

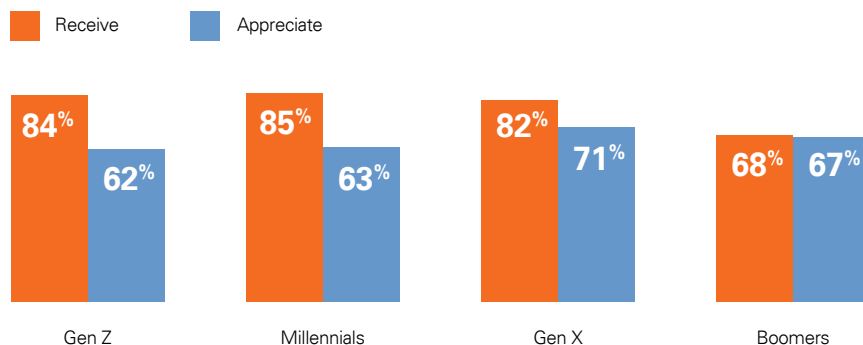
Expectations & Experiences: Digital Billing and Payments

The 2024 Expectations & Experiences: Digital Billing and Payments consumer trends research explores attitudes and habits regarding automatic payments, reminders, payment options and security. Conducted during March 2024, the study shows how today's evolving financial ecosystem is reshaping consumers' trust.

Consumers see the value in reminders

Bill alerts/reminders are proving to be crucial for all consumers. Nearly four in five (79%) receive alerts, with 67% of those saying they appreciate these alerts.

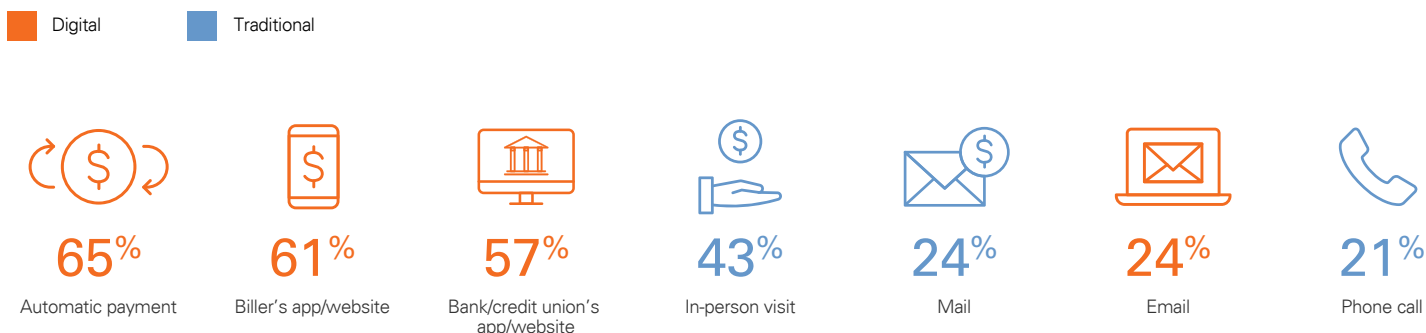
Affinity for bill alerts/reminders remains consistent across all generations.



Consumer trust in digital payments outweighs in-person

As the popularity of the digital economy continues to grow, so does consumers' trust in it. In fact, consumers say they are more likely to trust digital payments than those done through in-person or physical channels.

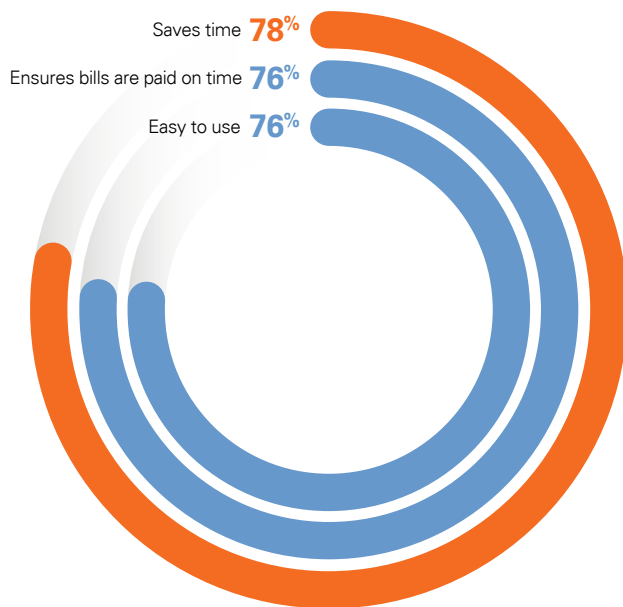
Most trusted payment methods:



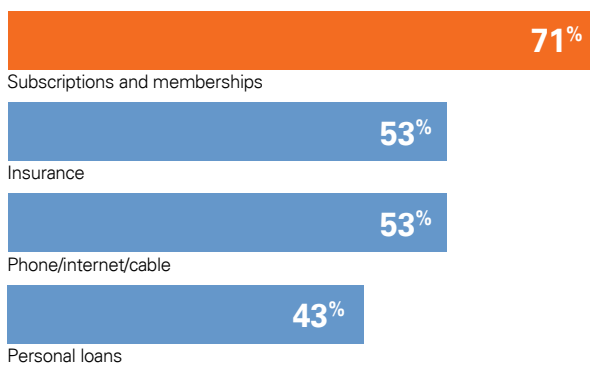
Autopay provides consumers with convenience and reliability

Consumer confidence around autopay is high, with 75% of those that actively use the service saying they trust it. While consumers are unlikely to turn all bills over to autopay, they are most comfortable using it for recurring bills that have fixed or standard amounts compared to variable spends.

Reasons consumers choose autopay



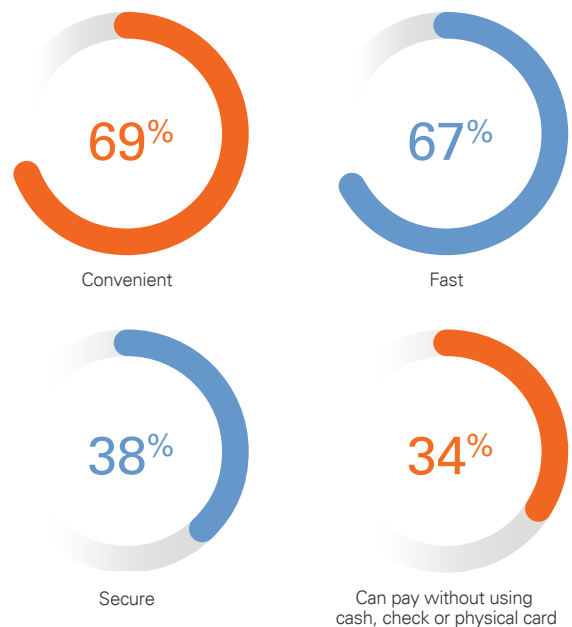
Bills for which consumers most rely on automatic payments



When it comes to P2P payment apps, consumers value convenience and speed

Security is now table stakes for most consumers, elevating convenience and speed as their top P2P app usage motivators. In fact, only one in three (34%) consumers view security as a barrier to app usage.

Top payment app motivators



About Expectations & Experiences

Expectations & Experiences is a U.S. consumer trends survey sponsored by Fiserv. Delivering insights to financial services providers since 2002, it remains the longest-running survey of its kind in fintech.

Expectations & Experiences provides insight into people's financial attitudes and needs, enabling institutions and enterprises to design and drive adoption of services that improve financial health, loyalty and satisfaction.