

# MOBILE WALLETS BECOMING THE WAY TO PAY AMID THE PANDEMIC

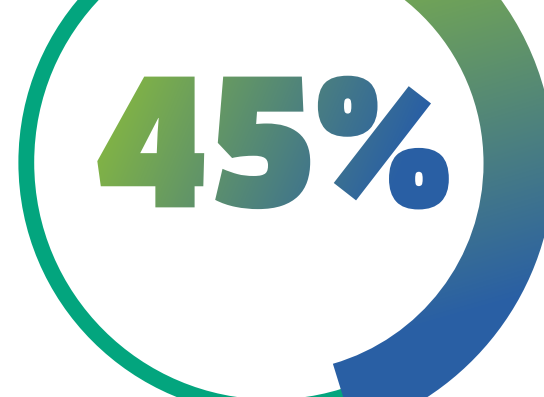


## COVID-19 is impacting consumers both in the short term and in the long run.

The payment and shopping behavior of a consumer has changed and will continue to change for financial institutions and merchants alike. Consumer preference has quickly become and will be permanently different even after the crisis passes.

### 45% of respondents surveyed have used mobile payment wallets.

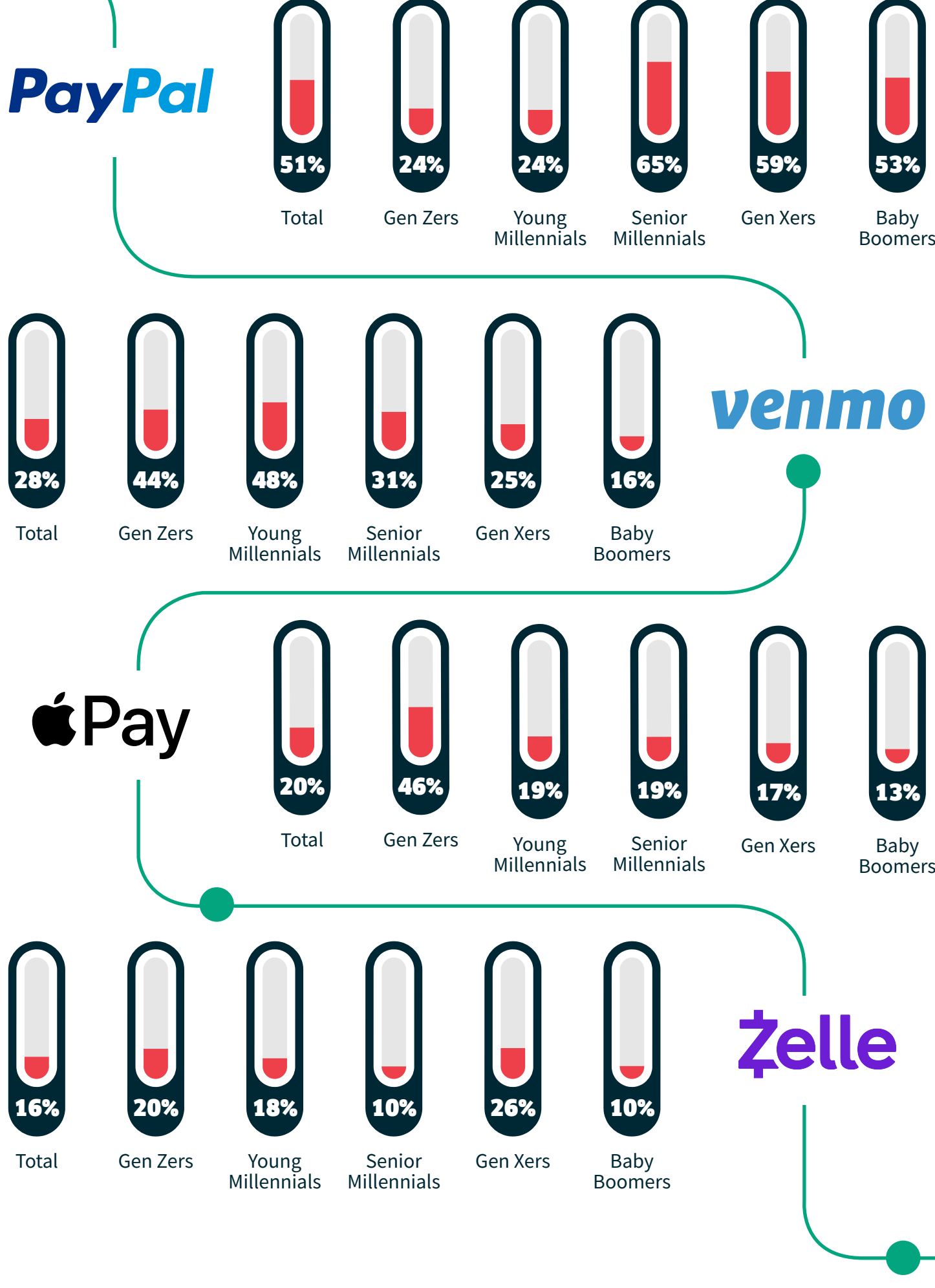
Millennials are more likely to have adopted mobile wallets however, Gen Zers use mobile wallets more than other generations on average.



