



In Store or On the Couch: Digital Commerce is Here to Stay

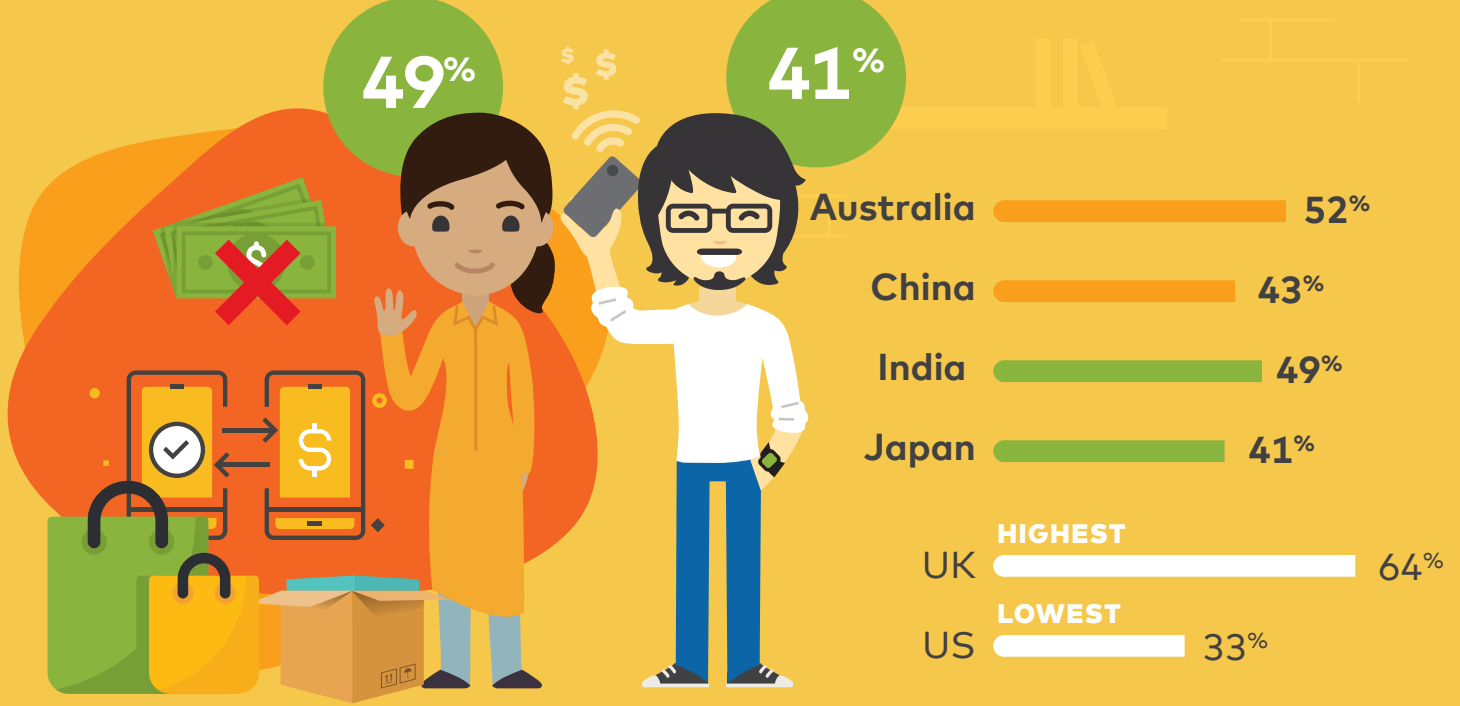
E-commerce and contactless payments are surging as people now think digital first when it comes to shopping.

Worldwide polling by Mastercard shows consumers are forging new digital commerce habits and expect the buying experience to be fast, simple and whenever they want.

