

EMERGING PAYMENTS YOUR CONSUMERS WANT

How consumers pay now, and how they'd like to pay in the future

Consumers around the globe have seen the value of being able to pay anyone from anywhere during the pandemic—but FIS® research¹ conducted with respondents in the **United States, United Kingdom, Singapore, Brazil and Australia** in August 2021 shows they don't intend to fall back into their old habits anytime soon.

Read on to find out which payment technologies a panel of **4,000** global consumers across age groups prefer to use now, and which emerging payment technologies they're most likely to try in the future.

Which new payment technologies are consumers interested in?

Buy Now, Pay Later (BNPL)

37%

of respondents are open to BNPL for purchases under **\$250**

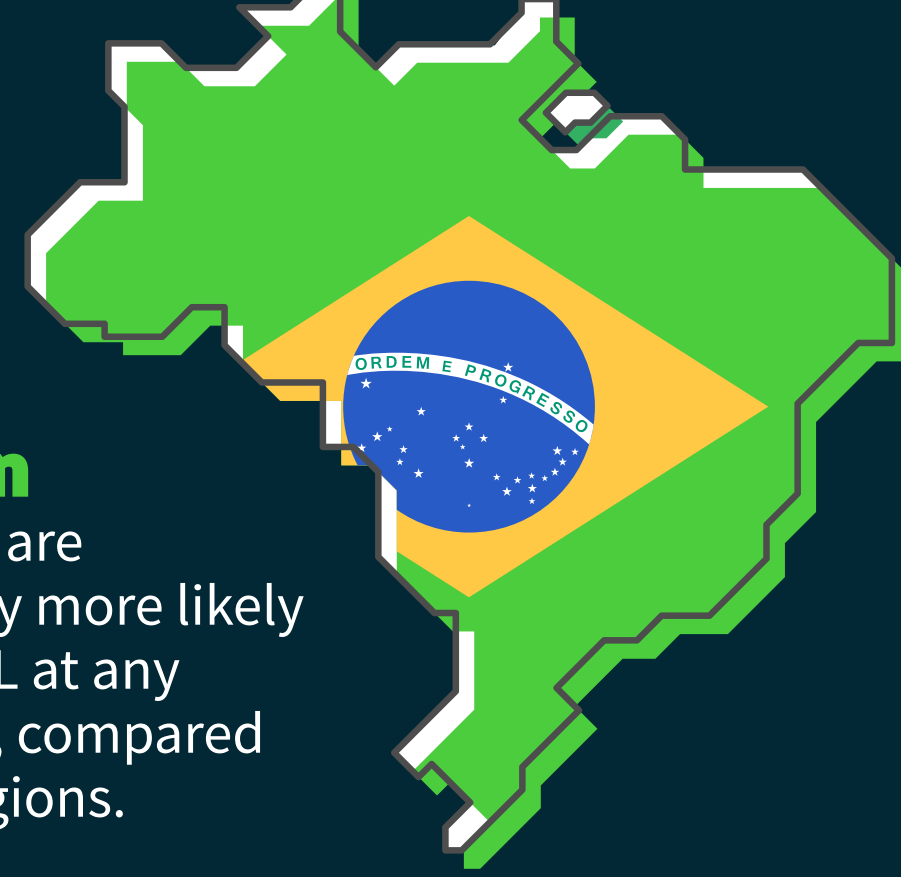
40%

would use for purchases over **\$1,000**

40%

would use it for purchases between **\$250-\$1,000**

Brazilian consumers are significantly more likely to use BNPL at any price point, compared to other regions.



Cryptocurrency

27% are interested in crypto, but just **5%** currently use it to pay

52% are not interested in paying with cryptocurrency

Checkout-free technology



47%

are interested - but just **10%** currently use it

Biometric authentication

Are interested **40%**

Already use it **18%**

Privacy and security are their biggest concerns in biometric technology

Voice Command to a smart device

Are interested **33%**

Already use it **8%**

In-car integration

41% are interested in using

6% currently use it



Openness to payment technologies varies based on region

Consumers in **Singapore** and **Brazil** are more open to using new payment technologies than those in the **U.S., U.K. and Australia**.



