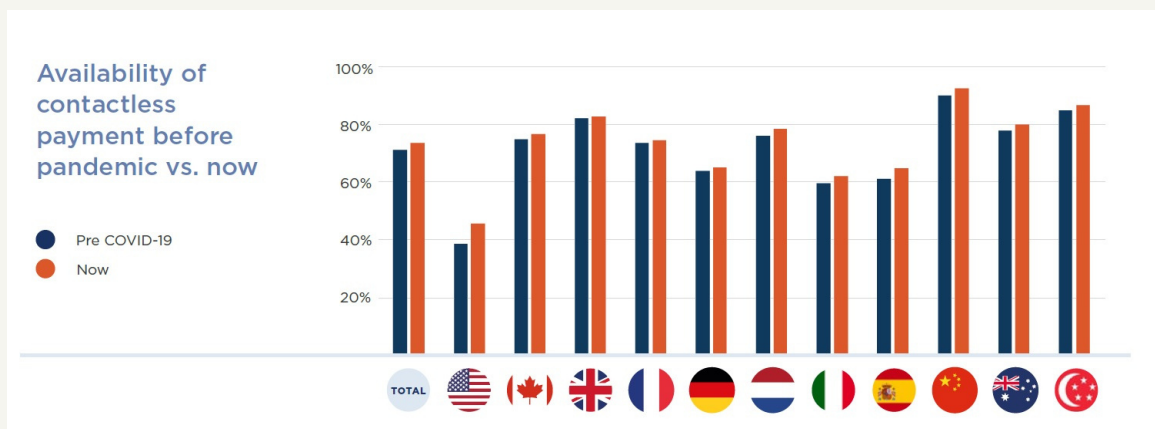


# COVID-19's Impact on Contactless Payments

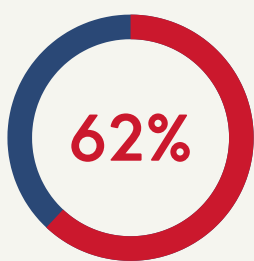
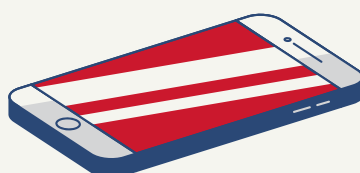


Recent surveys show that the pandemic accelerates safer and cleaner contactless payments, but the adoption varies by country.

“  
As a differentiator, if all other factors were equal (price, selection, and location), nearly two-thirds (63%) of consumers would switch to a new business that installed contactless payment options.  
”

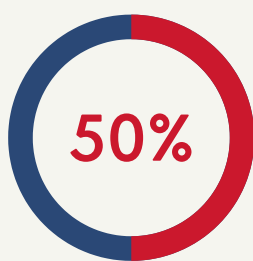
*— Visa Back to Business Study*

Contactless mobile payments in the U.S. will account for over half of the total smartphone users in 2025, even though American consumers have been slow to adopt contactless payments compared to their Asian and European counterparts.



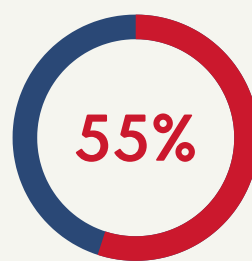
**Gen Z**

They are expected to account for more than 4 million of the total 6.5 million new mobile wallet users per year from 2021 to 2025.



**Millennials**

Over half of millennials are likely to avoid shopping at stores that don't offer contactless payments.



**Baby Boomers**

Their preference for contactless increased from 45% before the pandemic to 55% today.

<https://www.globalpaymentsinc.com/en-ca/commerce-payment-trends>

<https://techcrunch.com/2021/04/05/fueled-by-pandemic-contactless-mobile-payments-to-surpass-half-of-all-smartphone-users-in-u-s-by-2025/>

## Retail POS Trends

**6 out of 10 Merchants want to make a jump to Cloud-based POS**

Source: chargebacks911

FinancesOnline  
REVIEWS FOR BUSINESS

- Mobility is king - booming mobile POS and digital wallets
- Rising cloud-based POS
- Digitization of customer data
- Integrated loyal programs to POS systems
- AI integration

<https://financesonline.com/pos-trends/>