaning you don't need to leave that website or app and that you would be immediately notified that payment has been made), have on you as a customer? Base: 2,013

Personal impact of embedded online payment options



Research approach

	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Give me peace of mind	39%	41%	51%	56%	44%	46%	44%	44%	45%	47%
Save me time and effort	37%	41%	51%	52%	45%	44%	46%	49%	44%	40%
Feel my payment details are more secure	38%	37%	44%	47%	38%	43%	43%	37%	42%	38%
Build my trust in the brand	33%	38%	43%	46%	40%	39%	42%	40%	40%	36%
Make me feel more in control	33%	39%	40%	47%	40%	39%	42%	41%	40%	33%
Feel valued as a customer	33%	35%	36%	34%	37%	33%	38%	37%	33%	33%
Other	0%	-	0%	-	0%	0%	0%	0%	-	-
None of the above / no impact	3%	2%	4%	5%	3%	4%	2%	3%	3%	6%
Don't know - would need to know more	2%	3%	5%	8%	4%	4%	1%	3%	4%	6%

Q17. What impact would an instant payment option embedded within a website or app (meaning you don't need to leave that website or app and that you would be immediately notified that payment has been made), have on you as a customer? Base: 2,013

Perceived increased personal risk of online fraud compared to 18 months ago



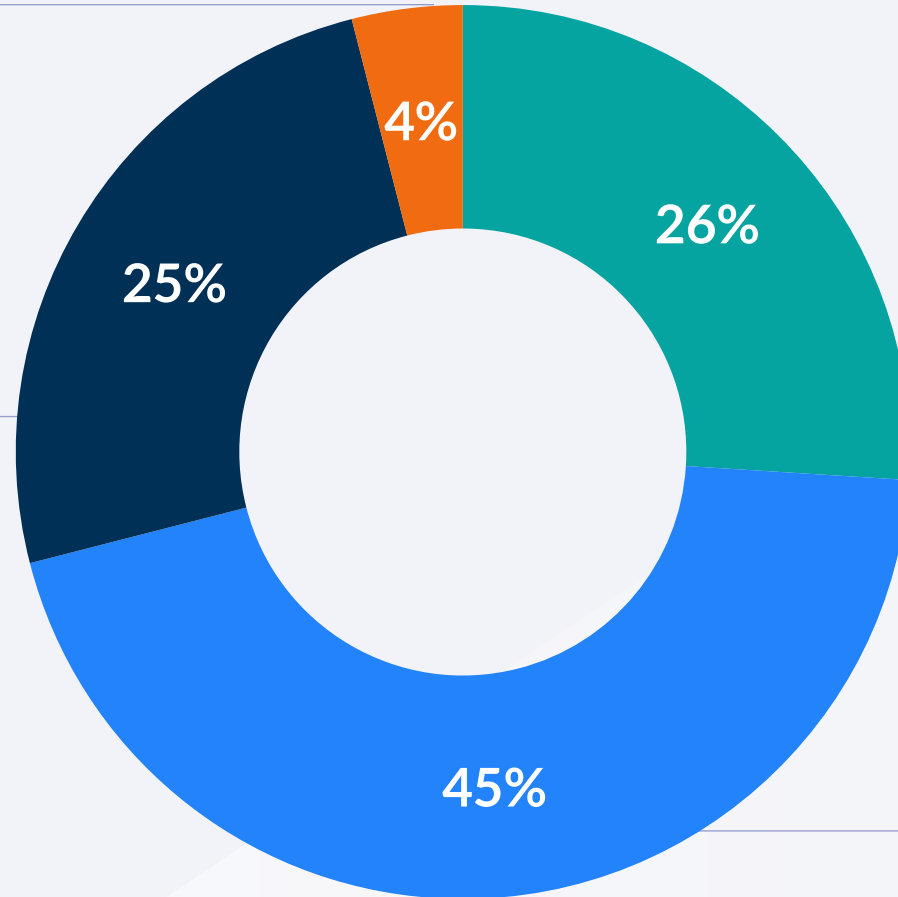
Research approach

Not at all

Not particularly

Yes definitely

Yes probably



Q18. As we have become more reliant on digital services, do you personally feel at greater risk from online fraud than 18 months ago? Base: 2,013

