

Contactless Payments Take Charge

Contactless Cards and digital wallets are fast, convenient and secure.



Consumers who use it love it.

74% of consumers surveyed have used it.¹

37% use it always or almost always.¹



Merchants love it, too.

93% of merchants surveyed agree it's a **fast** checkout option.²

92% agree it's **more convenient** than paying with card or cash.²

87% agree it provides **safer** transactions through device security, data encryption, and tokenization.²

In-store or online, it's easy to use, but education and clear signage are key to further adoption.

48% of consumers

who never or almost never use contactless payments cite knowledge gaps, like not knowing where or how to use it or whether their device has that capability.¹



Where are consumers looking to use contactless?¹

48% at the grocery store.

40% at retail stores.

38% at restaurants.

38% at convenience stores.

37% to pay at the pump.



DON'T do business WITHOUT ITSM

¹ Source: The Amex Trendex: 2022 Digital Payments Edition is based on a sample of 1,011 respondents weighted to U.S. census based upon gender, age, education, race and region. The anonymous survey was conducted online September 14–16, 2022.

² Source: The Amex Trendex: Digital Payments Edition was conducted online among a sample of 418 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 September 13–21, 2022.

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