

Item 7 - Study on the payment attitudes of consumers in the euro area (SPACE)



ERPB meeting 26 November 2020

### **Objectives of the survey and methodology**

#### Main objective

- estimate number and value of payments (by instrument) in total POS/P2P payments
- get an indication on the number and value of payments made remotely (e.g. e-commerce)

#### Further objectives are to understand

- consumers' payment behavior and preferences; access to payment instruments
- consumers' attitudes towards new means of payment
- possible influence of demographic characteristics on consumers' payment choice

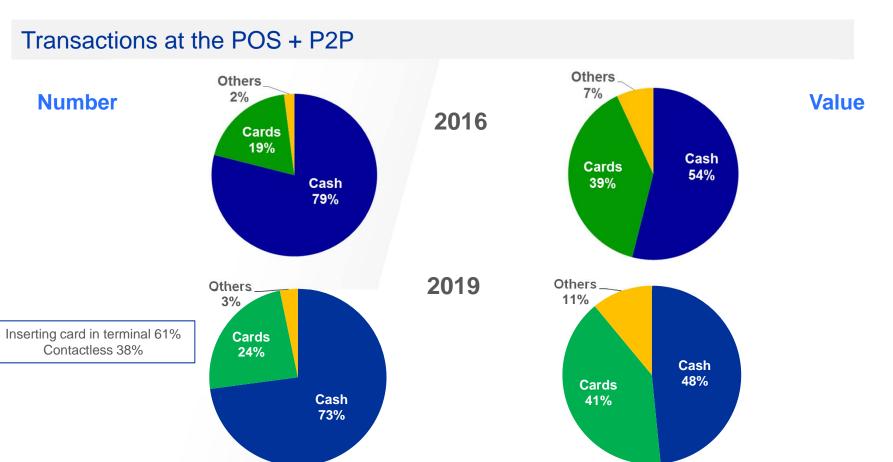
#### Scope

- All euro area countries (German with 2017 data (2,061) and Dutch (22,103) national payment survey data integrated)
- Over 60,000 respondents

#### Survey set-up

- 1-day payment diary + questionnaire
- 3 waves between March and December 2019
- Mix: 50% online and 50% via phone

## Similar survey also conducted in 2016



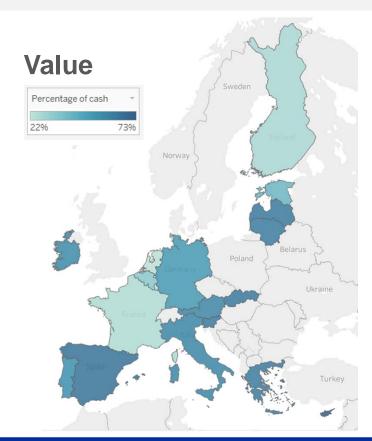
Source: ECB, DNB (for population 18+),

DBB 2017 (EA-19)

Notes: the category Others includes Mobile phone, credit transfer, direct debit and bank cheques

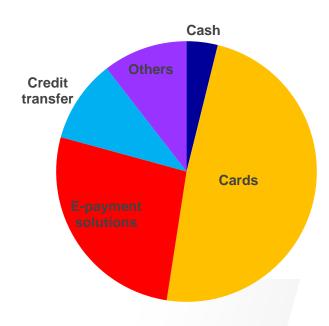
## Share of cash transactions at POS + P2P - number and value in 2019

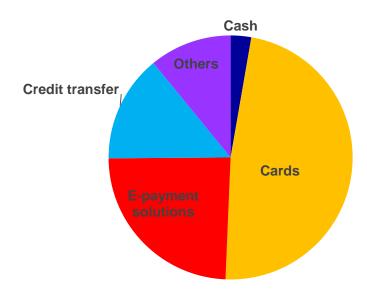




## Internet purchases (e-commerce)

### Number Value





Source: ECB, DNB (EA-18)

Notes: Includes telephone and mail order purchases

E-payment scheme i.e. PayPal

## **Effects of the pandemic on payments**

#### ECB study July 2020 (17,700 participants)

## **Objectives:**

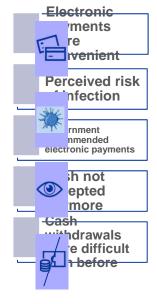
- Explore impact on payment behaviour caused by the pandemic and measures to protect the public
- 2. Explore their possible long lasting effects



