



EUROPEAN CENTRAL BANK  
EUROSYSTEM

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

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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

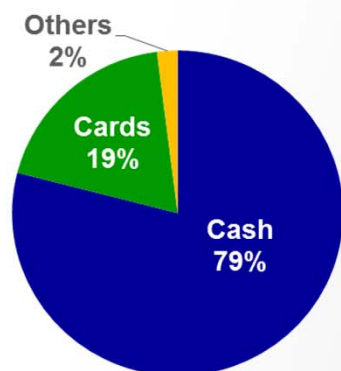
#### Survey set-up

- 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**

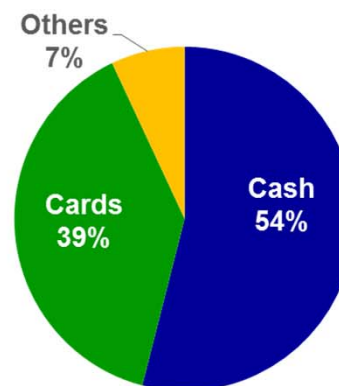
## Transactions at the POS + P2P

Number

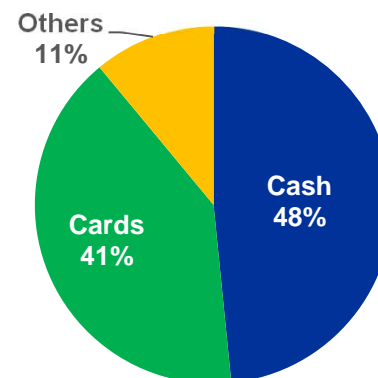
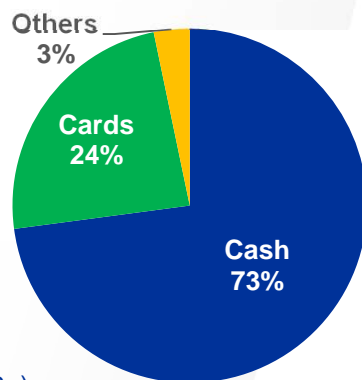


2016

Value



2019



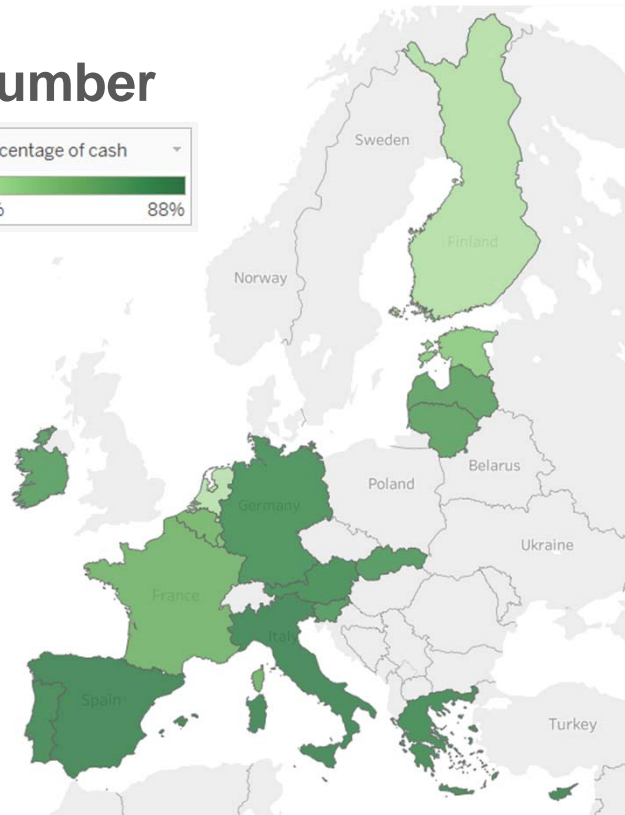
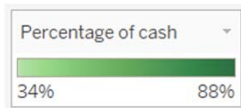
Inserting card in terminal 61%  
Contactless 38%

Source: ECB, DNB (for population 18+),  
DBB 2017 (EA-19)

