



# Federal Reserve Payments Insights Brief Consumer Payments Study

# Table of Contents

SECTION	PAGES
<b>1. Executive Summary</b> Context, Summary, Payment Trends	<b>3–4</b>
<b>2. Payment Trends Insights</b> Use, Pain Points, Use Case Priorities, Benefits	<b>5–11</b>
<b>3. Consumer Segment Insights</b> Use, Pain Points, Use Case Priorities, Benefits	<b>12–18</b>
<b>4. Looking Forward</b> Areas of Focus, Ecosystem Relationships, Future Questions	<b>19</b>
<b>5. Appendices</b> About the Study, Definitions, Segment Synthesis, Trend Data	<b>20–24</b>

# Context

## The developing instant payments market

The U.S. financial services industry is en-route to developing a robust instant payment network to better serve all institutions, consumers, businesses and their partners. Once broadly adopted, instant payments, like past payment innovations, will have a material impact on other payment systems including checks, cash, wire and ACH.

## About the Federal Reserve's Consumer Payments Study

This survey assesses consumers' payment practices, pain points, payments behavior, challenges and benefits across payment types and use cases.

- The study surveyed 1,850 U.S. consumers across generations, income and payment experiences.
- See Appendix 1 for more information on the study.

## Reflections over time

2022

### LATE-PANDEMIC MOBILE ENGAGEMENT

The pandemic brought large changes to consumer payment behavior. It accelerated use of mobile and embedded technology primarily in younger generations, setting the stage for change in payments. Consumers cited paying others, last-minute bill payments and account transfers as top priorities for instant payments.

2023

### DIGITAL WALLET INSTANT PAYMENT USE CASES

While early instant payment predictions focused on bill pay and person-to-person transactions, younger generations quickly showed interest in digital wallet funding and older generations in customer rebates. Check and cash continued to show value as secondary options given their perceived convenience, ubiquity and low cost.

2024

### DIGITAL WALLETS, PAYROLL AND PAYOUTS

More consumers continue to use digital options and are seeing benefits of having real-time money management. Digital usage remains high with younger generations. Meanwhile, use of instant payments for urgent disbursements (e.g., real estate, auto loans, insurance payouts, etc.) is growing.

# Executive Summary

## Consumers want convenient and seamless digital payment experiences

In 2024, consumers said they prefer payments that are fast, easy to use and give them confidence. While consumers reported that having a choice of payment types is important to them, more than three-quarters of them chose faster payment options as a preferred method. Digital usage remains high among younger generations.



### Convenience

58%

**of consumers used digital wallet payment options for an enhanced experience:** *Continued preference for payment options that are easy to use and provide digital, end-to-end experiences*



### Confirmation

82%

**cite immediate notifications as important for instant payments:** *Confirmation of funds availability gives them confidence in the service*



### Choice

78%

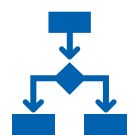
**of consumers choose faster payments as a preferred method:** *More choice to fit the best payment to the specific need*

Consumers using instant payments are



more satisfied with their financial institution

# Payment Trends: Overall



## Businesses add payment methods to improve customer choice

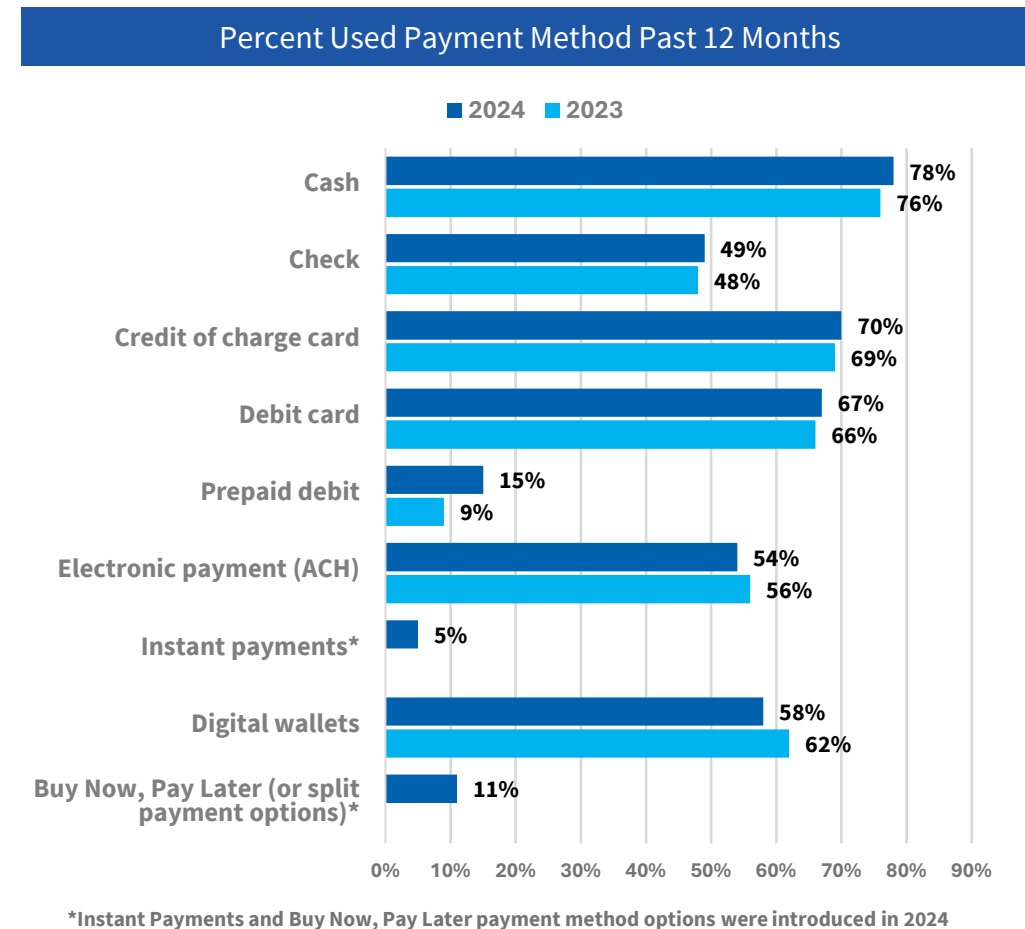
Greater choice in digital payments has not resulted in consumers abandoning tried and true payment options. Cash (78%) and credit cards (70%) remained the two most frequently used payment methods by consumers in 2024.

What is becoming evident is that adding options like digital wallets, buy now pay later (BNPL) and instant payments provide choices to meet consumer needs as they reach wider groups of payers. Doing so can open up use cases that let consumers pay how they want, including:

- Making an instant payment for a utility bill due the same day.
- Financing a large purchase, like a vacation or computer, with installments.
- Using a digital wallet to pay for everyday transactions at the pharmacy, restaurant or gas station.

Consumers continue using long-term payment options like cash and check, although at lower volumes.

***“Mobile payments other than cash or checks are easy, so it's becoming the norm.”*** - Millennial



Which of the following ways have you made payments to and received payments from other businesses, consumers or government agencies in the past 12 months?