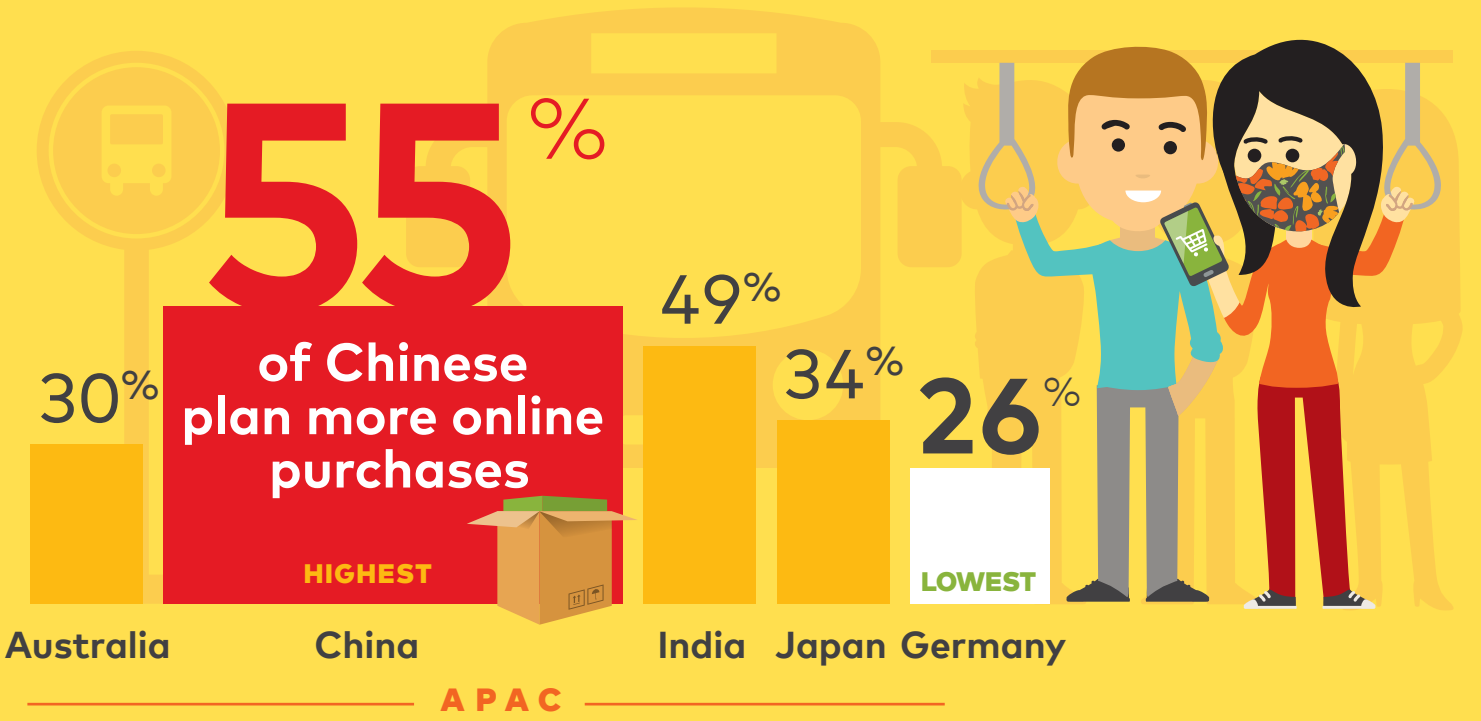


Findings reflect consumers' experiences from the previous two weeks compared to their expectations for the following two weeks.

Consumers who plan to use less cash



Consumers who plan to make more purchases online



Consumers who believe each change is here to stay

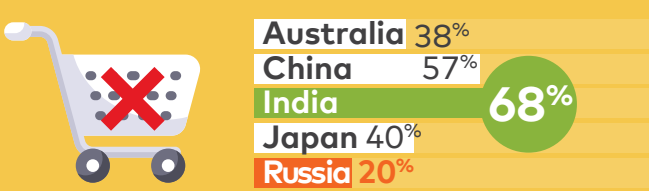
Hygiene concerns



Contactless payments



Less in-store shopping



With brick-and-mortar in decline, SMEs need to move online



Consumers who plan to use more contactless payments

