Financial Lives 2024 survey

Payments

Selected findings

May 2025

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The Financial Lives survey: fieldwork dates and methodology

- Robust survey design, using random probability sampling of addresses (with invitation by post)
- All results are representative of all UK adults aged 18+, or of subgroups of all UK adults
- Each survey takes 2 years to set up, run and report
- The vast majority of fieldwork is conducted online
- Some people who do not use the internet take part online, with support. We also offer a way to take part offline. In 2017 and 2020 this was by in-home interviewing. Since 2022 this has been by telephone interviewing. In 2024, just over 1% of all interviews were conducted by telephone

	2017	**2020**	**2022**	**2024**
Number of interviews	12,865	16,190	19,145	17,950
Fieldwork period	13 Dec 2016 to 3 Apr 2017	30 Aug 2019 to 18 Feb 2020	1 Feb 2022 to 6 June 2022	5 Feb 2024 to 16 June 2024
	95% of the interviews were completed in early 2017	Over 70% of the interviews were completed in January and February 2020	Over 60% of the interviews were completed in May 2022	Just under 45% of the interviews were completed in May 2024 – the most in any month
	We refer to the results as 2017 or April 2017	We refer to the results as 2020 or February 2020	We refer to the results as 2022 or May 2022	We refer to the results as 2024 or May 2024
Fieldwork mode	Online & in-home interviews	Online & in-home interviews	Online & telephone interviews	Online & telephone interviews

For more information on our latest survey, see the Financial Lives 2024 survey: Technical Report

The Financial Lives 2024 survey: questionnaire coverage

Nearly **1,300** questions, covering:

Core question sets

Demographics	Attitudes	Product ownership	Assets & debts

Product-related question sets

Retail banking	Cash savings	Payments	
Mortgages	Credit & loans	General insurance & protection	
Consumer investments	Pension accumulation	Pension decumulation	Financial advice & support

Cross-sector question sets

Access	Financial promotions	Claims management
Consumer experiences with financial services	Fraud & scams	

Topic-based question sets

Platforms (non-advised)	Responsible investments	Unbanked
Deferred payment credit	Awareness of the FCA	Pre-paid funeral plans

Please visit the FLS resources library for all published outputs

Main reports

We have published key selected findings from the Financial Lives 2024, 2022, 2020 and 2017 surveys through main reports and short interim reports.

Sector slide decks

We published 6 retail sector slide decks alongside our 2022 survey main report.

For links to our 2024 slide decks, see the next slide.

Questionnaires

The questionnaires from the Financial Lives 2024, 2022, 2020, and 2017 surveys are also published. For a short intro to survey content, see our 2024 survey crib sheets.

Data tables

The data tables from our 2024, 2022, 2020, and 2017 surveys provide access to the results of almost all the survey questions and cut the results by many different subgroups of consumers.

Raw data

Raw data from the Financial Lives 2022, 2020 and 2017 surveys can be accessed by applying to the Geographic Data Service (GeoDS). We will make the 2024 survey data available through GeoDS by September 2025.

FLS team inbox

Please email us with any queries or to share how you use FLS:

financiallivessurvey@fca.org.uk.

The Financial Lives 2024 survey: a main report and 18 slide-based reports

Main report	Slide-based reports			
	Sectors/products		**More specific topics & cross-sector topics**	
	Cash savings	Mortgages	Awareness of the FCA	Forbearance & debt advice
	Consumer investments	Payments	Claims management	Fraud and scams, and financial promotions
	Credit & loans	Pensions	Consumers' experiences with financial services	Platforms (non-advised)
	Financial advice & support	Retail banking	Credit information	Vulnerability & financial resilience
	General insurance & protection		Financial inclusion	

Citing accurately from our reports

We have tried to provide on the slides all the information you need to read them accurately, not least who was asked the question and the question wording.

Nonetheless, when citing from our reports, we advise that you look at the questionnaire for any additional information given to respondents, eg you will see any definitions provided to respondents.

Other useful resources, to help you understand results fully, are:

o   Annex A (Product holdings), a spreadsheet covering over 100 different financial products, or groups of products such as high-risk investments. It shows the proportion and absolute number of UK adults who – in their own name or, where applicable, in joint names – hold each of these products. Results for 2024 are also broken down by sex, age, employment status, ethnicity, individual housing tenure, annual household income, different characteristics of vulnerability, nations and the regions of England, the most and the least deprived areas of the UK, and by rural and urban locations. A Guide to the Annex explains how we calculate product holders, and describes the small changes made to the product holding data we collect in 2024

o   Annex B (Full glossary of terms) covers the terms used in all the slide-based reports. Each slide-based report also has its own glossary (at the end), with entries selected from the Full glossary of terms

o   Annex C (Caveats) sets out small limitations on the interpretation of results between the 2022 and 2024 surveys, where questions have been amended but not so much that results cannot be tracked

Please note: Financial Lives is a consumer survey of UK adults' financial behaviour, perceptions, and experience with financial services. As such, it tells us what consumers think, feel and know. The results may vary from the results of other surveys based on differences in survey methodology or question wording, or from market data not based on respondent recollection.

A guide to reading most charts

Consumer confidence in managing their money (2017/2020/2022/2024)

	2017	2020	2022	2024
High (9-10)	37%	40%	37%	39%
Moderate (7-8)	39%	37%	39%	39%
Low (0-6)	24%	23%	24%	22%

■ Low (0-6) ■ Moderate (7-8) ■ High (9-10)

Base: All UK adults (2017:12,865/ 2020:16,190/ 2022:19,145/ 2024:17,950) excluding 'don't know' responses (1%/1%/1%/1%)

Question: AT1a (Rebased). How confident do you feel managing your money?

Notes: None.

Title, including the dates of the survey(s) from which the results come. This chart compares results across the 4 Financial Lives surveys (April 2017, February 2020, May 2022, and May 2024 – although the months are not stated).

Proportions of the reported population, weighted to represent – in this case – all UK adults. Check the **Base** to learn what the reported population is.

The **Legend** clarifies what each colour in the chart indicates. In this case, it is three levels of confidence consumers have in managing their money.

Base. The reported population, including the number of respondents. A smaller number of respondents indicates a larger margin of error around the statistic.

The proportion of respondents selecting 'don't know' (and/or 'prefer not to say') is also indicated in the Base. When the base excludes such respondents, this means we have assumed that, had they given substantive answers, these answers would have been distributed proportionately across the other answer options – which, in this case, were 0 to 10.

Question: The question number (here AT1a) is shown, so that you can find the question in the questionnaire or the full results in the data tables. Although the question wording is shown here, the full context, including any additional information given to respondents, is available in the questionnaire.

Where we chart using a summary variable (the results of two or more questions combined), we include the summary variable number instead of a question number. Summary variables can be found in the data tables.

Notes: Any additional notes about the question wording or interpretation, or about the comparison of results between the 2017, 2020, 2022 and 2024 Financial Lives surveys. If there are no notes, this element of the chart will be absent.

A guide to reading charts that show percentage point changes

Life insurance policy held and percentage point change since 2022, by sex and age (2024)

pp change (2022-2024)

3% | -1% | -2% | -1% | 3% | -4% | -5% | -2% | 3% | 0% | -1%

% of adults who hold a life insurance policy (2024)

All UK adults	Male	Female	18-24	25-34	35-44	45-54	55-64	65-74	75+
28%	29%	27%	9%	26%	40%	43%	32%	16%	14%

Sex | Age

Legend:
- Hold life insurance policy (2024)
- Statistically significant change
- Change that is not statistically significant

Base: All UK adults (2024:17,950/ 2022:19,145)

Question: POSum1. Product holding summary 1

Percentage point (pp) change in the results between 2022 and 2024

For example, in this case, there was a 2pp reduction in the proportion of men who held a life insurance policy between 2022 (31%) and 2024 (29%), and this change was statistically significant (red colour), while there was a 1pp reduction for women, which was not statistically significant (light red). By age, there was a 3pp increase in the proportion of 55-64 year olds with a life insurance policy, and this change was statistically significant (green colour).

2024 results

For example, in this case, 28% of all UK adults held a life insurance policy in 2024.

Legends

These clarify what each colour in the chart indicates. For all percentage point change charts, maroon is used for the 2024 results, traffic light green and red are used to indicate a percentage point change of +/- 0.5% or more (ie +/- 1pp when rounded to the nearest whole number), and lighter shades of green and red are used to indicate a percentage point change that is not statistically significant.

A guide to reading tables

Level of knowledge about financial matters (self-rated)

All UK adults (2017/2020/2022/2024)

Year	High (9-10)	Moderate (7-8)	Low (0-6)
2017	16%	38%	46%
2020	20%	41%	39%
2022	20%	42%	38%
2024	21%	43%	36%

■ Low (0-6) ■ Moderate (7-8) ■ High (9-10)

Demographic groups most likely to have low knowledge about financial matters (2024)

All UK adults	36%
In financial difficulty	59%
Poor financial numeracy	54%
Unemployed	53%
Aged 18-24	53%

Base: All UK adults (2017:12,865/ 2020:16,190/ 2022:19,145/ 2024:17,950) excluding 'don't know' responses (1%/1%/1%/1%)

Question: AT5 (Rebased). How knowledgeable would you say you are about financial matters?

Occasionally, we present results in chart and table form on the same page.

The chart shows the range of results given – in this case, the proportion of all UK adults who rate their knowledge of financial matters as low (36% in 2024), moderate (43%) or high (21%).

Here, we have included **a table** to explore the 2024 results in more detail – in this case, showing demographic groups that were most likely to rate their knowledge about financial matters as low.

The **table title** provides information on the results being explored in the table – in this case, the percentage of adults rating their knowledge as 'low' in 2024.

The **title row in the table** restates the overall results for all UK adults – in this case, the 36% of all UK adults rating their knowledge as low, which can also be seen in the bar chart for 2024.

The **rows in the table** share results for demographic groups most or least likely to state this – in this case, for example, 59% of adults in financial difficulty rated their knowledge as low.

How to read the FLS slides: small but important conventions

Chart conventions

[x%]	Square brackets are used to caveat percentage results that are based on 50 to 99 unweighted observations. We rarely draw attention to such results in the headers to slides. **This is a common convention.**
*	An asterisk is used, and percentage results are not provided, where the number of respondents or observations (also called the unweighted base) is too low, ie fewer than 50.
0%	The result is less than 0.5%.
0.7%	Statistics are cited to zero decimal place, except for product holdings where 10% or fewer adults hold the product, and for a small number of other ad hoc reasons – in these cases, results are cited to one decimal place.
unp	Unprompted response. The answer code frame for many survey questions includes an 'Other (write in)' response option. This allows respondents to give a response which has not been prompted. These responses are not directly comparable to pre-existing, or prompted, response options
na	Question or response option not asked.
n/a	Not applicable.

How to read the FLS slides: rounding, rebasing and statistically significant differences

Rounding

Totals may not add to 100%, or look like they add up:

- Percentages derived from the survey analysis or associated calculations are usually rounded upwards or downwards to the nearest whole number. Where a percentage, calculated to one decimal place, is x.5%: the convention is to round upwards, eg 56.5% is shown as 57%

- Another example: it may be correct to say there is an 8 percentage point difference between 41% and 48%, if these results are rounded from 40.5% and 48.4%

Multi-coded questions

Many questions in FLS allow respondents to select more than one option from a list of response options. As a result, results for these questions will sum to more than 100%.

Rebasing

Findings are usually rebased to exclude respondents who refuse to answer a question by selecting a 'prefer not to say' code. We also rebase results to exclude respondents who say 'don't know', where this is not a meaningful result. The base information below charts gives the details on the weighted proportion of respondents who have been excluded because they selected 'don't know' or 'prefer not to say'. Whether a result is meaningful or not is sometimes a matter of interpretation. We encourage the reader to consult the weighted data tables, which include both the rebased results and the non-rebased results.

Statistically significant differences

We have tested all the survey results to a confidence interval (CI) of 95%. Where we pick out results in the slide text, they are always statistically significant to a confidence level of 95%, unless we explicitly say they are not. This applies to the comparison of results both for different consumers in the same survey (eg men and women) and for the same consumer group between the Financial Lives surveys (eg results for women in 2022 compared with results for women in 2024).

- An example of where we mention a result that is not statistically significant is: "0.7 million adults (1.4%) made a claim for compensation in the 12 months to May 2024 – not statistically different from the 1.2% who did so in the 12 months to May 2022"

How to read the FLS slides: reporting averages for monetary values

Why we report medians for monetary values

Almost all monetary value questions in the Financial Lives survey, such as household income or savings, ask respondents to select from pre-defined ranges rather than provide an exact figure. This is standard practice in surveys, because it encourages more responses – people are more likely to answer when given a range and less likely to give a 'prefer not to say' or 'don't know' answer.

Our principal goal in reporting these questions is to show the proportion of respondents selecting each range. However, averages can also be useful when comparing different groups of consumers and when tracking changes over time, so we sometimes also report an average measure.

While it is common practice in surveys to report means, we have chosen not to do so because calculating a mean requires selecting a single point within each range, which is not straightforward. Responses within any given range (eg £30,000-£50,000) may not be clustered around the midpoint, and for open-ended top bands (eg £50,000 or more), any assigned value would need to be based on assumptions rather than actual data. Since different choices of the point values to use in calculations can lead to different mean estimates, we have chosen to report medians instead.

To do this, we report the median band. This is the range in which the middle respondent falls and provides an objective summary of the data, without requiring an assumption to be made about the distribution of responses within each range. However, the median band also has its limitations. In particular, it can mask small shifts in responses over time or between different consumer groups, as a substantial difference is often needed to move the median into a different band (or range).

How to read the FLS slides: most commonly used analysis groups

Analysis group	Description
Sex	In the 2017 and 2020 questionnaires, we captured a respondent's gender. In 2022 and 2024 we also asked what their sex is, and we use this as the primary reporting variable. We made this change, as sex is one of the 9 characteristics identified as protected in the Equality Act 2010, and to be able to explore better through FLS the different experiences of consumers from diverse backgrounds. We do not chart results for those who 'prefer not to say'.
Age	As standard, we use the following age bands: 18-24, 25-34, 35-44, 45-54, 55-64, 65-74, and 75+. Occasionally, we use other age bands where these are more helpful for analysis. For example, for reporting on adults who have decumulated a pension, it may be more helpful to report for all adults aged 55+, or when reporting for older adults with a mortgage, it may be more helpful to report for all adults aged 65+.
Ethnicity	We report for: White, Black & Black British, Asian & Asian British, mixed/multiple ethnicity, and other ethnicity. In some instances, sample size constraints mean that we report collectively for 'minority ethnic adults' (which includes all non-White adults and White adults who describe their ethnic background as Gypsy or Irish traveller). We do not chart results for those who 'prefer not to say'.
Employment status	We report for: employed, self-employed, unemployed, retired, semi-retired, and other. 'Other' includes: temporarily sick with no job to go to, permanently sick or disabled, students, looking after the home, and full-time carers. 'Semi-retired' is defined to survey respondents as drawing a pension or other income but still working. We do not chart results for those who 'don't know'.
Housing tenure	We report for: own outright, mortgage, renting, and other. 'Mortgage' includes those who own their property with a mortgage, or with a lifetime mortgage, or who pay part rent/part mortgage (shared ownership). 'Other' includes: those who live rent-free (eg with parents, partner, relatives or in friends' property) or who occupy the property they currently live in in some other way. We do not chart results for those who 'don't know'.
Household income	Household income is defined for survey respondents as their 'total annual household income from all sources (including benefits) before tax and other deductions'. As standard, we use the following bands: Less than £15k, £15k - <£30k, £30k - <£50k, £50k+. We do not chart results for those who 'don't know' or 'prefer not to say'.
Characteristics of vulnerability	We define a vulnerable consumer as someone who, due to their personal circumstances, is especially susceptible to harm, particularly when a firm is not acting with appropriate levels of care. We report for adults with any characteristics of vulnerability, or with characteristics associated with one of the 4 key drivers of vulnerability (poor health, capability, resilience, negative life events). To report on vulnerability, we apply an algorithm to our survey results, to identify whether respondents display at least one characteristic of vulnerability across the 4 drivers.

Section 2

Use of digital payments

2.1 Use of digital payments: Overview

- <u>Use of different a variety of digital payment services in the last 12 months</u>

In 2024, the use of mobile or digital wallets and of deferred payment credit to pay for goods or services continued to increase

Use of a variety of digital payment services in the last 12 months (2017/2020/2022/2024)

Service	2024	2022	2020	2017
Made a contactless payment using a debit or credit card or mobile phone	92%	91%	84%	63%
Paid an individual or firm through a direct bank transfer [1]	72%	72%	na	na
Used a credit card to pay for goods or services	59%	56%	59%	56%
Used a mobile or digital wallet to pay for goods or services	52%	47%	28%	14%
Used a payment initiation service to make a payment [2] directly from your bank account to another party	34%	na	na	na
Used deferred payment credit to pay for goods or services [1]	20%	17%	na	na
Made an international money transfer	13%	10%	10%	6%
Used a store card to pay for goods or services	8%	8%	10%	10%
Used a loadable pre-paid card to pay for goods or services	8%	4%	7%	7%
Ever paid for goods or services using cryptocurrency [1]	2%	3%	na	na

■ 2024　■ 2022　■ 2020　■ 2017

Base: All UK adults (varies by year and question: 2,871-19,145) **Question:** P_CC4b/P_CC4c/P_RB7_1/P_RB7_3/POSum1. In the last 12 months, have you used a [credit card/store card/mobile or digital wallet/loadable pre-paid card/deferred payment credit (unregulated 'Buy Now, Pay Later')] to pay for goods or services? / PO_Pay14 (Rebased). Have you ever paid for goods or services using cryptocurrency, eg through a cryptocurrency payment app such as Coinbase or BitPay? / P_RB1B/PAY1/PAY33D (Rebased). In the last 12 months, have you [made any contactless payments/paid an individual or firm through a direct bank transfer/used a service that directly initiates a payment from your bank account to another party, without you having to enter your bank account or card details]? **Notes:** [1] Question added to the 2022 survey. [2] Question added to the 2024 survey.

