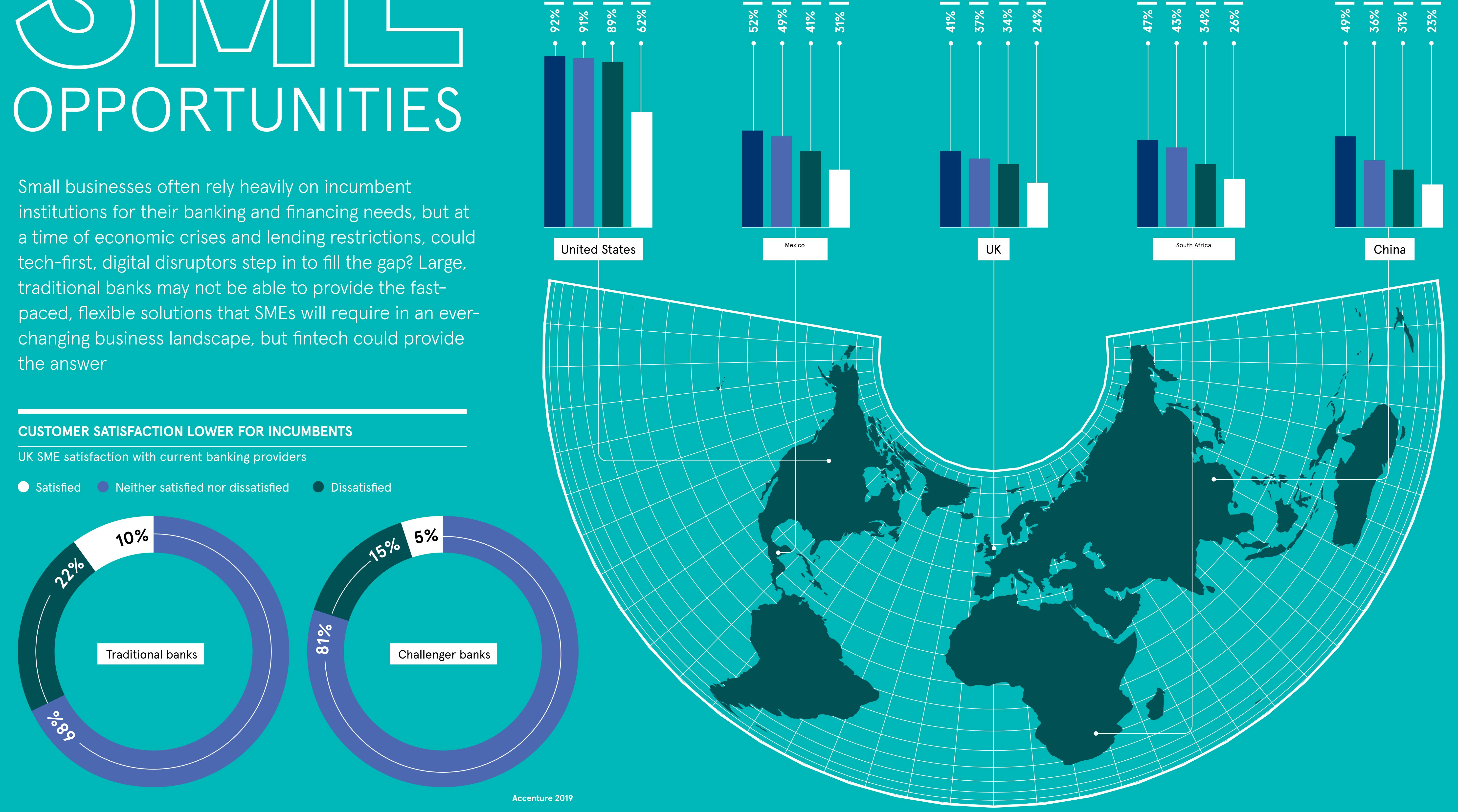
# **SME FINTECH ADOPTION**

Fintech adopters as a percentage of the digitally active SME population in five selected markets in 2019

Banking and payments
Financial management
Financing
Insurance



## **AREAS FOR IMPROVEMENT**

Investment focus areas for SME banking in the near future, according to global SME banking operations professionals

