

It's the preferred way to pay.

Shoppers want it, shopkeepers encourage it: Tapping to pay is here to stay.



7 out of 10
merchants say that since the
COVID-19 outbreak, customers
have requested contactless.



73% of **merchants** agree
that since the COVID-19 outbreak, they
prefer customers to pay with a card or
app, instead of having to handle cash.

The Amex 2020 Digital Payments Trendex survey was conducted online among a sample of 400 business leaders in the U.S. who have responsibility for making decisions regarding customer payment options, IT/data security, or online sales strategy and planning. The sample for the study came from an online panel. Fieldwork was conducted between July 30 – August 7, 2020.



Merchants feel better about it.

If businesses can improve health and safety while improving checkouts, they'll do it.

80%

of merchants agree that using contactless payments keeps the checkout area cleaner and safer for employees and customers.

84%

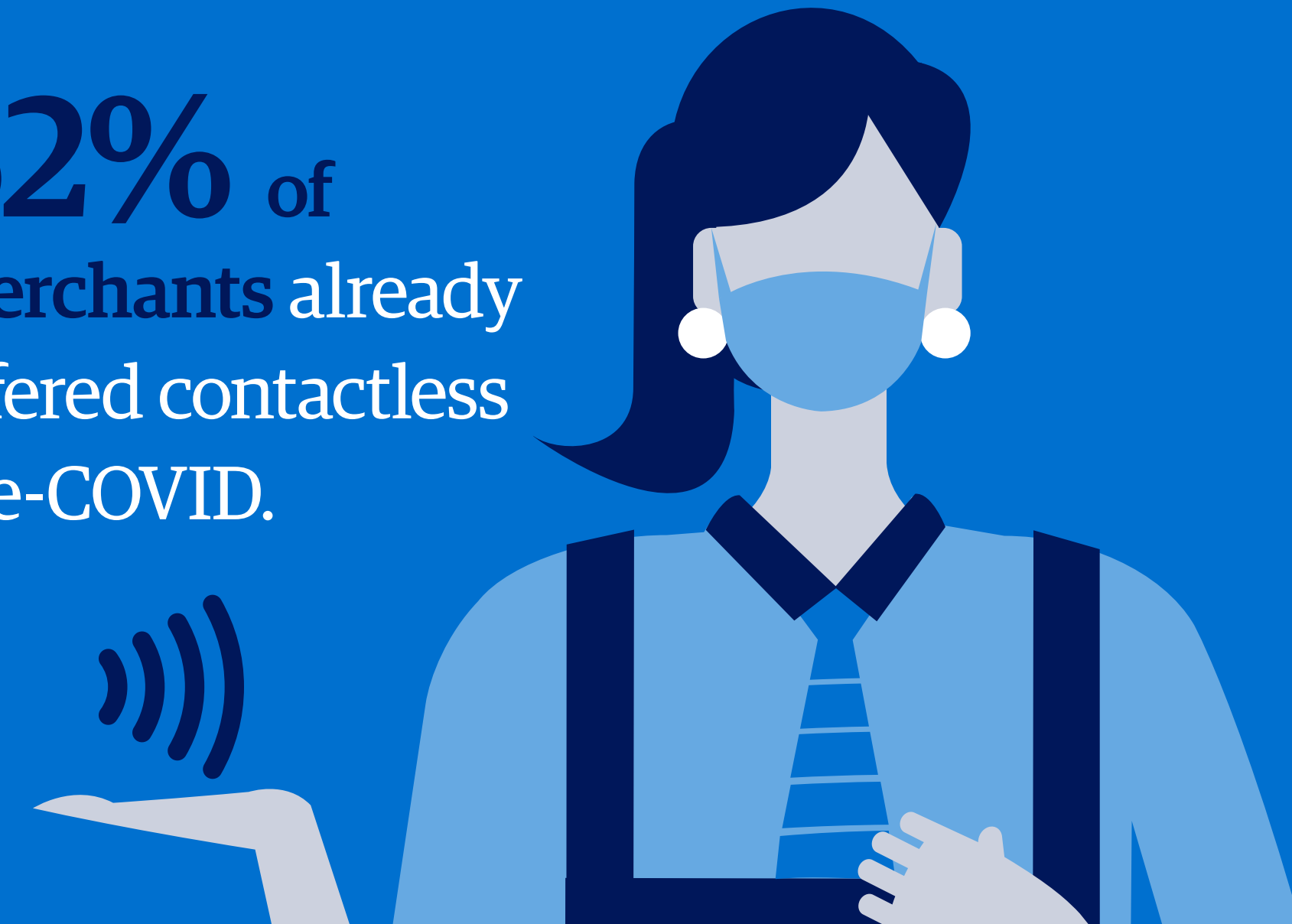
agree it's safer for personal health than using cash, swiping a card or inserting a chip card.



No surprise: Touch-free transactions are on the rise.

52%

of merchants already offered contactless pre-COVID.



32%

of merchants recently adopted or plan to adopt contactless due to COVID-19.

81%

of merchants intend to make contactless a permanent option for their customers.

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It's where business is headed.

Merchants are making the entire payment process touch-free—eliminating the need for customers to sign or enter a PIN.

