

# 2019 Chicago Payments Symposium

## *Consumer Perspectives: Looking Around the Corner*

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Head of Banking, North America  
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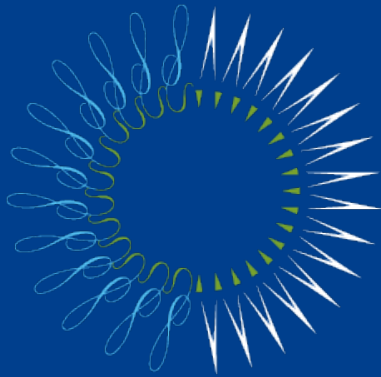
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# Are Americans Embracing Mobile Payments?

*Survey of consumer experiences finds greater trust in credit, debit cards*

# First Comprehensive Review of Experiences: Mobile vs Traditional Payments

- Pew surveyed:
  - Nationally representative survey of 1,178 American adults who made a transaction in the past year
    - Captured details about perceptions and experiences with traditional payments (cash, checks, and money orders; debit, credit, and prepaid cards) and mobile payments.
- Pew analyzed:
  - Disclosures from 12 leading payment app companies in the retail, social media, technology, and payment provider markets.

# Mobile Payments Market

- About 9 in 10 Americans have smartphone capable of making mobile payments
  - But just over half (56% of Americans) have done so
  
- Mobile payments growth has lagged projections

# Key Findings

1. Consumers avoid mobile payments because of concerns about loss of funds.
2. Consumers trust protections on debit and credit cards more than those on mobile payments.
3. 15 percent of respondents experienced a payment issue in the past year:
  - Either with a traditional card (credit, debit, or prepaid) or a mobile transaction.
4. Consumers report mobile payment issues are difficult to resolve compared to traditional payment options.