Perceived increased personal risk of online fraud compared to 18 months ago



Research approach

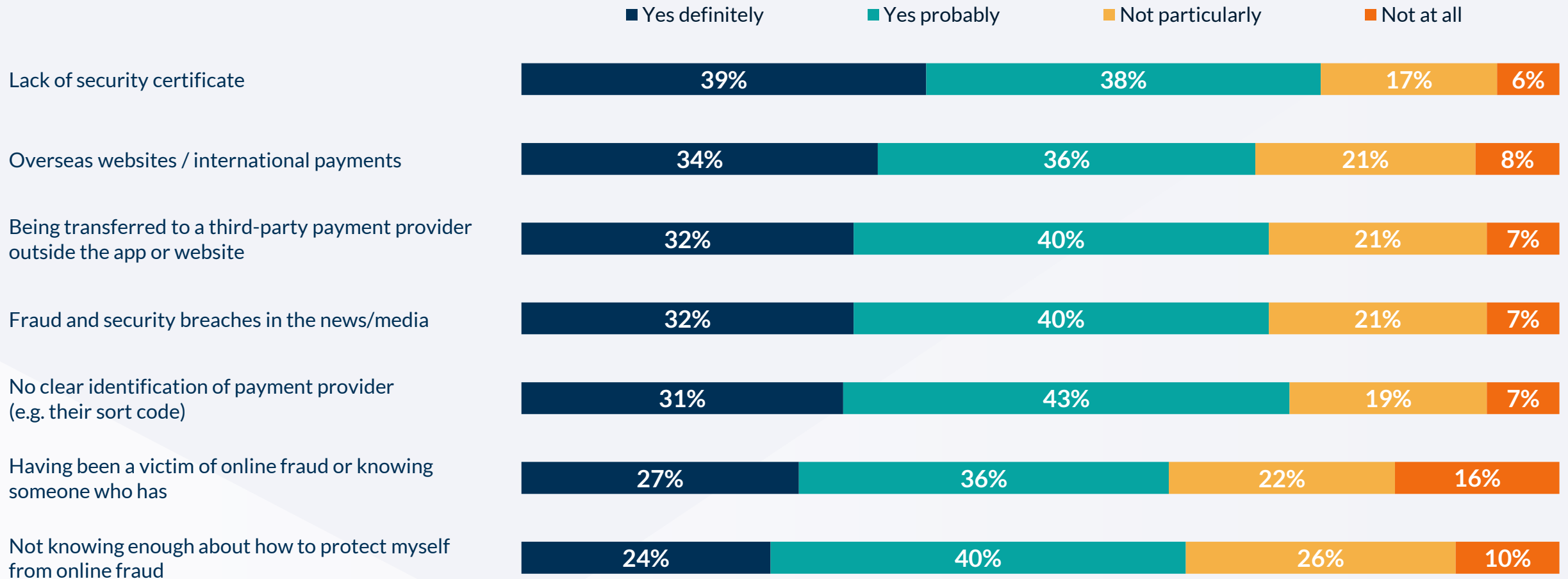
	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Any 'yes'	76%	74%	66%	63%	70%	72%	73%	70%	70%	71%
Yes, definitely	25%	28%	26%	22%	29%	24%	25%	27%	25%	29%
Yes, probably	51%	46%	41%	41%	42%	48%	48%	43%	45%	42%
Not particularly	21%	22%	28%	35%	25%	25%	22%	25%	28%	24%
Not at all	3%	4%	5%	2%	5%	3%	5%	5%	2%	5%

Q18. As we have become more reliant on digital services, do you personally feel at greater risk from online fraud than 18 months ago? Base: 2,013

