

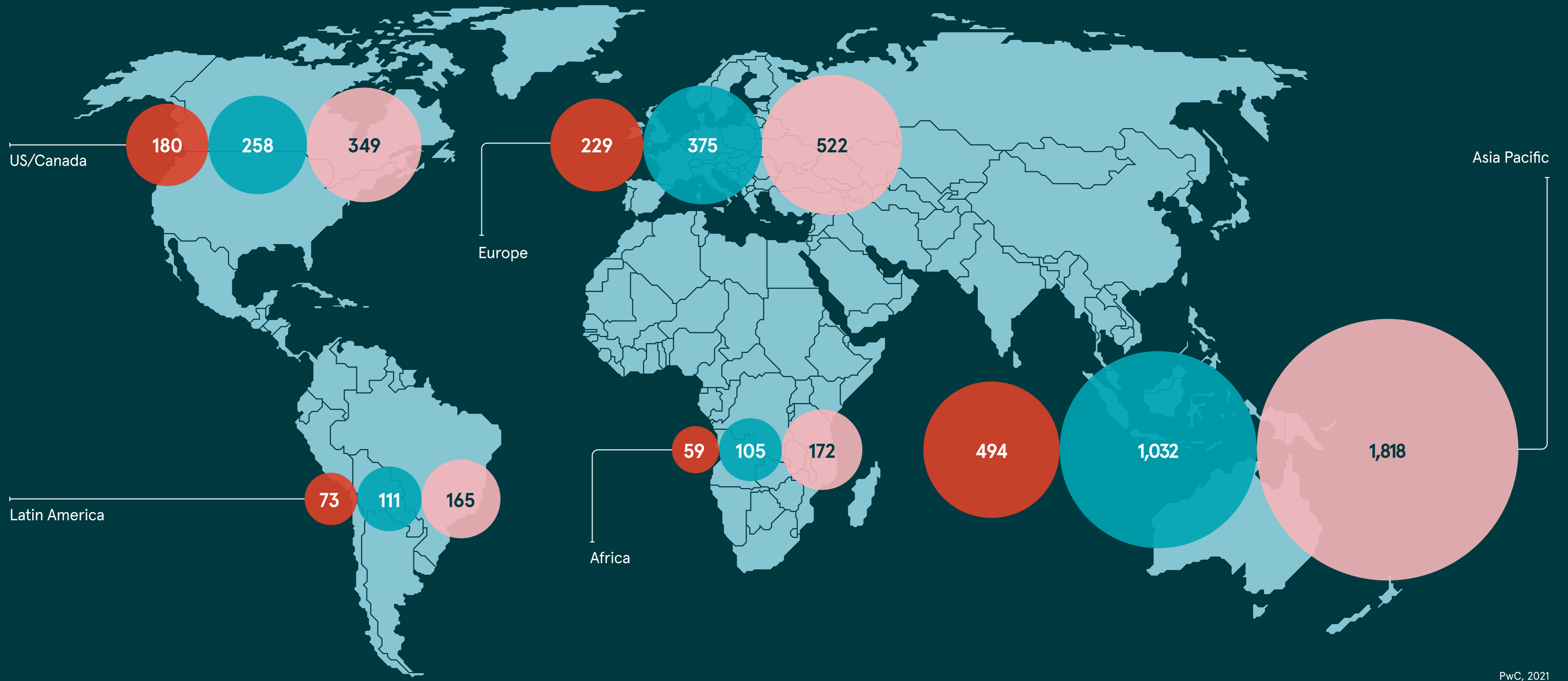
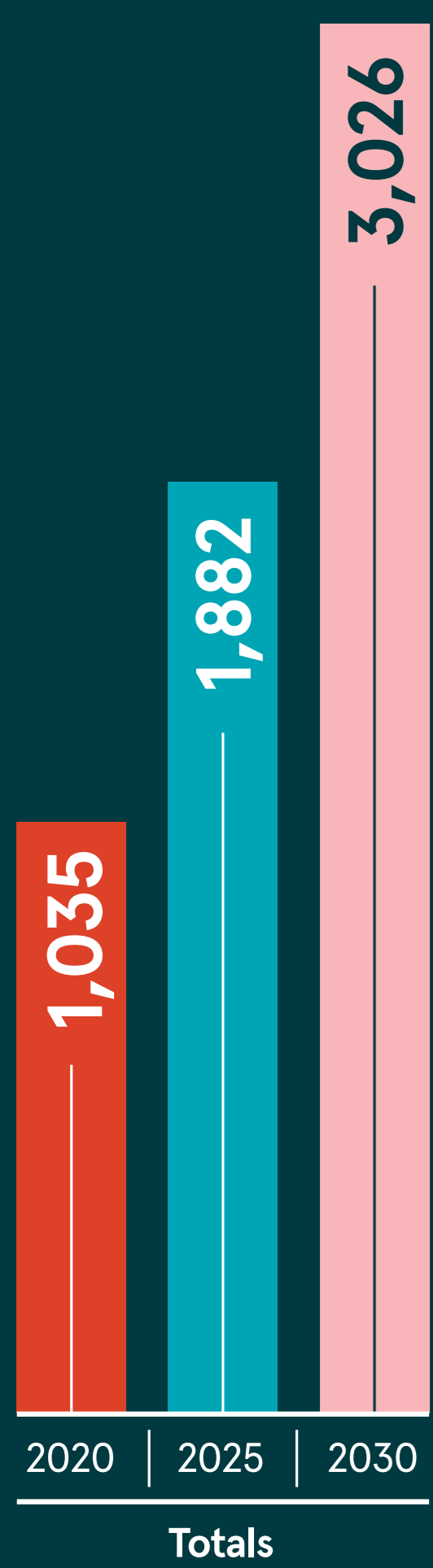
# HOW PAYMENTS ARE CHANGING