# Payment Trends: Faster/Instant Payment Growth



## Consumers embrace adoption of emerging payment methods

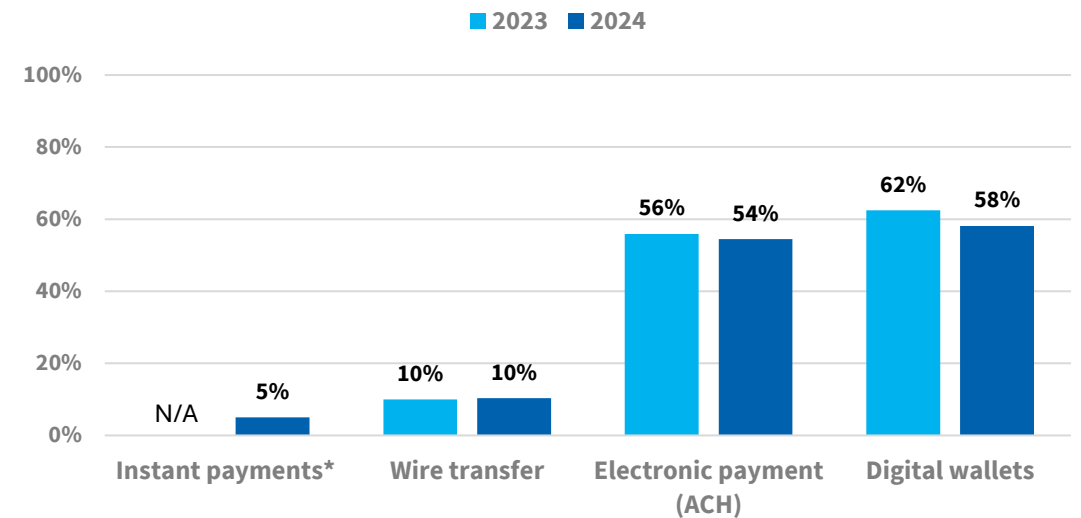
The sustained use of digital wallets (58%) is leading to improved experience and payment choice, enabling consumers with the flexibility to “pay their way.” This is happening alongside sustained ACH usage (54%) and early adoption of instant payments (5%, first year asked in survey).

Emerging payment methods are opening the door to new use cases that provide consumers with more options to manage their finances and improve payment outcomes. These might include:

- Funding or defunding digital wallets.
- Paying bills instantly using online applications.
- Getting paid faster in the form of instant payroll.

Consumers increasingly believe it is important for their primary financial institution offering instant payments, with  $\frac{3}{4}$  of Gen Z stating that it is either very important or somewhat important.

### Wallet, Wire, ACH & Instant Adoption Evolution



Which of the following ways have you made payments to and received payments from other businesses, consumers or government agencies in the past 12 months?

# Payment Trends: Consumer Pain Points



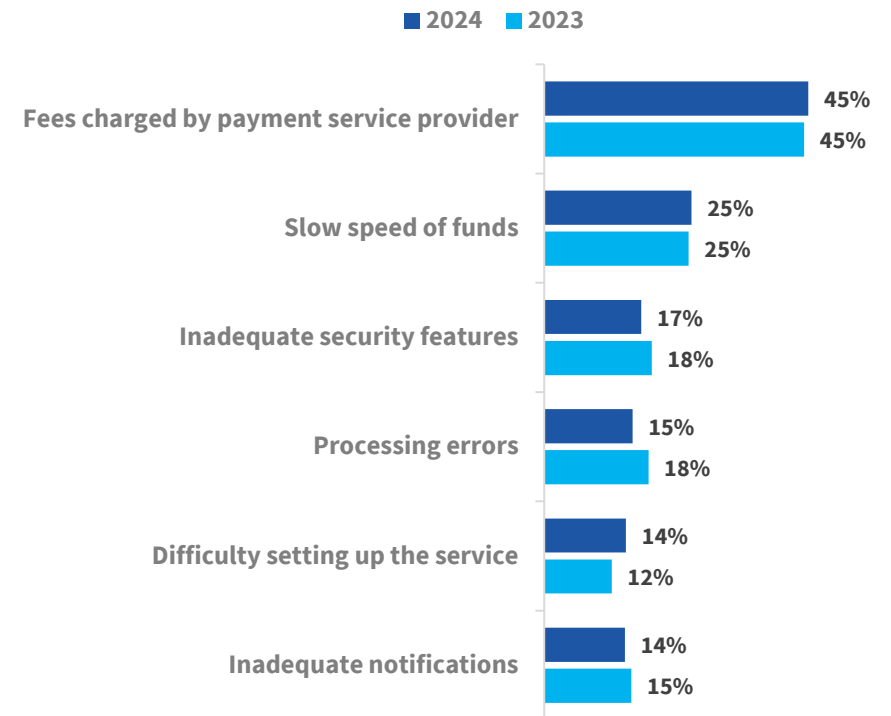
## Fees and slow transaction speeds are top consumer payment challenges

Consumers state that slow payments can cause late or insufficient fund fees with a provider, or even worse, disconnection of services and negative impacts to credit scores. Consumers cited multiple pain points when it comes to their payment experiences.

- Total costs: Fees charged by payment service providers (45%), like late or insufficient fund fees, were the top challenge.
- Timeliness: Slow speed of funds (25%) was the second-most reported challenge, and could exacerbate other issues.
- User experience: Processing errors (15%) and difficulty with setup (14%) remain problems for users. Consumers are also looking for more notifications (14%) when sending and receiving funds.

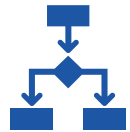
***“Some apps charge a significant fee to move money or will take 2-3 days to transfer. Eliminate fees when sending money to my other accounts and speed up the transfers.”*** - Millennial

## Top Consumer Payment Pain Points



What are the top challenges you have with payments (bills, in-store and online purchases, sending payments to friends and family, etc.) that you would like to see improved? (Select all that apply.)

# Payment Trends: Top Instant Use Cases



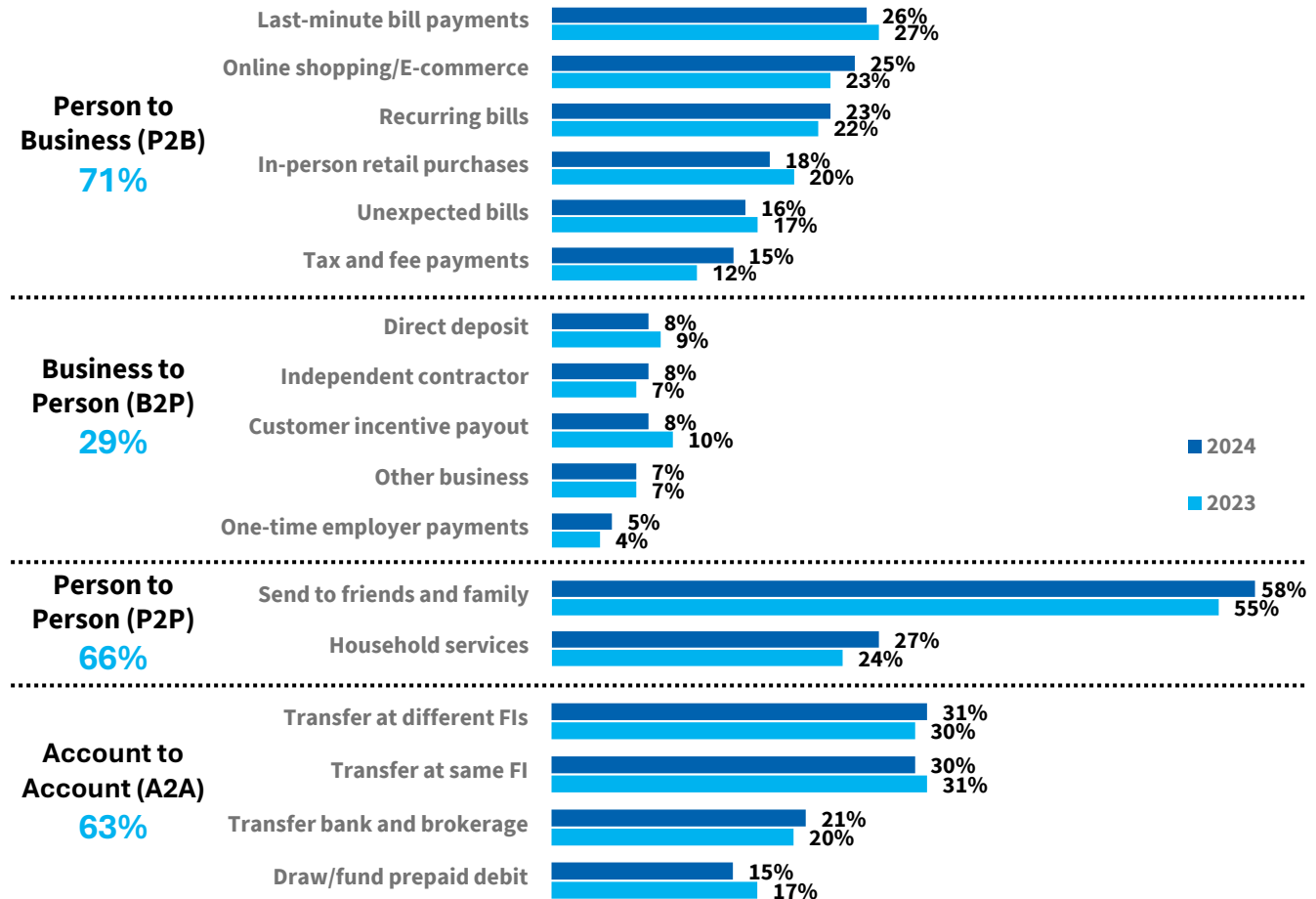
## Bill pay, transfers, shopping become priority use cases

Paying friends and family (58%) continues to be the most frequently prioritized use case for instant payments. Other priority use cases of interest include:

- Making last-minute bill payments (26%) to ensure service is kept up to date and minimize risk of fees.
- Transferring funds to a secondary account, whether at the same financial institution (30%) or a different one (i.e., an investment firm) (31%).
- Paying a business in-person (18%) or online (25%) for goods or services.

