

Online Banking in the UK



73%

of UK internet users have used an internet banking service in the last month

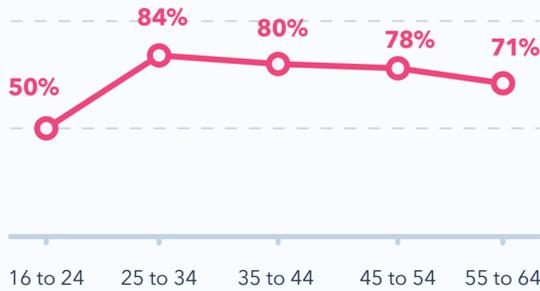
1 in 5

16-24s don't know how to set up internet banking

20%

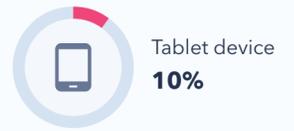
of 16-24s are aware of how to but have not set up internet banking

Millennials Embraced Online Banking



% who say the following is their most important device for banking online

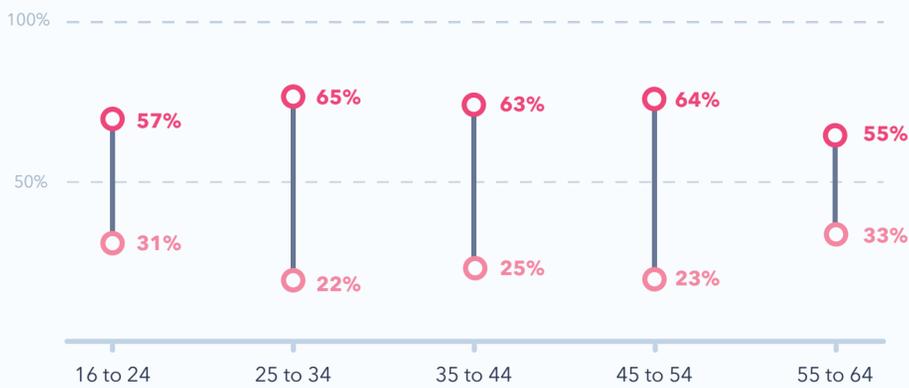
Online Banking Happens On-the-Go



THE BANK-CUSTOMER RELATIONSHIP

Customers Prefer Online Communication With Their Bank

% who would prefer to do the following when communicating with their bank



○ Prefer to use online banking services ○ Prefer face-to-face advice

% who most want their bank to do/provide the following



63% of Online Bankers currently use an alternative digital payment service*

% who say the security of alternative digital payment services is

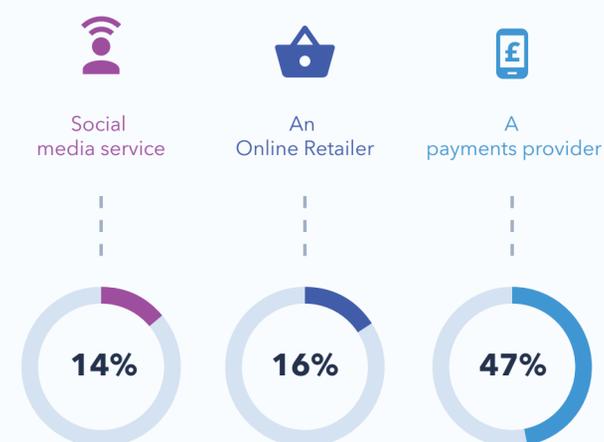


THIRD-PARTY BANKING SERVICES

59%

would be comfortable in using a third-party service when banking online

% who say they would be comfortable in accessing banking services with...



Social Media is the Least Trusted for Online Banking

Reasons for NOT Using Third-Party Banking Services

% who would not use a third-party provider who cite the following reasons



Reasons FOR Using Third-Party Banking Services

% in each group who say they would use a third-party banking service because...



Innovation Beats Service for Third-Party Bankers

They Want Innovation
% who want innovation from their bank

They Want High Quality Services
% who want a high-quality service from their bank