The way we shop has transformed over the past year – and with it the way we pay for our purchases. Keeping on top of this changing market, while maintaining the confidence of retailers and consumers, is vital for the payments sector.

## CONSUMERS ARE INCREASINGLY USING CASHLESS OPTIONS

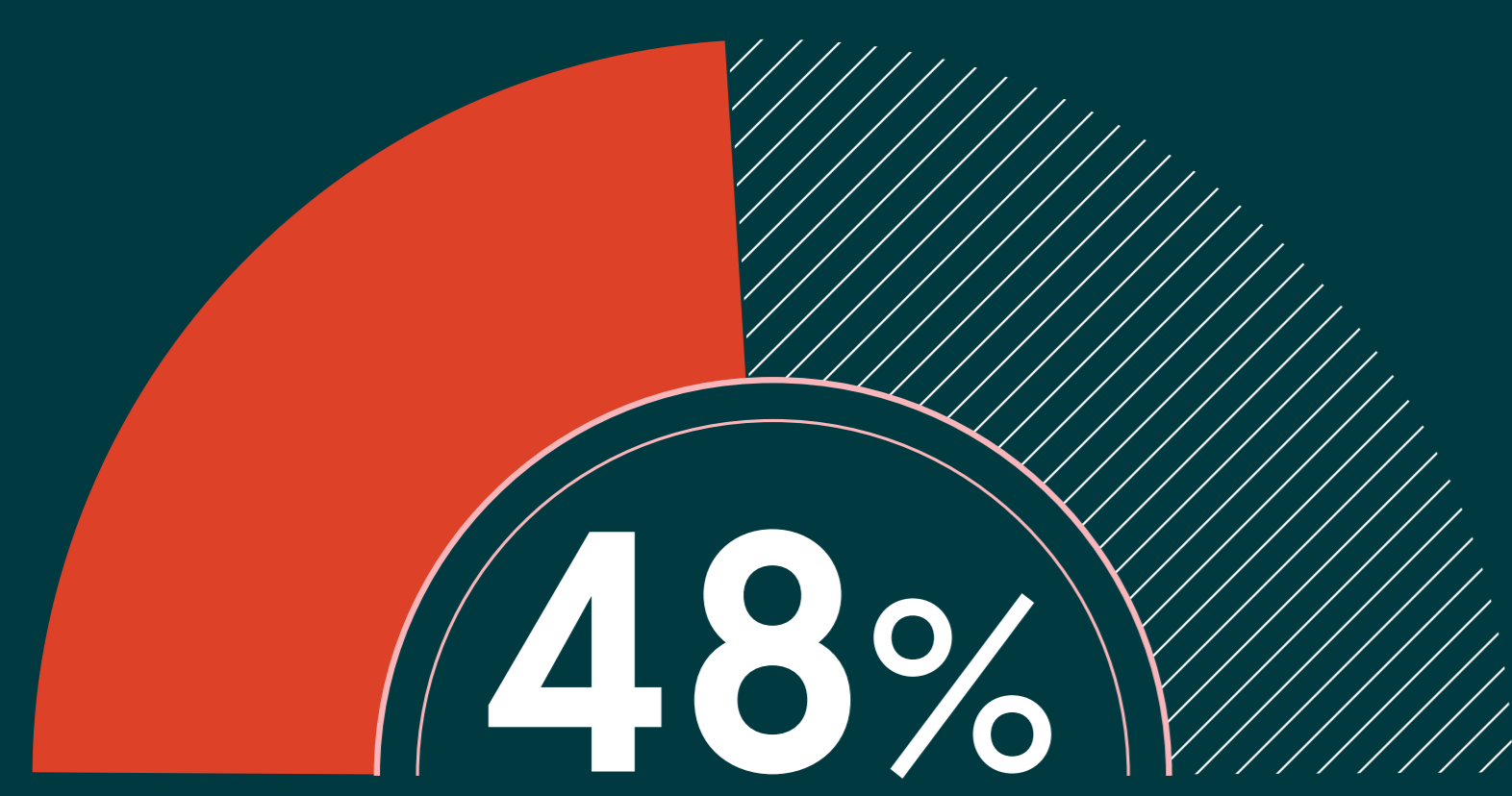
Number of cashless transactions (billions)

