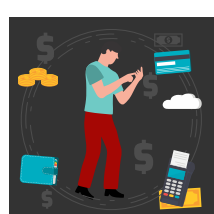




# COVID-19 Accelerates The Rise of Contactless Payments



## Consumers moving to contactless payments in COVID-19 times

As per a Mastercard global consumer survey in 19 countries:

**82%**

of the surveyed consumers consider contactless payments as the cleaner way to pay. **Cleanliness and safety at the top of consumers' mind.**

**79%**

of surveyed consumers globally are now using 'tap and go' payments due to safety and hygiene. **Consumers adopting contactless payments during pandemic.**

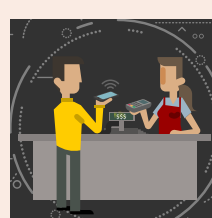
**74%**

of the surveyed consumers will continue to use contactless payments even after the pandemic is over. **Contactless payment is the future.**

**80%**

of the contactless transactions are under US\$25, a range typically dominated by cash. **Consumers are replacing cash with digital payments.**

Source: Mastercard global consumer survey



## Businesses going contactless is the new normal





As per 'The Visa Back to Business Study' from 8 countries:

**63%**

of the surveyed consumers would switch to a new business that provided contactless payment option. **Consumers demand contactless - the safest way to pay.**

**48%**

of the surveyed consumers have changed the way they pay, shifting to contactless payments whenever possible. **Consumers changing payment habits for safety.**


 **Brazil 43%**
 **Ireland 73%**  
 **UAE 52%**
 **USA 33%**

**26%**

of the surveyed consumers have used 'tap to pay' technology during the COVID-19 for in-store purchase for the first time. **Consumers moving to safer payment options.**

**20%**

of the surveyed small and medium businesses (SMBs) have adopted contactless payments like mobile or tapping a card. **SMBs going contactless to meet consumer expectations.**

 **Brazil 30%**
 **Hong Kong 26%**
 **UAE 44%**

Source: The Visa Back to Business Study

## Contactless payments trends from different regions during COVID-19

### USA

**31 million** Americans tapped a Visa contactless card or digital wallet in March 2020, up from **25 million** in November, with overall contactless usage in the U.S. growing **150%** since March 2019

### Europe

**78%** of Mastercard's European transactions are now contactless. Contactless mobile wallet usage doubled in the first quarter, going from **7%** in 2019 to **14%** in 2020

### Asia Pacific

According to Mastercard global consumer survey, **91%** of respondents in Asia Pacific said they are now using tap-and-go payments

### Middle East and Africa

According to Mastercard global consumer sentiment data **70%** of respondents in the Middle East are now using some form of contactless payment

### Latam

In 2020's first five months Visa saw more than **30 percent** of their transactions go contactless in five countries in Latam

### India

The share of contactless in its total transactions has increased from **2%** in January 2019 to over **12%** in October 2020, according to Pine Labs

Source: Visa, Payments Source, Mastercard, MEA Finance, Paymnts.com, Times of India