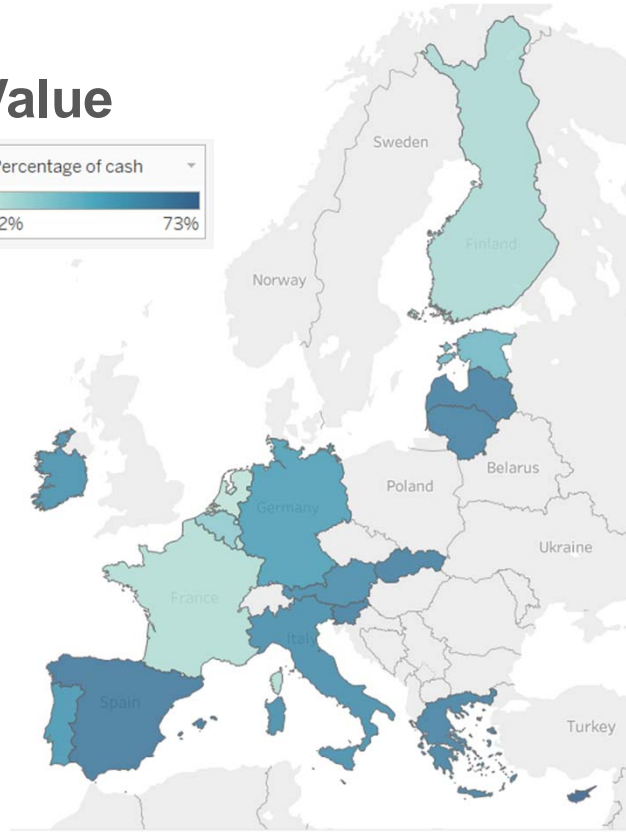
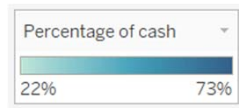
Notes: the category Others includes Mobile phone,  
credit transfer, direct debit and bank cheques

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

### Number

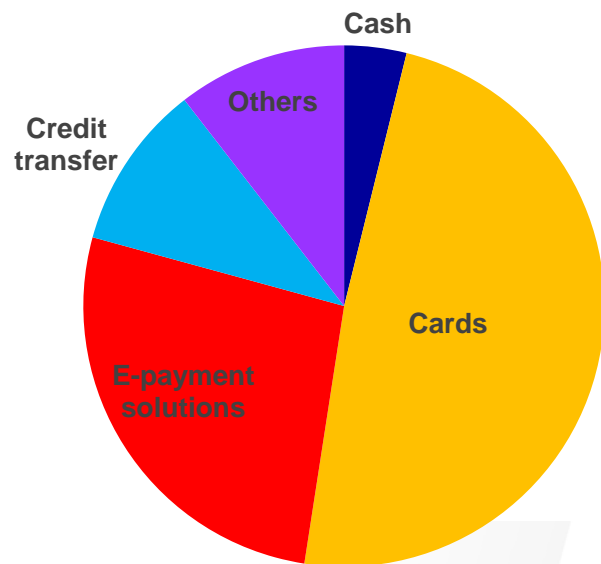


### Value

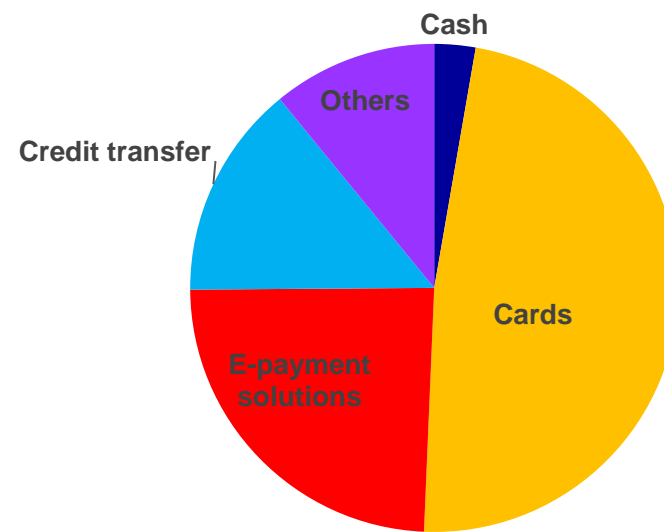


## Internet purchases (e-commerce)

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)

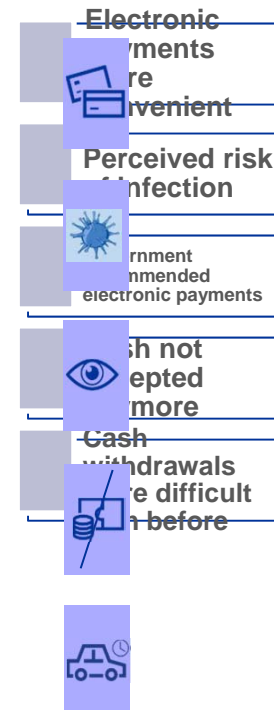
### Objectives:

