

COVID-19 accelerates digital banking adoption across Europe

Research in 12 countries reflects customers' perceptions and behaviour around digital banking:

Catalysts of digital banking adoption across Europe:

42% banking digitally more frequently now than pre-pandemic

55% Poland 46% UK

46% highly interested in new digital banking solutions

62% Bulgaria 55% Hungary

Flexible accessibility of digital banking and mobile payments is growing in importance:

36% High availability (27% 2019)

31% It is safe (28% 2019)

29% It is cost effective (20% 2019)

33% It fits my lifestyle (22% 2019)

Advantages of digital banking and mobile payments:

51% Safety and security top consideration when selecting digital banking solutions

65% Russia
50% Switzerland
49% Italy
46% Netherlands
46% Germany

62% considering switching from physical banking to digital platforms in 2020

54% 2019;
49% 2017

80% Bulgaria
77% Hungary
68% Poland
66% Italy

Mastercard remains the partner of choice for financial institutions delivering digital solutions

60 digital banks across the region partnering with Mastercard Europe

70% growth in the number of European registered third parties in open banking, since the beginning of the year

80% of the entire fintech and paytech sector is in partnership with Mastercard – double since 2018