***“For automatic payments for bills, it’d be nice for the money to withdraw when the payment is due - not 4 days later.”*** - Millennial

### Top Use Cases to Benefit from Instant Payments



Listed below are some of the ways that you may be able to use an instant payment service today or in the future. Which of these are ways you think you are most likely to use an instant payment service? (Select up to 5)



# Payment Trends: Instant Adoption Obstacles



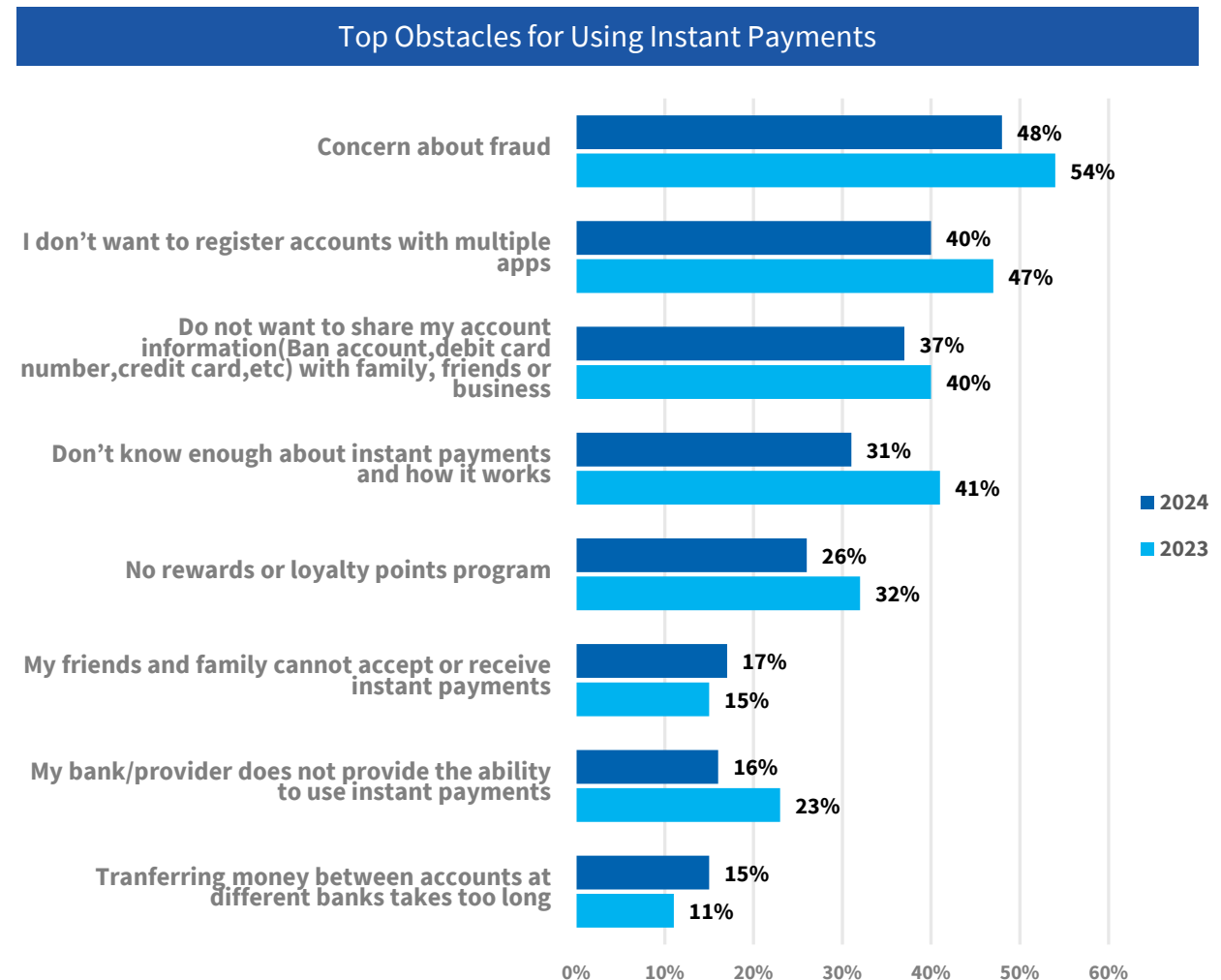
## Consumers worry about fraud, managing multiple apps, account privacy

Among consumers who report being unlikely to adopt instant payments, most cited concerns about fraud (48%).

Other key obstacles to adoption include:

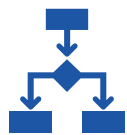
- Registering accounts with multiple apps (40%).
- Consumers are reluctant to share account information with others (37%).

***“The thing that could be enhanced is the security of making payments online. There is still a huge concern about secure payments.”*** - Millennial



Which of these are the main reasons that you are not likely to use an instant payment service?

# Payment Trends: Instant Payment Benefits



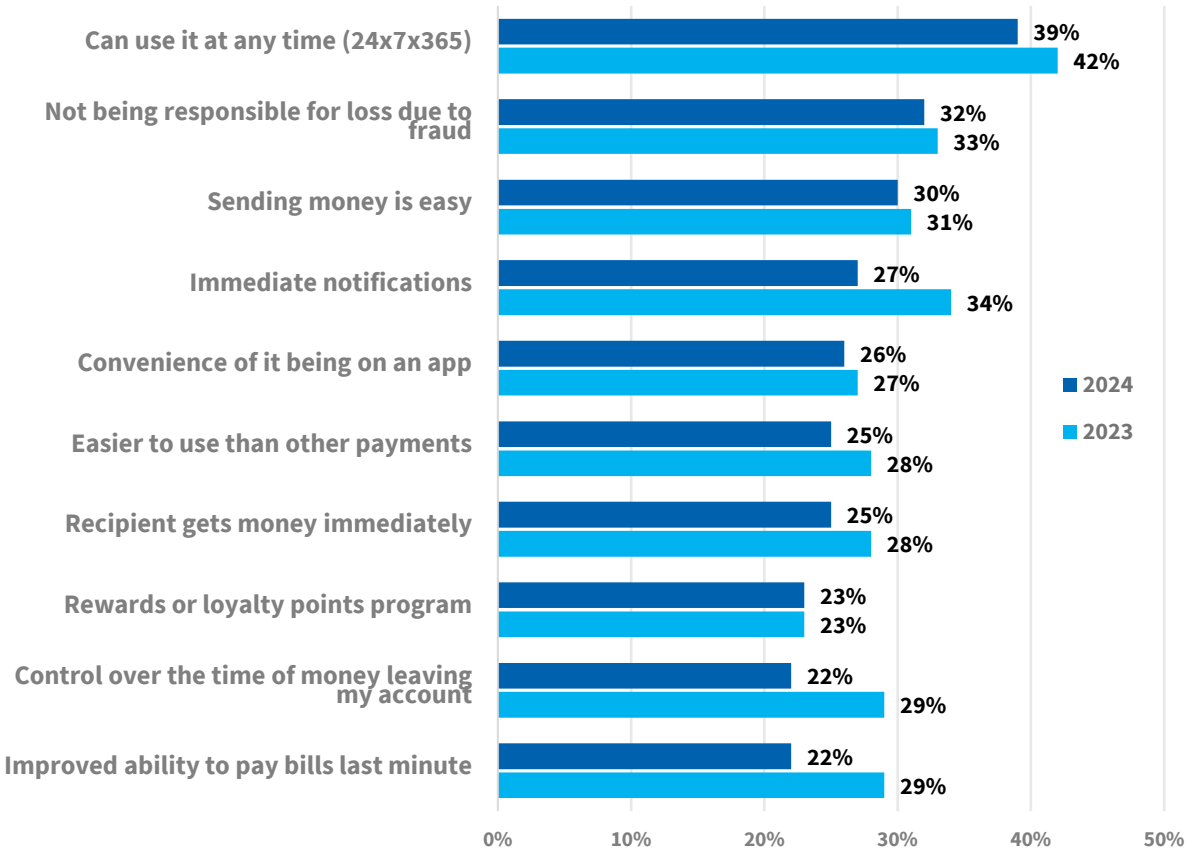
## Consumers cite ease-of-use, notifications as perks

Consumers shared that instant payments can be used anytime (39%), simplify sending money (30%), and offer immediate notifications (27%) when considering the top reasons why they adopt instant payments.