Figure 5

# More Consumers View Mobile Payments as Poorly Protected Compared with Other Methods

Percentage of respondents by payment user type

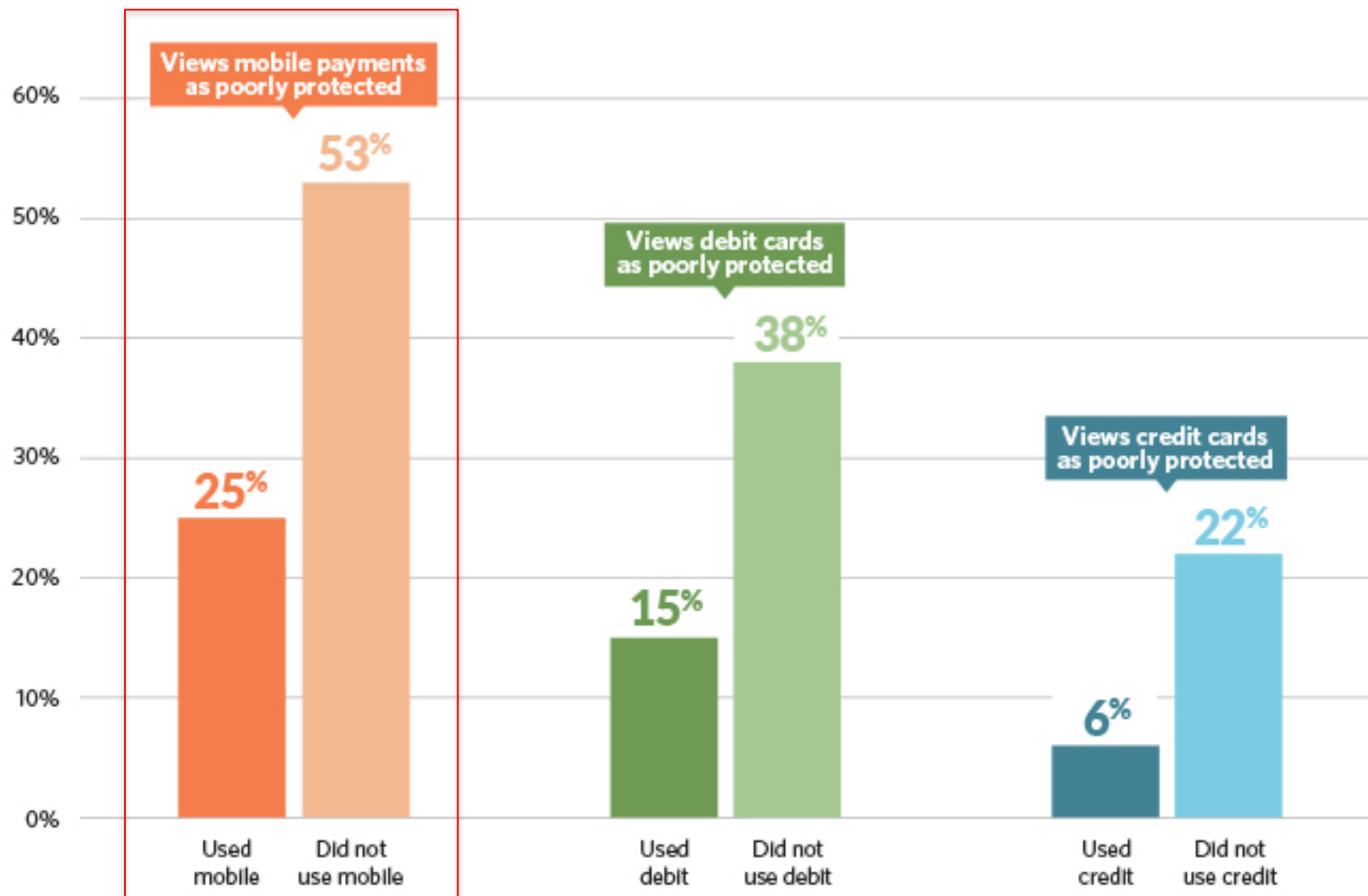


Figure 2

## Regardless of Whether a Card Is Used on Its Own or Via a Mobile Payment, the Financial Protections From the Card Company Remain the Same

Federal rules provide similar protections regardless of payment method





Figure 6

## Consumers Are Wary of Mobile Payments, Even Those Linked to a Credit Card

Percentage of respondents who said payment type is 'well protected'