2.2 Card payments

- <u>Adults who have used a credit card, store card or loadable pre-paid card in the last 12 months</u>

- <u>Adults who have used a credit card in the last 12 months, across a variety of demographic segments</u>

- <u>Main areas of credit card expenditure for credit card revolvers</u>

- <u>Adults who have used a store card in the last 12 months, across a variety of demographic segments</u>

- <u>Main reasons for using a store card</u>

- <u>Adults who have used a loadable pre-paid card in the last 12 months, across a variety of demographic segments</u>

- <u>Main reasons for using a loadable pre-paid card</u>

In the 12 months to May 2024, 59% of adults paid for goods or services using a credit card (up 3pp from 2022), 8% used a store card (as in 2022), and 8% used a loadable pre-paid card (up 4pp from 2022)

Adults who have used a credit card, store card or loadable pre-paid card in the last 12 months to pay for goods or services (2017/2020/2022/2024)

Legend: ■ Credit card ■ Store card ■ Loadable pre-paid card

2017: Credit card 56%, Store card 10%, Loadable pre-paid card 7%
2020: Credit card 59%, Store card 10%, Loadable pre-paid card 7%
2022: Credit card 56%, Store card 8%, Loadable pre-paid card 4%
2024: Credit card 59%, Store card 8%, Loadable pre-paid card 8%

Base: All UK adults (2017:12,865/ 2020:16,190/ 2022:19,145/ 2024:17,950)   **Question:** P_CC4b/ P_CC4c/ P_RB7_3. In the last 12 months, have you used a [credit/store/loadable pre-paid] card to pay for goods or services? **Notes:** Results for loadable pre-paid card exclude 'don't know' responses (2%/0%/2%/7%) and in the 2024 survey are based on 2,871 responses rather than 17,950. In Financial Lives, we also collect data on the proportion of UK adults who hold a credit card (65% in 2024) and the proportion who hold a store card 12% in 2024). These figures are higher than reported in this chart, because some adults hold a card but have not used it to pay for goods or services in the last 12 months.

Adults most likely to have used a credit card to pay for goods or services in the 12 months to May 2024 were aged 45+, had a household income of £30k+, showed no characteristics of vulnerability, or lived in the least deprived areas of the UK

Adults who have used a credit card in the last 12 months to pay for goods or services and percentage point change since 2022, across a variety of demographic segments (2024)

pp change (2022-2024):
- All UK adults: 3%
- Male: 2%
- Female: 4%
- 18-24: 1%
- 25-34: -1%
- 35-44: -1%
- 45-54: 3%
- 55-64: 3%
- 65-74: 5%
- 75+: 9%
- Minority ethnic: -1%
- Not minority ethnic: 4%
- Employed: 1%
- Self employed: 4%
- Unemployed: 4%
- Retired: 7%
- Semi-retired: 0%
- Other: 2%
- Own outright: 6%
- Mortgage: 2%
- Renting: 3%
- Other: 0%
- Less than £15k: 6%
- £15k - <£30k: 2%
- £30k - <£50k: 0%
- £50k+: 2%
- Poor health and/or progressive conditions: 6%
- Low capability: 3%
- Negative life events: 6%
- Low resilience: 5%
- Shows any: 4%
- Shows none: 0%
- 1 (most deprived): 2%
- 10 (least deprived): 0%

% of adults who used a credit card in the last 12 months (2024):
- All UK adults: 59%
- Male: 63%
- Female: 56%
- 18-24: 24%
- 25-34: 52%
- 35-44: 59%
- 45-54: 65%
- 55-64: 67%
- 65-74: 71%
- 75+: 67%
- Minority ethnic: 46%
- Not minority ethnic: 62%
- Employed: 62%
- Self employed: 66%
- Unemployed: 28%
- Retired: 70%
- Semi-retired: 78%
- Other: 28%
- Own outright: 74%
- Mortgage: 71%
- Renting: 45%
- Other: 35%
- Less than £15k: 38%
- £15k - <£30k: 57%
- £30k - <£50k: 66%
- £50k+: 75%
- Poor health and/or progressive conditions: 52%
- Low capability: 37%
- Negative life events: 60%
- Low resilience: 46%
- Shows any: 51%
- Shows none: 66%
- 1 (most deprived): 38%
- 10 (least deprived): 71%

Categories: Sex | Age | Ethnicity | Employment status | Housing tenure | Household income | Characteristics of vulnerability | IMD

Legend:
- Used a credit card in the last 12 months
- Statistically significant change
- Change that is not statistically significant

Base: All UK adults (2022:19,145/ 2024:17,950)

Question: P_CC4b (Rebased). Thinking of the credit card(s) you have now, or have held in the last 12 months, have you used the card(s) in the last 12 months?

In 2024, 31% of credit card revolvers had used their credit card in the previous 12 months to cover everyday essential expenses – down from 36% in 2020. Other main areas of expenditure were one-off large expenses (24%) and everyday non-essential expenses (19%)

Main areas of credit card expenditure, among credit card revolvers who took out their card in the last 3 years (2020/2022/2024)

Category	2024	2022	2020
To cover everyday essential expenses, eg food, transport, energy bills	31%	33%	36%
One-off large expense, eg a holiday, car, wedding	24%	18%	23%
To cover everyday non-essential expenses, eg socialising, entertainment	19%	na	na
To treat myself, or other people, eg gifts for family or friends	18%	20%	22%
Unexpected expense, eg broken boiler or car	18%	19%	18%
To pay off most or all my other debts – debt consolidation	12%	11%	11%
Home improvements	11%	12%	12%
To pay off a debt	10%	9%	12%
To pay for medical treatment(s)	3%	2%	1%
To cover rent or mortgage payments	2%	1%	3%
To help a friend/family member	2%	3%	4%
To pay for habits such as gambling	0%	1%	1%
To invest, eg in shares, bonds, cryptocurrencies or cryptoassets	0%	na	na

Base: All UK adults with a credit card taken out in the last 3 years and on which they revolve a balance (2020:1,585/ 2022:1,826/ 2024:1,869)

Question: CC61. When you have used your credit card over the last 12 months, what are the main things you have spent this money on?

Notes: Not shown on graph: 'Other' responses (1%/1%/2%) and 'Can't remember' responses (10%/13%/11%). Response options 'To cover everyday non-essential expenses' and 'To invest' added to the 2024 survey.

In 2024, as in 2022, women (11%) were nearly twice as likely as men (6%) to have used a store card in the previous 12 months. Adults aged 75+ (11%) were also more likely to have done so than younger adults

Adults who have used a store card in the last 12 months to pay for goods or services and percentage point change since 2022, across a variety of demographic segments (2024)

Base: All UK adults (2022:19,145/ 2024:17,950)

Question: P_CC4c (Rebased). Thinking of the store card(s) you have now, or have held in the last 12 months, have you used the card(s) in the last 12 months?

23

Of the 4.4m adults who had used a store card to pay for goods or services in the 12 months to May 2024, 55% said the main reason they had used it was for convenience/speed (up from 39% in 2022), and 32% said it was so they don't have to pay straightaway

Main reasons for using a store card to pay for goods or services (2022/2024)

Reason	2024	2022
Convenience/speed	55%	39%
I don't have to pay straightaway	32%	32%
I get rewards (e.g. cashback on spending, air miles)	25%	22%
I have trust that the payment will be made	24%	18%
This method provides protection, should something go wrong	21%	6%
It is secure – I have confidence my personal information will be safe	11%	na
It helps me control my spending	10%	4%
I have no other option but to use this method	8%	9%

Base: All UK adults who have used a store card in the last 12 months (2022:164/ 2024:207)
Question: PAY6d. When you use a store card, what are the main reasons for choosing this method of payment?

Self-employed adults (15%) and those with a household income of £50k+ (13%) were most likely to have used a loadable pre-paid card in the year to May 2024. Adults in the least deprived areas of the UK were twice as likely as those in the most deprived areas to have used a card

Adults who have used a loadable pre-paid card in the last 12 months to pay for goods or services and percentage point change since 2022, across a variety of demographic segments (2024)
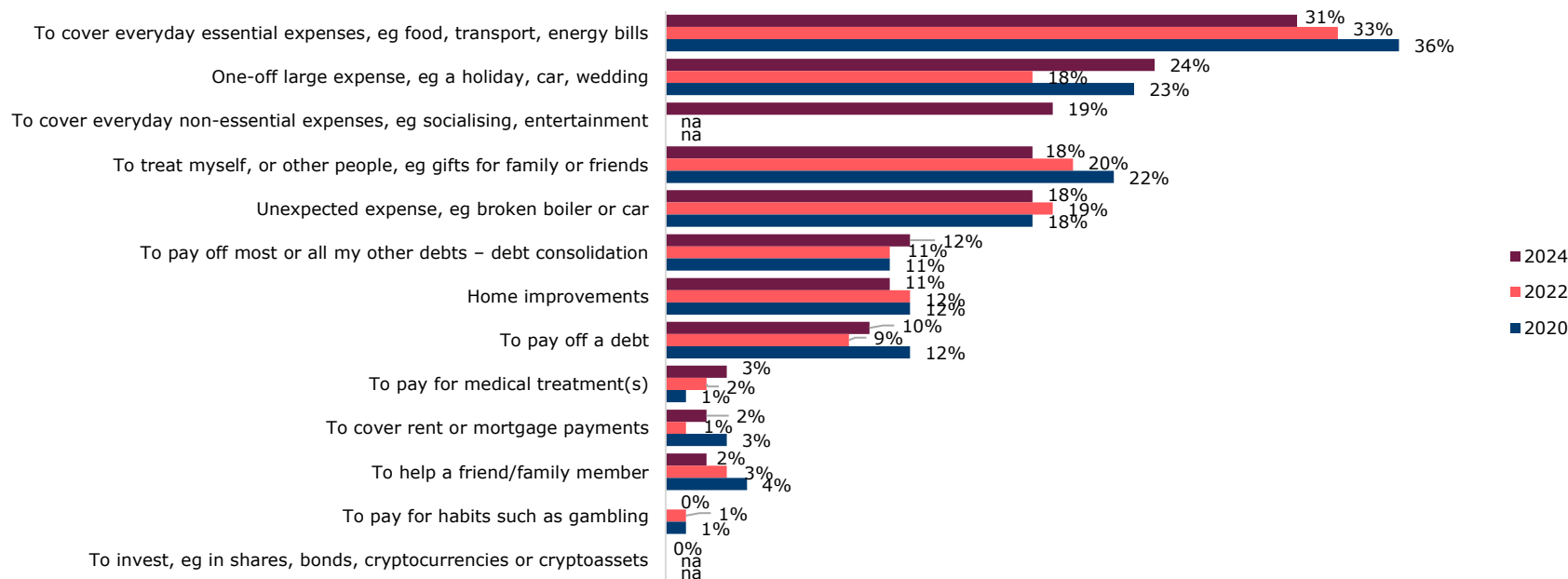

Chart — pp change (2022-2024):
4%, 3%, 5%, 2%, 6%, 4%, 3%, 6%, 5%, 2%, 2%, 5%, 5%, 9%, -2%, 4%, 4%, 0%, 5%, 7%, 3%, 0%, 3%, 3%, 3%, 8%, 3%, 5%, 4%, 4%, 4%, 4%, 0%, 5%

Chart — % of adults who used a loadable pre-paid card in the last 12 months (2024):

Category	Value
All UK adults	8%
Male (Sex)	7%
Female (Sex)	8%
18-24 (Age)	6%
25-34 (Age)	9%
35-44 (Age)	9%
45-54 (Age)	8%
55-64 (Age)	9%
65-74 (Age)	8%
75+ (Age)	5%
Minority ethnic (Ethnicity)	7%
Not minority ethnic (Ethnicity)	8%
Employed (Employment status)	9%
Self employed (Employment status)	15%
Unemployed (Employment status)	2%
Retired (Employment status)	6%
Semi-retired (Employment status)	[7%]
Other (Employment status)	4%
Own outright (Housing tenure)	7%
Mortgage (Housing tenure)	11%
Renting (Housing tenure)	6%
Other (Housing tenure)	4%
Less than £15k (Household income)	5%
£15k - <£30k (Household income)	6%
£30k - <£50k (Household income)	7%
£50k+ (Household income)	13%
Poor health and/or progressive conditions (Characteristics of vulnerability)	5%
Low capability (Characteristics of vulnerability)	8%
Negative life events (Characteristics of vulnerability)	8%
Low resilience (Characteristics of vulnerability)	8%
Shows any (Characteristics of vulnerability)	7%
Shows none (Characteristics of vulnerability)	8%
1 (most deprived) (IMD)	4%
10 (least deprived) (IMD)	8%

Legend: ■ Used a loadable pre-paid card in the last 12 months ■ Statistically significant change ■ Change that is not statistically significant

Base: All UK adults (2022:19,145/ 2024:2,871) excluding 'don't know' responses (2%/7%)

Question: P_RB7_3 (Rebased). In the last 12 months, have you used a loadable pre-paid card?

Of the 3.9m adults who used a loadable pre-paid card to pay for goods or services in the 12 months to May 2024, 53% said the main reason for using it was for convenience/speed, and 25% said it provides protection should something go wrong (up 17pp since 2022)

Main reasons for using a loadable pre-paid card to pay for goods or services (2022/2024)

Reason	2024	2022
Convenience/speed	53%	[63%]
This method provides protection, should something go wrong	25%	[7%]
It helps me control my spending	20%	[14%]
It is secure – I have confidence my personal information will be safe	18%	na
I have trust that the payment will be made	17%	[27%]
I have no other option but to use this method	8%	[18%]

■2024
■2022

Base: All UK adults who used a loadable pre-paid card in the last 12 months (2022:69/ 2024:242)
Question: PAY6e. When you use a loadable pre-paid card, what are the main reasons for choosing this method of payment?

2.3 Mobile or digital wallets

- Adults who have used a mobile or digital wallet to pay for goods or services in the last 12 months or are registered with a mobile or digital wallet provider

- Adults who have used a mobile or digital wallet to pay for goods or services in the last 12 months, across a variety of demographic segments
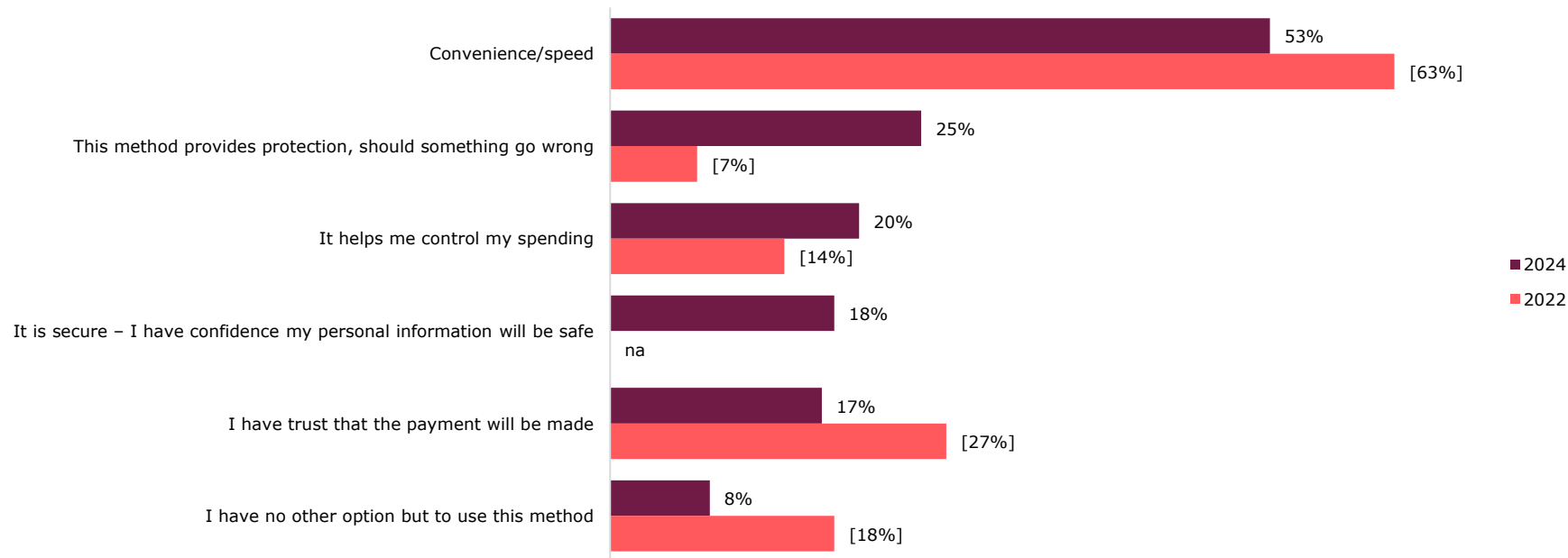
- Preference for using a mobile or digital wallet over traditional payment methods

- Frequency of use of mobile or digital wallets, when making purchases in a shop or online

- Adults who use a mobile or digital wallet daily, either in a shop or online, across a variety of demographic segments

60% of adults were registered with a mobile or digital wallet provider in 2024. Most of them, equating to 52% of all adults, had used their mobile or digital wallet to pay for goods or services in the previous 12 months – up 5pp from 2022 and a continued rise from 14% in 2017

Adults who have used a mobile or digital wallet to pay for goods or services in the last 12 months (2017/2020/2022/2024) or are registered with a mobile or digital wallet provider (2024)

14%	28%	47%	52%	60%
2017	2020	2022	2024	2024

Used a mobile or digital wallet to pay for goods or services in the last 12 months | Registered with a mobile or digital wallet, even if not used in the last 12 months

Base: All UK adults (2017:12,865/ 2020:16,190/ 2022:19,145/ 2024:2,871) excluding 'don't know' responses (2%/2%/3%/7%)

Question: P_RB7_1 (Rebased). In the last 12 months, have you used a mobile or digital wallet to pay for goods or services? This is an app that stores payment card information on a mobile device, eg Apple Pay, Amazon Pay, Google Pay, Samsung Pay or PayPal digital wallet. A mobile or digital wallet may also be provided by your bank, building society, or a payment services institution or e-money provider/ PAY27D_DV. Derived variable which creates a single list of digital wallet accounts held, regardless of whether used in last 12 months

Younger adults aged 18-44 were most likely to have used a mobile or digital wallet to pay for goods or services in the 12 months to May 2024

Adults who have used a mobile or digital wallet to pay for goods or services in the last 12 months and percentage point change since 2022, across a variety of demographic segments (2024)

Base: All UK adults (2022:19,145/ 2024:2,871) excluding 'don't know' responses (3%/7%) **Question:** P_RB7_1 (Rebased). In the last 12 months, have you used a mobile or digital wallet to pay for goods or services? This is an app that stores payment card information on a mobile device, eg Apple Pay, Amazon Pay, Google Pay, Samsung Pay or PayPal digital wallet. A mobile or digital wallet may also be provided by your bank, building society, or a payment services institution or e-money provider

In 2024, 34% of adults used a mobile or digital wallet either as their main form of payment (23%) or used it as much as traditional payment methods (12%). Half (51%) of 18-24 year olds used a mobile or digital wallet as their main form of payment

Preference for using a mobile or digital wallet to pay for goods or services (2024)

All UK adults

Category	Value
It is my main form of payment - I use it more than traditional payment methods	23%
I use it equally as much as traditional payment methods	12%
I only use it in specific circumstances, but generally prefer traditional payment methods	10%
I rarely use it - I prefer traditional payment methods	10%
I never use it - I only use traditional payment methods	4%
Don't know	2%
Not registered with a mobile or digital wallet	40%

Main/equal to traditional payments: 34%

Those who use a mobile or digital wallet as their main form of payment, by sex and age

		Value
	All UK adults	23%
Sex	Male	22%
Sex	Female	25%
Age	18-24	51%
Age	25-34	39%
Age	35-44	28%
Age	45-54	18%
Age	55-64	10%
Age	65-74	5%
Age	75+	4%

In 2024, 14% of adults used a mobile or digital wallet daily when making purchases in a shop – and 7% used a mobile or digital wallet daily when making purchases online

Frequency of use of a mobile or digital wallet when making purchases in a shop (2024)

- Daily — 14%
- Three or more times per week — 12%
- Once or twice per week — 9%
- Once or twice per month — 7%
- Once or twice per year — 4%
- Only once or twice before — 4%
- Never — 50%

Frequency of use of a mobile or digital wallet when making purchases online (2024)

- Daily — 7%
- Three or more times per week — 9%
- Once or twice per week — 12%
- Once or twice per month — 16%
- Once or twice per year — 5%
- Only once or twice before — 4%
- Never — 47%

Base: All UK adults (2024:2,871)
Question: Pay24D (Rebased) When you go to a shop, and have to make a physical payment, which of the following best describes how often, if at all, you use your mobile or digital wallet in this situation?