They also cite the convenience of app-based payments (26%) and simplicity of use relative to other payments (25%) as factors that would influence instant payments uptake.

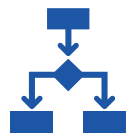
*“I want my payment experience to be safer, from fraud and identity theft, by having security measures. Also, faster transfer of funds and quicker availability; make the payment process smoother and more convenient.”* - Gen Z

Top Motivation for Using Instant Payments



Which of the following benefits are most important for you to consider using (or increasing your usage of) instant payments for outgoing payments from your bank account. (Select up to 5)

# Payment Trends: Nudges Toward Digital Payments

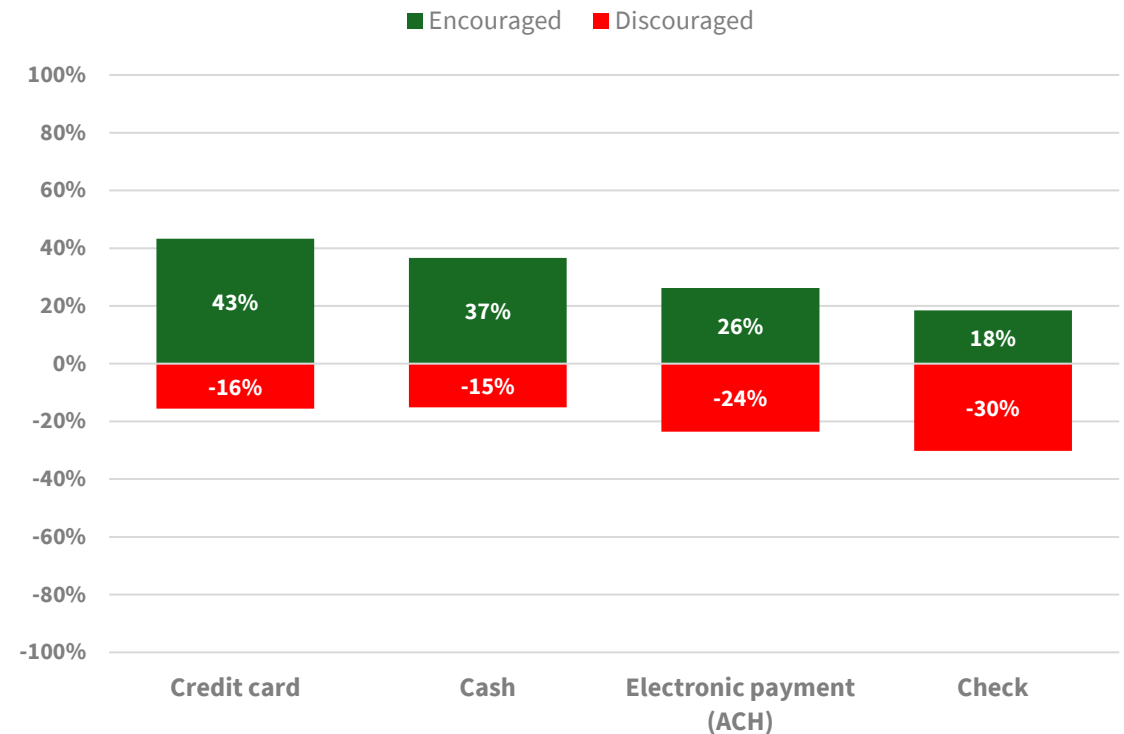


## Consumers choose a variety of payment methods for person-to-business payments

- Consumers report being encouraged by businesses to use all payment types, most frequently credit cards (43%) and cash (37%).
- Some consumers report being discouraged to use ACH payments and check (30%).
- One key takeaway is that checks are unlikely to be disappear completely in the near future — a trend to monitor.

***“I can’t think of anything except for some merchants/entities to eliminate the 2+% upcharge to pay with a credit card and not a check.”*** - Gen X

Percent Encouraged or Discouraged to Use Payment Method



Have you ever been encouraged or discouraged by a business to use any of the following payment methods in the last 12 months?

# Consumer Segments: Payment Usage

## Payment choice varies by age, income and financial institution relationships

Younger consumers report relying more heavily on digital wallets (80% Gen Z & 78% millennial), while older generations rely more on check, credit card and ACH. Cash continues to be used by all generations. There are also differences in payment method usage based on consumers' financial relationships. Those actively using more than two financial institutions (FIs) also show higher use of credit cards (83%), digital wallets (65%) and ACH (64%). Nonbank users also actively use more debit cards (75%) and digital wallets (65%), perhaps because those products are commonly offered by nonbank operators, like fintechs.

Past 12 Month Payment Method Usage

### Total Usage

		Gen Z (27 & under)	Millennial (28-43)	Gen X (44-59)	Baby Boomer (60-78)	Silent Gen (79+)	Under \$35K	\$35K - \$99K	\$100K or more	Primarily use non- bank providers	Primarily use one FI	Actively use 2+ FIs
Cash	78%	67%	75%	83%	79%	81%	75%	80%	77%	75%	78%	78%
Check	49%	29%	33%	50%	68%	77%	37%	49%	56%	39%	48%	52%
Credit or charge card	70%	46%	63%	71%	83%	100%	42%	74%	57%	41%	68%	83%
Debit card	67%	72%	76%	73%	52%	21%	71%	73%	55%	75%	68%	63%
Prepaid debit	15%	21%	18%	15%	9%	3%	17%	14%	14%	16%	12%	18%
Electronic payment (ACH)	54%	37%	48%	60%	60%	74%	42%	49%	68%	37%	50%	64%
Instant payments*	5%	10%	9%	4%	1%	N/A	5%	4%	7%	3%	3%	6%
Digital wallets	58%	80%	78%	59%	31%	16%	59%	55%	61%	65%	51%	65%
Buy Now, Pay Later (or...)	11%	19%	18%	10%	4%	9%	11%	11%	12%	10%	10%	11%

Which of the following ways have you made payments to and received payments from other businesses, consumers or government agencies in the past 12 months?

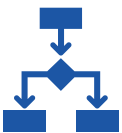
# Consumer Segments: Financial Institution Satisfaction



## Instant payments bolster high FI satisfaction

The majority of consumers are very satisfied with their current financial institution yet want quicker transfer speeds. Implementing them could tighten relationships: Consumers using instant payments are 8% more satisfied with their institution.