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

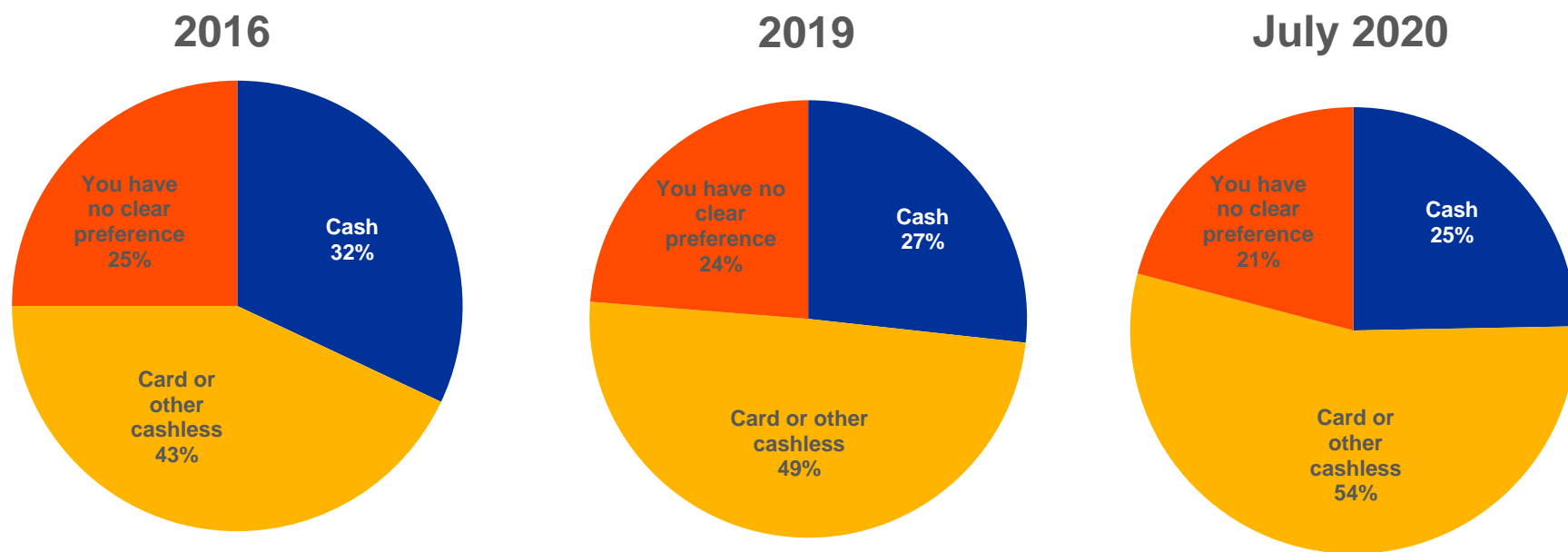


**40 % paid less in cash, 49 % unchanged**

### Why less cash ?



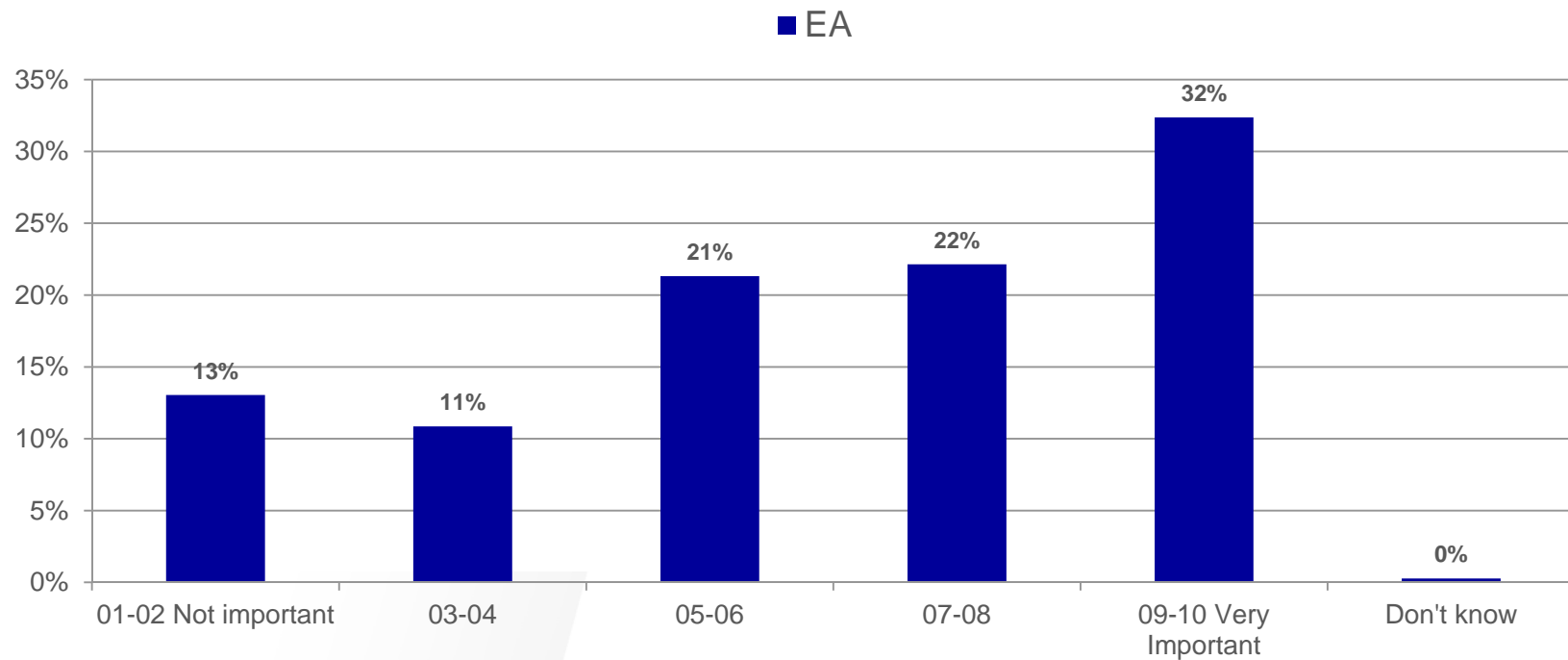
