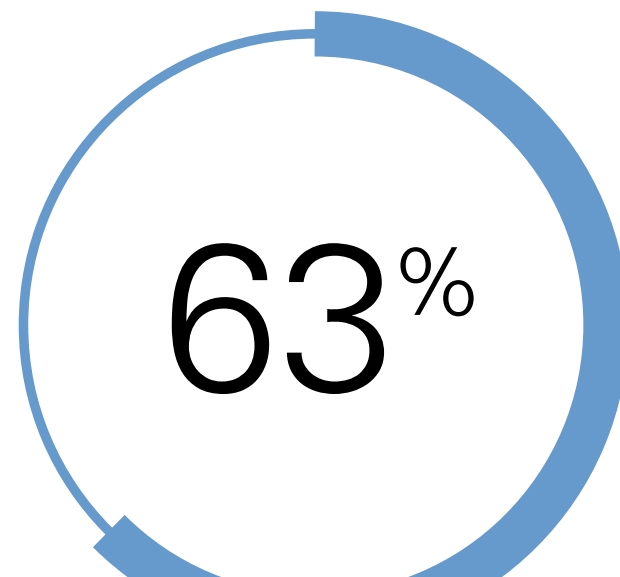




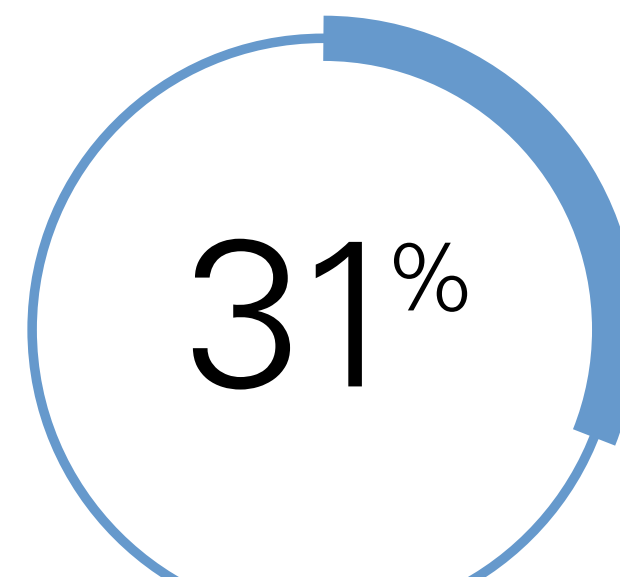
Cash in a COVID-19 World

COVID-19 sparked dramatic changes in consumers' daily lives, including how they move and manage money. While the use of digital payments has become increasingly popular, the overall use of cash and in-person payments have remained prevalent with many consumers increasing their use of both over the past year.