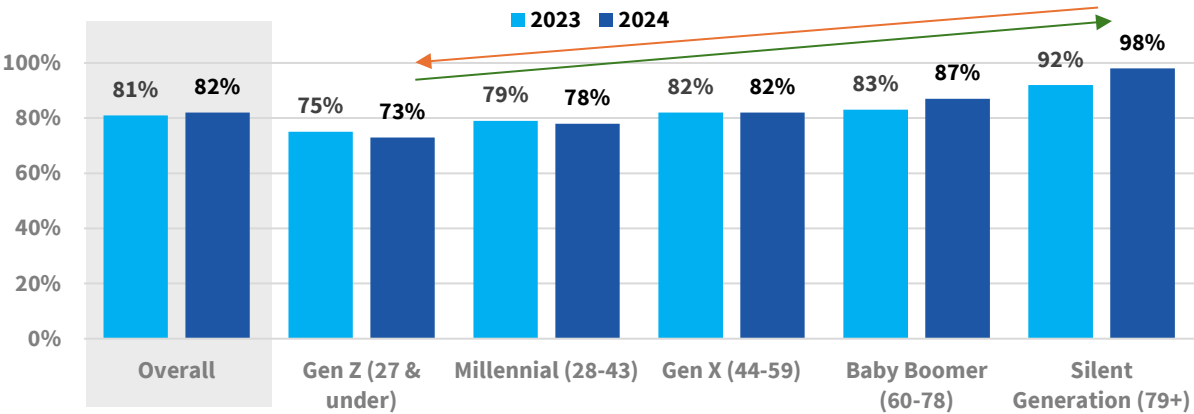
*“I don’t have any complaints, really, everything has worked out well with my payments. Recently, my main bank takes a day to take the funds out and that was pretty annoying.”* - Gen Z



## Younger consumers prefer tech-focused banking models

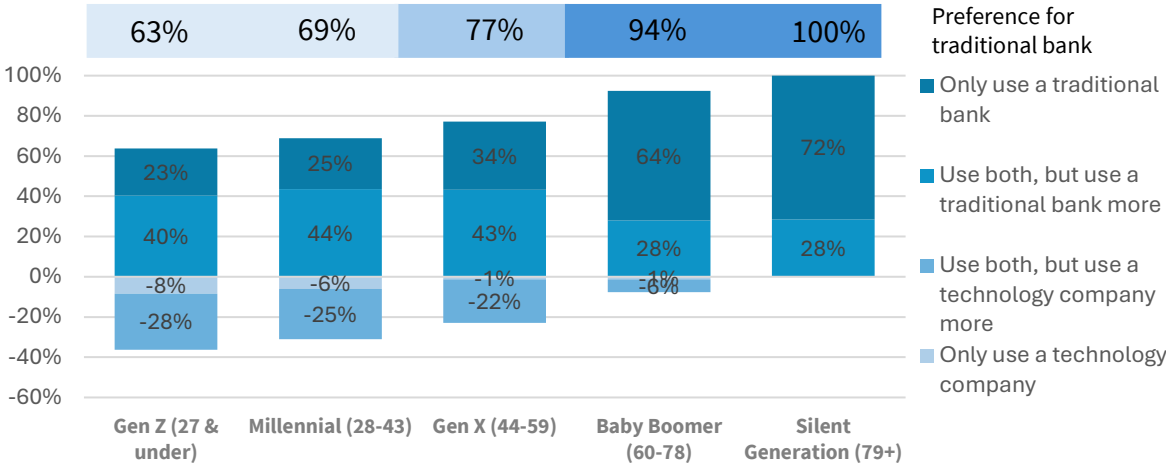
Approximately one-quarter of Gen Z and one-third of millennials are actively using two or more financial institutions to meet their current financial needs. Most consumers prefer to use a traditional bank for their payment needs, but there is an increasing openness to using non-bank payment solutions.

Satisfaction with FI Used for Most Banking Needs



How would you rate your satisfaction with the financial institution (bank or credit union) that you use for most of your banking needs? [Top 3 Box]

Percent Preference of Traditional Bank Vs Technology Company for Payments



In the future, technology companies (Amazon, Apple, Google, Facebook, Uber, etc.) might offer services for you to pay another person or business. Which of the following statements best describes how you would pay others in the future?

# Consumer Segments: Pain Points

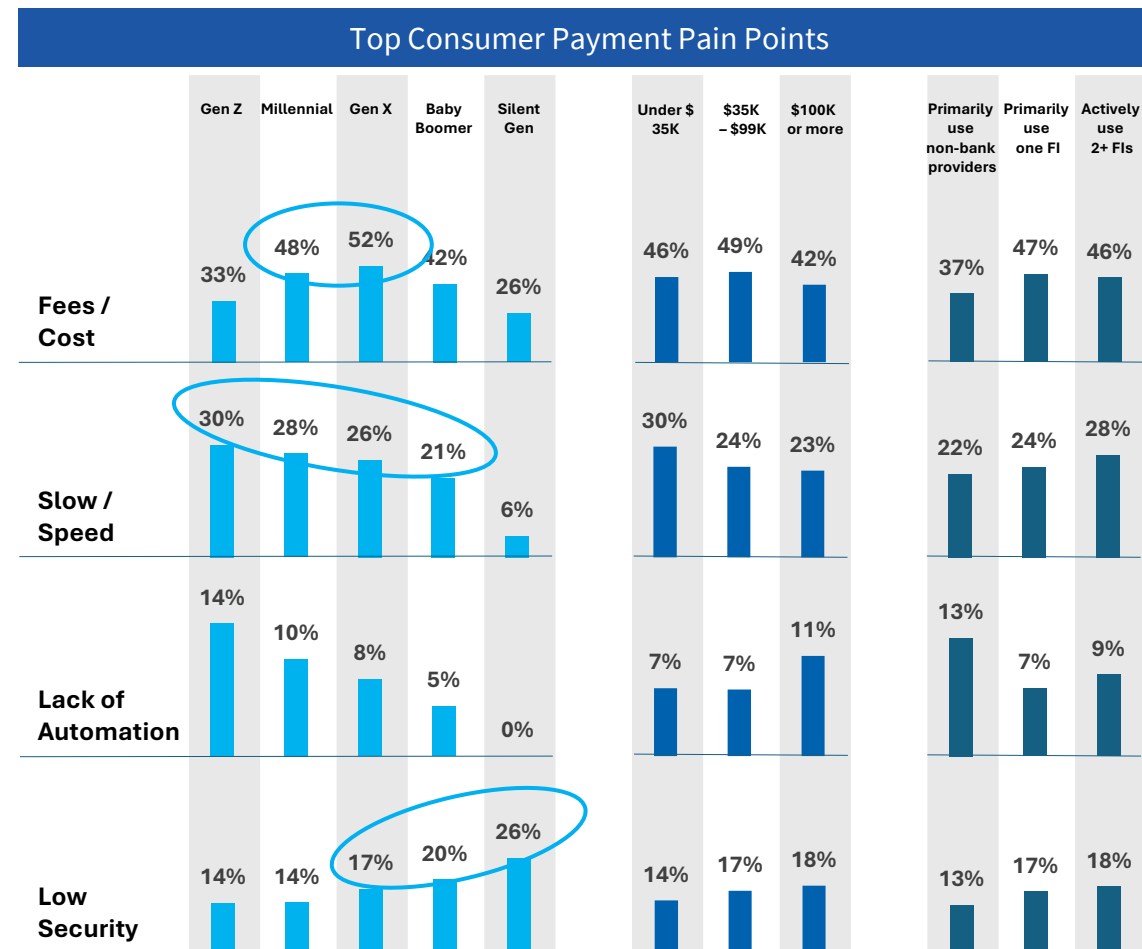


## Consumers wince at slow, manual, un-secure payments

Like businesses, consumers report that high fees are the biggest pain point related to payments. Consumers are accustomed to free transaction services most of the time.

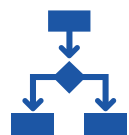
- Gen X and millennial consumers identify slow payments as the biggest noncost-related pain point (30% and 28%, respectively).
- Silent Generation consumers are less concerned about speed and automation, but much more troubled by low security and the possibility of fraud (26%).

***“Sometimes payments send a couple days later than intended, and it is hard to budget because I have to monitor available funds before I make another payment to make sure the money is there.”*** – Millennial



What are the top challenges you have with payments (bills, in-store and online purchases, sending payments to friends and family, etc.) that you would like to see improved? (Select all that apply.)