Situations that lead to feeling vulnerable to online fraud and identity theft



Research approach

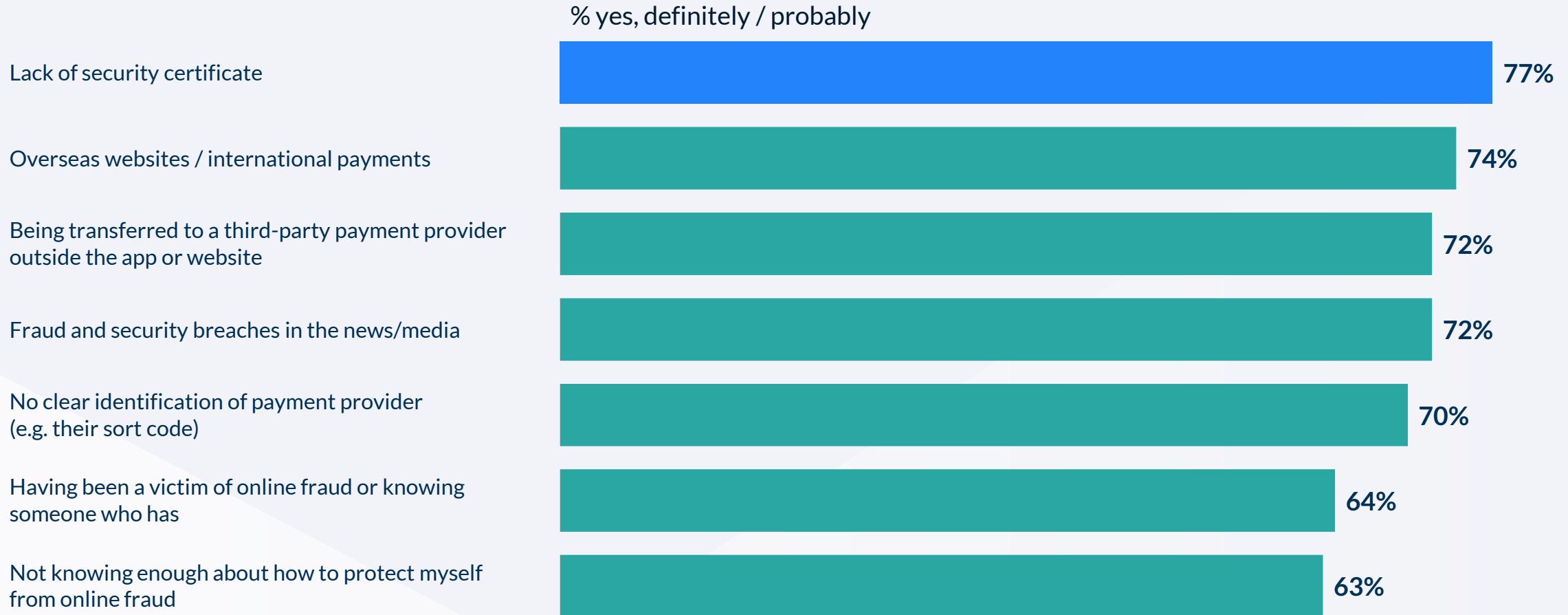


Q19. What makes you feel vulnerable to online fraud and identity theft during the payment process? Base: 2,013

Situations that lead to feeling vulnerable to online fraud and identity theft



Research approach



Q19. What makes you feel vulnerable to online fraud and identity theft during the payment process? Base: 2,013