## The top 4 mobile wallets

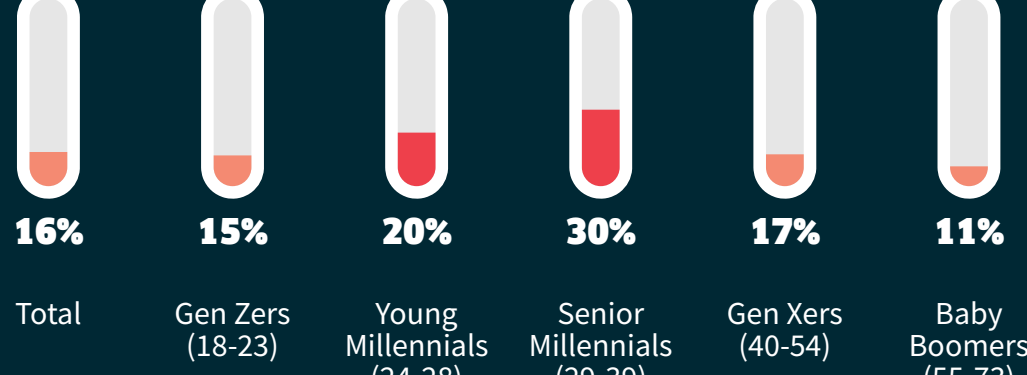
**PayPal** **venmo** **Apple Pay** **zelle**

### Mobile wallets used in the past 30 days



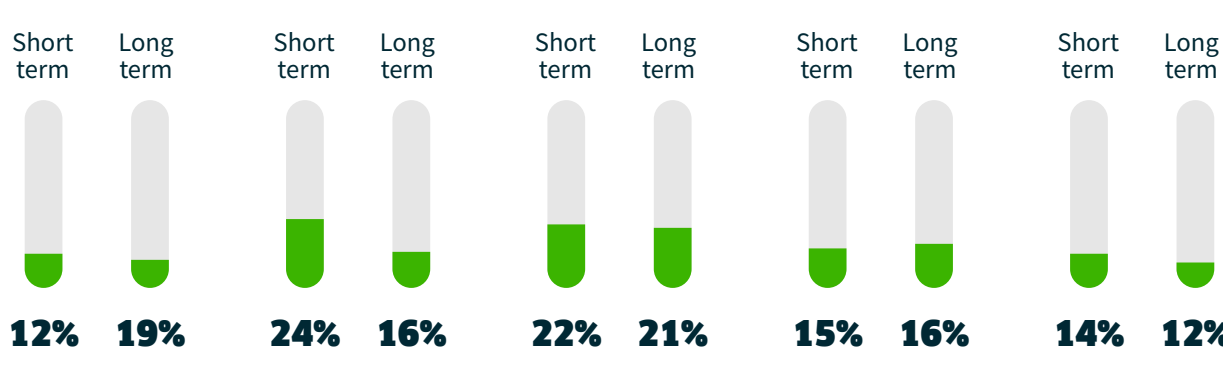
## COVID-19 has made a footprint on consumer payments. 16% of surveyed respondents, including 27% Millennials, used cash and check less often than usual.