Base: All UK adults (2024:2,871)
Question: Pay23D (Rebased) When you make purchases online, which of the following best describes how often, if at all, you make payments using a mobile or digital wallet?

In 2024, adults who used a mobile or digital wallet daily, either in a shop or online, were most likely to be aged 18-34, minority ethnic adults, or have a household income of £50k+

Adults who use a mobile or digital wallet daily in a shop or online, across a variety of demographic segments (2024)

■ Use daily when making purchases in a shop　　■ Use daily when making purchases online

Segment	In a shop	Online
All UK adults	14%	7%
Male	13%	7%
Female	16%	8%
18-24	27%	14%
25-34	24%	15%
35-44	19%	8%
45-54	13%	6%
55-64	8%	4%
65-74	3%	1%
75+	2%	0%
Minority ethnic	20%	12%
Not minority ethnic	13%	6%
Employed	19%	10%
Self employed	12%	6%
Unemployed	19%	10%
Retired	3%	1%
Semi-retired	[4%]	[0%]
Other	18%	8%
Own outright	5%	2%
Mortgage	17%	7%
Renting	18%	11%
Other	20%	14%
<£15k	10%	6%
£15k - <£30k	10%	6%
£30k - <£50k	13%	5%
£50k+	20%	10%
Poor health and/or progressive conditions	9%	4%
Low capability	15%	10%
Negative life event	16%	7%
Low resilience	16%	10%
Shows any	14%	8%
Shows none	14%	6%

Categories: Sex | Age | Ethnicity | Employment status | Housing tenure | Household income | Characteristics of vulnerability

Base: All UK adults (2024:2,871)

Question: Pay24D (Rebased). When you go to a shop, and have to make a physical payment, which of the following best describes how often, if at all, you use your mobile or digital wallet in this situation?/ Pay23D (Rebased). When you make purchases online, which of the following best describes how often, if at all, you make payments using a mobile or digital wallet?

2.4 Contactless payments

- Adults who have made a contactless payment in the last 12 months

- Adults who have made a contactless payment in the last 12 months, across a variety of demographic segments

- Methods used for making contactless payments in the last 12 months

- Recall of entering PIN before completing a contactless payments in the last 12 months, and consumer attitudes towards the requirement to occasionally enter a PIN when making contactless payments

In 2024, 92% of adults had made a contactless payment in the last 12 months – not statistically different from 2022, but up from 2020 and 2017

Adults who have made a contactless payment in the last 12 months (2017/2020/2022/2024)

Base: All UK adults (2017:12,865/ 2020:16,190/ 2022:19,145/ 2024:2,871) excluding 'don't know' responses (1%/0%/5%/6%)

Question: P_RB1B (Rebased). In the last 12 months, have you made any contactless payments?

In 2024, there was widespread adoption of the use of contactless payments – even among older age groups, with use up 10pp since 2022 among those aged 75+ and up 11pp for those with a household income of less than £15k
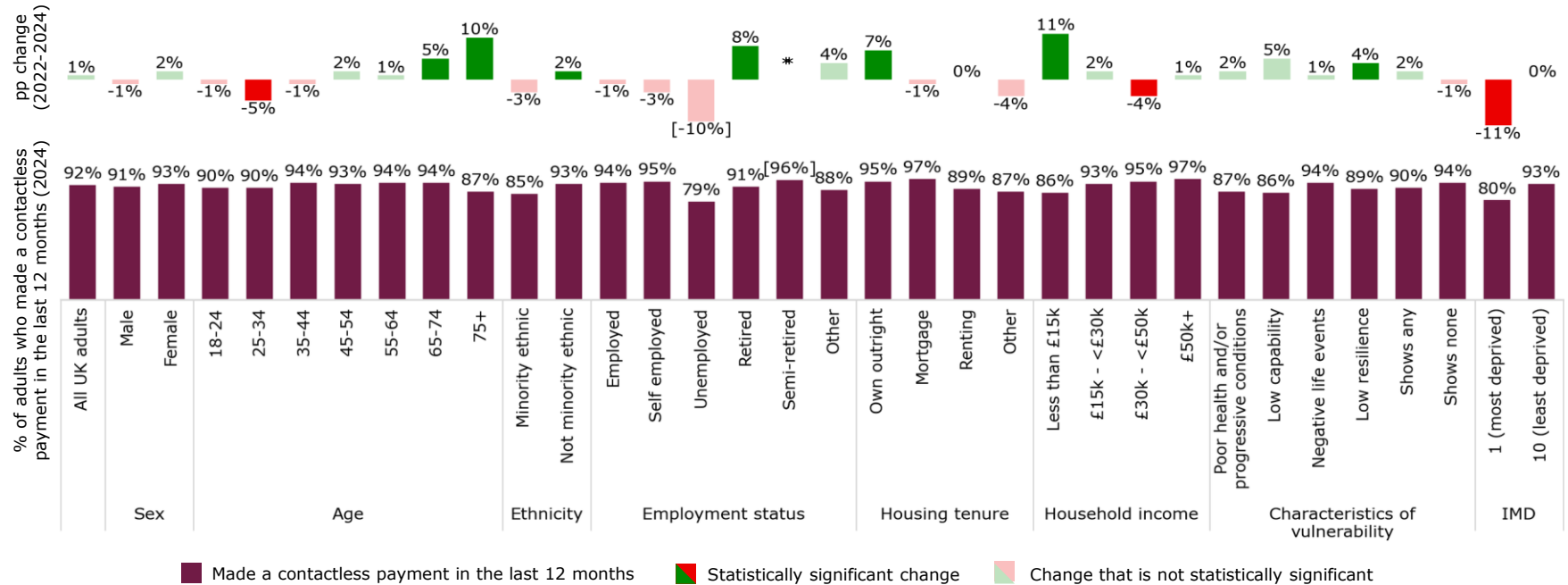
Adults who have made a contactless payment in the last 12 months and percentage point change since 2022, across a variety of demographic segments (2024)

pp change (2022-2024):

Segment	pp change
All UK adults	1%
Male	2%
Female	-1%
18-24	-1%
25-34	-5%
35-44	-1%
45-54	2%
55-64	1%
65-74	5%
75+	10%
Minority ethnic	-3%
Not minority ethnic	2%
Employed	-1%
Self employed	-3%
Unemployed	[-10%]
Retired	8%
Semi-retired	*
Other	4%
Own outright	7%
Mortgage	-1%
Renting	0%
Other	-4%
Less than £15k	11%
£15k - <£30k	2%
£30k - <£50k	-4%
£50k+	1%
Poor health and/or progressive conditions	2%
Low capability	5%
Negative life events	1%
Low resilience	4%
Shows any	2%
Shows none	-1%
1 (most deprived)	-11%
10 (least deprived)	0%

% of adults who made a contactless payment in the last 12 months (2024):

Segment	%
All UK adults	92%
Male	91%
Female	93%
18-24	90%
25-34	90%
35-44	94%
45-54	93%
55-64	94%
65-74	94%
75+	87%
Minority ethnic	85%
Not minority ethnic	93%
Employed	94%
Self employed	95%
Unemployed	79%
Retired	91%
Semi-retired	[96%]
Other	88%
Own outright	95%
Mortgage	97%
Renting	89%
Other	87%
Less than £15k	86%
£15k - <£30k	93%
£30k - <£50k	95%
£50k+	97%
Poor health and/or progressive conditions	87%
Low capability	86%
Negative life events	94%
Low resilience	89%
Shows any	90%
Shows none	94%
1 (most deprived)	80%
10 (least deprived)	93%

Categories: Sex | Age | Ethnicity | Employment status | Housing tenure | Household income | Characteristics of vulnerability | IMD

Legend:
- Made a contactless payment in the last 12 months
- Statistically significant change
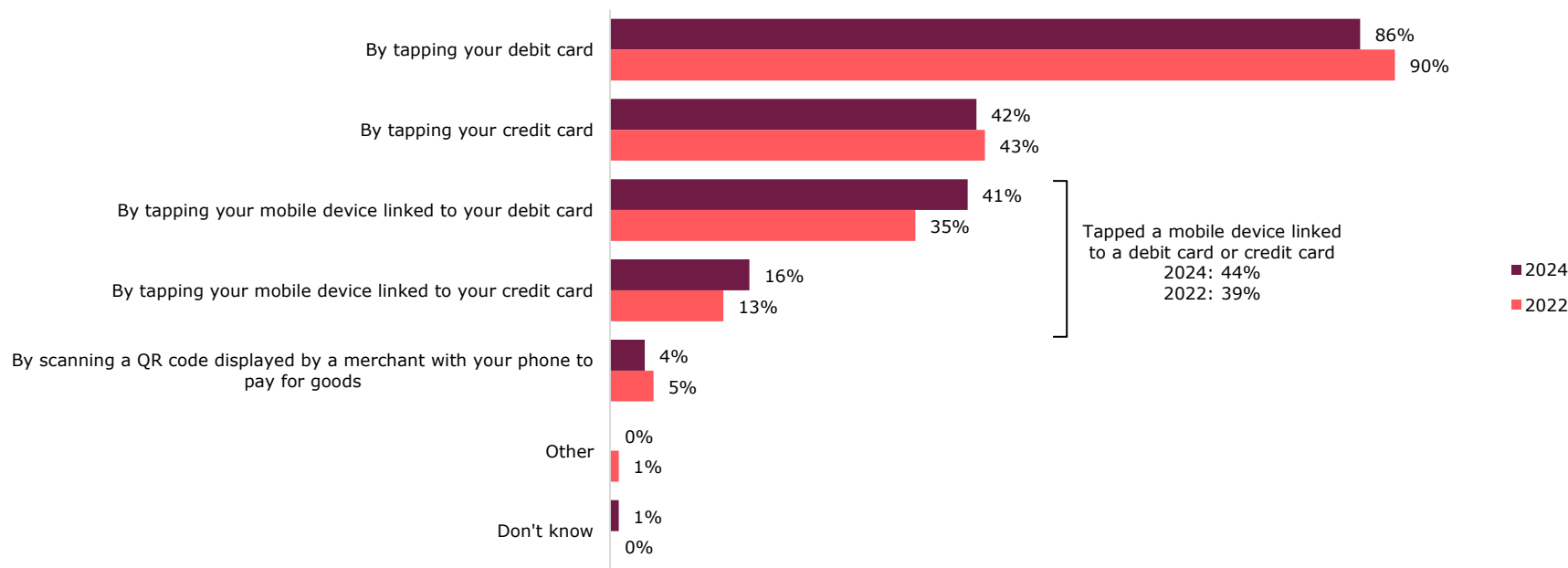- Change that is not statistically significant

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'don't know' responses (5%/6%)

Question: P_RB1B (Rebased). In the last 12 months have you made any contactless payments?

35

Of the 46.7m adults who had made contactless payments in the 12 months to May 2024, 86% did so by tapping their debit card (down 4pp since 2022), and 44% by tapping a mobile device linked to a debit card or credit card (up 5pp)

Methods used for making contactless payments in the last 12 months (2022/2024)

Method	2024	2022
By tapping your debit card	86%	90%
By tapping your credit card	42%	43%
By tapping your mobile device linked to your debit card	41%	35%
By tapping your mobile device linked to your credit card	16%	13%
By scanning a QR code displayed by a merchant with your phone to pay for goods	4%	5%
Other	0%	1%
Don't know	1%	0%

Tapped a mobile device linked to a debit card or credit card
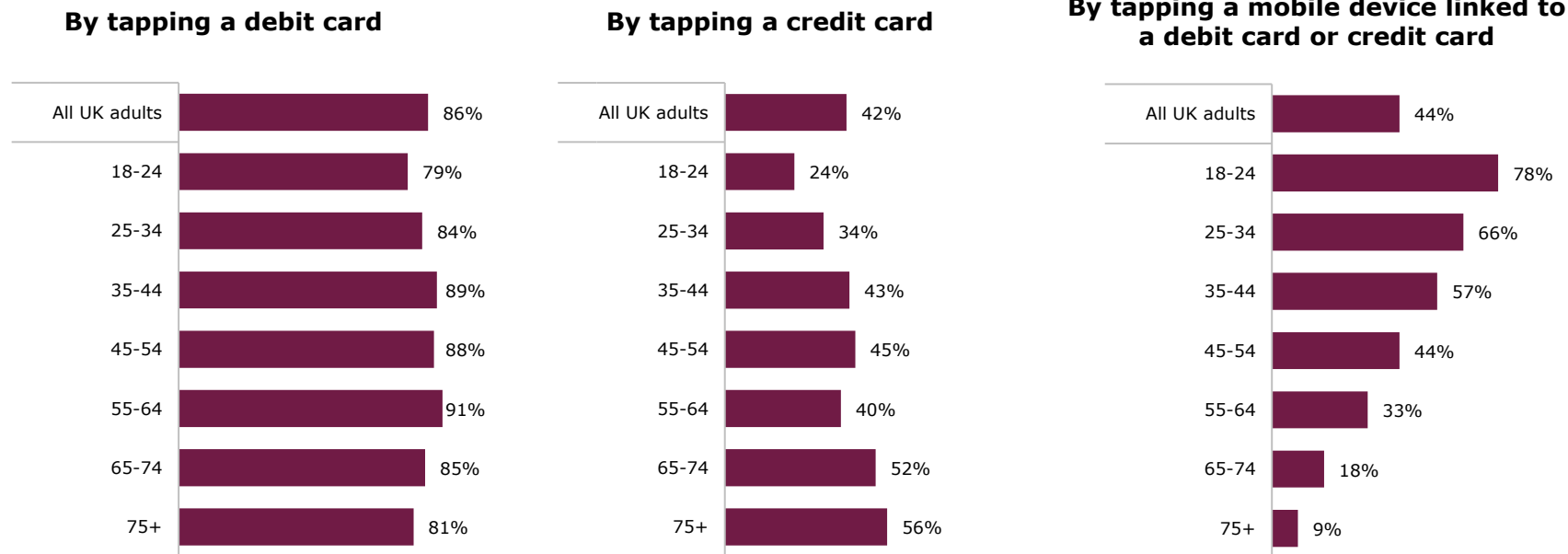2024: 44%
2022: 39%

Base: All UK adults who have made contactless payments in the last 12 months (2022:1,764/ 2024:2,566)
Question: PAY16. How have you made contactless payments in the last 12 months?

Younger adults were far more likely than older adults to have made a contactless payment in the 12 months to May 2024 using a mobile device, while older adults were more likely to use a credit card

Methods used for making contactless payments in the last 12 months, by age (2024)

By tapping a debit card

All UK adults	86%
18-24	79%
25-34	84%
35-44	89%
45-54	88%
55-64	91%
65-74	85%
75+	81%

By tapping a credit card

All UK adults	42%
18-24	24%
25-34	34%
35-44	43%
45-54	45%
55-64	40%
65-74	52%
75+	56%

By tapping a mobile device linked to a debit card or credit card

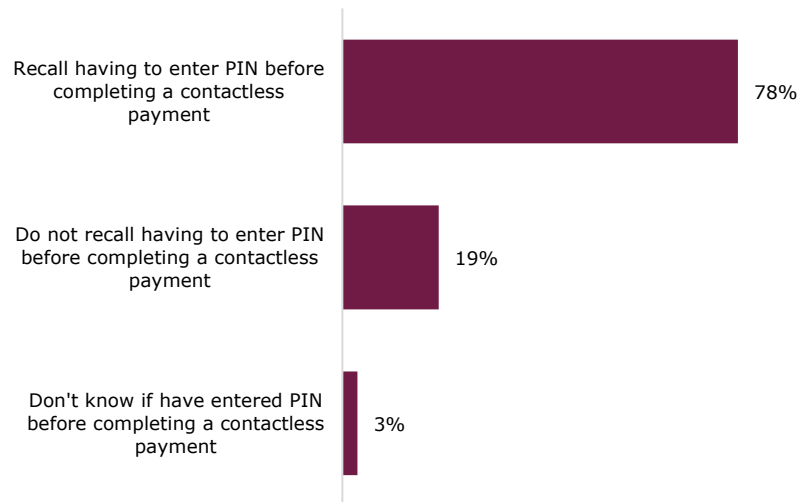|	
All UK adults	44%
18-24	78%
25-34	66%
35-44	57%
45-54	44%
55-64	33%
65-74	18%
75+	9%

Base: All UK adults who have made contactless payments in the last 12 months (2024:2,566)
Question: PAY16. How have you made contactless payments in the last 12 months?
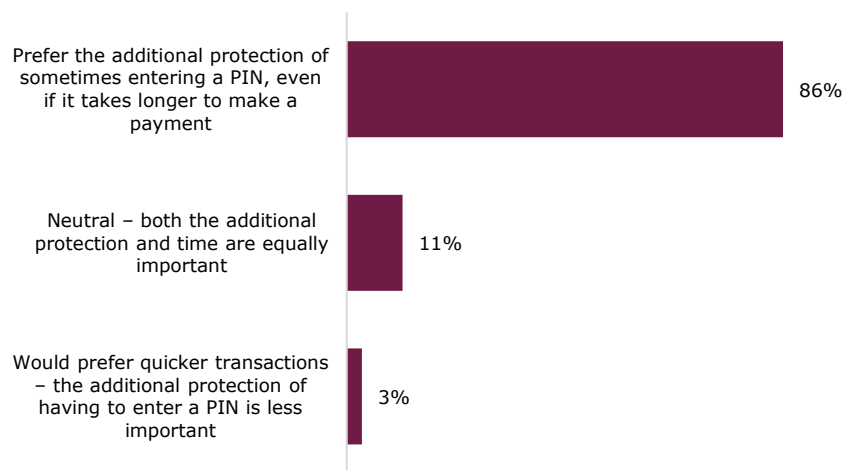
37

Of the 46.7m adults who had made a contactless payment in the 12 months to May 2024, 78% recalled an occasion where they had to enter their PIN – almost all (86%) of them preferred the additional protection this provides, even if it takes longer to make the payment

Recall of entering PIN before completing a contactless payment in the last 12 months, among adults who made a contactless payment (2024)

Recall having to enter PIN before completing a contactless payment	78%
Do not recall having to enter PIN before completing a contactless payment	19%
Don't know if have entered PIN before completing a contactless payment	3%

Attitude towards sometimes having to enter a PIN when making contactless payments, among adults who recalled entering their PIN before completing such a payment in the last 12 months (2024)

Prefer the additional protection of sometimes entering a PIN, even if it takes longer to make a payment	86%
Neutral – both the additional protection and time are equally important	11%
Would prefer quicker transactions – the additional protection of having to enter a PIN is less important	3%

Base: All UK adults who have made contactless payments in the last 12 months (2,566) **Question:** Pay21D. Occasionally, when making a contactless payment you will be asked to enter your PIN before you can complete the payment. Have you had to do this in the last 12 months?