2020 2025 2030



PwC, 2021

## BUYERS WANT CHOICE IN HOW THEY PAY

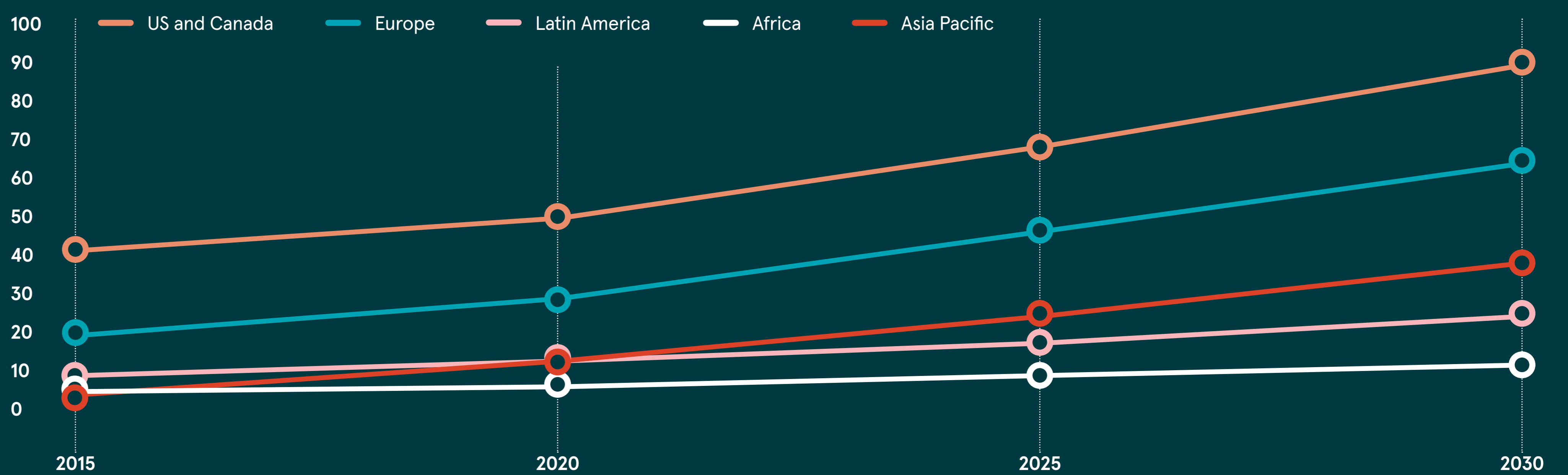


of British and Irish shoppers would be more likely to buy from a retailer that offers a range of payment options