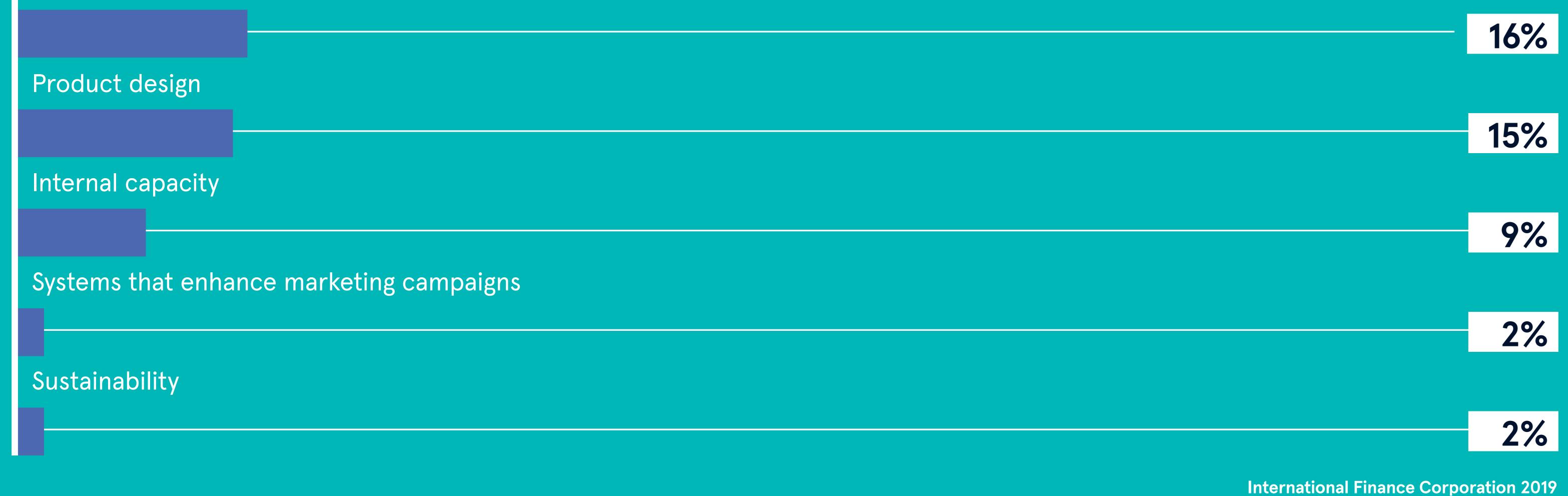
Technology investment

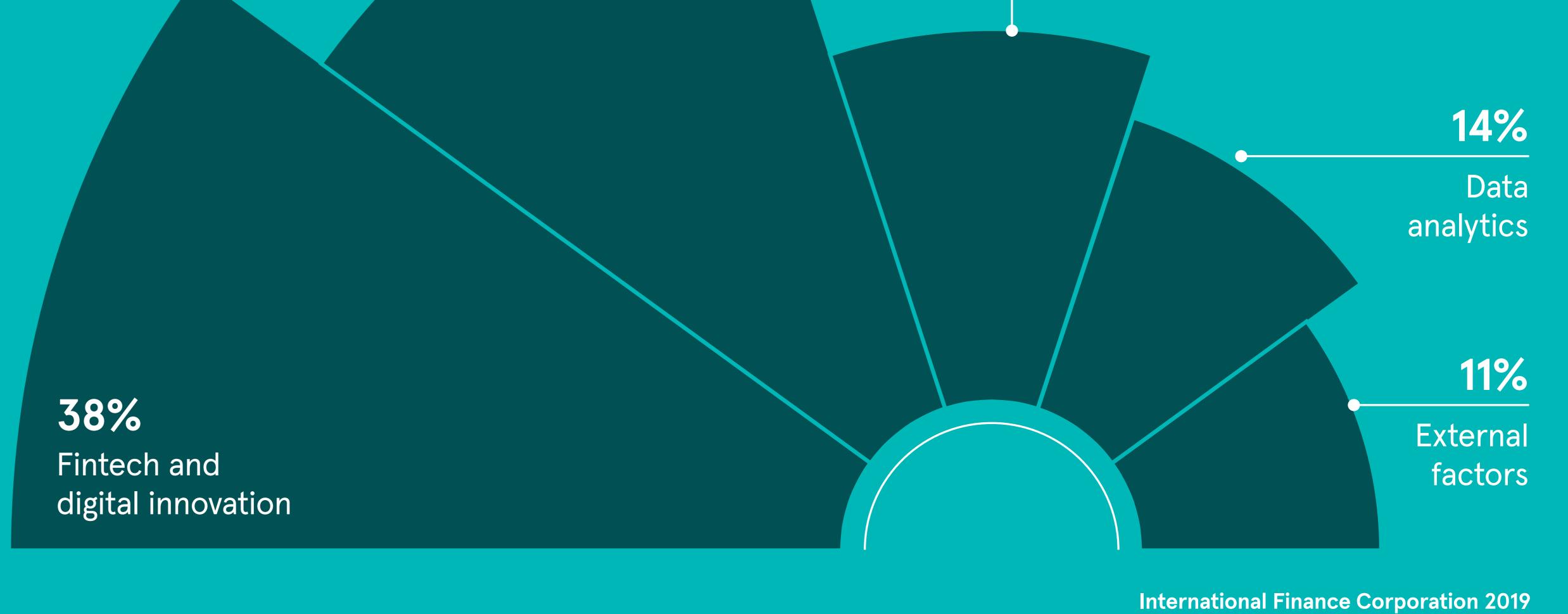
		5
lew customer segments		
		2
SME capacity building		