The use of cash for in-person bill payments remain common

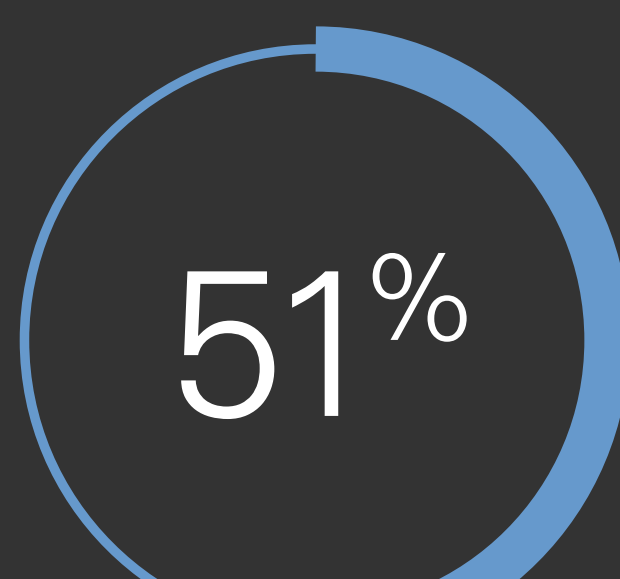


of consumers report using cash to make a payment in the past 30 days

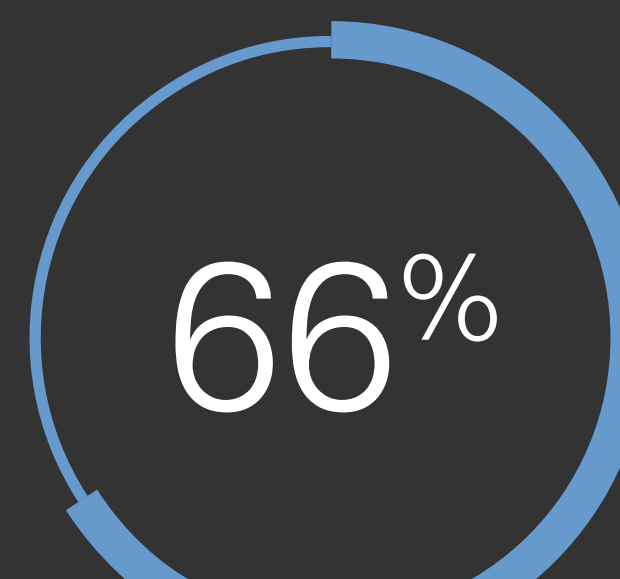


of consumers report using in-person bill payment services in the past 30 days

For most people, the use of cash and in-person bill pay have largely remained steady with some increases since the pandemic began



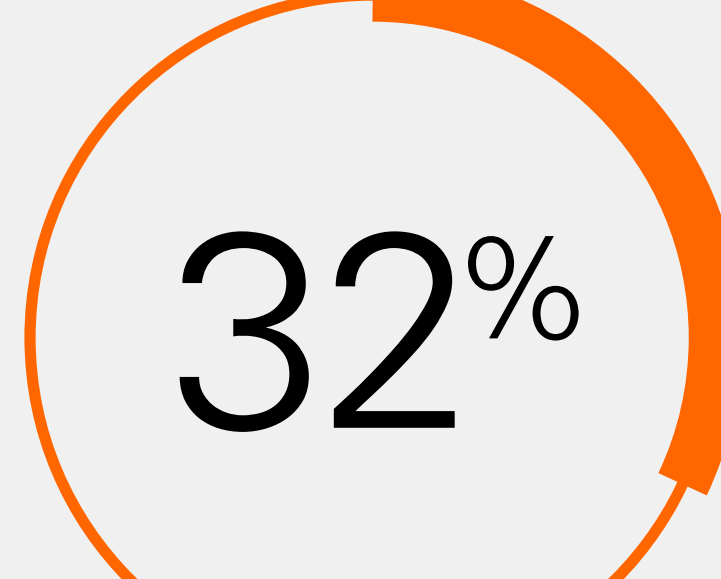
of consumers report no change in preference for in-person bill payment