TrueLayer, YouGov, 2021

## SIX IN 10 TRANSACTIONS IN EUROPE WILL BE CASHLESS BY 2030

Percentage of transactions that were, or are forecast to be, cashless

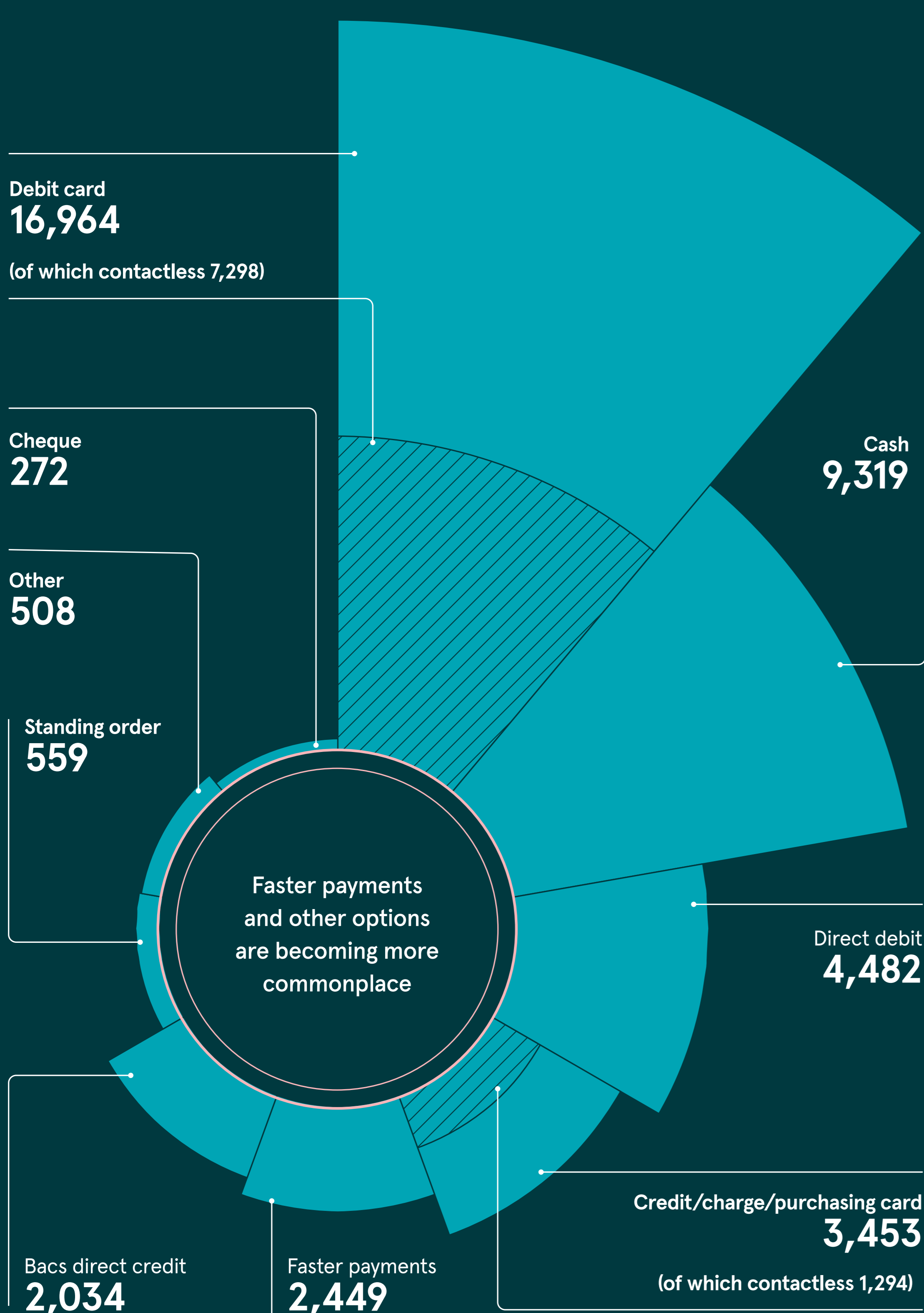


PwC, 2021

## CONSUMERS ARE USING A RANGE OF PAYMENT