Base: All UK adults who have made contactless payments in the last 12 months and recall being asked to enter their PIN before they could complete a payment (2,060) excluding 'don't know' responses (3%) **Question:** Pay22D (Rebased). The request to sometimes enter your PIN when making a contactless payment is a security measure aimed at reducing the risk of fraud. How do you feel about the trade-off between the additional protection this provides and the extra time it takes?
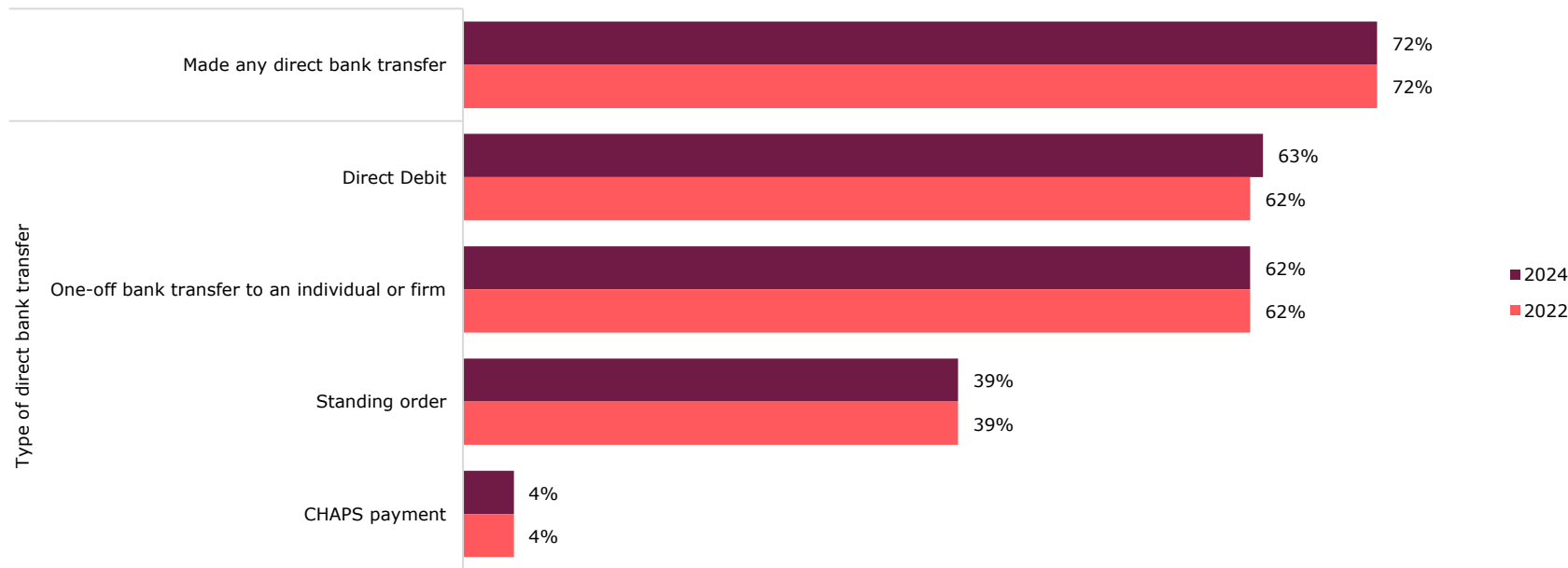
2.5 Direct bank transfer

- <u>Adults who have made any direct bank transfer in the last 12 months</u>

- <u>Adults who have made any direct bank transfer in the last 12 months, across a variety of demographic segments</u>

- <u>Confirmation of Payee</u>

- <u>Strong Customer Authentication</u>

Almost three-quarters (72%) of adults had made any direct bank transfer in the 12 months to May 2024 – 63% made a Direct Debit, 62% a one-off bank transfer, 39% a standing order and 4% a CHAPS payment – no result is statistically different from 2022

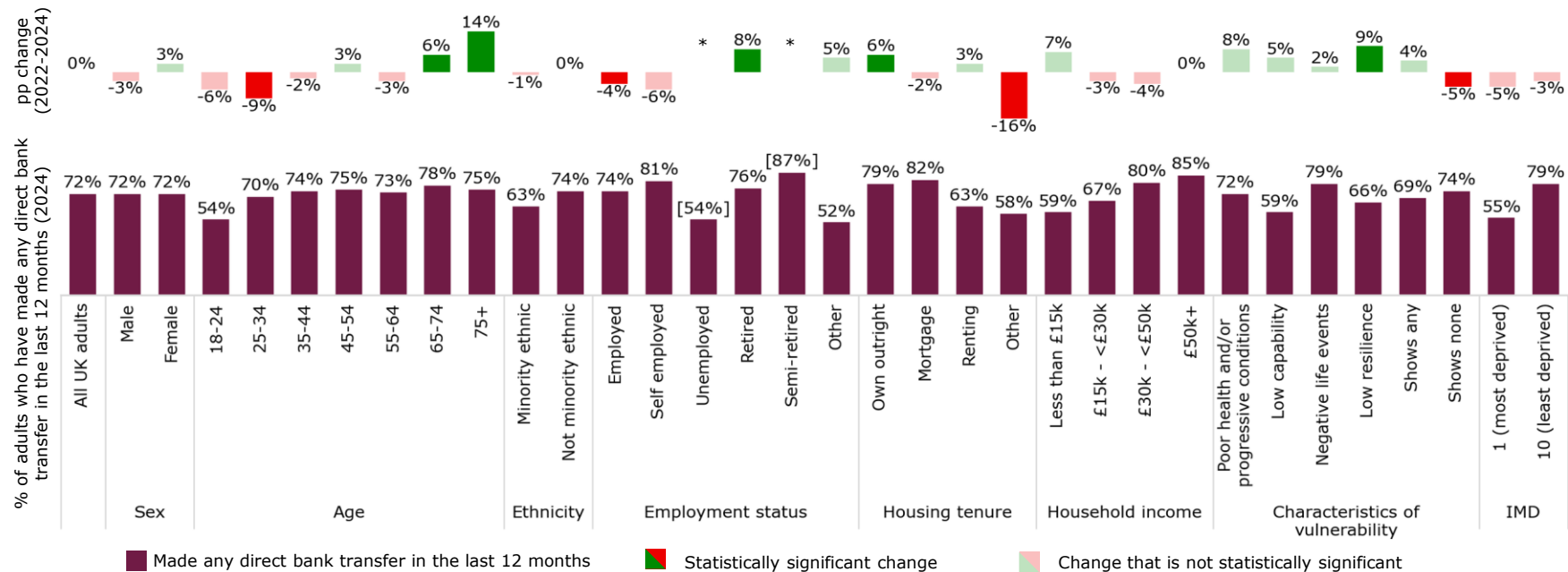**Adults who have made any direct bank transfer in the last 12 months (2022/2024)**

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'don't know' responses (8%/8%)

Question: PAY2sum (Rebased). Summary of payments made and received

In 2024, adults most likely to make any direct bank transfer were adults with a household income of £50k+ and adults who owned their home outright or with a mortgage. Adults least likely were aged 18-24, had low capability or lived in the most deprived areas of the UK

Adults who have made any direct bank transfer in the last 12 months and percentage point change since 2022, across a variety of demographic segments (2024)
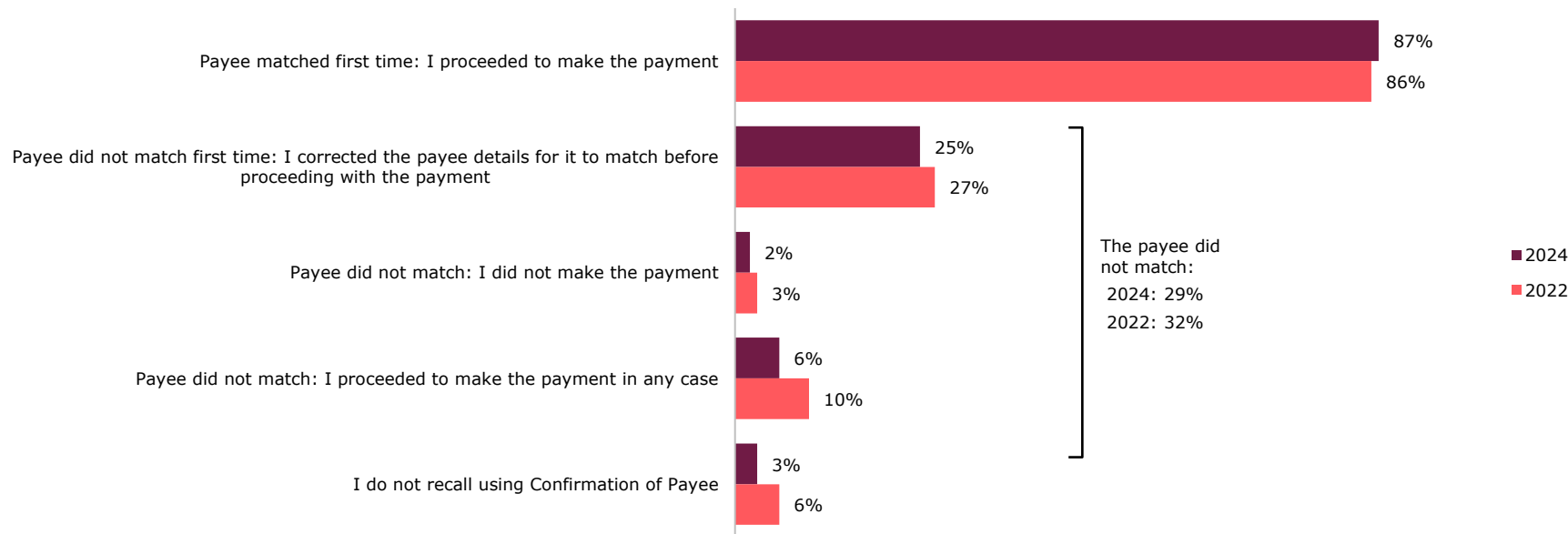

pp change (2022-2024):

Segment	pp change
All UK adults	0%
Male	-3%
Female	3%
18-24	-6%
25-34	-9%
35-44	-2%
45-54	3%
55-64	-3%
65-74	6%
75+	14%
Minority ethnic	-1%
Not minority ethnic	0%
Employed	-4%
Self employed	-6%
Unemployed	*
Retired	8%
Semi-retired	*
Other	5%
Own outright	6%
Mortgage	-2%
Renting	3%
Other	-16%
Less than £15k	7%
£15k - <£30k	-3%
£30k - <£50k	-4%
£50k+	0%
Poor health and/or progressive conditions	8%
Low capability	5%
Negative life events	2%
Low resilience	9%
Shows any	4%
Shows none	-5%
1 (most deprived)	-5%
10 (least deprived)	-3%

% of adults who have made any direct bank transfer in the last 12 months (2024):

Segment	%
All UK adults	72%
Male	72%
Female	72%
18-24	54%
25-34	70%
35-44	74%
45-54	75%
55-64	73%
65-74	78%
75+	75%
Minority ethnic	63%
Not minority ethnic	74%
Employed	74%
Self employed	81%
Unemployed	[54%]
Retired	76%
Semi-retired	[87%]
Other	52%
Own outright	79%
Mortgage	82%
Renting	63%
Other	58%
Less than £15k	59%
£15k - <£30k	67%
£30k - <£50k	80%
£50k+	85%
Poor health and/or progressive conditions	72%
Low capability	59%
Negative life events	79%
Low resilience	66%
Shows any	69%
Shows none	74%
1 (most deprived)	55%
10 (least deprived)	79%

Categories: Sex | Age | Ethnicity | Employment status | Housing tenure | Household income | Characteristics of vulnerability | IMD

Legend:
- Made any direct bank transfer in the last 12 months
- Statistically significant change
- Change that is not statistically significant

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'don't know' responses (8%/8%)

Question: PAY1 (Rebased). In the last 12 months, have you done any of the following?

41

Of the 24.4m adults who set up a new payee when making a direct bank transfer in the 12 months to May 2024, just 3% did not recall using Confirmation of Payee. 29% recalled an occasion where the payee details did not match first time

Recall of Confirmation of Payee and actions taken by adults who set up a new payee in the last 12 months (2022/2024)
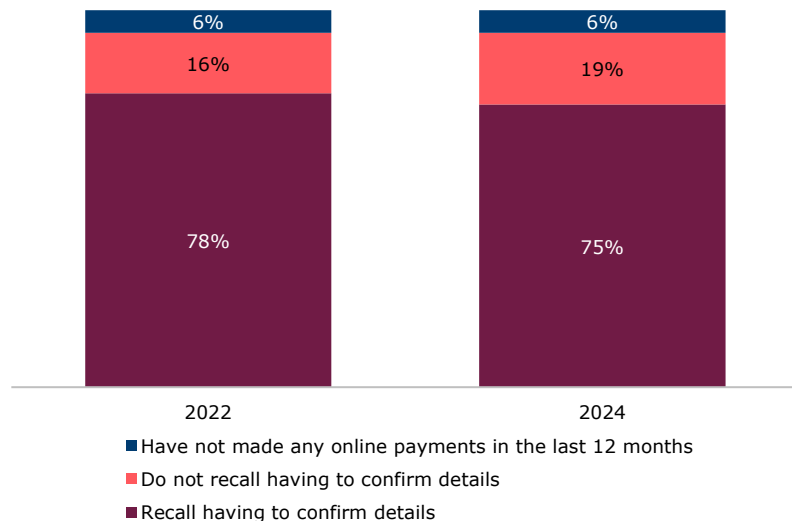

Payee matched first time: I proceeded to make the payment — 2024: 87%, 2022: 86%

Payee did not match first time: I corrected the payee details for it to match before proceeding with the payment — 2024: 25%, 2022: 27%

Payee did not match: I did not make the payment — 2024: 2%, 2022: 3%

Payee did not match: I proceeded to make the payment in any case — 2024: 6%, 2022: 10%

I do not recall using Confirmation of Payee — 2024: 3%, 2022: 6%

The payee did not match:
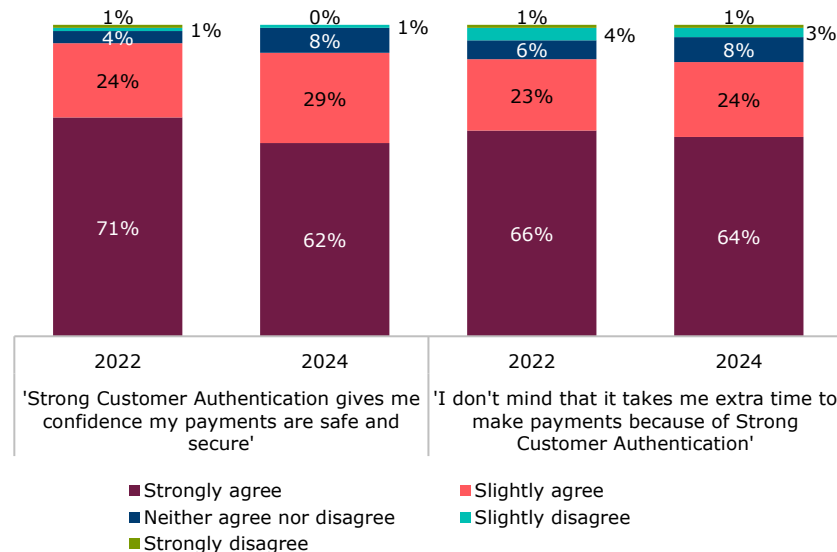2024: 29%
2022: 32%

■2024
■2022

42

In 2024, consumer recall of Strong Customer Authentication (SCA) was widespread (75% of adults). Most who recalled SCA agreed that it gives them confidence their payments are safe and secure, and very few minded the extra time it takes to make payments

Recall of Strong Customer Authentication the last time an online card payment was made (2022/2024)

Attitudes towards Strong Customer Authentication (2022/2024)

Recall of Strong Customer Authentication bar chart:

	2022	2024
Have not made any online payments in the last 12 months	6%	6%
Do not recall having to confirm details	16%	19%
Recall having to confirm details	78%	75%

Attitudes towards Strong Customer Authentication:

'Strong Customer Authentication gives me confidence my payments are safe and secure'

	2022	2024
Strongly disagree	1%	0%
Slightly disagree	1%	1%
Neither agree nor disagree	4%	8%
Slightly agree	24%	29%
Strongly agree	71%	62%

'I don't mind that it takes me extra time to make payments because of Strong Customer Authentication'

	2022	2024
Strongly disagree	1%	1%
Slightly disagree	4%	3%
Neither agree nor disagree	6%	8%
Slightly agree	23%	24%
Strongly agree	66%	64%

Legend:
- Strongly agree
- Slightly agree
- Neither agree nor disagree
- Slightly disagree
- Strongly disagree

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'don't know' responses (9%/12%) **Question:** PAY9 (Rebased). Thinking about the last time you made an online card payment, do you recall having to confirm your details through a text message, email or through an app on a mobile device?