of consumers report using cash to pay bills the same amount or more

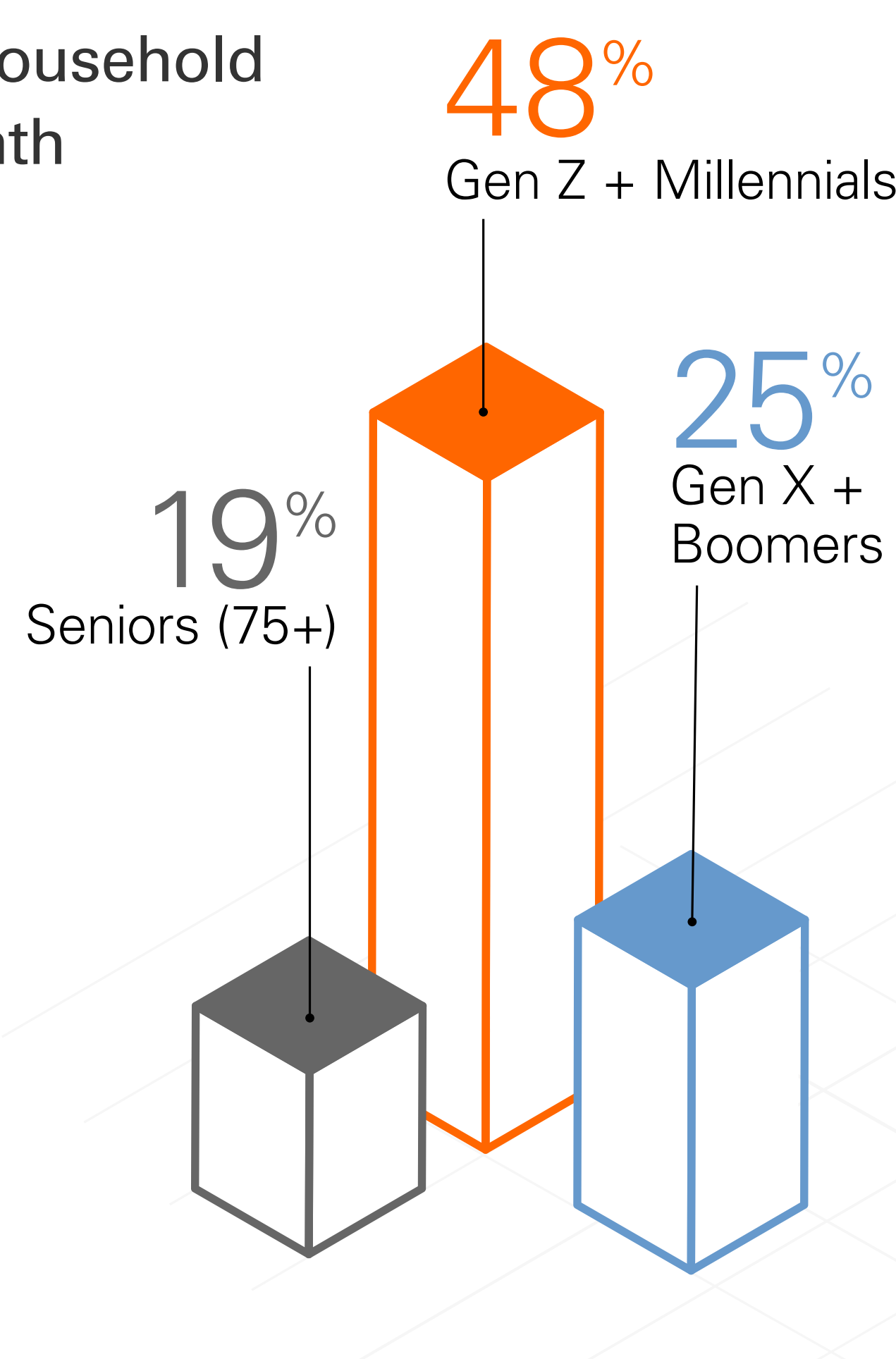


Using cash to pay household bills is especially popular among younger consumers

