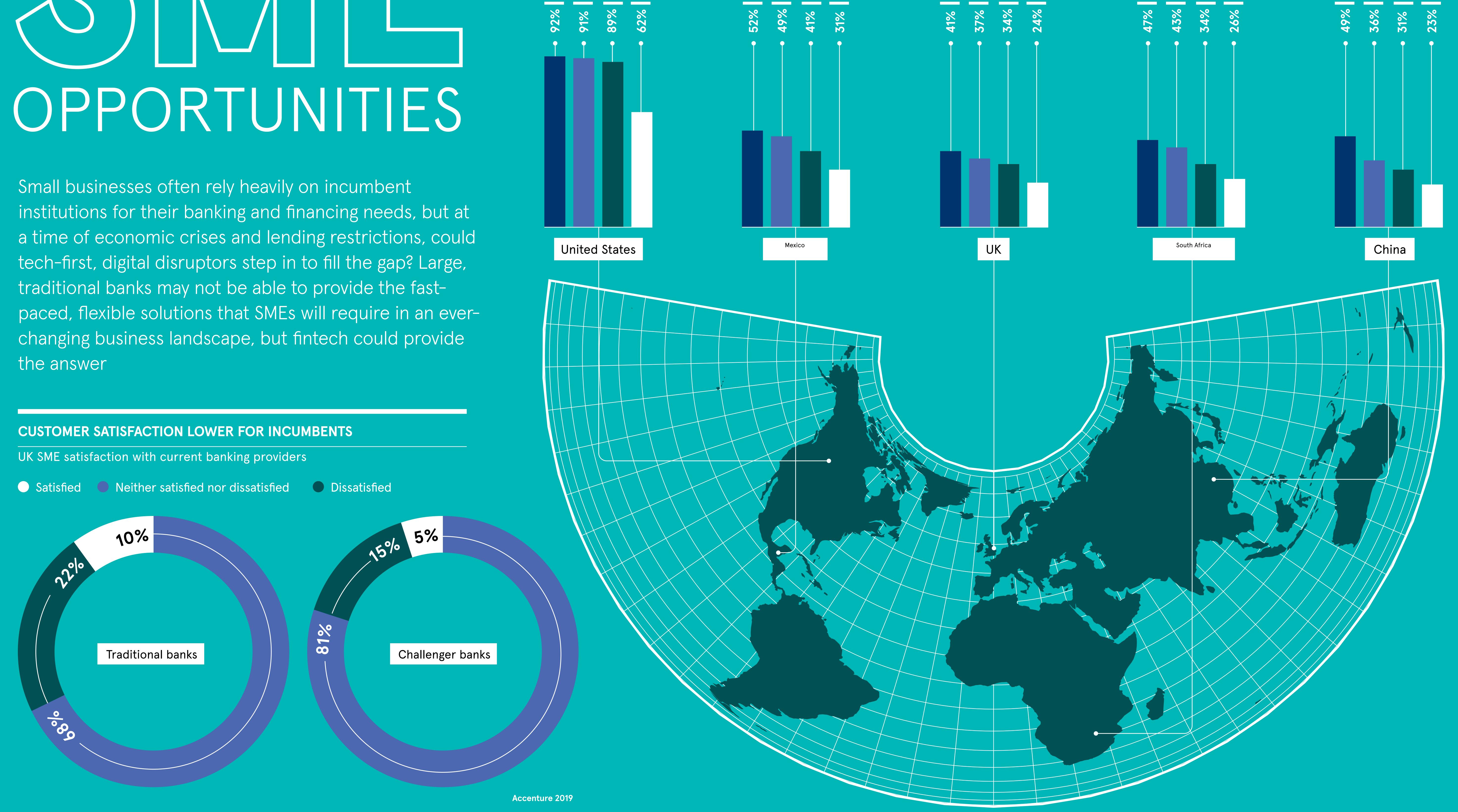
SME FINTECH ADOPTION

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

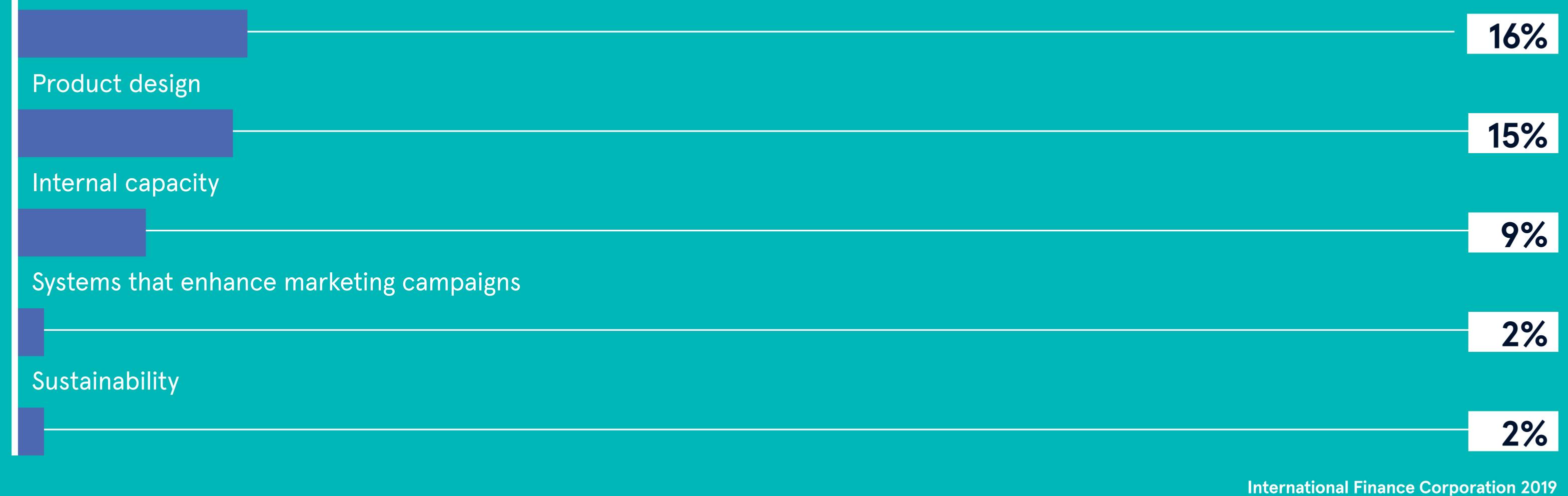