## If you are offered different payment methods, what would be your preference?



Source: EA-19

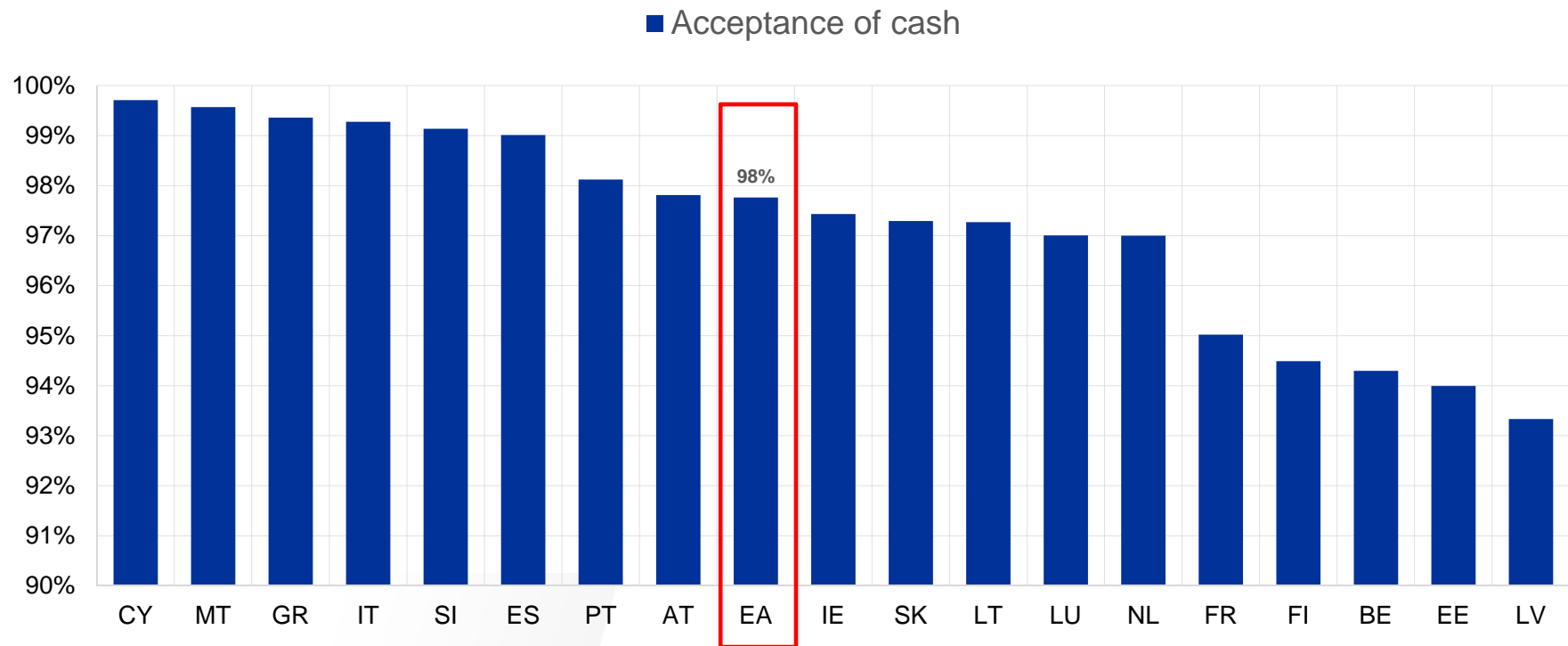
Note: data for DE 2017 are not comparable with DE 2014