# Consumer Segments: Use Case Priorities

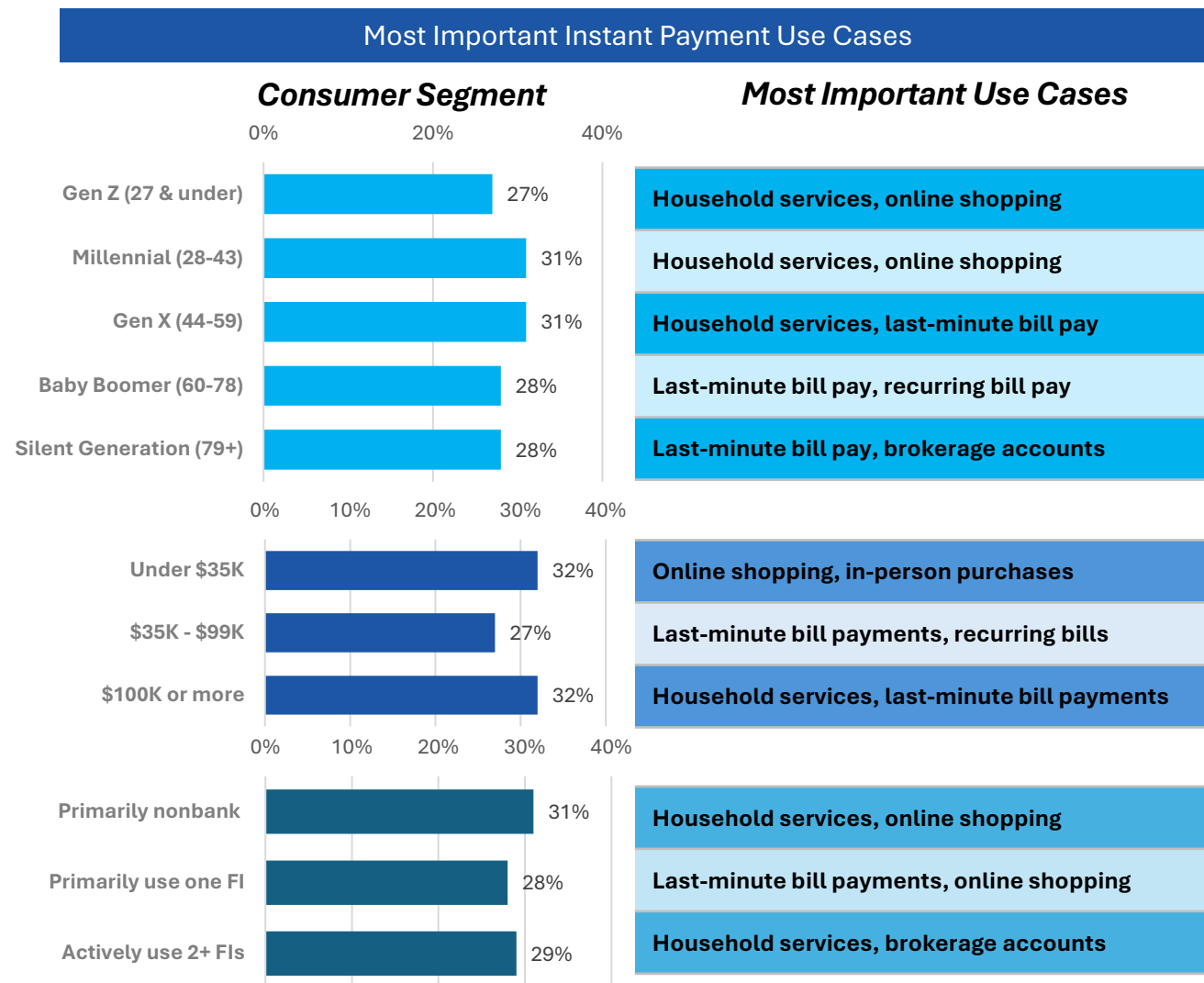


## Services and bill pay are early instant payment priorities

- Consumers most frequently reported interest in using instant payments for payments between friends and family, transactions to small household service businesses, and transfers between primary and secondary accounts.
- Young (Gen Z and millennial) consumers identify online shopping as their next highest instant payment priority.
- The ability to pay last minute bills is appealing across all income levels, but especially among Baby Boomers and Silent Generation.

***“Faster time to transfer money from bank to bank and for charges to clear on credit cards — seems ridiculous in this day and age that it takes 2-3 days for a charge to clear or money to transfer.”***

- Millennial



Listed below are some of the ways that you may be able to use an instant payment service today or in the future. Which of these are ways you think you are most likely to use an instant payment service? (Select up to 5)

# Consumer Segments: Use Case Priorities



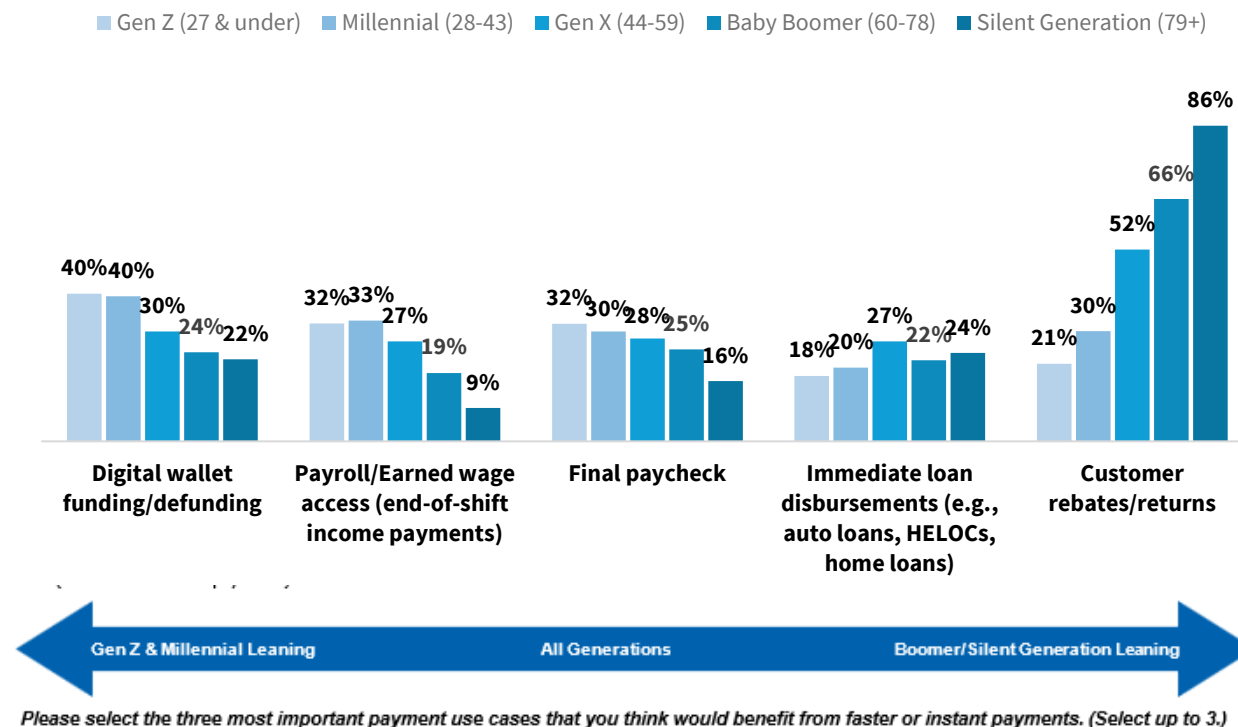
## Instant disbursements have cross-generational demand

The most widely cited use case for instant disbursements/payouts was for receiving a refund — especially among older consumers. A closer look at additional instant payment use cases shows a generational shift.

- Younger generations, which have higher rates of digital wallet use, accordingly report higher interest in digital wallet funding and defunding.
- Payroll, including end of shift payments, earned wage access, and final paycheck are important for many consumers under 60 years old.
- Interest in immediate loan disbursements increased for Gen X and older consumers as they are more likely to be purchasing a home, using a home equity loan, or purchasing a vehicle.

***“If I could do a payment from any mobile or online app to pay my mortgage and it was recorded same day, I would love that.”*** - Millennial

### Additional Use Cases to Benefit from Instant Payments



Below are some additional ways that instant payments can be used. Please select the three most important payment uses that you think would benefit from instant payments from the list below. Please ignore any uses that are not clear to you. (Please select three choices.)