### Using cash or check - Less often than usual

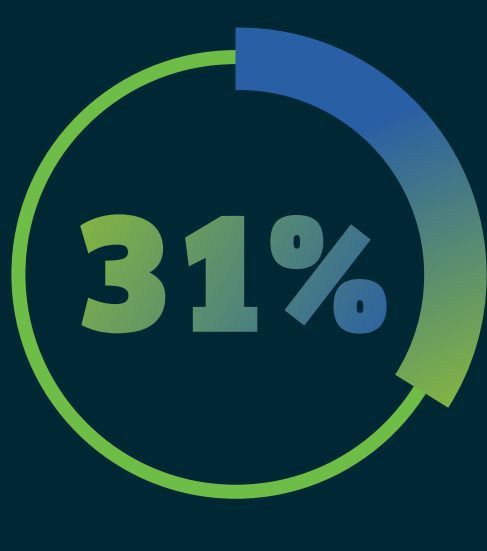


## 31% of respondents will use contactless or mobile wallets instead of cash and checks in the aftermath of COVID-19.

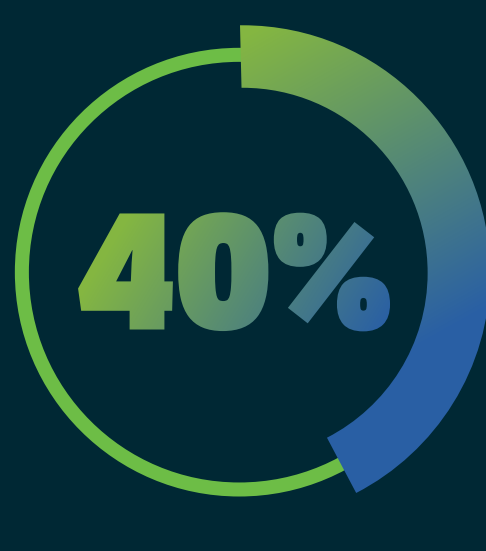
### Use more in-store contactless payments / digital payments instead of checks and cash



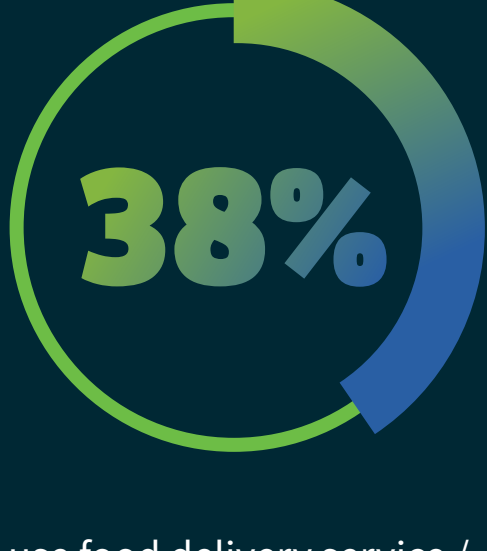
Many consumers indicated their intentions to continue recently-adopted shopping and payment patterns in the aftermath of COVID-19. As a result, financial institutions and merchants must adjust their models to reflect this new reality to survive.



will use more online and mobile banking in the future



shop online more than shopping in-store



use food delivery service / order ahead for pickup



use grocery store delivery services / order ahead for pickup

It's important for merchants to understand how consumer payment preferences are changing amidst the pandemic.

As consumers shift how they pay for goods and services from cash and card to online and contactless, merchants need the right technology to enable acceptance.

### About Worldpay from FIS

Worldpay from FIS (NYSE:FIS) is a leading payments technology company that powers global commerce for merchants, banks, and capital markets. Processing 75 billion transactions topping \$9T for 20,000+ clients annually, Worldpay lifts economies and communities by advancing the way the world pays, banks, and invests.

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