# SHAPING THE FUTURE OF SME BANKING

Top five trends that will shape the nature of SME banking, according to global SME banking operations professionals







# **TOP REASONS WHY SMES USE FINTECH**

SMEs across five countries were asked why they choose to use a fintech challenger instead of an incumbent financial services institution

#### Range of functionality and features

	66%
Availability of services 24/7	
	<mark>55</mark> %
Ease in setting up, configuring and using the service	
	53%
Rates and fees	
	39%
Compatibility with daily operations and infrastructure	
	38%

### THE STATUS QUO

Breakdown of sources of outstanding debt for SMEs in the UK



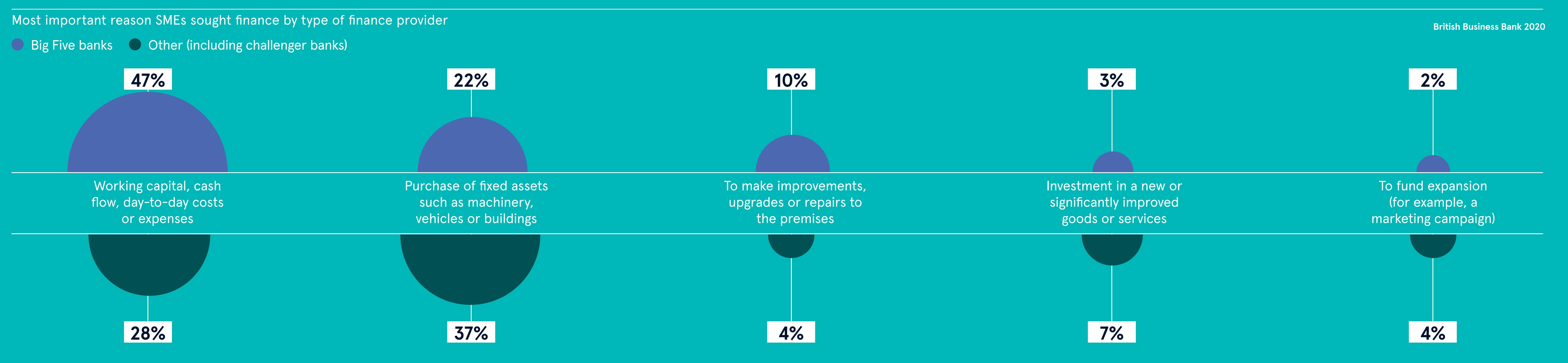


31%

#### EY 2019

**KPMG/AIMA/CAIA 2020** 

#### **SEEKING FINANCE BY PROVIDER**



RACONTEUR