# Consumer Segments: Faster/Instant Payment Adoption



## Embedded finance and digital wallets a winning opportunity for instant transactions

Digital-native Gen Z and millennials seek out convenient, easy-to-use payment methods in support of their on-demand, 24x7 lifestyle.

As more businesses offer digital wallet options with embedded finance capabilities, instant payments are expected to deliver a win-win proposition.

- Consumers get faster payments, which alleviates their largest noncost-related pain point (slow, untimely payments).
- Businesses get one step closer to achieving optimal cash flows and efficient payment processing.

***“I want my payment experience to be safer from fraud and identity theft, by having security measures. Also, faster transfer of funds and quicker availability will make the payment process smoother and more convenient.”*** – Gen Z

### Faster/Instant Payments Usage

Consumer Segment	Digital Wallets	Electronic Payment (ACH)	Instant Payments
Total/Overall	58%	54%	5%
Gen Z (18-27 years old)	80%	37%	10%
Millennial (28-43 years old)	78%	48%	9%
Gen X (44-59 years old)	59%	60%	4%
Baby Boomer (60-78 years old)	31%	60%	1%
Silent Generation (79+ years old)	16%	74%	0%
Income: Under \$35K	59%	42%	5%
Income: \$35K - \$99K	55%	49%	4%
Income: \$100K or more	61%	68%	7%
Primarily use non-bank providers	65%	37%	3%
Primarily use one FI	51%	50%	3%
Actively use 2+ FIs	65%	64%	6%

Which of the following ways have you made payments to and received payments from other businesses, consumers or government agencies in the past 12 months?

# Consumer Segments: Instant Payment Enablers

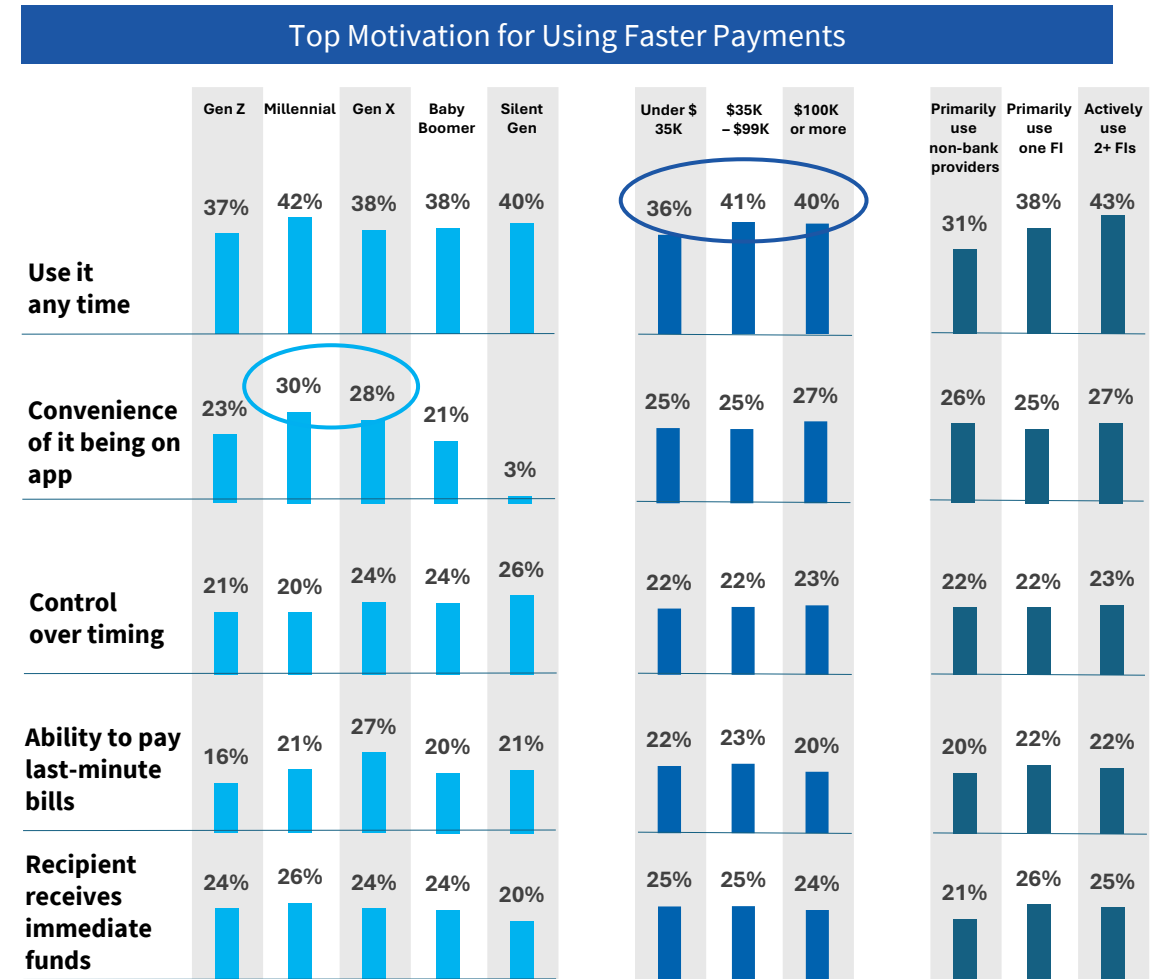


## Instant payments deliver convenience and peace of mind for consumers

Being able to control precisely when funds leave an account allows consumers to better manage their balances, especially those who carry near-zero balances.

- Millennial (30%) and Gen X (28%) consumers most strongly see the benefits of app-based instant payments and immediate funds availability.
- All income segments are interested in instant payments as they can use it any time.

***“Transactions and notifications could happen faster- customer service could be faster and more available during ‘non-business hours,’ and late bill penalties could be dropped to make for a better overall experience.” - Millennial***



Which of the following benefits are most important for you to consider using (or increasing your usage of) instant payments for outgoing payments from your bank account. (Select up to 5)

# Wrap-Up: Looking Forward

## Digital wallet usage primed to boost faster and instant payments

In 2023, consumers shared that they valued additional choice in payments, helping better match payment solution with need including automation, expediting funds and reducing risk.

The 2024 survey highlights that consumers are continuing to realize benefits from mobile technology, faster and instant payments. While the volume of check nationally continue to decline, their roles as niche and contingency purposes continue and suggest the elimination of check will take sustained effort, though progress should continue to be fast in reducing consumer check writing.

Consumers shared institutions are valued as providers but there is an increased openness to technology providers for payment services. Consumers using instant payments rated their satisfaction with their institution 8% higher. Meanwhile many consumers highlighted the important role that their technology and financial institution providers play in them realizing the benefits of 24/7 instant payments.

## Future questions

- How quickly will enabling technology be deployed to support business customers' needs, such as request for pay, QR codes, financial institution platform and mobile wallet capabilities?
- How can the industry better quantify the benefits of flexibility, 24/7 operations and improvements in exceptions and security and the relative cost/benefits of different payment options?
- How will consumers adjust their mix of payment options across different use cases, and what are the factors that are driving change the most?
- Most consumers report looking to use fewer checks after multi-year declines in check use; while also sharing valuing the perceived convenience, ubiquity and low out of pocket costs of checks. How will various providers and users further incent digital alternatives?
- With mobile wallets growing and payments being embedded, visibility of the funding mechanism may be unclear. How to best help business users be able to distinguish specific payment options being used?

Works cited: Federal Reserve Board (2025). National Payment Volumes, Detailed Data, DFIPS (2021). Federal Reserve Financial Services (2024). Business Payments Study. Federal Reserve Financial Services (2024). Consumer Payments Study. Federal Reserve Financial Services (2025). Institution Payment Risk Officer Study. US Faster Payments Council (2024). Instant Payments Quantitative Outlook Study.

# Appendix 1. About the survey

## Objectives and Methodology

The objective of the survey was to assess U.S. consumers’ payment practices, pain points, benefits and changing behaviors across payment types.