Base: All UK adults who recall confirming their own details through a text message, email or mobile app when making an online card payment (2022: 1,471/ 2024:2,030) excluding 'don't know' responses (1%/2%/1%/2%) **Question:** PAY10_a/b. How much do you agree or disagree with the following statement… ?
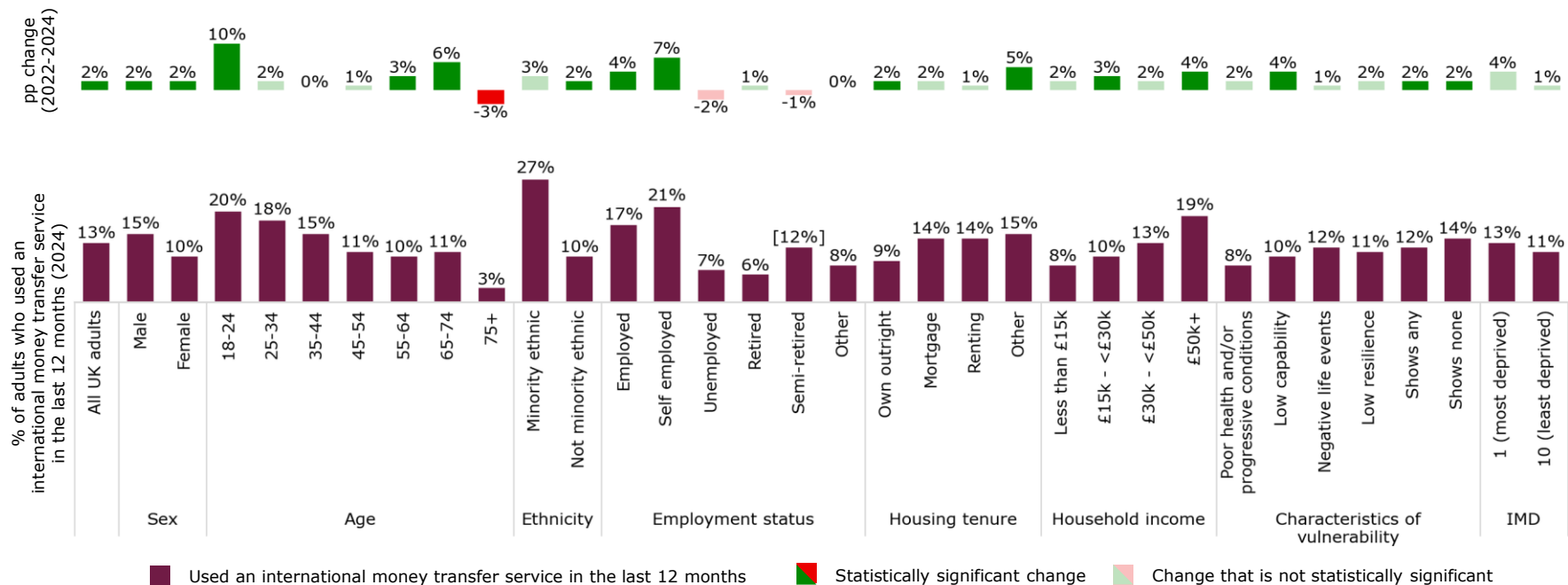
43

2.6 International money transfer and payment initiation services

- <u>Adults who have used an international money transfer service, across a variety of demographic segments</u>

- <u>Adults who have used a payment initiation service in the last 12 months, across a variety of demographic segments</u>

In 2024, 13% of adults had used an international money transfer service in the last 12 months – up 2pp since 2022. Minority ethnic adults were most likely to have done so (27%)

Adults who have used an international money transfer service in the last 12 months and percentage point change since 2022, across a variety of demographic segments (2024)

Legend:
- Used an international money transfer service in the last 12 months
- Statistically significant change
- Change that is not statistically significant

Base: All UK adults (2022:19,145/ 2024:2,871) excluding 'don't know' responses (3%/7%)

Question: P_RB7_2 (Rebased). In the last 12 months, have you used an international money transfer service?

45

34% of adults had used a payment initiation service in the 12 months to May 2024. Adults most likely to have done so included those aged 25-34 (41%), self-employed adults (41%) and adults with a household income of £50k+ (43%)

Adults who have used a payment initiation service in the last 12 months, across a variety of demographic segments (2024)

Segment	%
All UK adults	34%
Male	34%
Female	35%
18-24	39%
25-34	41%
35-44	39%
45-54	34%
55-64	33%
65-74	27%
75+	21%
Minority ethnic	36%
Not minority ethnic	35%
Employed	39%
Self employed	41%
Unemployed	37%
Retired	24%
Semi-retired	[25%]
Other	30%
Own outright	28%
Mortgage	40%
Renting	37%
Other	31%
Less than £15k	33%
£15k - <£30k	32%
£30k - <£50k	36%
£50k+	43%
Poor health and/or progressive conditions	29%
Low capability	27%
Negative life event	42%
Low resilience	35%
Shows any	33%
Shows none	35%

Category groupings: Sex | Age | Ethnicity | Employment status | Housing tenure | Household income | Characteristics of vulnerability
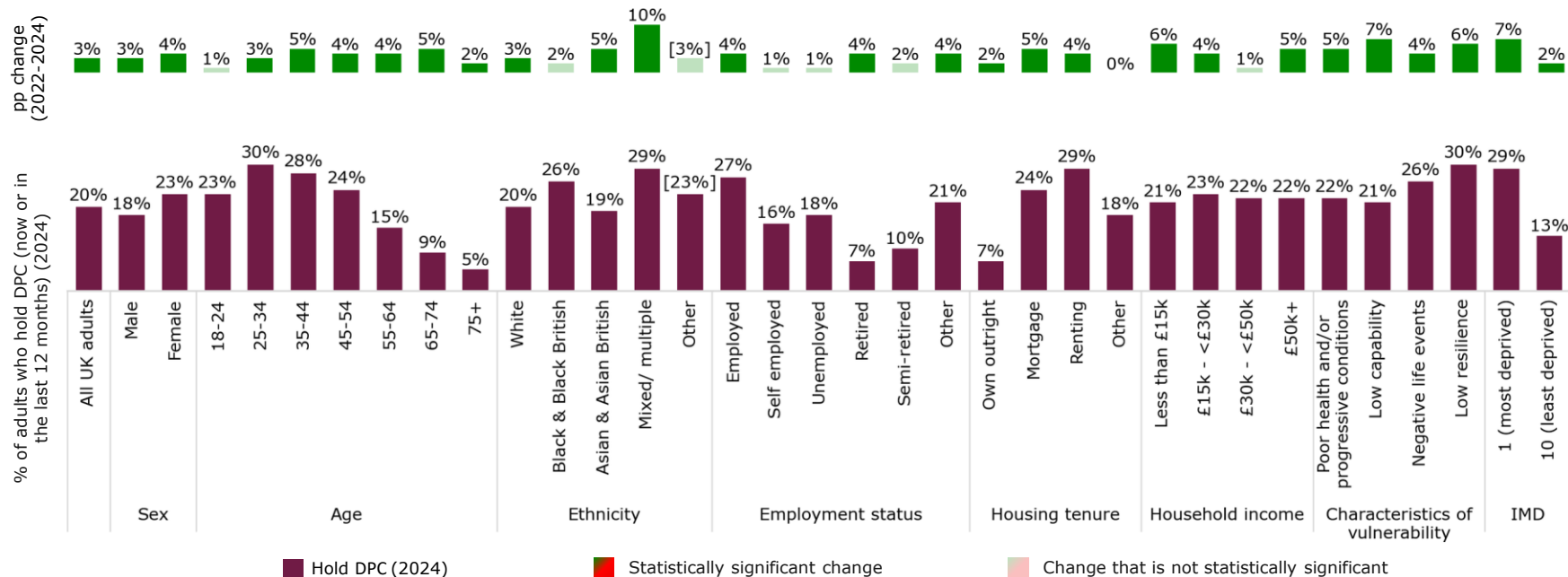
2.7 Deferred payment credit (DPC)

- <u>Adults who hold deferred payment credit, across a variety of demographic segments</u>
- <u>Number of times deferred payment credit holders have used DPC in the last 12 months</u>
- <u>Reasons for using deferred payment credit</u>
- <u>Types of purchases made using deferred payment credit in the last 12 months</u>

20% of adults (10.9m) had bought goods using DPC in the 12 months to May 2024 – up 3pp from 17% (8.8m) in 2022. Use was particularly high among 25-34 year olds (30%), those with low resilience (30%), and those living in the most deprived areas of the UK (29%)

Adults who hold deferred payment credit (now or in the last 12 months) and percentage point change since 2022, across a variety of demographic segments (2024)
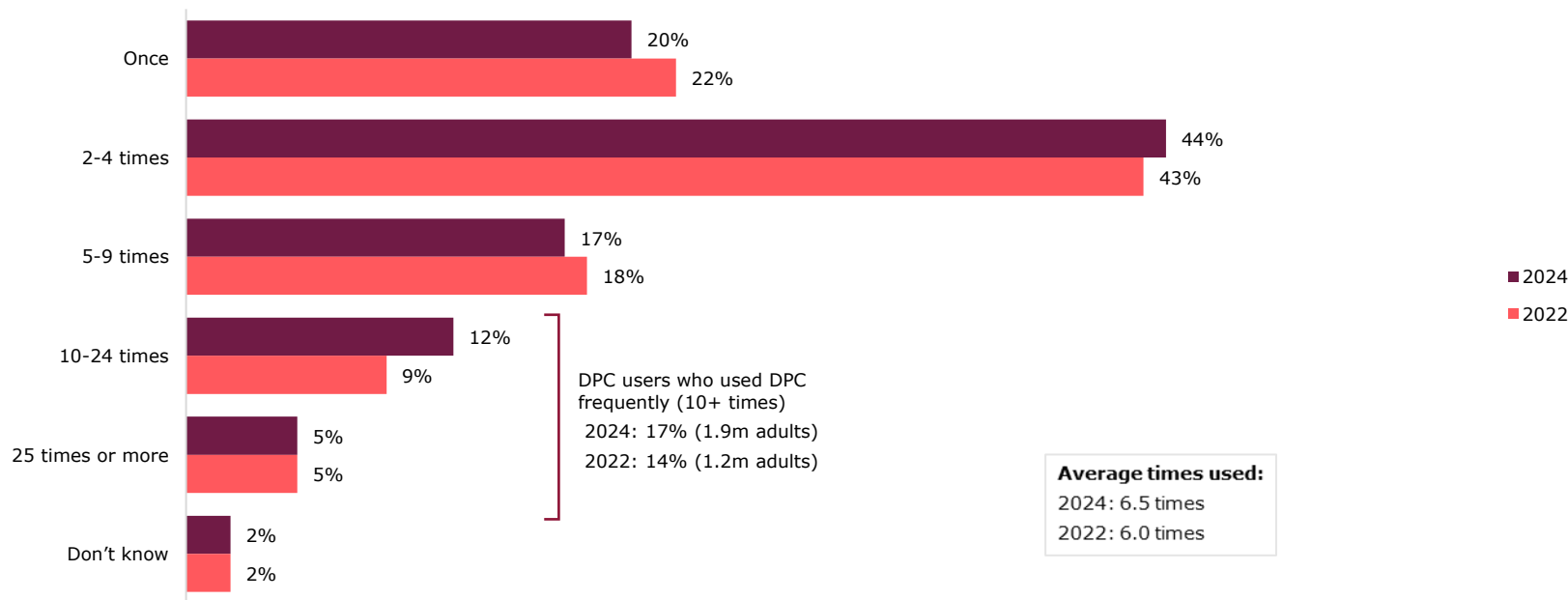

pp change (2022-2024): All UK adults 3%, Male 3%, Female 4%, 18-24 1%, 25-34 3%, 35-44 5%, 45-54 4%, 55-64 4%, 65-74 5%, 75+ 2%, White 3%, Black & Black British 2%, Asian & Asian British 5%, Mixed/multiple 10%, Other [3%], Employed 4%, Self employed 1%, Unemployed 1%, Retired 4%, Semi-retired 2%, Other 4%, Own outright 2%, Mortgage 5%, Renting 4%, Other 0%, Less than £15k 6%, £15k - <£30k 4%, £30k - <£50k 1%, £50k+ 5%, Poor health and/or progressive conditions 5%, Low capability 7%, Negative life events 4%, Low resilience 6%, 1 (most deprived) 7%, 10 (least deprived) 2%

% of adults who hold DPC (now or in the last 12 months) (2024): All UK adults 20%, Male 18%, Female 23%, 18-24 23%, 25-34 30%, 35-44 28%, 45-54 24%, 55-64 15%, 65-74 9%, 75+ 5%, White 20%, Black & Black British 26%, Asian & Asian British 19%, Mixed/multiple 29%, Other [23%], Employed 27%, Self employed 16%, Unemployed 18%, Retired 7%, Semi-retired 10%, Other 21%, Own outright 7%, Mortgage 24%, Renting 29%, Other 18%, Less than £15k 21%, £15k - <£30k 23%, £30k - <£50k 22%, £50k+ 22%, Poor health and/or progressive conditions 22%, Low capability 21%, Negative life events 26%, Low resilience 30%, 1 (most deprived) 29%, 10 (least deprived) 13%

Categories: Sex | Age | Ethnicity | Employment status | Housing tenure | Household income | Characteristics of vulnerability | IMD

Legend: ■ Hold DPC (2024) ■ Statistically significant change ■ Change that is not statistically significant

Base: All UK adults (2022:19,145/ 2024:17,950)

Question: POSum1. Product holding summary 1

A majority of DPC holders used it relatively infrequently (20% used it only once in the 12 months to May 2024, and 44% used it 2 to 4 times). 17% of adults (1.9m) used it frequently (10+ times)

Number of times deferred payment credit holders have used DPC in the last 12 months (2022/2024)
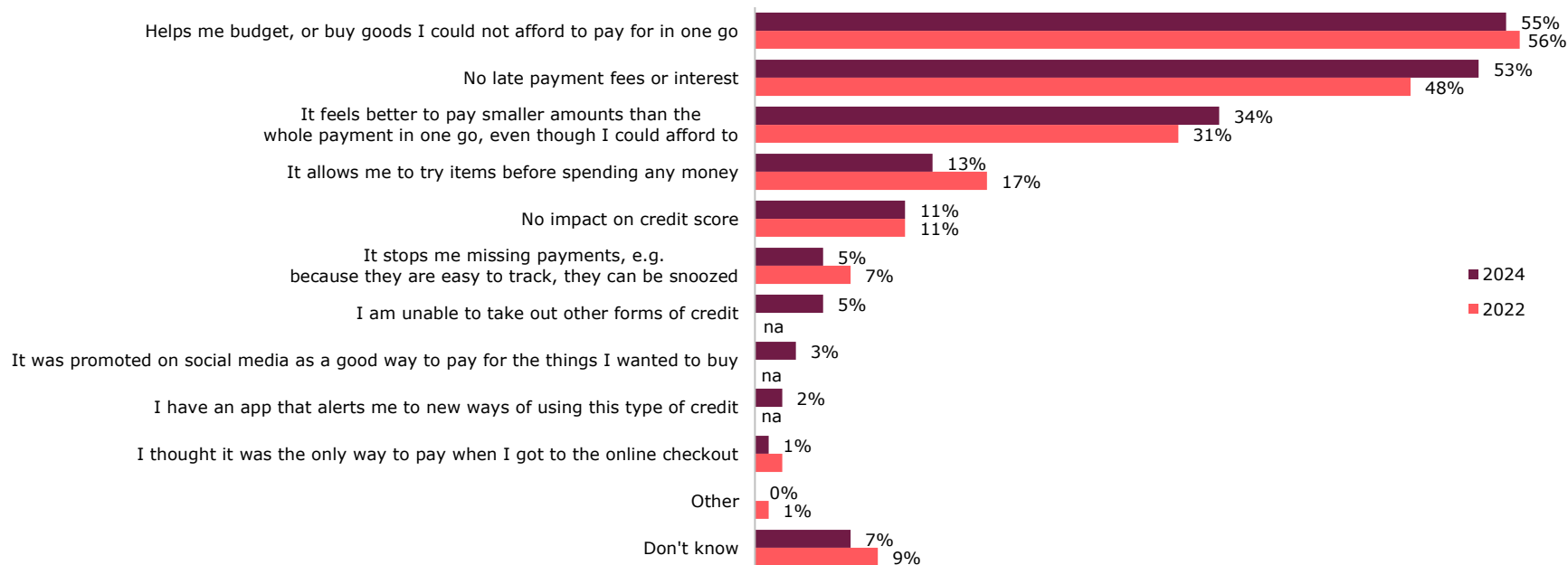

Once
- 2024: 20%
- 2022: 22%

2-4 times
- 2024: 44%
- 2022: 43%

5-9 times
- 2024: 17%
- 2022: 18%

10-24 times
- 2024: 12%
- 2022: 9%

25 times or more
- 2024: 5%
- 2022: 5%

Don't know
- 2024: 2%
- 2022: 2%

■2024
■2022

DPC users who used DPC frequently (10+ times)
2024: 17% (1.9m adults)
2022: 14% (1.2m adults)

Average times used:
2024: 6.5 times
2022: 6.0 times

Base: All UK adults who have used deferred payment credit (ie unregulated Buy Now, Pay Later) in the last 12 months (2022:2,820/ 2024:3,271)
Question: P_CC70B. How many times have you used this type of Buy Now, Pay Later payment service in the last 12 months?

49

In 2024, 55% of DPC holders used it to help them budget or to pay for goods they could not afford to pay for in one go, and 53% because there are no late payment fees or interest (up 5pp from 48% in 2022)

Reasons for using deferred payment credit (2022/2024)

Reason	2024	2022
Helps me budget, or buy goods I could not afford to pay for in one go	55%	56%
No late payment fees or interest	53%	48%
It feels better to pay smaller amounts than the whole payment in one go, even though I could afford to	34%	31%
It allows me to try items before spending any money	13%	17%
No impact on credit score	11%	11%
It stops me missing payments, e.g. because they are easy to track, they can be snoozed	5%	7%
I am unable to take out other forms of credit	5%	na
It was promoted on social media as a good way to pay for the things I wanted to buy	3%	na
I have an app that alerts me to new ways of using this type of credit	2%	na
I thought it was the only way to pay when I got to the online checkout	1%	
Other	0%	1%
Don't know	7%	9%

■ 2024
■ 2022

Base: All UK adults who have used deferred payment credit (ie unregulated Buy Now, Pay Later) in the last 12 months (2022:1,232/ 2024:1,778)
Question: DPC1. Why do you choose to use this type of payment service?

In 2024, 41% of DPC holders used DPC to buy lifestyle and beauty products, 37% to treat themselves or others. Of the 8% who used DPC to cover everyday essential expenses, two-thirds (66%) used it to pay for food and groceries and a quarter (24%) for food deliveries

Types of purchases made using deferred payment credit (DPC) in the last 12 months (2024)

Type	%
Lifestyle and beauty	41%
To treat myself, or other people	37%
Home improvements	14%
One-off large expense	10%
To cover everyday non-essential expenses	9%
To cover everyday essential expenses	8%
Unexpected expense	5%
To help a friend/ family member	2%
White goods, electricals, or furniture	2%
To pay for medical or dental treatment(s)	1%
To pay for habits such as gambling	0%
Other	2%
Don't know	11%

Types of everyday essential expenditure made using DPC in the last 12 months, among those using DPC to cover everyday essential expenses (2024)

Type	%
Food and groceries	66%
Food deliveries, such as Deliveroo or Just Eat	24%
Utility bills, e.g. electricity, gas, heating oil, water, phone, TV/broadband	20%
Transport, such as bus or rail fares, petrol for your vehicle	18%
Pet care	16%
Other essential everyday expenses	7%
Alcohol	2%
Don't know	7%

Base: All UK adults who have used deferred payment credit (ie unregulated Buy Now, Pay Later) in the last 12 months (2024:1,778) **Question:** DPC13D. Over the last 12 months, what have you bought using this type of payment service?

