Item 7 - Study on the payment attitudes of consumers in the euro area (SPACE)
Objectives of the survey and methodology

Main objective
• estimate number and value of payments (by instrument) in total POS/P2P payments
• get an indication on the number and value of payments made remotely (e.g. e-commerce)

Further objectives are to understand
• consumers’ payment behavior and preferences; access to payment instruments
• consumers’ attitudes towards new means of payment
• possible influence of demographic characteristics on consumers’ payment choice

Scope
• All euro area countries (German with 2017 data (2,061) and Dutch (22,103) national payment survey data integrated)
• Over 60,000 respondents

Survey set-up
• 1-day payment diary + questionnaire
• 3 waves between March and December 2019
• Mix: 50% online and 50% via phone

Similar survey also conducted in 2016
Transactions at the POS + P2P

Number

2016

- Cash: 79%
- Cards: 19%
- Others: 2%

2019

- Cash: 73%
- Cards: 24%
- Others: 3%

Value

2016

- Cash: 54%
- Cards: 39%
- Others: 7%

2019

- Cash: 48%
- Cards: 41%
- Others: 11%

Inserting card in terminal 61%
Contactless 38%

Source: ECB, DNB (for population 18+),
DBB 2017 (EA-19)
Notes: the category Others includes Mobile phone,
credit transfer, direct debit and bank cheques
Share of cash transactions at POS + P2P – number and value in 2019

**Number**

- Percentage of cash
  - 34%
  - 88%

**Value**

- Percentage of cash
  - 22%
  - 73%
Internet purchases (e-commerce)

Source: ECB, DNB (EA-18)
Notes: Includes telephone and mail order purchases
E-payment scheme i.e. PayPal
Effects of the pandemic on payments

ECB study July 2020 (17,700 participants)

Objectives:
1. Explore impact on payment behaviour caused by the pandemic and measures to protect the public
2. Explore their possible long lasting effects

40 % paid less in cash, 49 % unchanged
If you are offered different payment methods, what would be your preference?

2016
- Cash: 32%
- Card or other cashless: 43%
- You have no clear preference: 25%

2019
- Cash: 27%
- Card or other cashless: 49%
- You have no clear preference: 24%

July 2020
- Cash: 25%
- Card or other cashless: 54%
- You have no clear preference: 21%

Source: EA-19
Note: data for DE 2017 are not comparable with DE 2014.
How important is it for you to have the option to pay with cash?

Source: ECB, DNB, DBB (EA-19)
Cash acceptance at POS

Acceptance of cash

Source: ECB, DNB (EA-18)
How easy is it to get cash from an ATM/bank counter?

- In 2019/2020, access to cash has somewhat deteriorated
- Dissatisfaction around 10%

Source: ECB, DNB, DBB (EA-19)
Next steps

• Publication of the full report on 2 December 2020
• Next report is scheduled for end 2022
Thank you for your attention!