

EUROPEAN CENTRAL BANK

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

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

#### Internet purchases (e-commerce)



#### 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



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AREA

40 % paid less in cash, 49 % unchanged

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(**(**))<sup>-</sup>



#### 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

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



EA

Source: ECB, DNB, DBB (EA-19)

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# Cash acceptance at POS



Acceptance of cash

Source: ECB, DNB (EA-18)

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



#### **Next steps**

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



# Thank you for your attention!

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