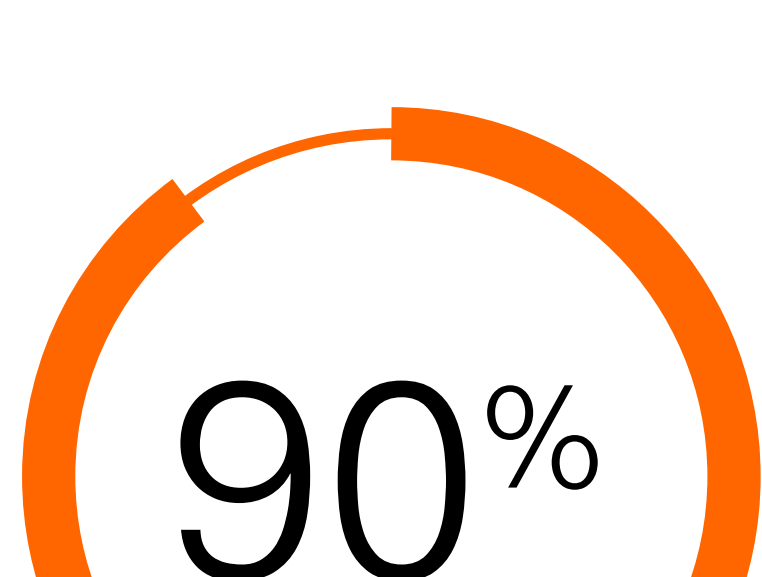


of consumers report using cash to pay household bills in the past month

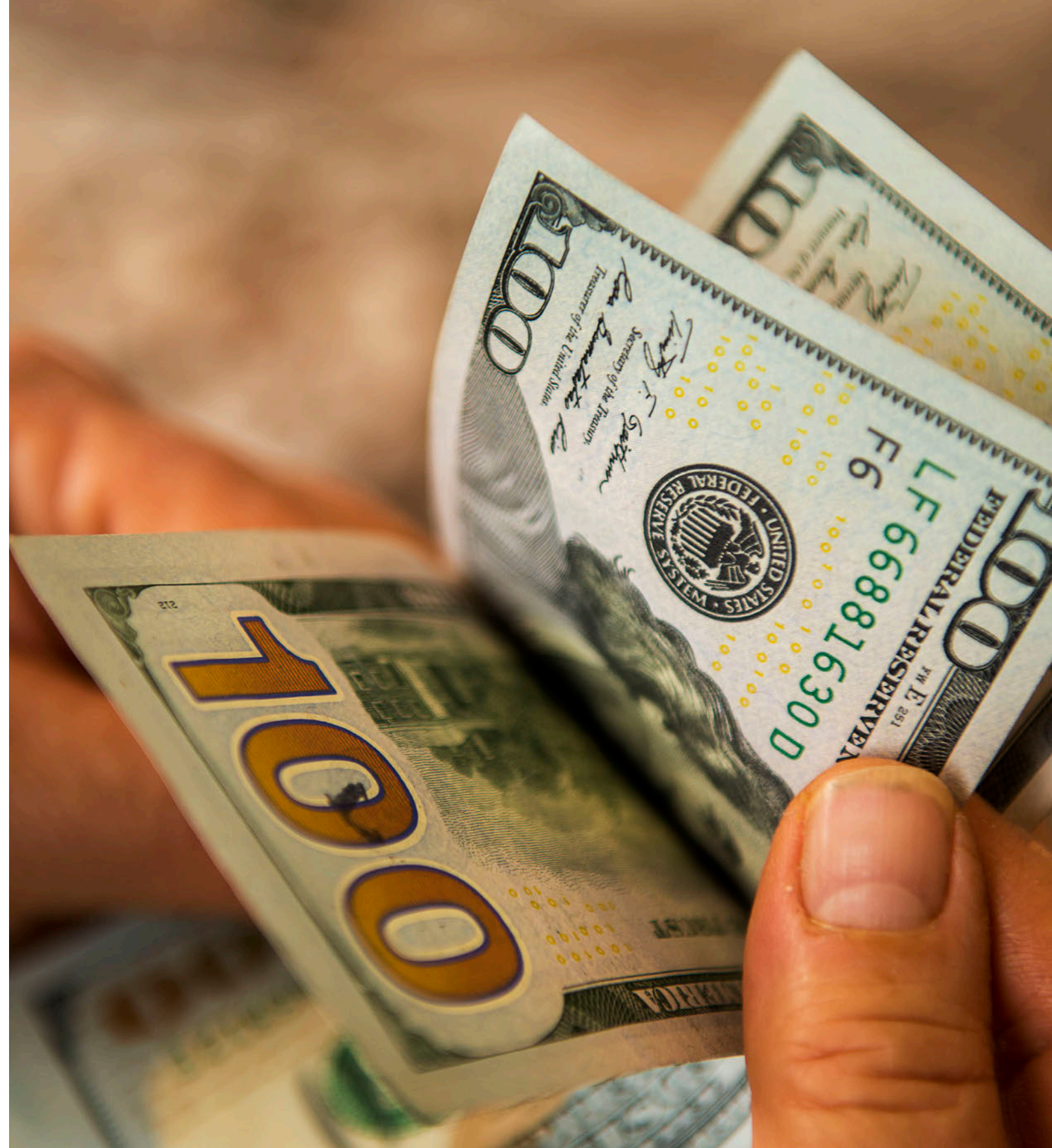
Using cash to pay household bills in the past month