Base: All UK adults who have used deferred payment credit (ie unregulated Buy Now, Pay Later) in the last 12 months to cover everyday essential expenses (2024:141) **Question:** DPC14D. Which of the following types of everyday essential expenses did you buy using this type of payment service?

51

2.8 Cryptoassets and cryptocurrency

- <u>Adults who hold cryptocurrencies or cryptoassets and those who have ever used cryptocurrency to pay for goods or services</u>

- <u>Cryptocurrency used to pay for goods or services</u>

- <u>Frequency with which cryptocurrency is used to pay for goods or services</u>

- <u>Main reasons for choosing to use cryptocurrency to pay for goods or services over more traditional payment methods</u>

- <u>Types of goods or services purchased using cryptocurrency</u>

In 2024, 4.3% of adults held cryptoassets[1] – down 1pp since 2022. And 1.8% of adults had ever paid for goods or services using cryptocurrency – rising to 3% of men and 3% of adults aged 18-44

Adults who hold cryptocurrencies or cryptoassets and those who have ever used cryptocurrency to pay for goods or services (2022/2024)

Using cryptocurrency for payments

	2024	2022
Proportion of adults who hold cryptocurrencies or cryptoassets	4.3%	5.8%
Proportion of adults who have ever paid for goods or services using cryptocurrency	1.8%	2.9%
Those who have not paid for goods or services using cryptocurrency, but would consider using it as a method of payment in future	12%	15%
Those who have not paid for goods or services using cryptocurrency, but would not consider using it as a method of payment in future	80%	76%
Those who don't know if they have ever used cryptocurrency as a method of payment	6%	6%

Demographic groups most likely to hold cryptoassets, and those most likely to have ever used cryptocurrency as a method of payment (2024)

Factor	Hold: 4%	Ever used as payment: 2%
Household income of £50k+	8%	3%
Male	7%	3%
Aged 18-44	7%	3%
Asian	7%	
Self-employed	7%	
Postgrad/degree qualifications	6%	
High knowledge about financial matters (self-rated) (9-10 out of 10)	6%	

Base: All UK adults (2022:19,145/ 2024:17,950) **Question:** POSum1. Product holding summary 1/ PO_Pay14 (Rebased). Have you ever paid for goods or services using cryptocurrency, eg through a cryptocurrency payment app such as Coinbase or BitPay? Do not include purchases of other cryptocurrencies or cryptoassets, such as NFTs

Note: [1] Other consumer research conducted by YouGov for the FCA reports that 12% of UK adults held crypto in 2024. This result is different from FLS due to differences in when the research was conducted, in how the question was worded, and in the methodology. The YouGov report, pp.6-8, sets out its research design, survey limitations and a note on statistically significant differences.

In 2024, of the 1.0m adults who had ever used cryptocurrency to pay for goods or services, 60% had used Bitcoin. 61% had only used cryptocurrency to pay for good or services once or a few times
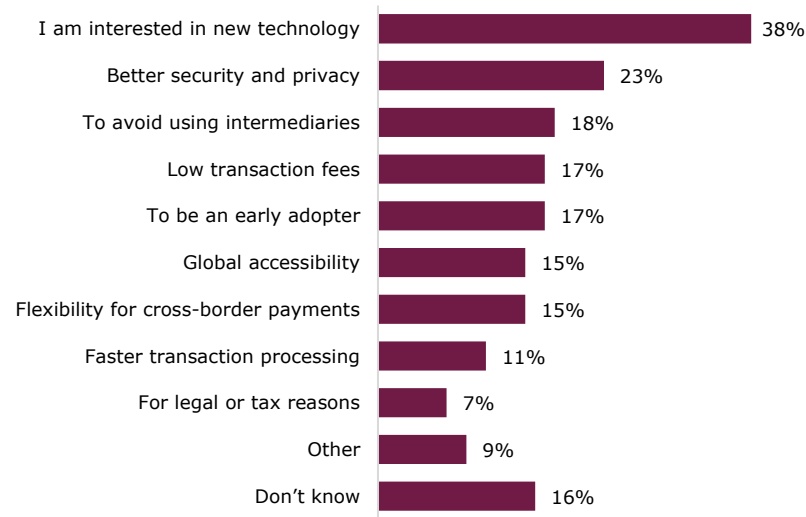
Cryptocurrencies used to pay for goods or services, among those who have ever paid for goods or services using cryptocurrency (2022/2024)

Currency	2024	2022
Stablecoins	9%	20%
Bitcoin	60%	65%
Ethereum	24%	36%
Dogecoin	8%	13%
XPR (Ripple)	6%	na
Solana	5%	na
Tether	4%	10%
USDC	4%	6%
BNB (Binance Coin)	3%	na
DAI	3%	na
Polkadot	3%	na
BUSD (Biance USD)	2%	12%
True USD	1%	na
Other	8%	13%
Don't remember	23%	10%

Frequency with which cryptocurrency is used to pay for goods or services, among those who have ever paid for goods or services using cryptocurrency (2024)

- Several times a week — 8%
- A few times a month — 13%
- Once a month or less — 18%
- Only used once or a few times — 61%

In 2024, of the 1.0m adults who had ever used cryptocurrency to pay for goods or services, 38% said they did so because of their interest in new technology and 23% said for better security and privacy. 31% bought digital goods or services (eg software or digital subscriptions)

Main reasons for choosing pay for goods or services using cryptocurrency rather than more traditional payment methods, among those who have ever paid for goods or services using cryptocurrency (2024)

Reason	%
I am interested in new technology	38%
Better security and privacy	23%
To avoid using intermediaries	18%
Low transaction fees	17%
To be an early adopter	17%
Global accessibility	15%
Flexibility for cross-border payments	15%
Faster transaction processing	11%
For legal or tax reasons	7%
Other	9%
Don't know	16%

Types of goods or services purchased using cryptocurrency, among those who have ever paid for goods or services using cryptocurrency (2024)

Type	%
Digital goods or services, eg software, digital subscriptions	31%
Online retail purchases, eg electronics, clothing, accessories	28%
Food or drink	22%
Gaming or virtual items, eg in-game purchases, digital collectibles	20%
Entertainment, eg tickets for events, streaming services	15%
Travel and accommodation, eg flights, hotels	14%
Charitable donations	4%
Other	8%

Section 3

Use of cheques

- <u>Adults who have made or received a payment by cheque in the last 12 months</u>

- <u>Adults who have made a payment by cheque in the last 12 months, across a variety of demographic segments</u>

In 2024, 30% of adults had made or received a payment by cheque in the previous 12 months – down from 34% in 2022. In 2024, 23% of adults said they received a payment by cheque, 14% said they made a payment with a cheque and 7% said they had done both

Adults who have made or received a payment by cheque in the last 12 months (2022/2024)

- 2022: 34%
- 2024: 30%

Adults who have received a payment by cheque or made a payment with a cheque in the last 12 months (2024)

- Received a payment by cheque: 23%
- Made a payment with a cheque: 14%
- Made and received a payment by cheque: 7%

In 2024, adults most likely to have made a payment by cheque in the last 12 months were aged 65-74 (29%) and 75+ (52%)

Adults who have made a payment by cheque in the last 12 months, across a variety of demographic segments (2024)

Base: All UK adults (2024:2,871) excluding 'don't know' responses (8%)

Question: PAY1 (Rebased). In the last 12 months, have you done any of the following? Made a payment by cheque?
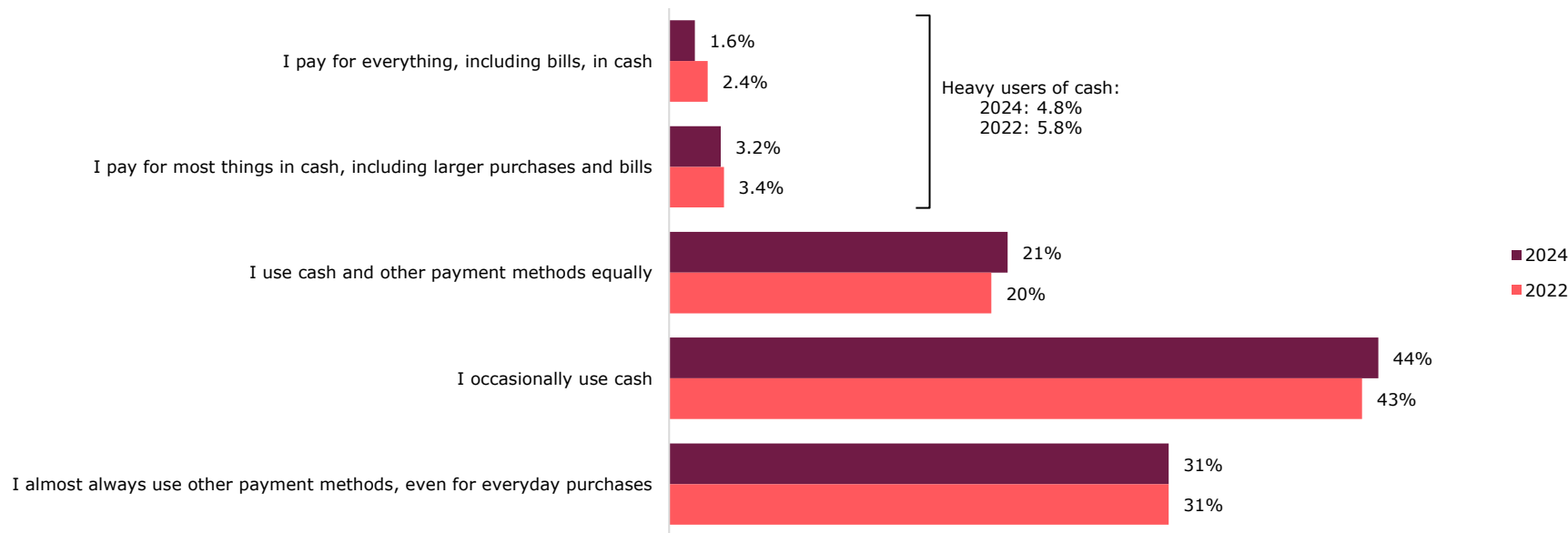
Section 4

Access to cash

- Frequency of cash use

- Adults who are heavy users of cash (paid for everything or most things in cash), across a variety of demographic segments

- Reasons why adults are heavy users of cash

- Frequency with which adults withdrew cash, made a cash deposit, or checked their account balance in person in the last 12 months

- Adults who have found it more difficult to withdraw or deposit cash because a local branch, post office or ATM has closed or reduced its opening hours

- Actions taken as a result of finding it more difficult to withdraw cash due to a local branch, post office or ATM closing or reducing its opening hours

- Actions taken as a result of finding it more difficult to deposit cash due to a local branch, post office or ATM closing or reducing its opening hours

In 2024, 4.8% of adults (2.6m) paid for everything or most things in cash in the previous 12 months ('heavy users of cash') – down 1pp since 2022

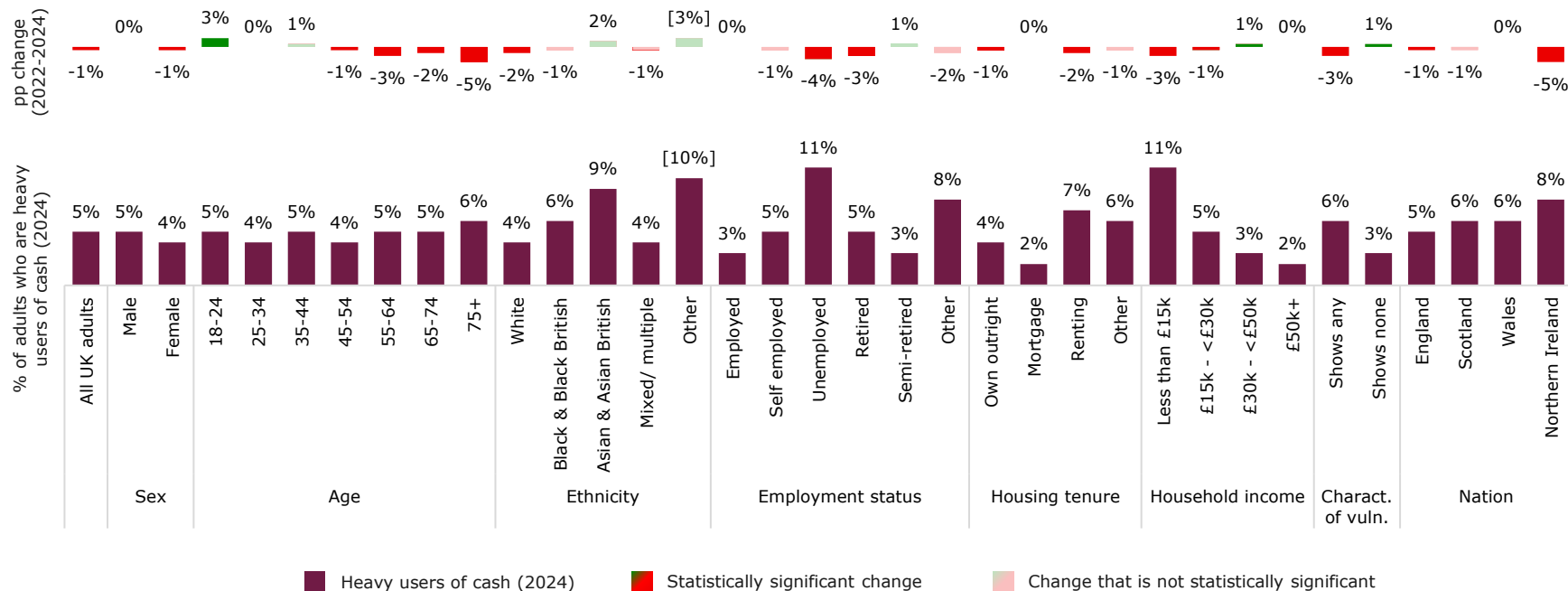**Frequency of cash use in the last 12 months (2022/2024)**

I pay for everything, including bills, in cash
- 1.6% (2024)
- 2.4% (2022)

I pay for most things in cash, including larger purchases and bills
- 3.2% (2024)
- 3.4% (2022)

Heavy users of cash:
2024: 4.8%
2022: 5.8%

I use cash and other payment methods equally
- 21% (2024)
- 20% (2022)

I occasionally use cash
- 44% (2024)
- 43% (2022)

I almost always use other payment methods, even for everyday purchases
- 31% (2024)
- 31% (2022)

Legend: ■ 2024 ■ 2022

Base: All UK adults (2022:19,145/ 2024:17,950)
Question: AT12. How often have you used cash (rather than other payment methods) in your day-to-day life in the last 12 months?

In 2024, unemployed adults were most likely to be heavy users of cash (11% - but down 4pp from 2022) as were adults with a household income of less than £15k (11% - down 3pp)

Adults who paid for everything or most things in cash and percentage point change since 2022, across a variety of demographic segments (2024)
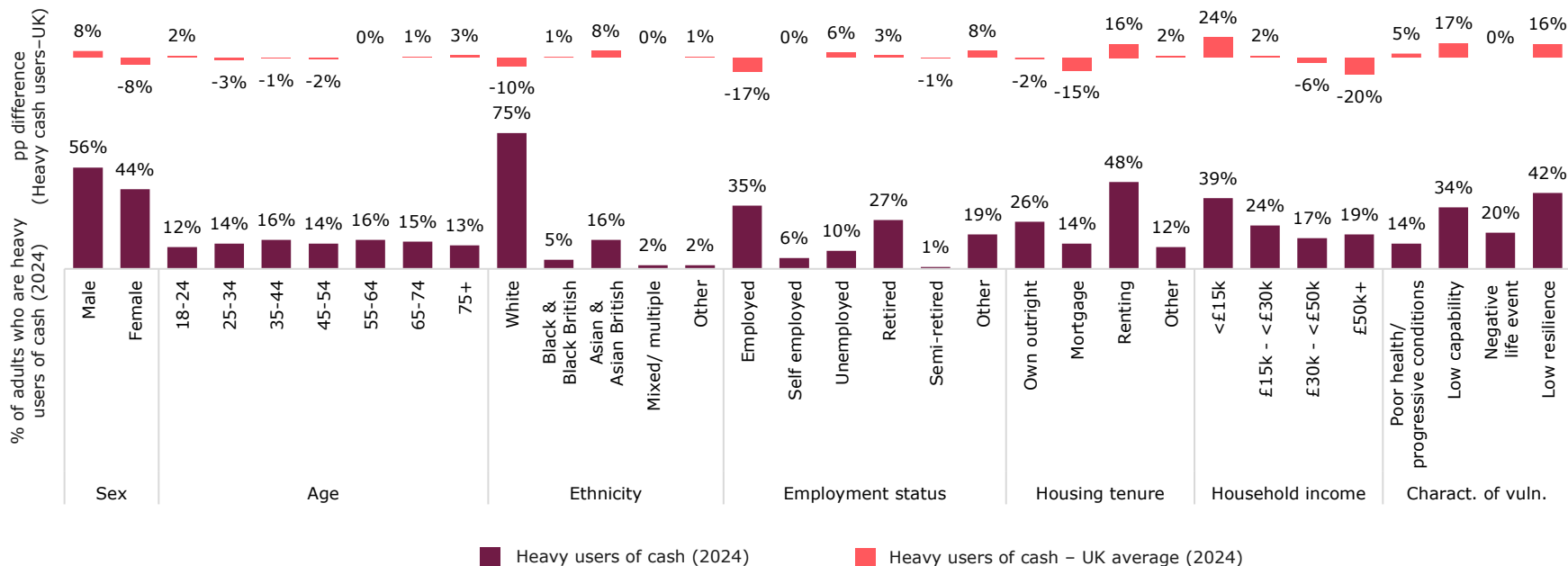

Legend: Heavy users of cash (2024) · Statistically significant change · Change that is not statistically significant

Base: All UK adults (2022:19,145/ 2024:17,950)

Question: AT12. How often have you used cash (rather than other payment methods) in your day-to-day life in the last 12 months?

