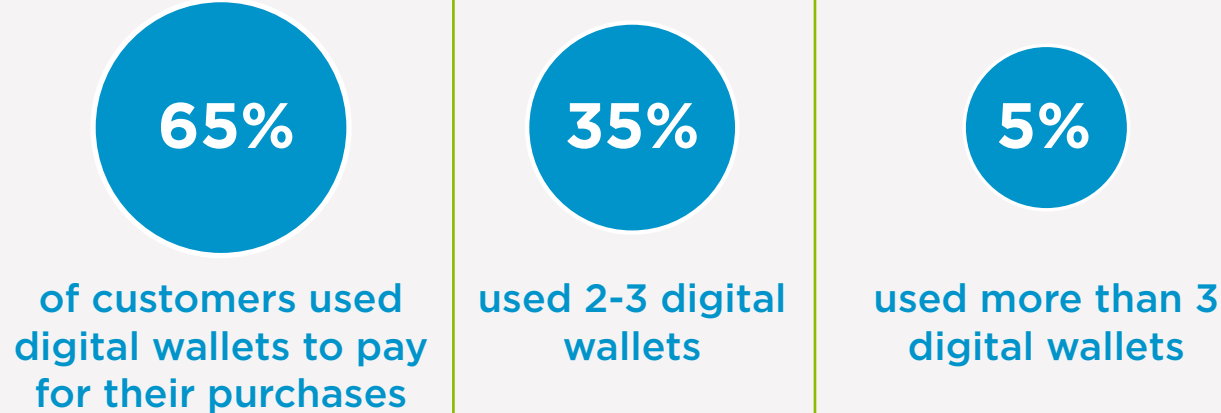




Digital Wallet Use Is Surging, but Not for Bill Payments Yet

Digital Wallet Usage for Bill Payments Is Not Keeping Pace With Other Payments and Purchases

In 2022

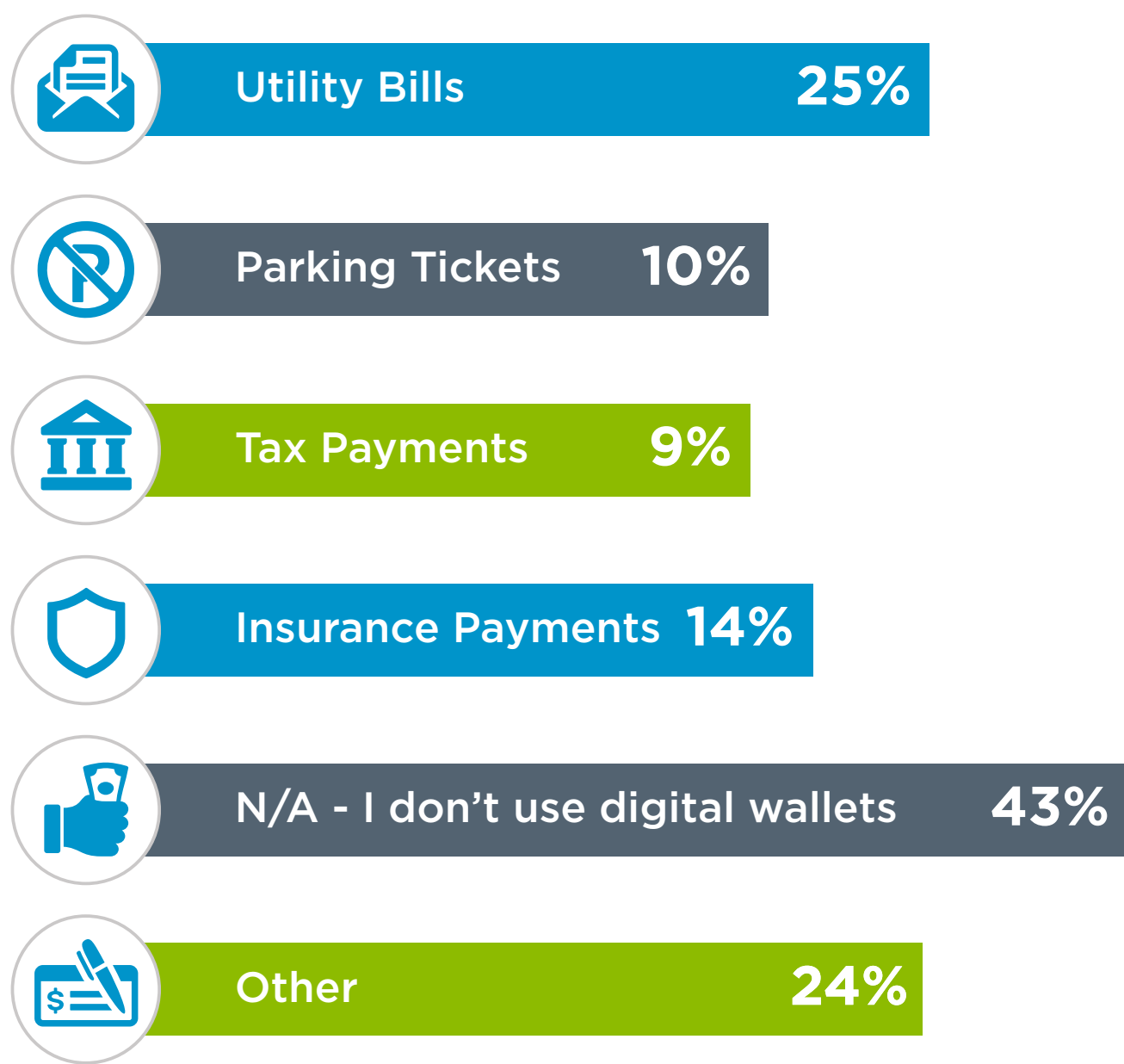


But, only **37%** paid a bill using a digital wallet

Customers Are Using Digital Wallets To Pay for Different Services, Giving Billers an Excellent Opportunity To Raise Awareness and Increase Adoption

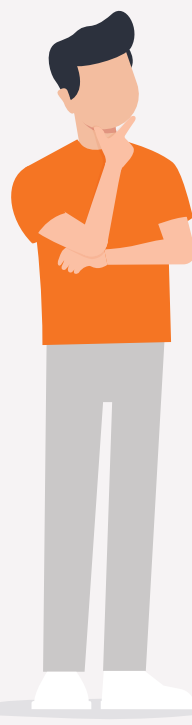
We asked them:

Which of the following have you paid using digital wallets?



57% of consumers said they would consider using digital wallets to pay their bills in the future

Top Three Reasons Customers Aren't Using Digital Wallets for Bill Payments



Security concerns

33%

Perception that other payment channels are easier to review

31%

Lack of availability

24%

How Can Billers Address Slow Digital Wallet Adoption?



Adapt quickly and make digital wallets available to their customers



Reduce uncertainty around security by highlighting how secure digital wallets are



Offer education programs on how digital wallets work and reveal their benefits including, the convenience, ease of use, and time-saving

KUBRA EZ-PAY® lets customers make last-minute, on-demand payments through digital, voice, or artificial intelligence (AI) channels such as online and mobile, automated IVR and call centers, and smart speakers and chatbots. It also allows customers to pay their bills using different payment methods, including digital wallets such as Apple Pay, Google Pay, PayPal, and Venmo.