Pandemic pushes people to try new payment platforms. 4IIIe

To better understand their views of the many different payment options available, we surveyed 1,000 U.S. consumers in the year after the pandemic struck. Sycurio's Omnichannel Payments Consumer Trust Survey reveals significant concerns about their personal privacy and security when providing payment details over digital channels.

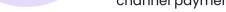
Sycurio.

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Changing the channel.

The challenges brought on by the pandemic meant many consumers are moving from their preferred payment methods.

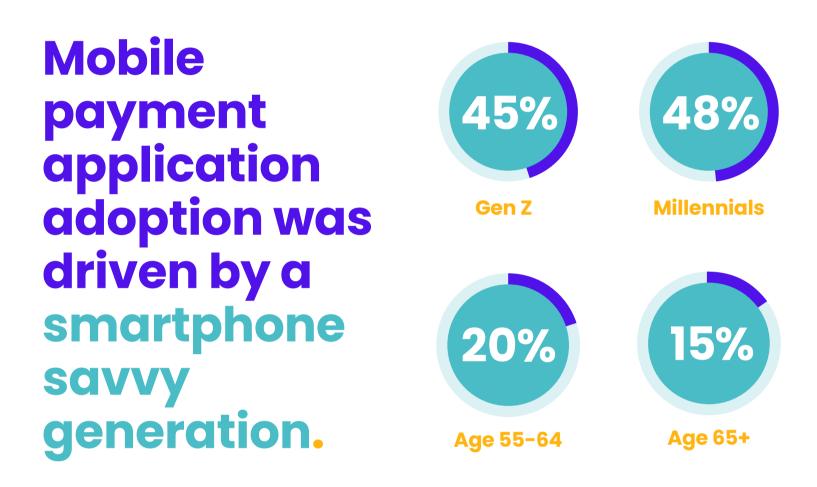






Mobile payment applications were a top channel for payments with more customers reporting using them than in either in-store or online marketplaces.





Social media isn't winning over wallets.

While adoption numbers may be low now, social shopping shows strength among younger demographics as they continue to purchase via social.



Prefer other payment channels over social media



Stated that they would absolutely not enter payment details on social media channels



Of 18-24-year-olds claimed social media as their preferred method of paying for goods or services

The trouble with phoning it in.

Getting consumers on board with sharing PII and financial information via the phone is a difficult hurdle.



Nearly one in five of consumers made a payment over a phone call in the past twelve months.



would would not read payment details over the phone.

29%

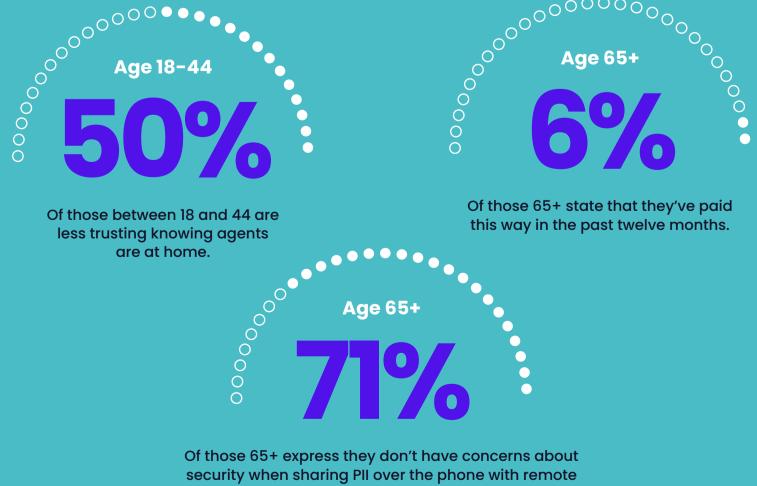
of consumers would only make payments over the phone with businesses they trust.

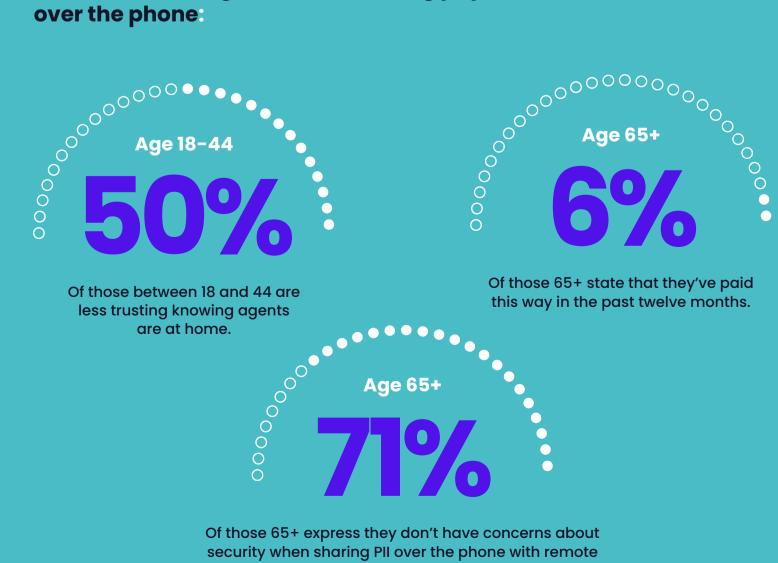


of all consumers shared that they complete transactions via phone regularly.



Certain age groups are more on edge about the increase in work-at-home agents when sharing payment details over the phone:





contact center agents.

The pandemic challenged newly remote businesses to securely collect payments and keep consumer data safe. Sycurio's solutions provide business continuity and empower remote workers to take PCI DSS compliant payments. Secure cloud, hybrid and on-premises deployments enable organizations to collect personal data including payment card or bank details and personally identifiable information (PII), securely and across all channels including phone, webchat, social media, email, SMS, QR codes and more.

Contact us now at +1 888-736-2366 for more information.

