What Citizens Want: **Billing Behaviors and Attitudes**



Most citizens want to receive government statements digitally

Mail		.54%
Website		. 31%
Mobile		7%
		00/

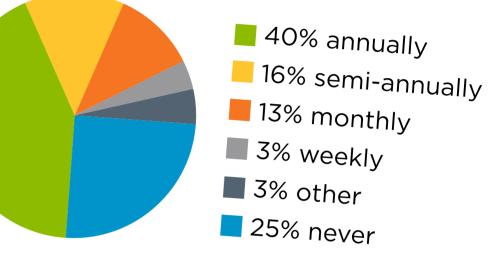
······ 8%

Citizens like the convenience and ease of digital payments

It is convenient	
It is easy	
Saves me time	

John Smith 123 Apple Lane

Most citizens pay for government services online



Check out KUBRA EZ-PAY™ On-Demand Payments or our KUBRA iDoxs® E-Billing Platform.

Yes! KUBRA Government Solutions can help!

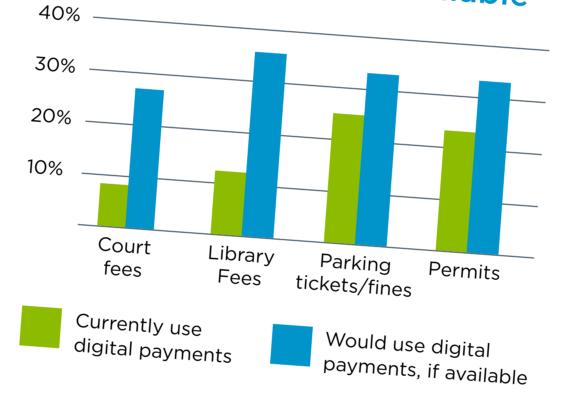
with more digital billing payment options. Can KUBRA help?

We need to provide citizens

KUBRA

No risk of losing payments in mail....... 43%

More citizens would use digital payment methods, if available



City of **ABC**

Credit and debit payments lead citizen payment preferences for government services



Messages

48% of citizens say digital payments help them make payments on time

37% of citizens say digital payments improve their overall satisfaction with government

32% of citizens say digital payments show that their government is innovative

Pay your Property Tax Bill Online!

The top 3 preferred government payment channels are digital

63% prefer their government website **36%** prefer their bank website **37%** prefer mobile apps

Click <u>here</u> to learn more about KUBRA Government Solutions.

KUBRA