OPTIONS

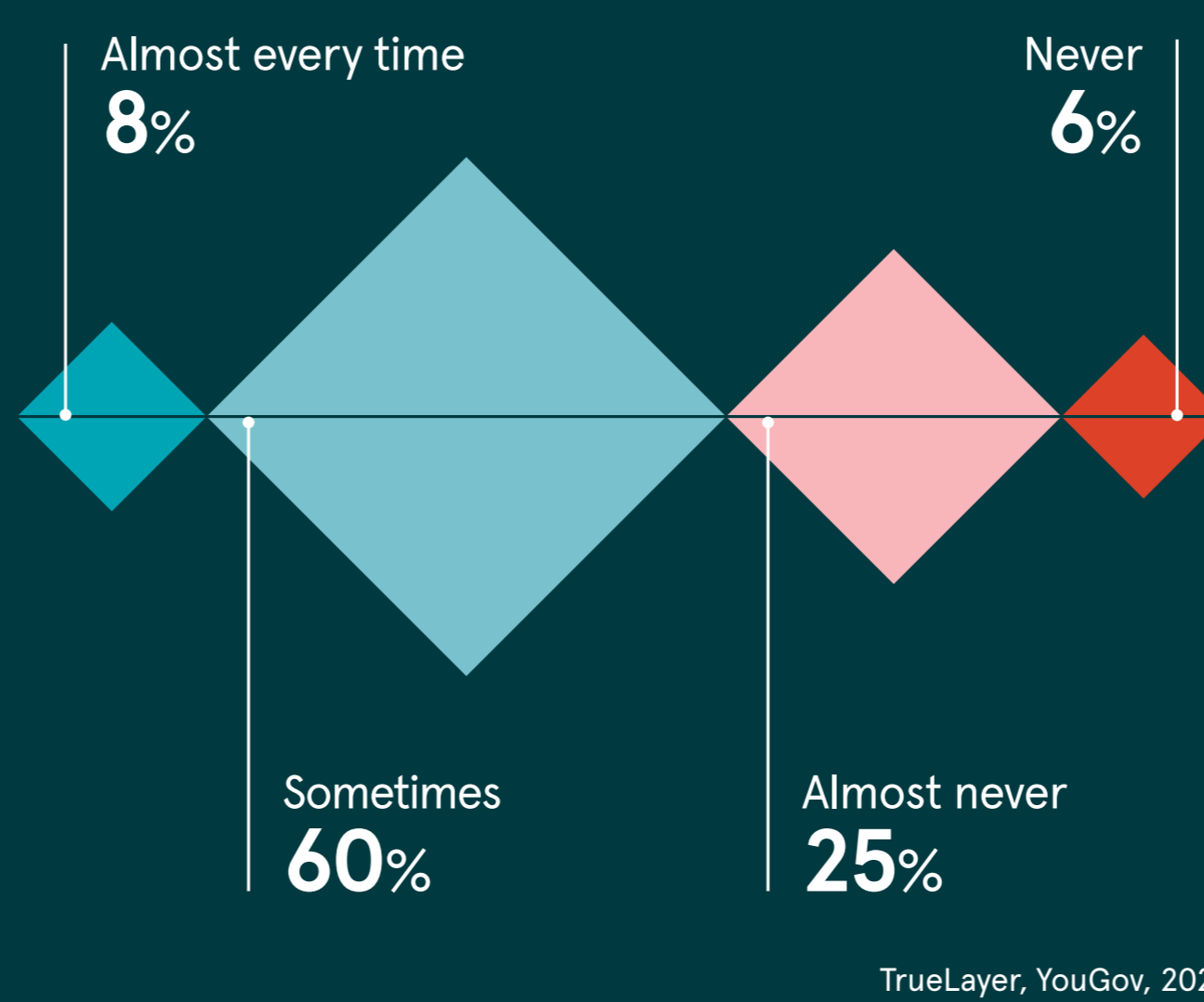
UK Finance, 2020

Total UK payment volumes, excluding Chaps, in 2019 (millions)



## SHOPPERS WORRY ABOUT SECURITY

Percentage of shoppers who have held back from buying online, worried about payment security