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

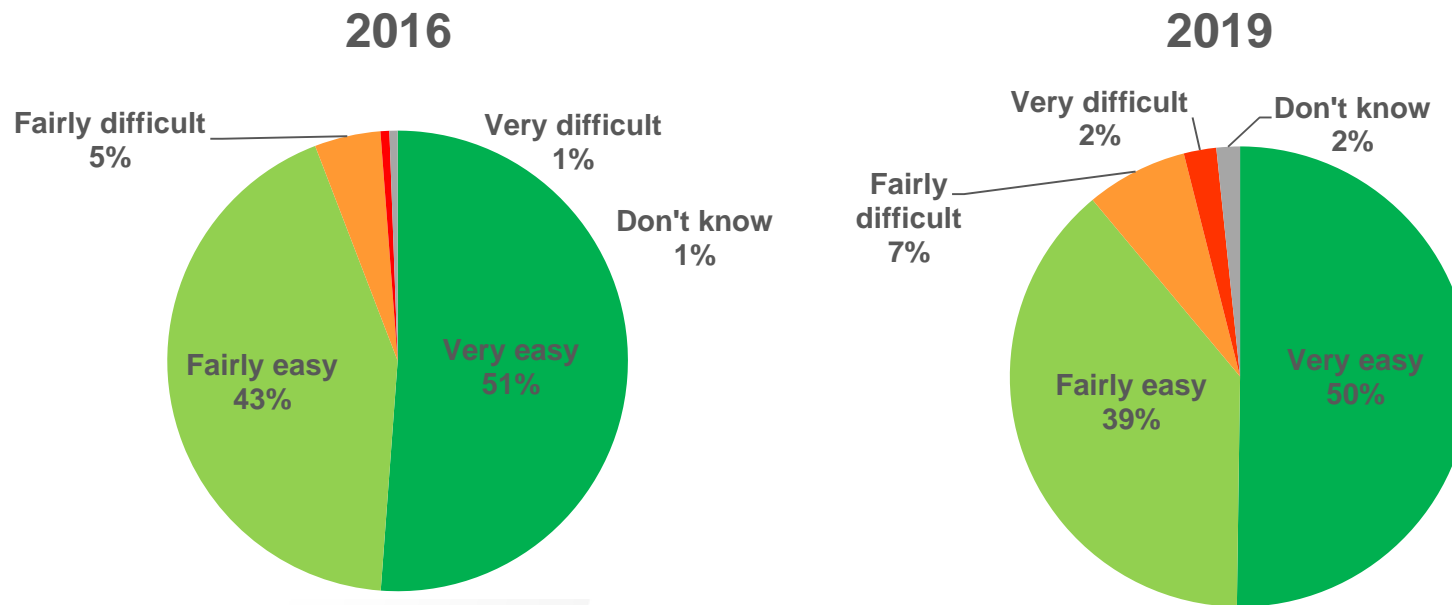




## Cash acceptance at POS



## 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!**