

The COVID-19 pandemic has affected the way we shop, book, game, order and consume content online.

We asked **33,000 people** across **12 countries** how their e-commerce habits had changed, and what impact the global crisis was having. See our findings below.

RETAIL

SHOPPING HABITS THROUGHOUT THE PANDEMIC

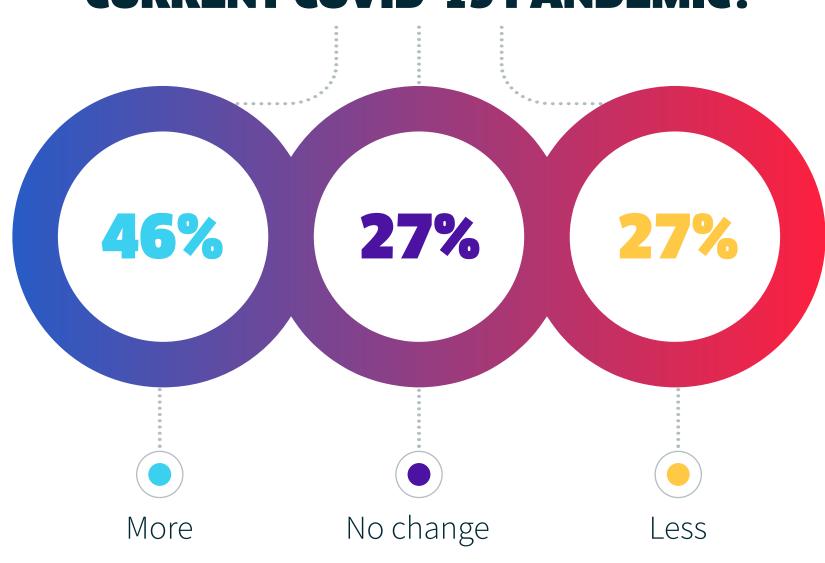
- Shopping more online
- Buying essentials only Buying less due to finances
- Shopping locally
- **10%** of people's retail shopping habits have remained the same





FOOD DELIVERY

ARE YOU MAKING ANY MORE OR LESS FOOD DELIVERY PURCHASES DURING THE CURRENT COVID-19 PANDEMIC?



ONLINE SERVICES

WILL YOU CONTINUE USING AND PAYING FOR A NEW SUBSCRIPTION SERVICE THAT YOU BOUGHT BECAUSE OF THE PANDEMIC?



5% Won't

14% Not sure

No new subscription

No

compensation

OF PEOPLE WOULD DEFINITELY OR PROBABLY OPT TO PAY MORE FOR A MORE EXTENSIVE COVERAGE ON THEIR **INSURANCE PREMIUM AS A RESULT OF THE COVID-19 PANDEMIC**

WITH SPORTING EVENTS BEING POSTPONED OR CANCELLED, HAVE YOU TRIED ANY OTHER FORMS OF ONLINE BETTING AND GAMING?



23% haven't tried any other forms

TRAVEL & AIRLINES

IF THE COVID-19 PANDEMIC AFFECTED YOUR TRAVEL PLANS, HOW DID YOUR PROVIDER **COMPENSATE YOU?**



28% weren't impacted and 11% didn't get any compensation because they chose not to travel before official government restrictions were in place

worldpay from FIS

*Source: Worldpay from FIS, Power your Payments survey of 33,000 people, 2020.

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