In 2024, 39% of heavy users of cash had a household income of less than £15k compared with 15% of all UK adults (24pp higher). 42% had low resilience – 16pp higher, 34% had low capability – 17pp higher

Demographic profile of heavy users of cash and percentage point difference from UK average (2024)
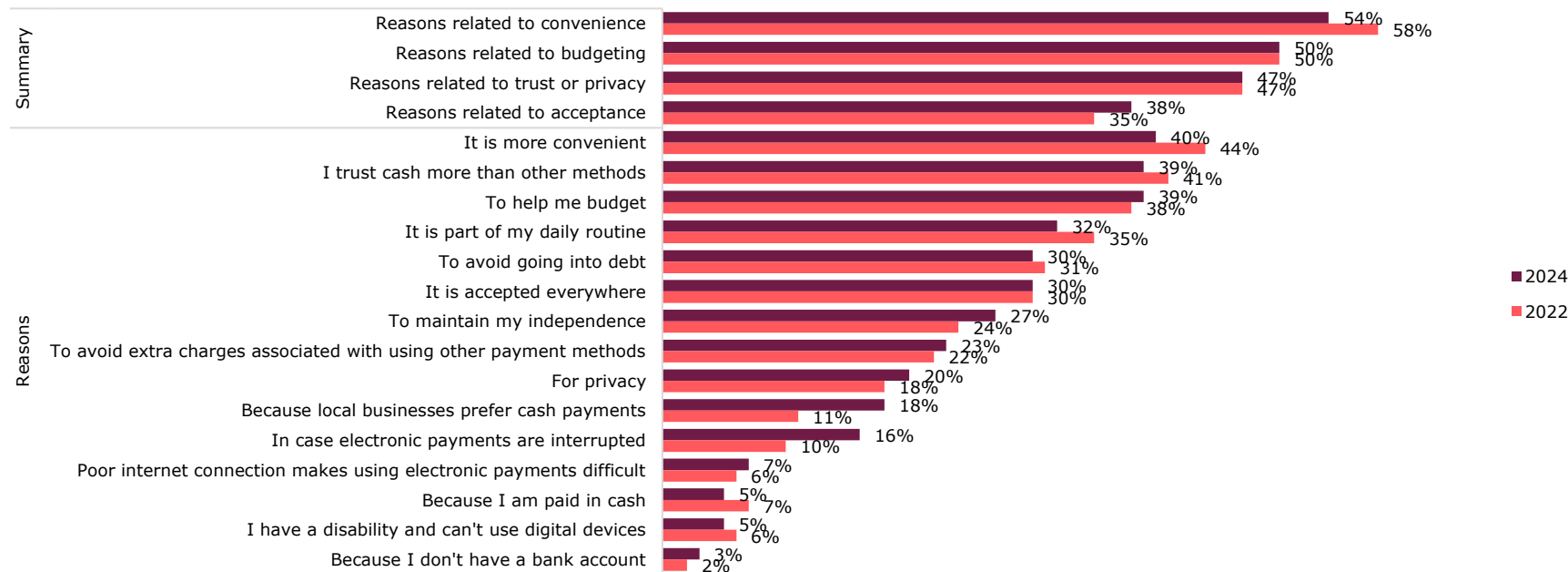

pp difference (Heavy cash users–UK)

% of adults who are heavy users of cash (2024)

Category	pp difference	% heavy users
Sex		
Male	8%	56%
Female	-8%	44%
Age		
18-24	2%	12%
25-34	-3%	14%
35-44	-1%	16%
45-54	-2%	14%
55-64	0%	16%
65-74	1%	15%
75+	3%	13%
Ethnicity		
White	-10%	75%
Black & Black British	1%	5%
Asian & Asian British	8%	16%
Mixed/ multiple	0%	2%
Other	1%	2%
Employment status		
Employed	-17%	35%
Self employed	0%	6%
Unemployed	6%	10%
Retired	3%	27%
Semi-retired	-1%	1%
Other	8%	19%
Housing tenure		
Own outright	-2%	26%
Mortgage	-15%	14%
Renting	16%	48%
Other	2%	12%
Household income		
<£15k	24%	39%
£15k - <£30k	2%	24%
£30k - <£50k	-6%	17%
£50k+	-20%	19%
Charact. of vuln.		
Poor health/ progressive conditions	5%	14%
Low capability	17%	34%
Negative life event	0%	20%
Low resilience	16%	42%

Legend: ■ Heavy users of cash (2024) ■ Heavy users of cash – UK average (2024)

Base: Adults who are heavy users of cash (2024:701) and All UK adults (2024:17,950)
Question: AT12. How often have you used cash (rather than other payment methods) in your day-to-day life in the last 12 months?

In 2024, convenience, budgeting and trust/privacy remained the main reasons adults were heavy users of cash. Reasons provided by heavy users of cash that were up from 2022 were because local businesses prefer cash payments and in case electronic payments are interrupted

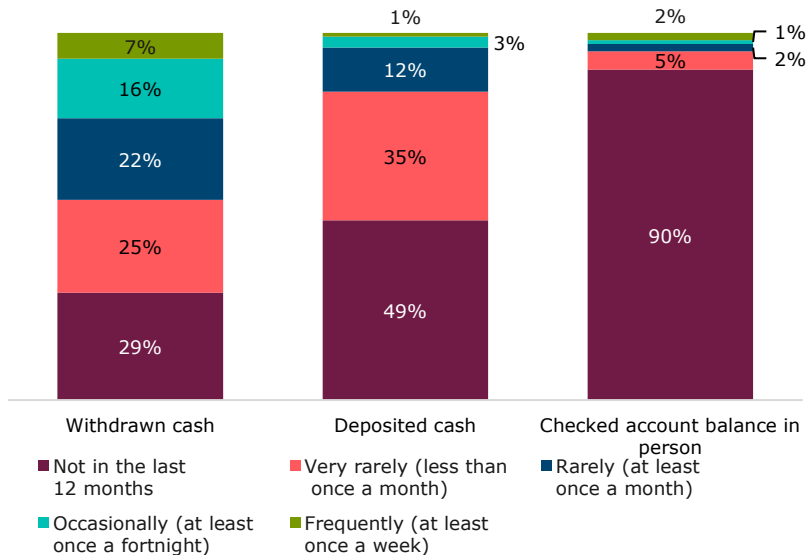**Reasons why adults are heavy users of cash (2022/2024)**

Base: All UK adults who pay for everything or most things in cash (2022:743/ 2024:701) excluding 'don't know' responses (5%/6%)

Question: AT12a. Why do you use cash often in your day-to-day life?

In 2024, 7% of day-to-day account holders frequently (at least once a week) withdrew cash, 1% frequently made a cash deposit, and 2% frequently checked their account balance in person

Frequency with which day-to-day account holders withdrew cash, made a cash deposit, or checked their account balance in person in the last 12 months (2024)

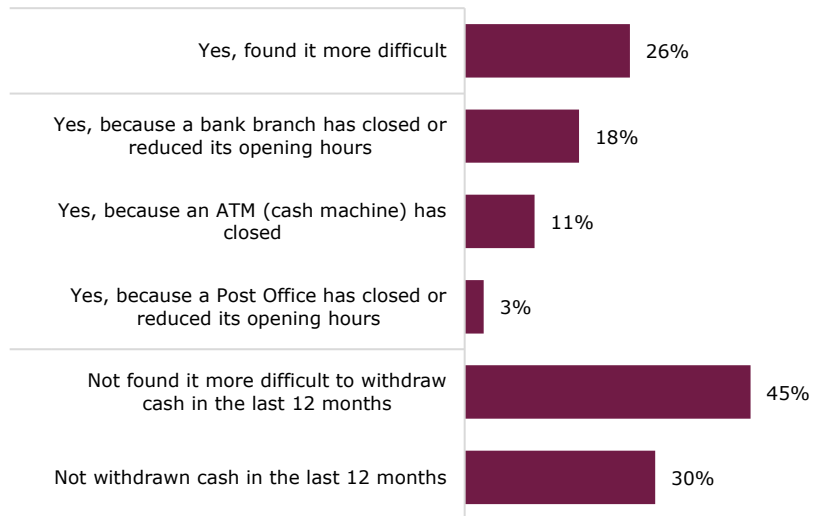**Demographic groups most likely to frequently withdraw cash (2024)**

Factor	Frequently withdraw cash, ie at least once a week (UK average of 7%)
Age	45+ (10%) 80+ (14%)
Household income	Less than £15k (12%) £15k - £30k (11%)
Characteristics of vulnerability	In poor health and/or had cancer, MS, or HIV infection (11%) Low capability (10%)
Digital exclusion	Digitally excluded (19%)
IMD deciles	Live in the most deprived areas of the UK (IMD decile 1) (14%)

Withdrawn cash: Not in the last 12 months 29%, Very rarely 25%, Rarely 22%, Occasionally 16%, Frequently 7%

Deposited cash: Not in the last 12 months 49%, Very rarely 35%, Rarely 12%, Occasionally 3%, Frequently 1%

Checked account balance in person: Not in the last 12 months 90%, Very rarely 5%, Rarely 2%, Occasionally 1%, Frequently 2%

Legend:
- Not in the last 12 months
- Very rarely (less than once a month)
- Rarely (at least once a month)
- Occasionally (at least once a fortnight)
- Frequently (at least once a week)

Base: All UK adults who have a day-to-day account (2024:4,958) excluding 'don't know' responses (1%/2%/1%)
Question: RB204D_a-c (Rebased). In the last 12 months, how often have you made a cash withdrawal/deposit/checked account balance?
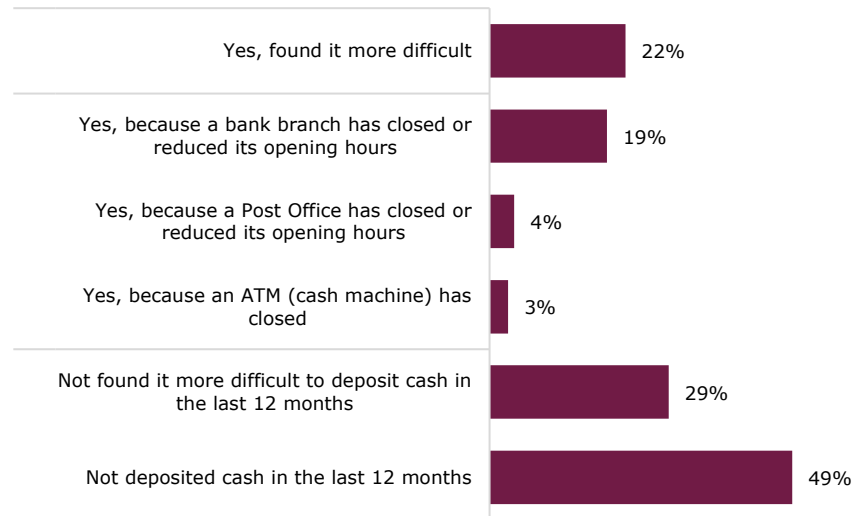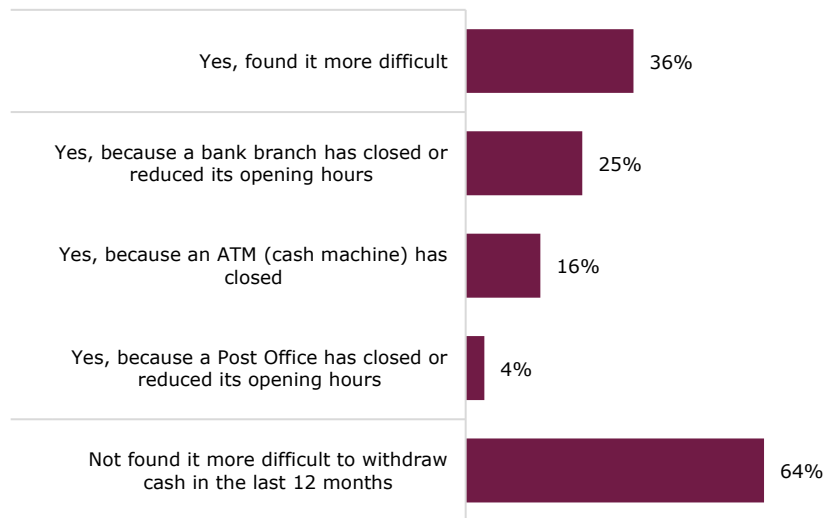
26% of day-to-day account holders found it more difficult to withdraw cash and 22% found it more difficult to deposit cash in the previous 12 months, because a local bank branch, Post Office, or ATM had closed or reduced its opening hours

Day-to-day account holders who found it more difficult to withdraw or deposit cash, because a local bank branch, Post Office, or ATM closed or reduced its opening hours in the last 12 months (2024)

More difficult to withdraw cash

Yes, found it more difficult	26%
Yes, because a bank branch has closed or reduced its opening hours	18%
Yes, because an ATM (cash machine) has closed	11%
Yes, because a Post Office has closed or reduced its opening hours	3%
Not found it more difficult to withdraw cash in the last 12 months	45%
Not withdrawn cash in the last 12 months	30%

More difficult to deposit cash

Yes, found it more difficult	22%
Yes, because a bank branch has closed or reduced its opening hours	19%
Yes, because a Post Office has closed or reduced its opening hours	4%
Yes, because an ATM (cash machine) has closed	3%
Not found it more difficult to deposit cash in the last 12 months	29%
Not deposited cash in the last 12 months	49%

Base: All UK adults who have a day-to-day account (2024:4,958) excluding 'don't know' responses (2%/2%)
Question: RB201D_a-b (Rebased). In the last 12 months, have you found it more difficult to withdraw cash/make a cash deposit because a local bank branch, Post Office or ATM has either closed or has reduced its opening hours?

36% of day-to-day account holders who made a cash withdrawal in the 12 months to May 2024 found it more difficult to withdraw cash. 44% of those who made a cash deposit found it more difficult to deposit cash
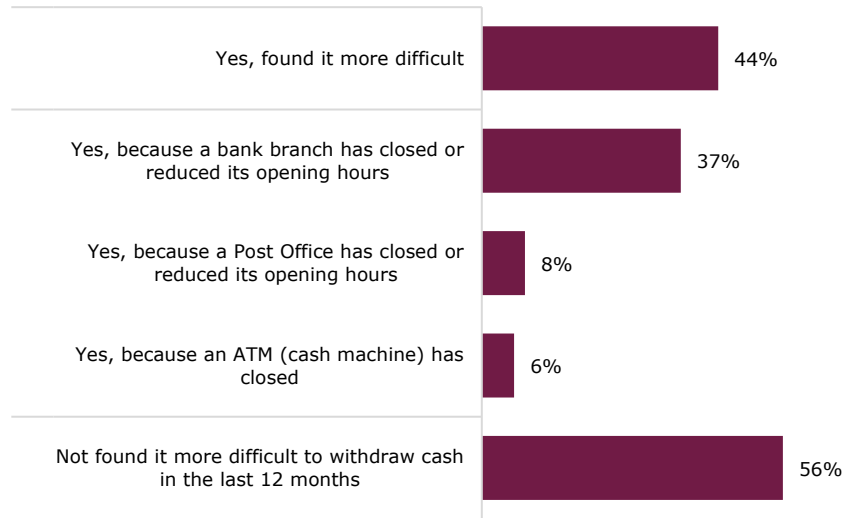
Day-to-day account holders who have <u>withdrawn cash</u> in the 12 months to May 2024 and found it more difficult to do so because a local branch, Post Office, or ATM closed or reduced its opening hours (2024)
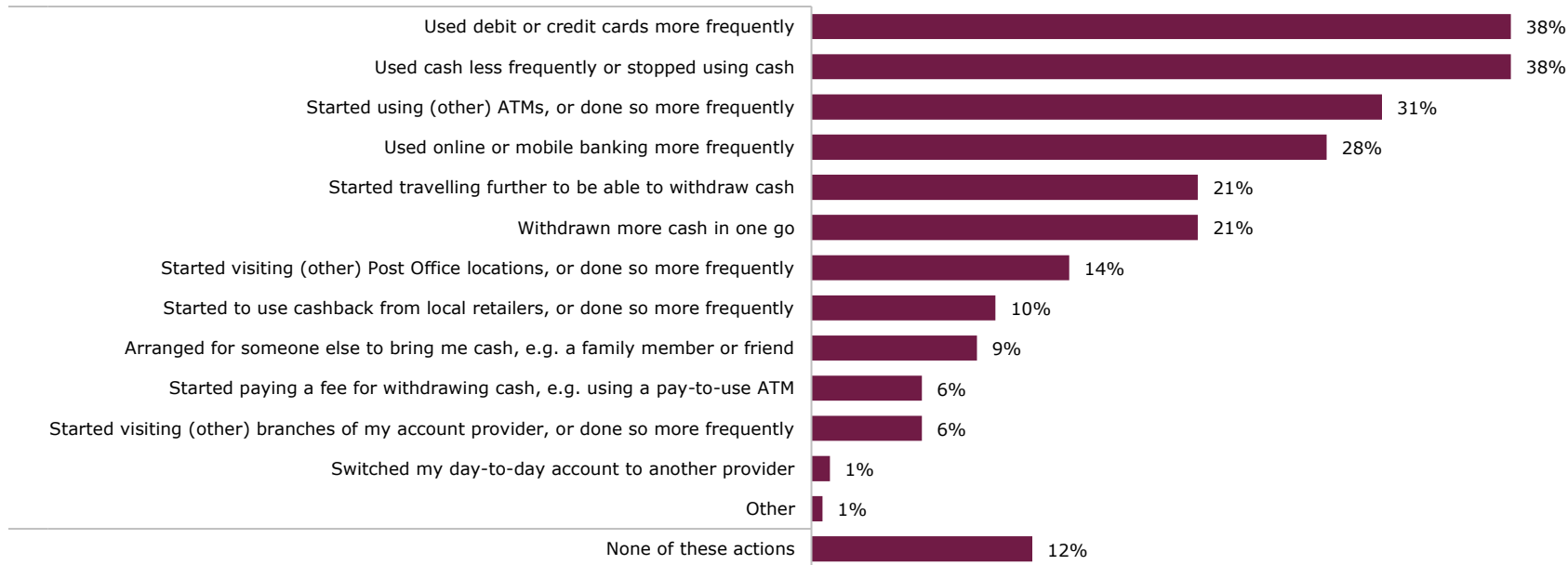
Yes, found it more difficult	36%
Yes, because a bank branch has closed or reduced its opening hours	25%
Yes, because an ATM (cash machine) has closed	16%
Yes, because a Post Office has closed or reduced its opening hours	4%
Not found it more difficult to withdraw cash in the last 12 months	64%

Base: All UK adults who have a day-to-day account and have withdrawn cash in the last 12 months (2024:3,453) excluding 'don't know' responses (3%)
Question: RB201Da-b (Rebased). In the last 12 months, have you found it more difficult to withdraw cash because a local bank branch, Post Office or ATM has either closed or has reduced its opening hours?