40 % paid less in cash, 49 % unchanged

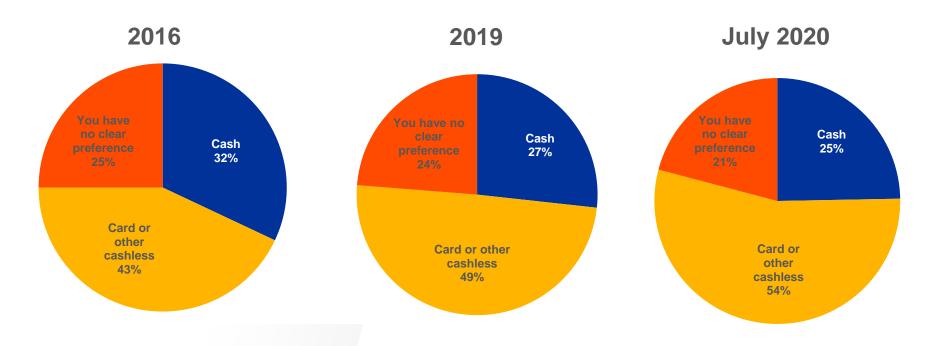
## Why less cash?







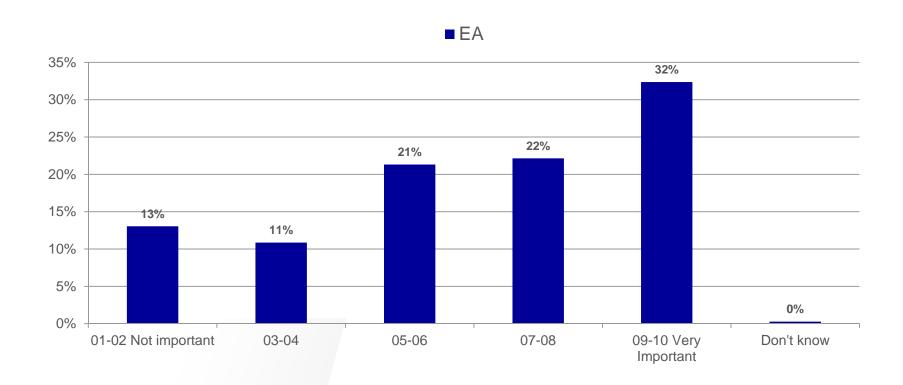
If you are offered different payment methods, what would be your preference?



Source: EA-19

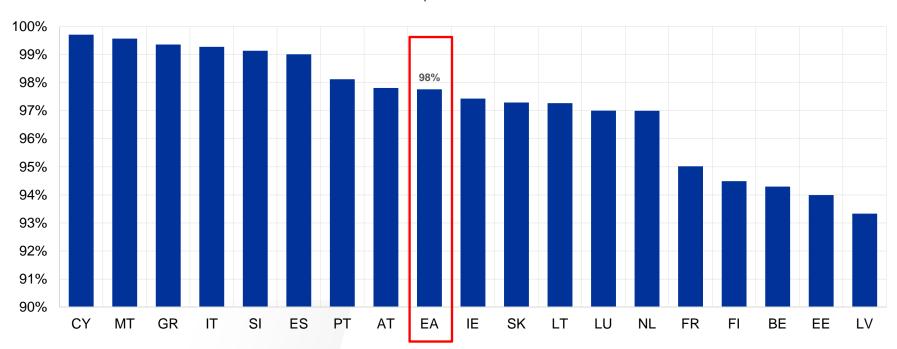
Note: data for DE 2017 are not comparable with DE 2014

## How important is it for you to have the option to pay with cash?

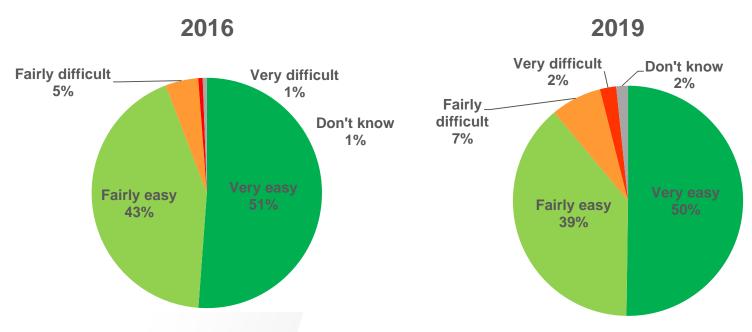


# Cash acceptance at POS

### ■ Acceptance of cash



## How easy is it to get cash from an ATM/bank counter?



- In 2019/2020, access to cash has somewhat deteriorated
- Dissatisfaction around 10%

## **Next steps**

- Publication of the full report on 2 December 2020
- Next report is scheduled for end 2022

# Thank you for your attention!