Technology investment

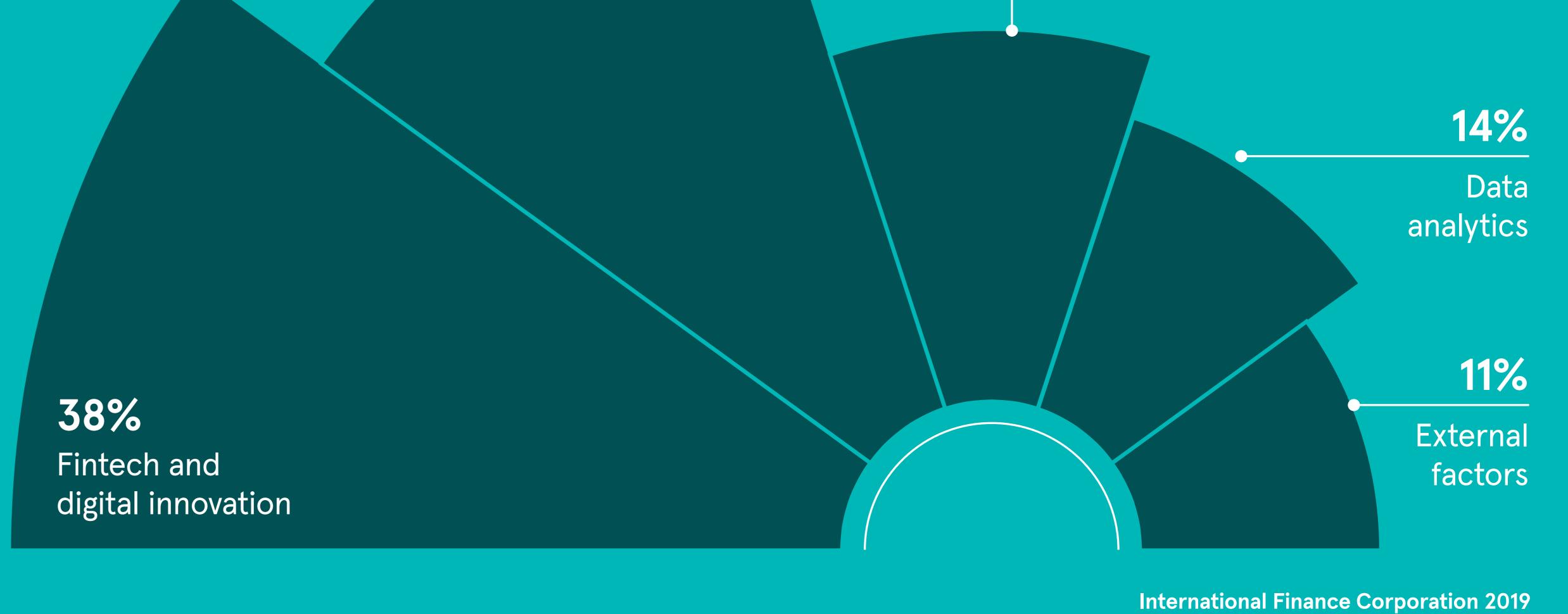
		5
lew customer segments		
		2
SME capacity building		