Situations that lead to feeling vulnerable to online fraud and identity theft

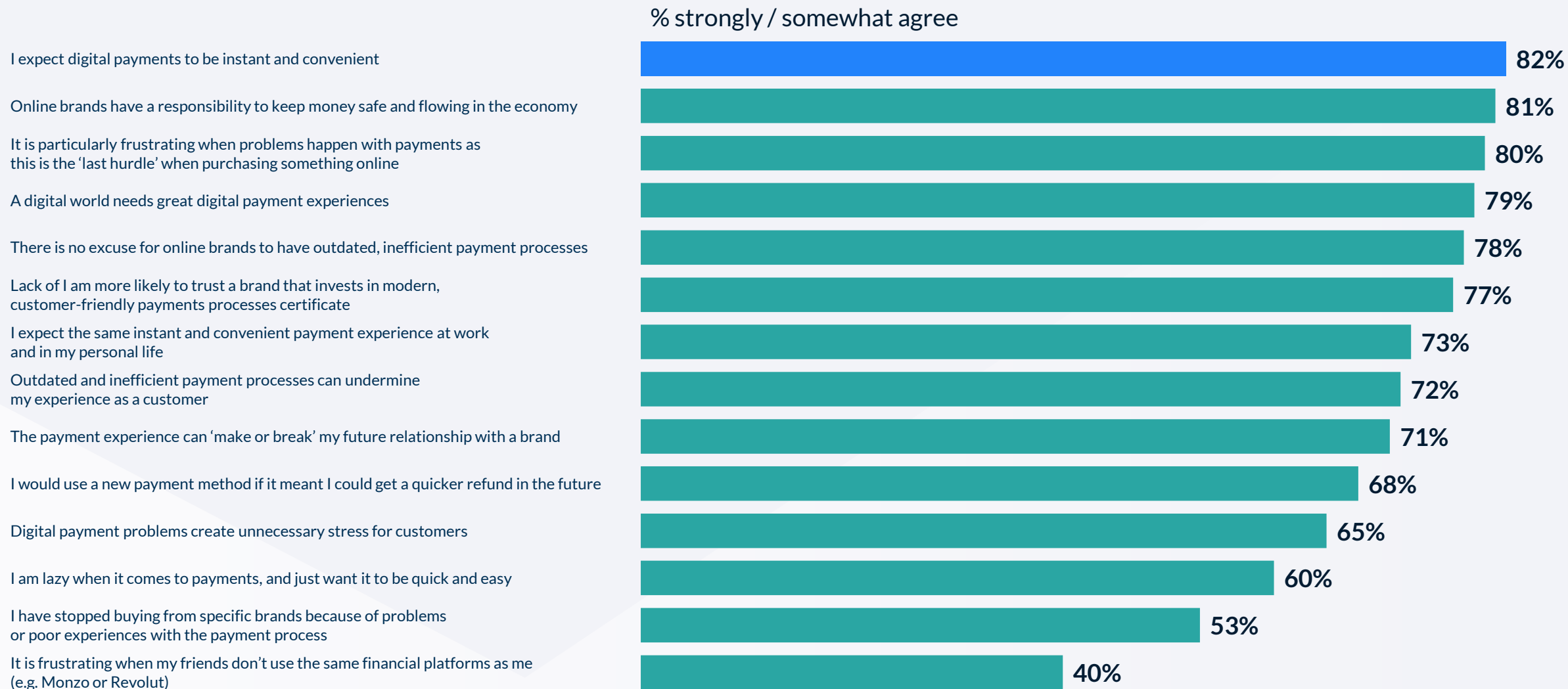


Research approach

% yes, definitely / probably	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Lack of security certificate	75%	72%	82%	90%	76%	79%	76%	76%	79%	76%
No clear identification of payment provider (e.g. their sort code)	67%	72%	77%	83%	73%	76%	70%	71%	77%	77%
Being transferred to a third-party payment provider outside the app or website	66%	68%	78%	79%	69%	74%	68%	71%	74%	73%
Fraud and security breaches in the news / media	73%	68%	75%	78%	72%	72%	67%	72%	72%	76%
Overseas websites / international payments	63%	67%	75%	83%	69%	72%	68%	67%	72%	74%
Not knowing enough about how to protect myself from online fraud	67%	63%	65%	65%	62%	67%	61%	62%	65%	69%
Having been a victim of online fraud or knowing someone who has	64%	64%	62%	57%	61%	64%	63%	62%	64%	60%

Q19. What makes you feel vulnerable to online fraud and identity theft during the payment process? Base: 2,013

Attitudinal statements



Q20. To what extent do you agree or disagree with the following statements? Base: 2,013

Attitudinal statements

% strongly / somewhat agree	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
I expect digital payments to be instant and convenient	65%	80%	87%	95%	81%	82%	81%	82%	82%	81%
Online brands have a responsibility to keep money safe and flowing in the economy	68%	78%	86%	92%	80%	82%	83%	78%	82%	79%
It is particularly frustrating when problems happen with payments as this is the 'last hurdle' when purchasing something online	66%	78%	85%	92%	78%	81%	80%	77%	81%	80%
A digital world needs great digital payment experiences	67%	77%	86%	85%	80%	79%	81%	79%	81%	76%
There is no excuse for online brands to have outdated, inefficient payment processes	63%	74%	85%	92%	77%	79%	80%	74%	80%	77%
I am more likely to trust a brand that invests in modern, customer-friendly payments processes	64%	75%	82%	86%	76%	77%	79%	76%	77%	74%
I expect the same instant and convenient payment experience at work and in my personal life	70%	73%	76%	72%	74%	73%	78%	75%	73%	68%

Q20. To what extent do you agree or disagree with the following statements? Base: 2,013

Attitudinal statements

% strongly / somewhat agree	18-24s	25-44s	45-64s	65+	Male	Female	Innovative	Enthusiastic	Average	Sceptical
Outdated and inefficient payment processes can undermine my experience as a customer	62%	70%	77%	81%	73%	72%	74%	74%	73%	67%
The payment experience can 'make or break' my future relationship with a brand	63%	68%	77%	83%	71%	72%	71%	72%	72%	69%
I would use a new payment method if it meant I could get a quicker refund in the future	68%	70%	66%	63%	67%	69%	75%	71%	68%	56%
Digital payment problems create unnecessary stress for customers	56%	64%	70%	67%	65%	65%	62%	62%	65%	71%
I am lazy when it comes to payments, and just want it to be quick and easy	65%	64%	54%	56%	58%	62%	63%	63%	59%	57%
I have stopped buying from specific brands because of problems or poor experiences with the payment process	60%	59%	47%	33%	53%	53%	60%	57%	50%	47%
It is frustrating when my friends don't use the same financial platforms as me (e.g. Monzo or Revolut)	56%	48%	31%	17%	43%	38%	47%	46%	37%	36%

Q20. To what extent do you agree or disagree with the following statements? Base: 2,013