People who pay bills in a walk-in location are happy with the service



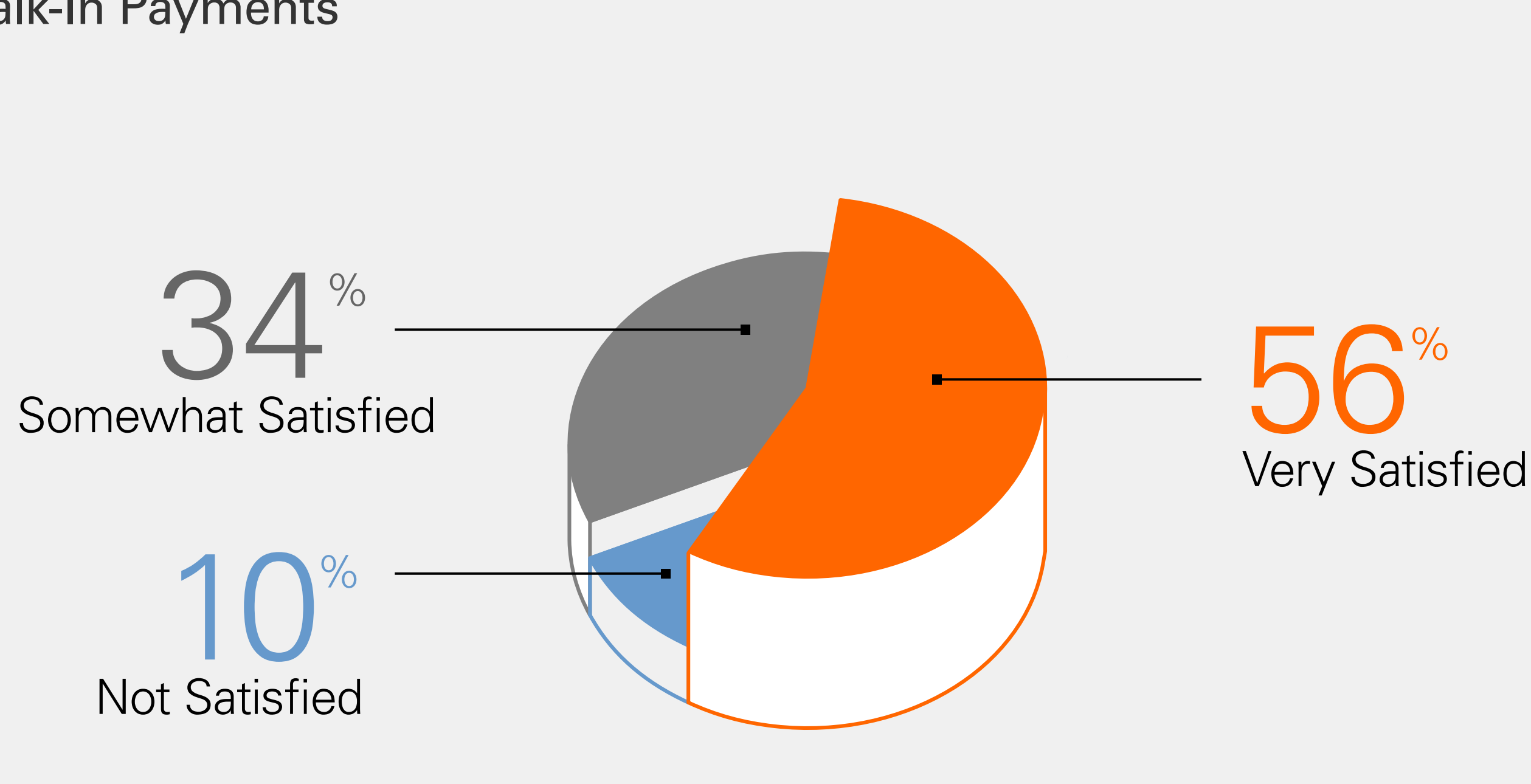
of consumers report that they are satisfied with walk-in payment offerings



Companies who offer walk-in payment options

Among those who make a qualified payment and evaluated the service (n varies 884-1778)

Walk-In Payments



Consumers expect to be able to pay their bills in multiple ways, including cash and in-person options. If you are a looking to learn more about how these solutions drive customer satisfaction and retail foot traffic to store locations, fill out our [Agent Inquiry Form here](#).

If you are a biller looking to provide your consumers a safe and secure way to pay in person, in cash, fill out [this form](#).

Source: Expectations & Experiences: Consumer Payments, Fiserv, 2020. To see survey questions and methodology, visit [fiserv.com/en/about-fiserv/resource-center/consumer-research/expectations-experiences.html](https://www.fiserv.com/en/about-fiserv/resource-center/consumer-research/expectations-experiences.html).

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