TrueLayer, YouGov, 2021

## REFUNDS ARE A PINCH POINT

**32%**

of merchants receive complaints about slow or lost refunds

TrueLayer, YouGov, 2021

**67%**

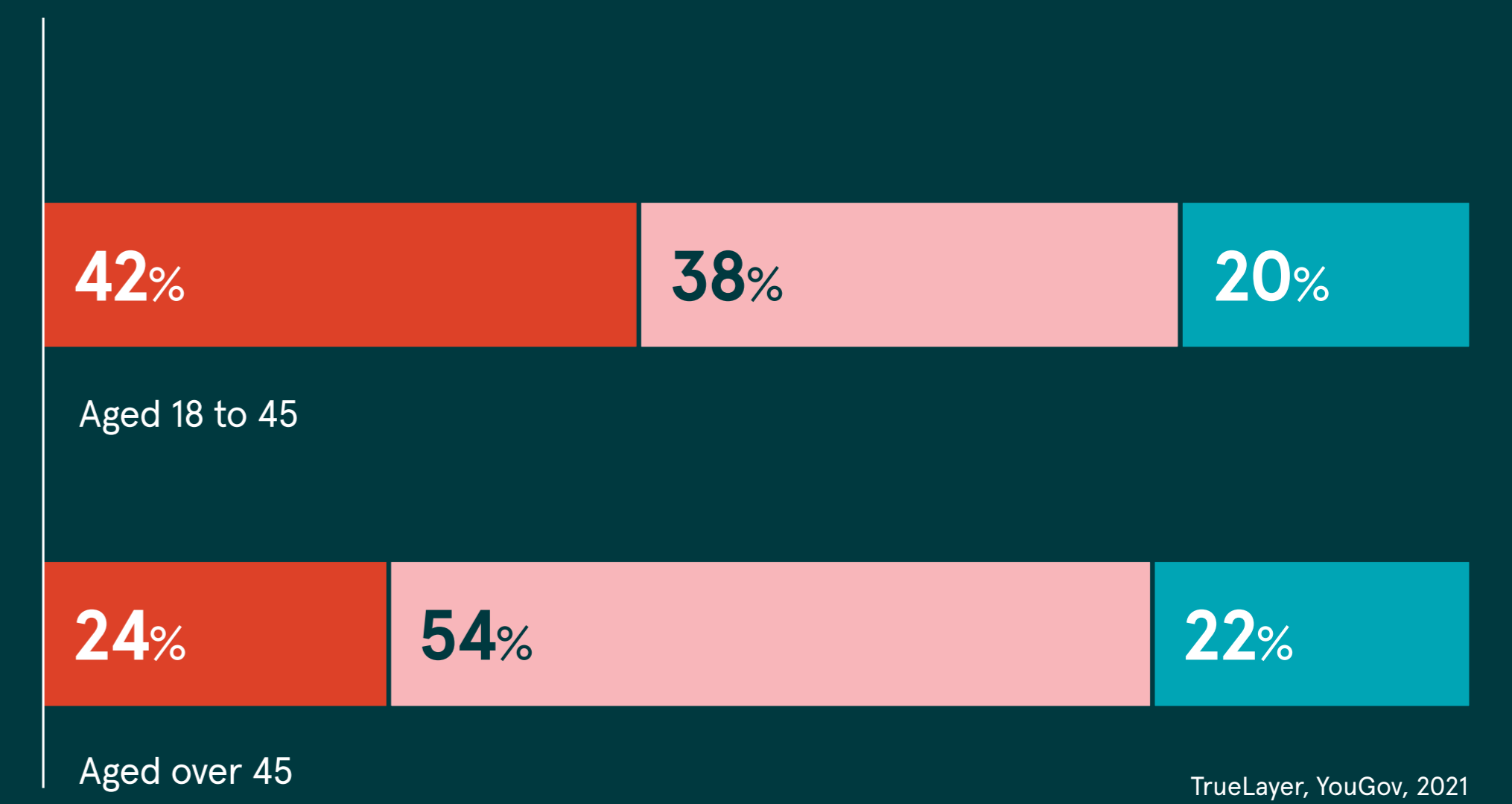
of online shoppers say that the time taken to receive a refund is an important factor affecting their decision about whether or not to shop on that website again

TrueLayer, YouGov, 2021

## PURCHASERS WANT AUTHENTICATION OPTIONS

Percentage of shoppers in the following age groups who say they prefer using the following verification methods