- The survey was fielded in 3rd quarter 2024 through an online questionnaire engaging 1,854 consumers by age and income.
- Respondents were the primary household financial decision-makers (e.g., head of household) and over the age of 18 years old.

## Organizations

This survey was conducted by Federal Reserve Financial Services (FRFS). FRFS provides payment services and seeks to foster the stability, integrity and efficiency of the nation’s monetary, financial and payment systems. It offers a comprehensive suite of payment and information services offered to financial institutions. FRFS provides an instant payment service to financial institutions known as the FedNow® Service, and thus the survey, and the statements and findings contained in this summary, are not independent academic research. The survey was fielded by Escalent (Ann Arbor, MI) leveraging panel providers Dynata and Cint.

### Response Summary

Table 1: Summary of Generational Demographics	
	Sample Size
Gen Z (18-27 years old)	165
Millennial (28-43 years old)	611
Gen X (44-59 years old)	492
Baby Boomer (60-78 years old)	555
Silent Generation (79+ years old)	31
Total	1,854
Table 2: Summary of Income Segments	
	Sample Size
Income: Under \$35K	445
Income: \$35K - \$99K	809
Income: \$100K or more	600
Total	1,854
Table 3: Summary of Primary Relationship Type	
	Sample Size
Primarily use nonbank providers	216
Primarily use one FI	929
Actively use 2+ FIs	709
Total	1,854

# Appendix 1. About the survey

## Definitions

**Faster payments** encompass electronic payment services that provide funds to the payee within seconds or up to a few hours of initiation by the payer, including, **instant payment services**, **same day ACH**, **push to card** and **digital wallets**.

**Instant payment** services credit the payee's deposit account within a matter of seconds of initiation; some instant payment services are designed to enable transmission of rich data, such as extended remittance details, with the payment.

**Digital wallet** apps fund the payee's digital wallet within minutes of payment initiation, where funds are used within the app or transferred to a bank account.

**Embedded payments** refer to the payment tools on e-commerce websites, where consumers choose their payment method and pay directly through an embedded link, providing single, one-click payment experience on apps and websites.

**Same-day ACH** credits the payee's deposit account by end of day if payment is initiated by the midday cutoff. Push to card credits the payee's debit card account within minutes of payment initiation.

# Appendix 2. Select Data by Generation

		Total	Gen Z (18-27)	Millennial (28-43)	Gen X (44-59)	Baby Boomer (60-78)	Silent Gen (79+)
Payment Usage*	Cash	78%	67%	75%	83%	79%	81%
	Check	49%	29%	33%	50%	68%	77%
	Digital Wallets	58%	80%	78%	59%	31%	16%
	Credit card	70%	46%	63%	71%	83%	100%
	Electronic payment (ACH)	54%	37%	48%	60%	60%	74%
	Debit card	67%	72%	76%	73%	52%	21%
	Wire	10%	17%	16%	10%	3%	6%
	Instant payments	5%	10%	9%	4%	1%	0%
	Digital currency	8%	23%	14%	6%	1%	0%
Financial Institution Role	% making international payment	50%	42%	52%	50%	49%	100%
	Use 1 financial institution primarily	49%	38%	42%	51%	58%	58%
	Use 2+ financial institutions	39%	36%	41%	38%	39%	39%
	T3B % satisfaction with primary FI	82%	73%	78%	82%	87%	100%
	Changed bank with past year	5%	6%	7%	4%	3%	2%
	% with money in at least one payment service provider	57%	83%	75%	56%	34%	15%
Faster/Instant Payment Readiness	Importance of faster/instant	61%	78% ‡	76%	62%	40%	29%
	Ready within three years	70%	92%	83%	71%	37%	13%
	Prefer primary financial institution for instant service	72%	51%	66%	75%	81%	83%
	Open to using non- primary FI for instant services	38%	49%	34%	25%	19%	17%

# Appendix 3. Key Payments: Usage by Generation

Table 12. Payment Usage by Generation																		
	Overall			Gen Z (18-27 years old)			Millennial (28-43 years old)			Gen X (44-59 years old)			Baby Boomer (60-78 years old)			Silent Generation (79+ years old)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
	n=2,002	2,001	1,854	165	117	170	589	580	601	606	602	455	566	654	592	76	48	36
Cash	75%	76%	78%	82% F	83% F	67%	80%	78%	75%	72%	73%	83% JK	72%	75%	79% M	65%	67%	81%
Paper Checks	48%	48%	49%	30%	38%	29%	31%	35%	33%	43%	42%	50% K	67%	67%	68%	78%	83%	77%
Wire	7%	10% A	10% A	9%	7%	17% DE	12%	19% G	16%	5%	7%	10% J	4%	3%	3%	-	3%	6%
General Purpose Debit Card	63%	66%	67% A	78%	80%	72%	78%	79%	76%	68%	66%	73% K	45%	49%	52% M	35%	34%	21%
General Purpose Credit Cards	68%	69%	70%	47%	46%	46%	61%	63%	63%	66%	69%	71%	79%	81%	83%	87%	85%	100% PQ
ACH	56%	56%	54%	34%	45%	37%	50%	49%	48%	55%	61%	60%	65%	62%	60%	65%	57%	74%
Instant Payments	-	-	5%	-	-	10%	-	-	9%	-	-	4%	-	-	1%	-	-	-

For the following situations, which payment methods have you used for each in the past 12 months?

# Appendix 3. Key Payments: Usage by Generation

Table 13. Payment Usage by Generation – Cont.

	Overall			Gen Z (18-27 years old)			Millennial (28-43 years old)			Gen X (44-59 years old)			Baby Boomer (60-78 years old)			Silent Generation (79+ years old)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
	2022 <i>n=2,002</i>	2023 <i>2,001</i>	2024 <i>1,854</i>	2022 <i>165</i>	2023 <i>117</i>	2024 <i>170</i>	2022 <i>589</i>	2023 <i>580</i>	2024 <i>601</i>	2022 <i>606</i>	2023 <i>602</i>	2024 <i>455</i>	2022 <i>566</i>	2023 <i>654</i>	2024 <i>592</i>	2022 <i>76</i>	2023 <i>48</i>	2024 <i>36</i>
Fintech Digital Wallets	53% <b>C</b>	55% <b>C</b>	46%	68%	77% <b>F</b>	64%	70% <b>G</b>	71% <b>I</b>	58%	60% <b>L</b>	55%	50%	34% <b>O</b>	33% <b>O</b>	24%	17%	11%	16%
Mobile Digital Wallets	25%	33% <b>A</b>	31% <b>A</b>	42%	52%	50%	42%	53% <b>G</b>	48%	27%	30%	28%	6%	9%	10% <b>M</b>	1%	2%	3%
Merchant Digital Wallets	-	-	16%	-	-	26%	-	-	24%	-	-	15%	-	-	5%	-	-	-
<b>NET Digital Wallet</b>	59%	62% <b>C</b>	58%	78%	85%	80%	78%	83% <b>G</b>	78%	66%	63%	59%	37% <b>O</b>	36%	31%	17%	11%	16%
My banks' mobile app	37%	40%	39%	41%	57% <b>D</b>	64%	53% <b>I</b>	54% <b>I</b>	47%	38%	40%	38%	21%	21%	27% <b>MN</b>	16%	13%	3%
Prepaid Debit	7%	9% <b>A</b>	15% <b>AB</b>	5%	10%	21% <b>DE</b>	11%	15%	18% <b>G</b>	9%	10%	15% <b>JK</b>	3%	3%	9% <b>MN</b>	-	2%	3%
Digital Currency	6%	10% <b>A</b>	8% <b>A</b>	8%	15%	23% <b>D</b>	13%	19% <b>GI</b>	14%	6%	7%	6%	<1%	<1%	1%	-	-	-
Money Service Providers	6%	11% <b>AC</b>	8% <b>A</b>	5%	9%	16% <b>D</b>	10%	19% <b>G1</b>	14%	7%	11% <b>JL</b>	6%	1%	2%	1%	-	-	-
Buy Now, Pay Later	-	-	11%	-	-	19%	-	-	18%	-	-	10%	-	-	4%	-	-	9%

For the following situations, which payment methods have you used for each in the past 12 months?