60%+ of **Singapore** respondents are interested in checkout-free technology, compared to fewer than **40%** in the **U.K.**

50%+ of **Brazil** respondents are interested in paying with in-car integration, compared to less than **40%** of **U.K.** and **U.S.** respondents

50% of **Brazil** respondents and **49%** of **Singapore** respondents are interested in biometric authentication, compared to **29%** of **U.S.** respondents

43% of **Brazil** respondents are interested in paying with cryptocurrency, compared to **20%** of those in the **U.K.**

23% of **Singapore** respondents would be open to paying with central bank digital currency (CBDC) in the future, compared to just **13%** in the **U.K.**

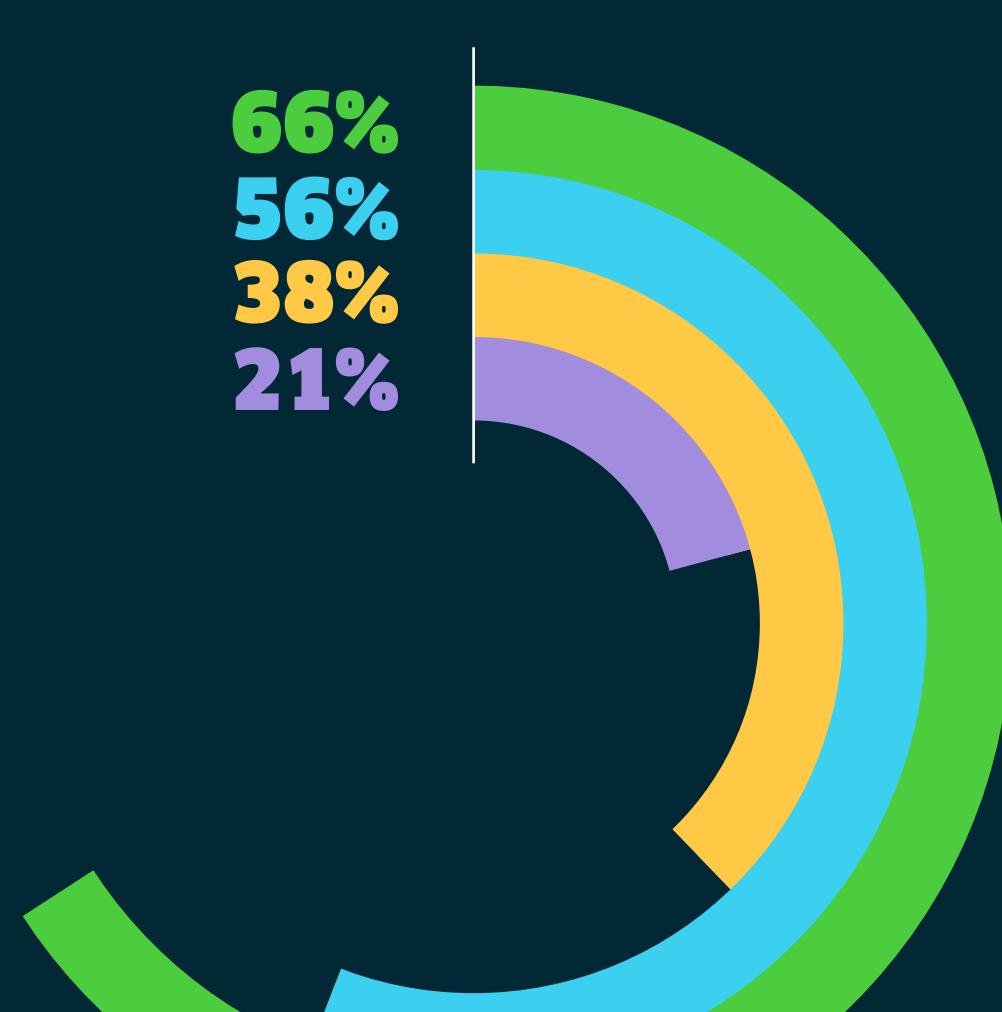
Contactless is king

66% think contactless makes it easier to pay

56% feel safer using contactless because it's touchless

38% of consumers in the **U.S.** have not been issued a contactless card

21% of consumers in **Australia** have not been issued a contactless card



To create a launchpad for your innovation and learn how you can easily accommodate what's now and next in payments, visit FIS' Payments One site.

Source: ¹ FIS partnered with Savanta July-August 2021 to survey a total sample of 4,023 consumers 18+ who live in the U.S (n=810), UK (n=803), Brazil (n=805), Singapore (n=805), Australia (n=800)

About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.

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