

Older consumers' concerns about IP at POI

- Older consumers do their best to cope with all changes introduced in digital payments. Yet many older persons prefer to use their credit cards for online or onsite shopping and would not want to be denied such option or penalised for choosing this “traditional” payment mode.
- Older persons are concerned about a potential reduction in consumers protection in case they make a mistake or they are victims of scamming or fraud.
- Older consumers fear merchants may soon choose IP as default option at POI, requiring consumers to use a smartphone/QR code). This would be a challenge for consumers with no/low digital skills or those who do not own or do not wish to use a smartphone for payments). To pay through IP, consumers need to use a digital device and an IP app often not designed for all. OP in particular fear that the transaction details displayed on their screen may be difficult to check before they will be required to confirm the transaction.

How to tackle OP concerns about IP at POI

- Consumers protection should be enhanced: steps to protect oneself and seek redress should be easy to follow and widely disseminated to reach all users, including so-called vulnerable groups.
- Older consumers will need targeted communication to build their confidence and trust in instant payments. They need to understand what advantage IP offer for consumers compared to other means of payments.
- All those involved in the IP process should ensure that all apps/devices to be used by consumers are developed in line with the European Accessibility Act requirements (EC has recently launched standardisation work on accessibility)
- IP deployment should not be promoted with the aim of excluding the more traditional retail payments options.



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