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



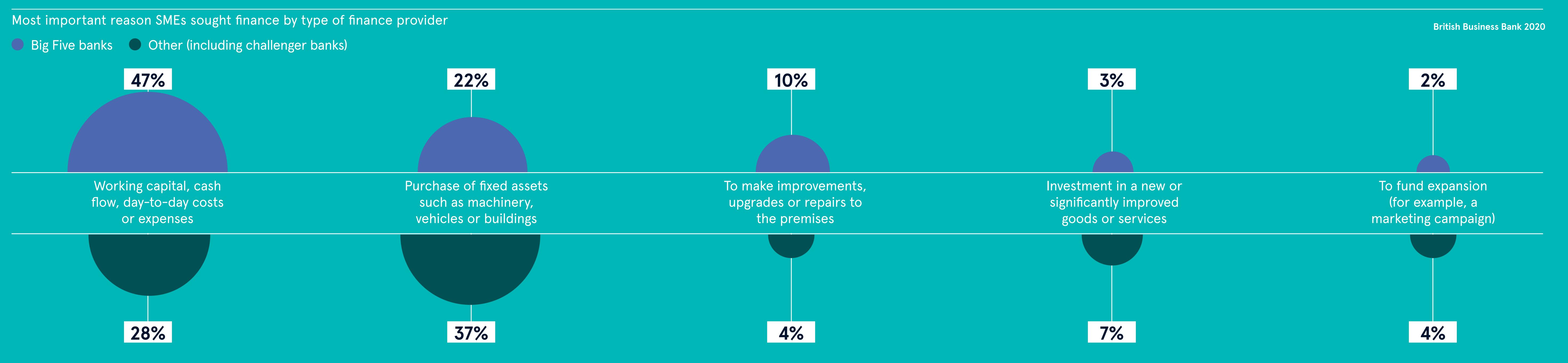


31%

EY 2019

KPMG/AIMA/CAIA 2020

SEEKING FINANCE BY PROVIDER



RACONTEUR