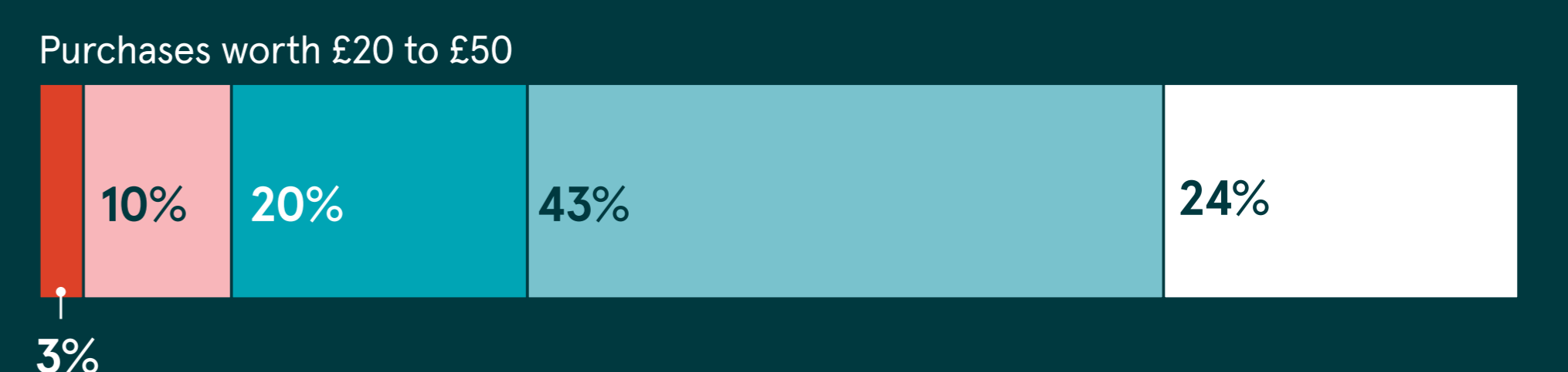
Biometrics One-time passcodes/SMS Bank user name/password



TrueLayer, YouGov, 2021

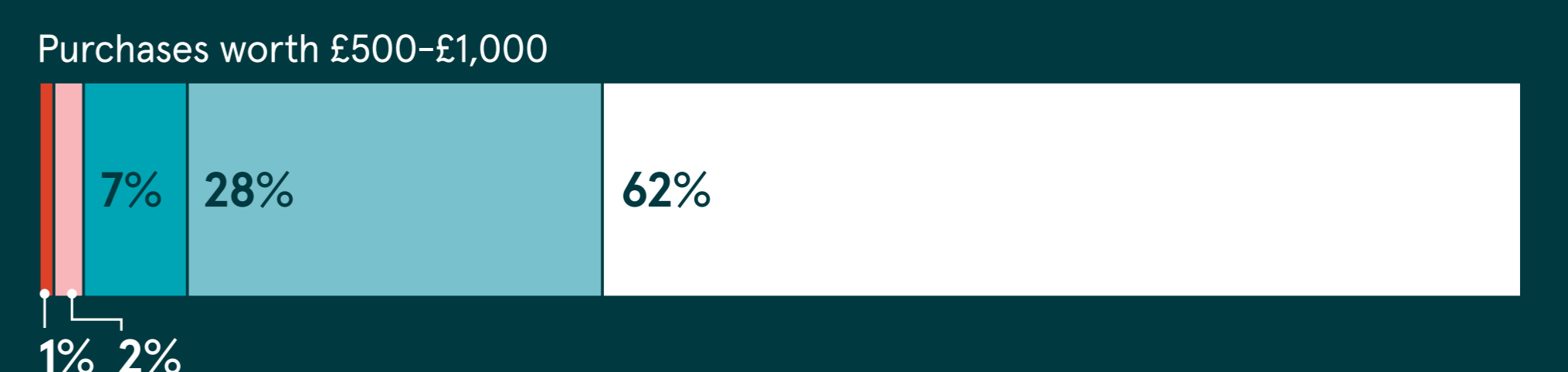
## SPEEDIER REFUNDS LEAD TO REPEAT CUSTOM

Percentage of shoppers who say quick refunds are important in deciding whether or not to shop with a retailer again



3% 24%

Not at all important ← → Extremely important



1% 2%

TrueLayer, YouGov, 2021