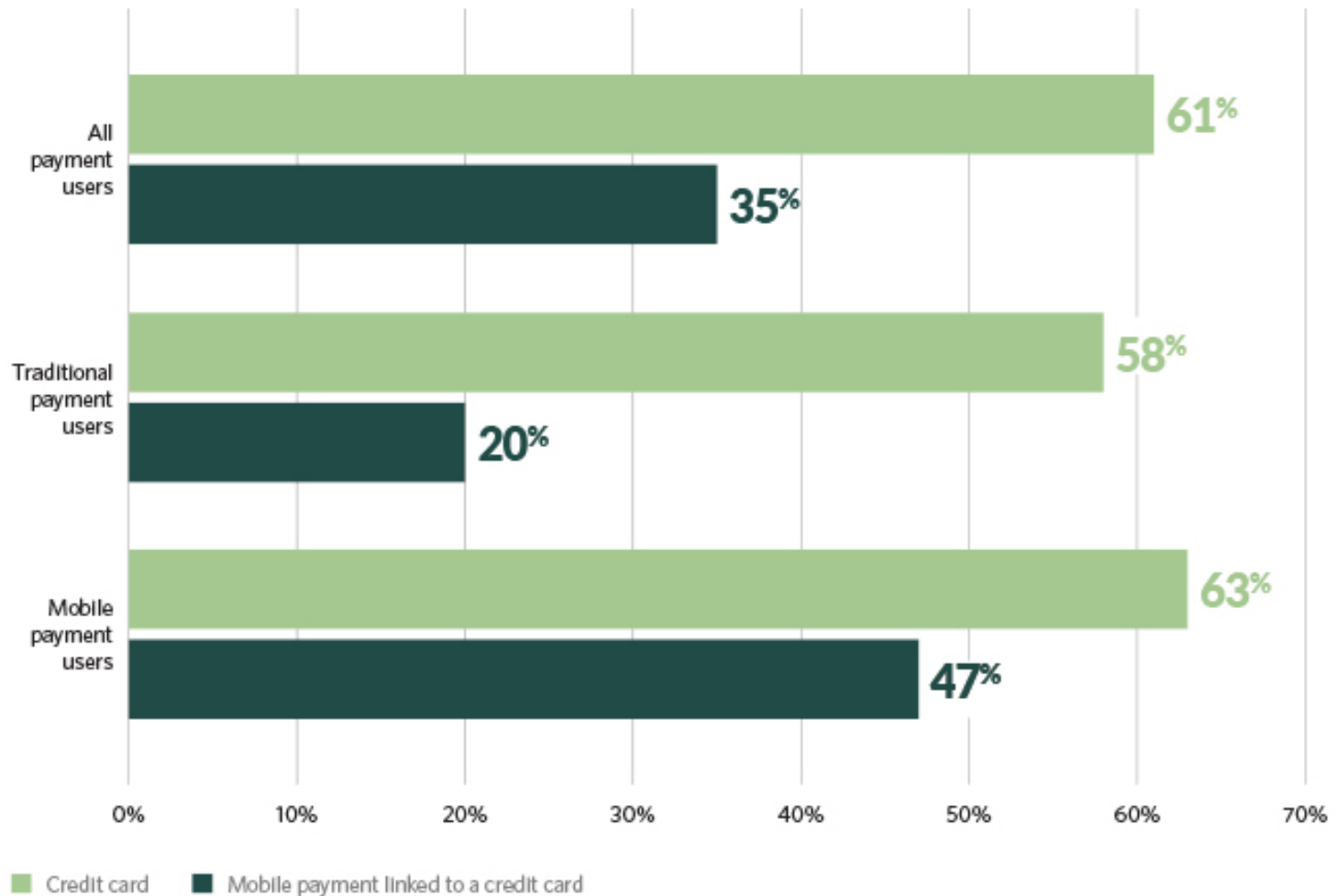


Figure 8

## Most Payment Disputes Are Resolved Positively

Percentage of respondents with dispute issues and outcomes

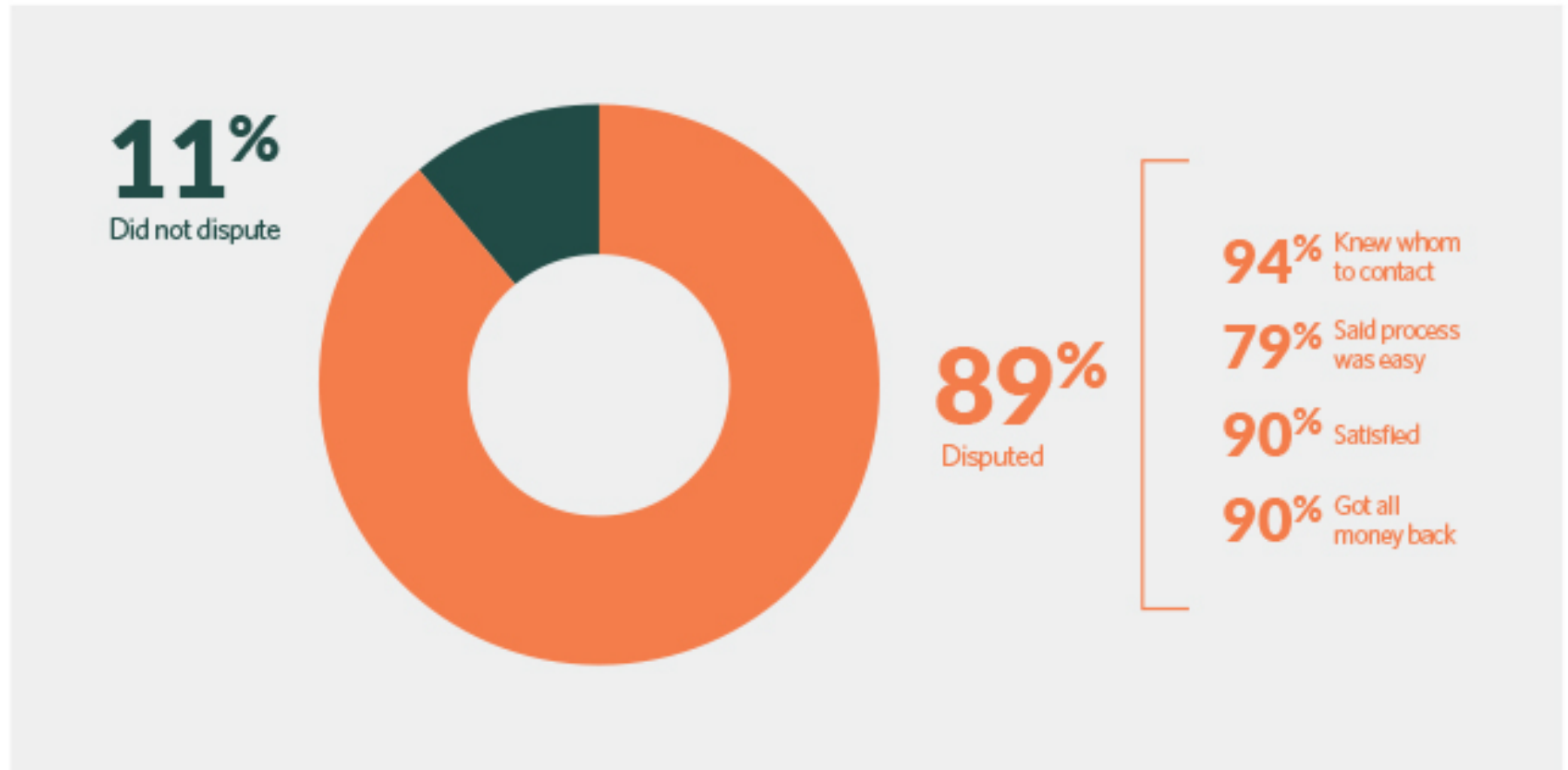
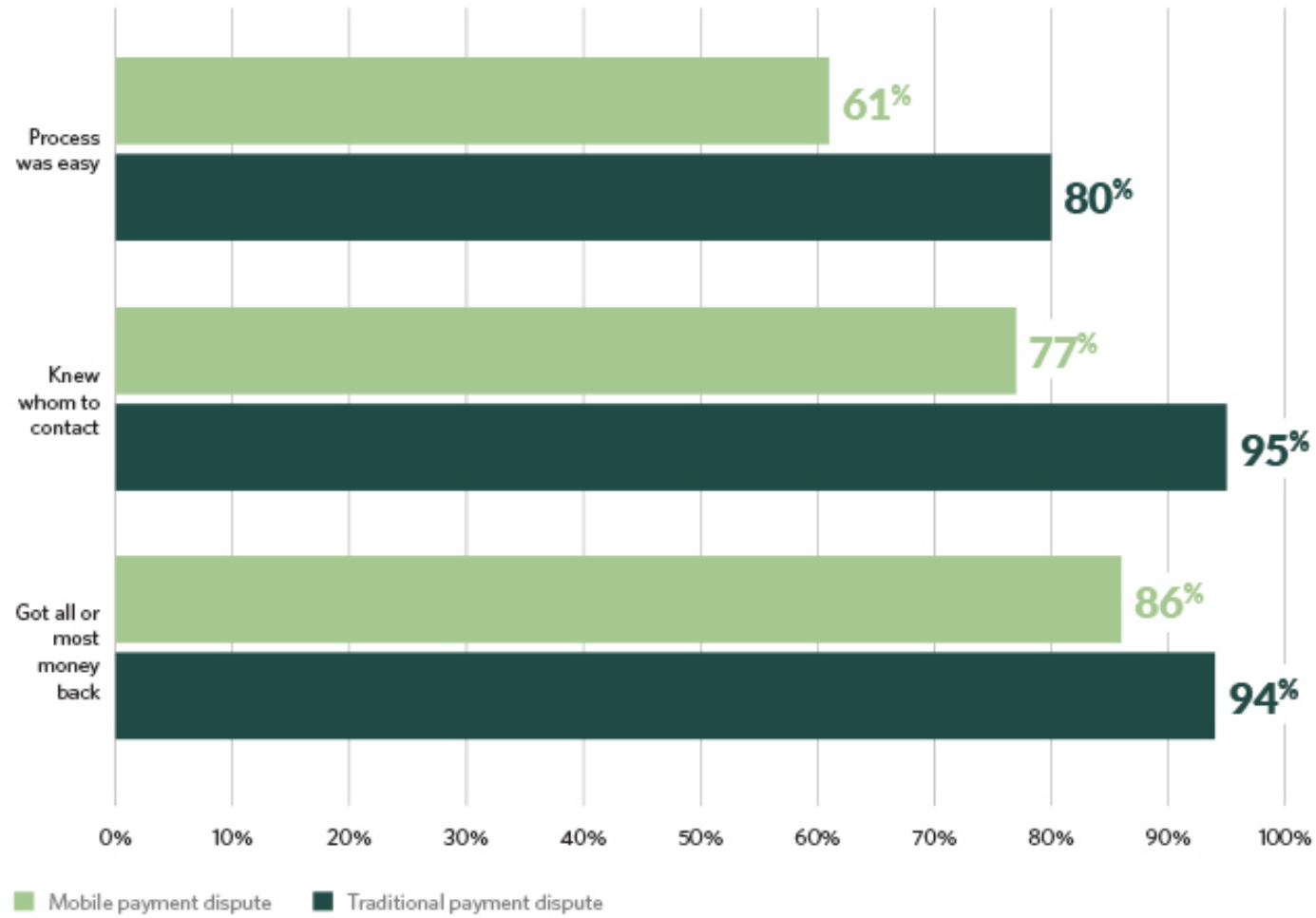


Figure 9

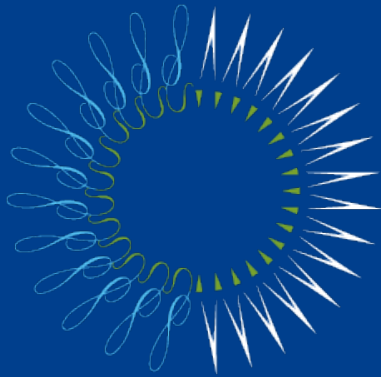
## Consumers Had Less Positive Experiences When Disputes Involved Mobile Payments

Percentage of respondents by type of dispute



# Conclusion

- Online transaction volume continues to grow.
- Mobile payment adoption has lagged even as smartphone use has boomed.
- Pew's research shows:
  - consumers remain skeptical of mobile payments;
  - have persistent concerns about security; and
  - are more likely to trust traditional methods, such as debit and credit cards.

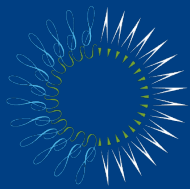


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