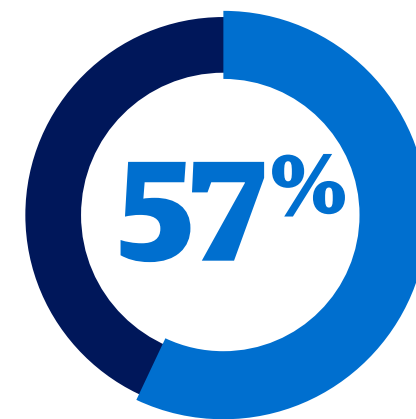
NO SIGNATURE



NO PIN

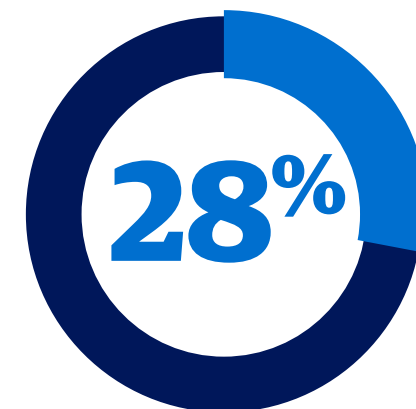


Prior to
COVID-19:



of merchants accepted card payments without a signature or PIN.

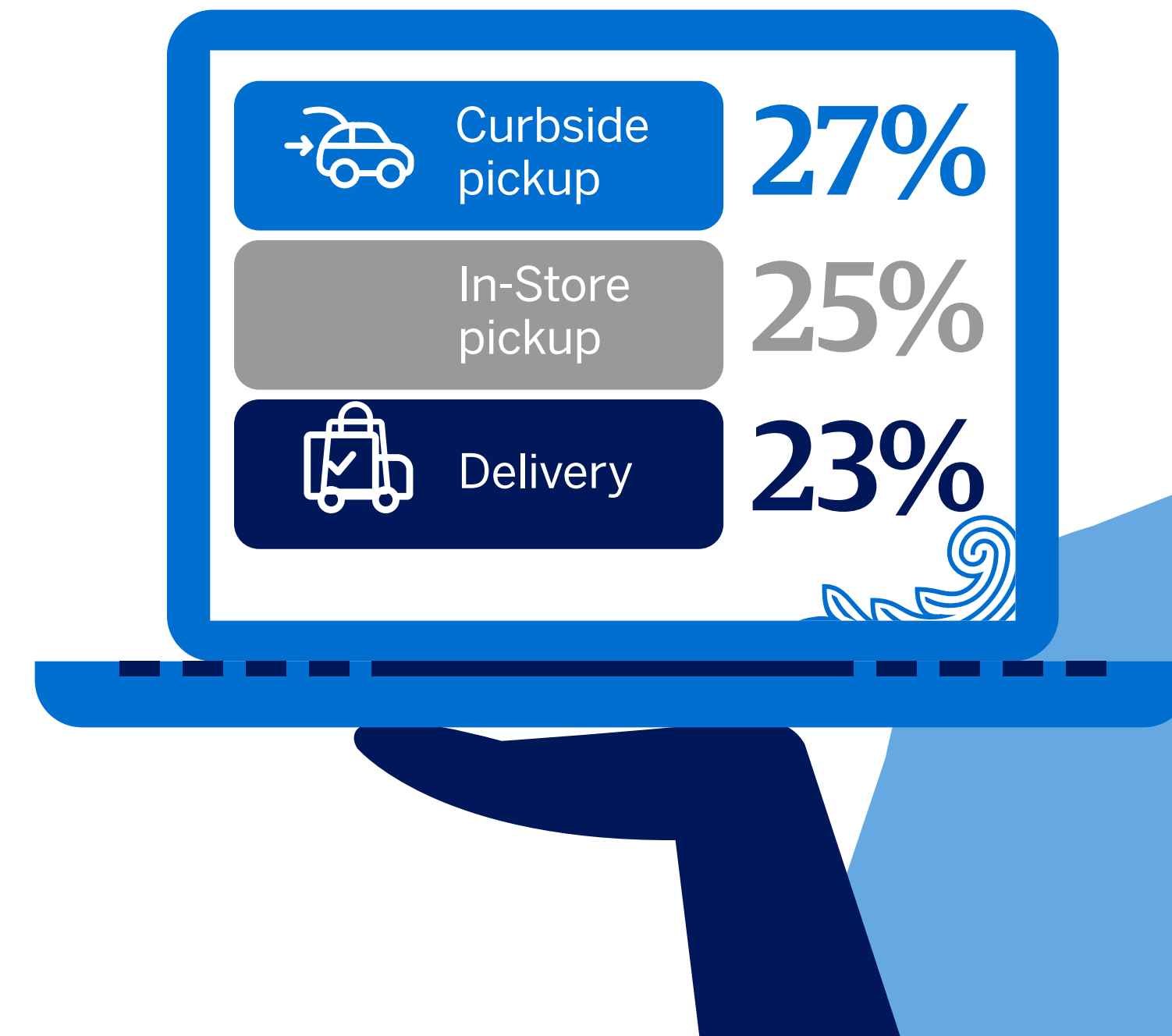
Since the
outbreak:



of merchants adopted or plan to adopt no-signature/no-PIN payments.

41%

of merchants adopted or plan to adopt a new e-commerce website solution for their customers due to COVID-19, including options for:



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