Day-to-day account holders who have <u>deposited cash</u> in the 12 months to May 2024 and found it more difficult to do so because a local branch, Post Office, or ATM closed or reduced its opening hours (2024)

Yes, found it more difficult	44%
Yes, because a bank branch has closed or reduced its opening hours	37%
Yes, because a Post Office has closed or reduced its opening hours	8%
Yes, because an ATM (cash machine) has closed	6%
Not found it more difficult to withdraw cash in the last 12 months	56%

Base: All UK adults who have a day-to-day account and made a cash deposit in the last 12 months (2024:2,500) excluding 'don't know' responses (4%)
Question: RB201Da-b (Rebased). In the last 12 months, have you found it more difficult to make a cash deposit because a local bank branch, Post Office or ATM has either closed or has reduced its opening hours?

In 2024, 38% of adults who found it more difficult to withdraw cash in the previous 12 months used their debt or credit cards more frequently as a result, 38% used cash less frequently or stopped using cash, 21% started travelling further to withdraw cash, and 6% started paying a fee

Actions taken as a result of finding it more difficult to <u>withdraw cash</u> due to a local branch, Post Office, or ATM closing or reducing its opening hours (2024)
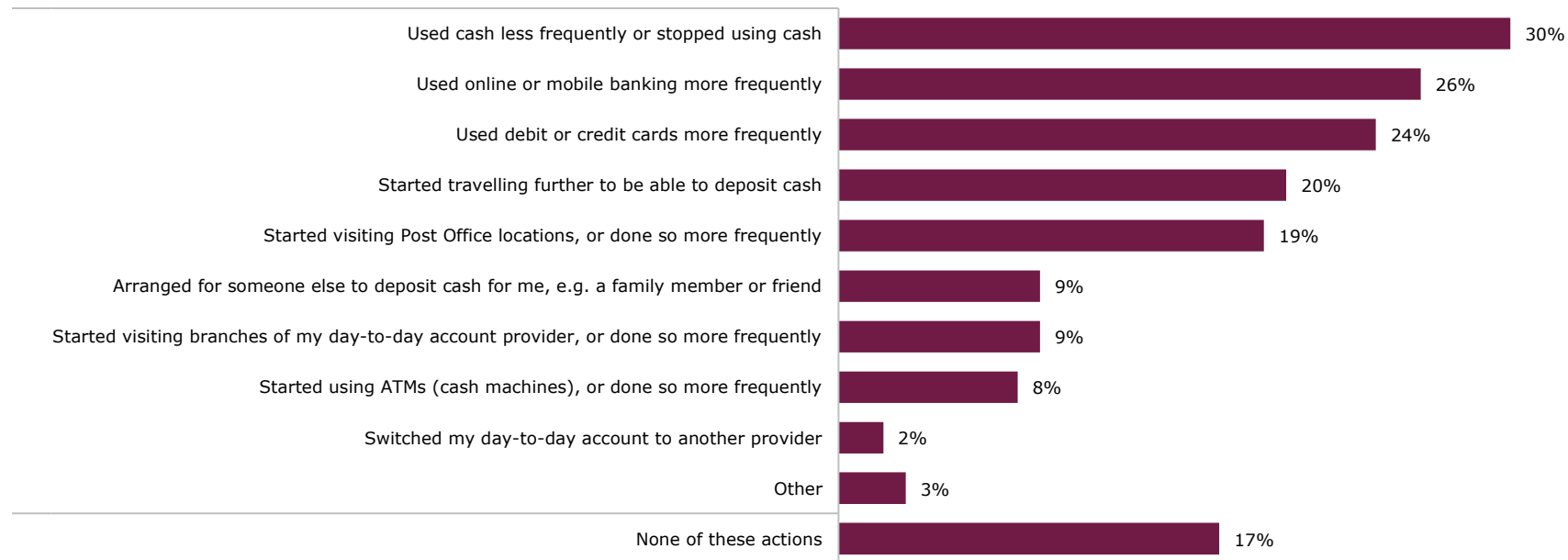
Action	%
Used debit or credit cards more frequently	38%
Used cash less frequently or stopped using cash	38%
Started using (other) ATMs, or done so more frequently	31%
Used online or mobile banking more frequently	28%
Started travelling further to be able to withdraw cash	21%
Withdrawn more cash in one go	21%
Started visiting (other) Post Office locations, or done so more frequently	14%
Started to use cashback from local retailers, or done so more frequently	10%
Arranged for someone else to bring me cash, e.g. a family member or friend	9%
Started paying a fee for withdrawing cash, e.g. using a pay-to-use ATM	6%
Started visiting (other) branches of my account provider, or done so more frequently	6%
Switched my day-to-day account to another provider	1%
Other	1%
None of these actions	12%

Base: All UK adults who have a day-to-day account and found it more difficult to withdraw cash in the last 12 months (2024:1,221) excluding 'don't know' responses (2%)
Question: RB202D (Rebased). Because you are finding it more difficult to withdraw cash, have you had to do any of the following?
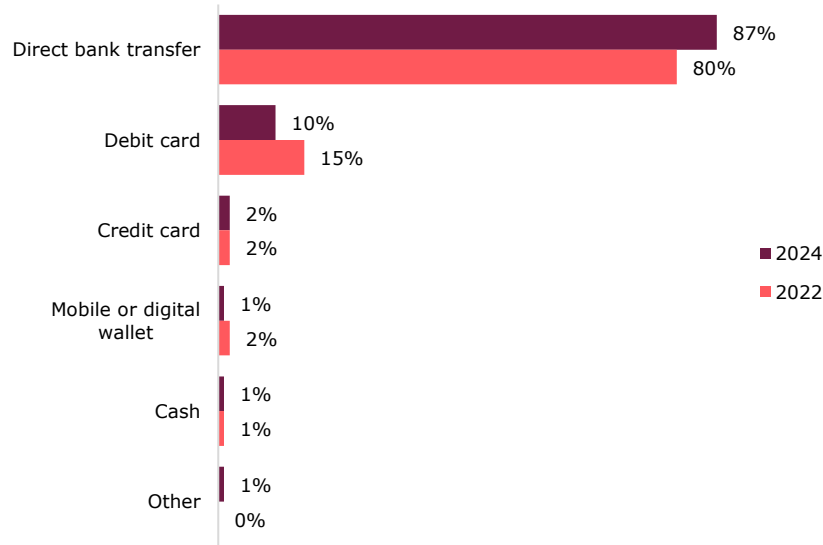
In 2024, 30% of adults who found it more difficult to deposit cash in the previous 12 months used cash less frequently or stopped using cash as a result

Actions taken as a result of finding it more difficult to <u>deposit cash</u> due to a local bank branch, Post Office, or ATM closing or reducing its opening hours (2024)

Used cash less frequently or stopped using cash	30%
Used online or mobile banking more frequently	26%
Used debit or credit cards more frequently	24%
Started travelling further to be able to deposit cash	20%
Started visiting Post Office locations, or done so more frequently	19%
Arranged for someone else to deposit cash for me, e.g. a family member or friend	9%
Started visiting branches of my day-to-day account provider, or done so more frequently	9%
Started using ATMs (cash machines), or done so more frequently	8%
Switched my day-to-day account to another provider	2%
Other	3%
None of these actions	17%

Base: All UK adults who have a day-to-day account and found it more difficult to deposit cash in the last 12 months (2024:1,014) excluding 'don't know' responses (3%)
Question: RB203D (Rebased). Because you are finding it more difficult to deposit cash, have you had to do any of the following?

Section 5

Payment preferences

- Payment method used the last time adults paid their mortgage, and the reasons for not paying by direct bank transfer

- Payment method used the last time adults paid their rent, and the reasons for not paying by direct bank transfer

- Payment method used the last time adults paid a utility bill, and the reasons for not paying by direct bank transfer

- Payment methods used and the reasons why for: the last time adults bought an everyday item in a local shop, a high-value item in a local shop, an everyday item online and a high-value item online

In 2024, 87% of adults with a mortgage used a direct bank transfer the last time they paid their mortgage – up 7pp from 2022. Of those using cash, a debit card, a credit card or a mobile or digital wallet, [10%] said this was because they prefer to have more control of their finances

Payment method used the last time adults paid their mortgage (2022/2024)

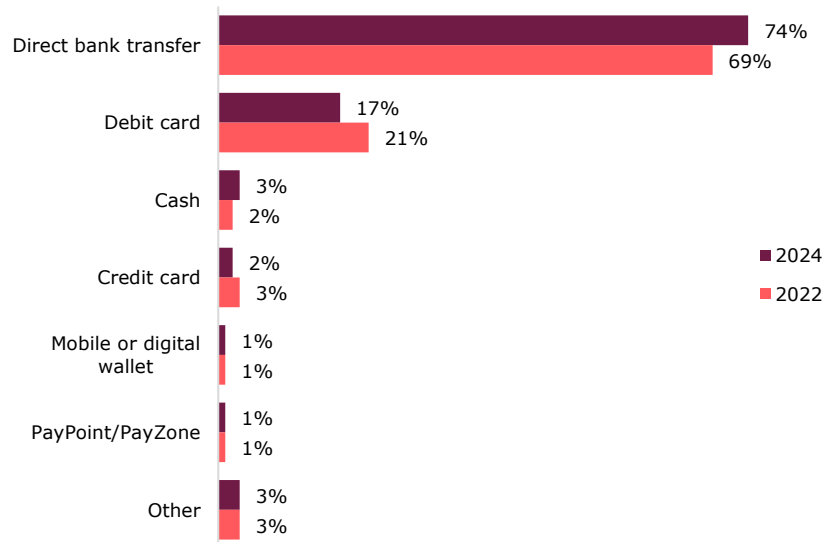| Payment method	2024	2022
Direct bank transfer	87%	80%
Debit card	10%	15%
Credit card	2%	2%
Mobile or digital wallet	1%	2%
Cash	1%	1%
Other	1%	0%

Reasons for not paying their last mortgage payment by direct bank transfer, among those who used cash, a debit card, a credit card, or a mobile or digital wallet for their last payment (2024)

Reason	
I prefer to have more control of my finances, and pay when I like	[10%]
Lender prefers a different method/direct bank transfers not offered	[8%]
I have more trust that the payment will be made using an alternative method	[7%]
I get rewards (eg cashback) using an alternative method	[7%]
Paying by an alternative method is more convenient	[5%]
I don't know how to set up a bank transfer	[2%]
I don't have a bank account or the option to set up a bank transfer	[2%]
Other	[0%]
Don't know	[59%]

Base: All UK adults with a mortgage (2022:592/ 2024:922) excluding 'not made this type of payment recently' responses (3%/6%) **Question:** PAY3a (Rebased). The last time you paid your mortgage, which type of payment method did you use?

Base: All UK adults with a mortgage who paid their last mortgage payment using cash, a debit card, a credit card, or a mobile or digital wallet (2024:99) **Question:** PAY25D. The last time you paid your mortgage, why didn't you pay by a direct bank transfer (i.e. Direct Debit/BACS, standing order, CHAPS or a one-off bank transfer to an individual or firm)?
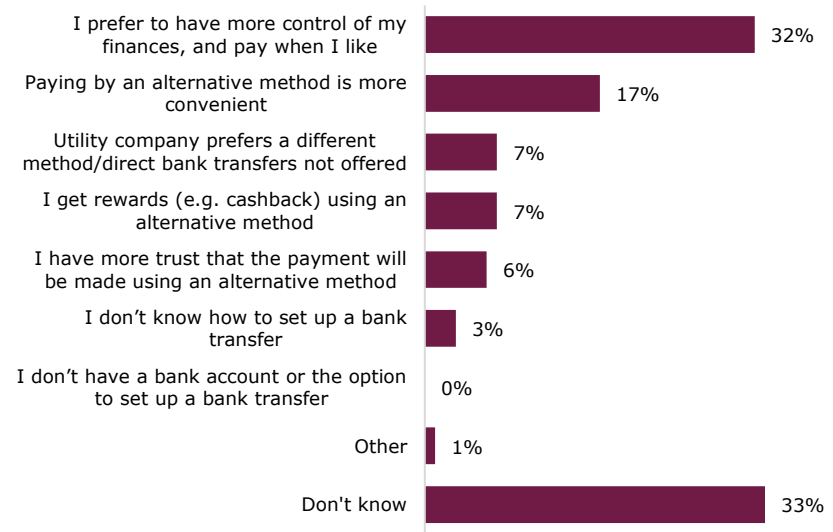
In 2024, 64% of adults paying rent used a direct bank transfer the last time they paid rent – not statistically different from 2022. Of those using cash, a debit card, a credit card or a mobile or digital wallet, 29% said this was because they prefer to have more control of their finances

Payment method used the last time adults paid their rent (2022/2024)

- Direct bank transfer: 64% (2024), 63% (2022)
- Debit card: 22% (2024), 21% (2022)
- Cash: 4% (2024), 5% (2022)
- Mobile or digital wallet: 4% (2024), 2% (2022)
- Credit card: 1% (2024), 1% (2022)
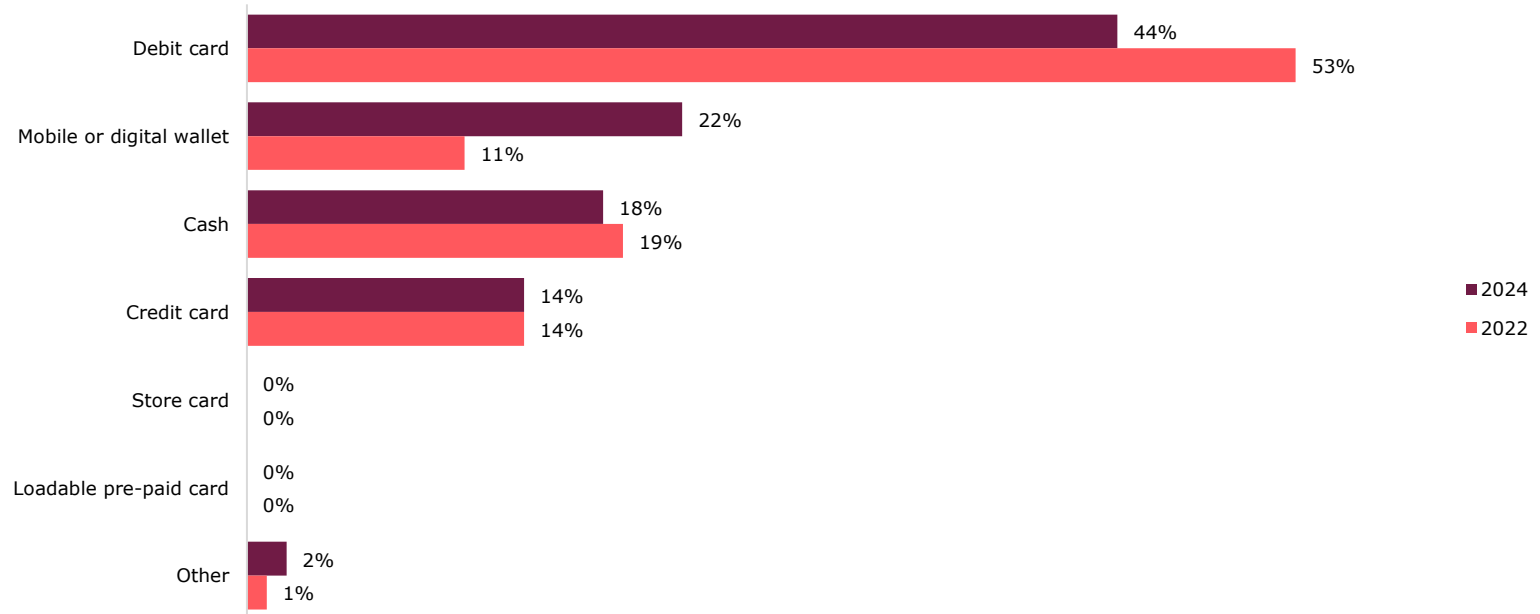- Other: 6% (2024), 7% (2022)

■ 2024
■ 2022

Reasons for not paying their last rent payment by direct bank transfer, among those who used cash, a debit card, a credit card, or a mobile or digital wallet for their last payment (2024)

- I prefer to have more control of my finances, and pay when I like: 29%
- Paying by an alternative method is more convenient: 16%
- Landlord prefers a different method/direct bank transfers not offered: 8%
- I have more trust that the payment will be made using an alternative method: 8%
- I get rewards (eg cashback) using an alternative method: 3%
- I don't know how to set up a bank transfer: 2%
- I don't have a bank account or the option to set up a bank transfer: 0%
- Other: 2%
- Don't know: 37%

Base: All UK adults paying rent (2022:443/ 2024:620) excluding 'not made this type of payment recently' responses (10%/13%) **Question:** PAY3a (Rebased). The last time you paid your rent, which type of payment method did you use?

Base: All UK adults paying rent who paid their last rent payment using cash, a debit card, a credit card, or a mobile or digital wallet (2024:148) **Question:** PAY25D. The last time you paid your rent, why didn't you pay by a direct bank transfer (i.e. Direct Debit/ BACS, standing order, CHAPS or a one-off bank transfer to an individual or firm)?

In 2024, 74% of adults used a direct bank transfer the last time they paid a utility bill – up from 69% in 2022. Of those who paid using cash, a debit card, a credit card, or a mobile or digital wallet, 32% said this was because they prefer to have more control of their finances

Payment method used the last time adults paid a utility bill (2022/2024)

Payment method	2024	2022
Direct bank transfer	74%	69%
Debit card	17%	21%
Cash	3%	2%
Credit card	2%	3%
Mobile or digital wallet	1%	1%
PayPoint/PayZone	1%	1%
Other	3%	3%

Reasons for not paying their last utility bill by direct bank transfer, among those who used cash, a debit card, a credit card, or a mobile or digital wallet for their last payment (2024)

Reason	%
I prefer to have more control of my finances, and pay when I like	32%
Paying by an alternative method is more convenient	17%
Utility company prefers a different method/direct bank transfers not offered	7%
I get rewards (e.g. cashback) using an alternative method	7%
I have more trust that the payment will be made using an alternative method	6%
I don't know how to set up a bank transfer	3%
I don't have a bank account or the option to set up a bank transfer	0%
Other	1%
Don't know	33%

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'not made this type of payment recently' responses (10%/12%) **Question:** PAY3b (Rebased). The last time you paid a utility bill, which type of payment method did you use?

Base: All UK who paid their last utility bill using cash, a debit card, a credit card, or a mobile or digital wallet (2024:479) **Question:** PAY28D. The last time you paid a utility bill, why didn't you pay by a direct bank transfer (i.e. Direct Debit/BACS, standing order, CHAPS or a one-off bank transfer to an individual or firm)?

In 2024, 44% of adults used a debit card the last time they bought an everyday item in a local shop – down 9pp from 2022. More (22%) used a mobile or digital wallet in 2024 – up from 11% in 2022. 18% used cash – not statistically different from 2022

Payment method used the last time adults bought <u>an everyday item in a local shop</u> (2022/2024)
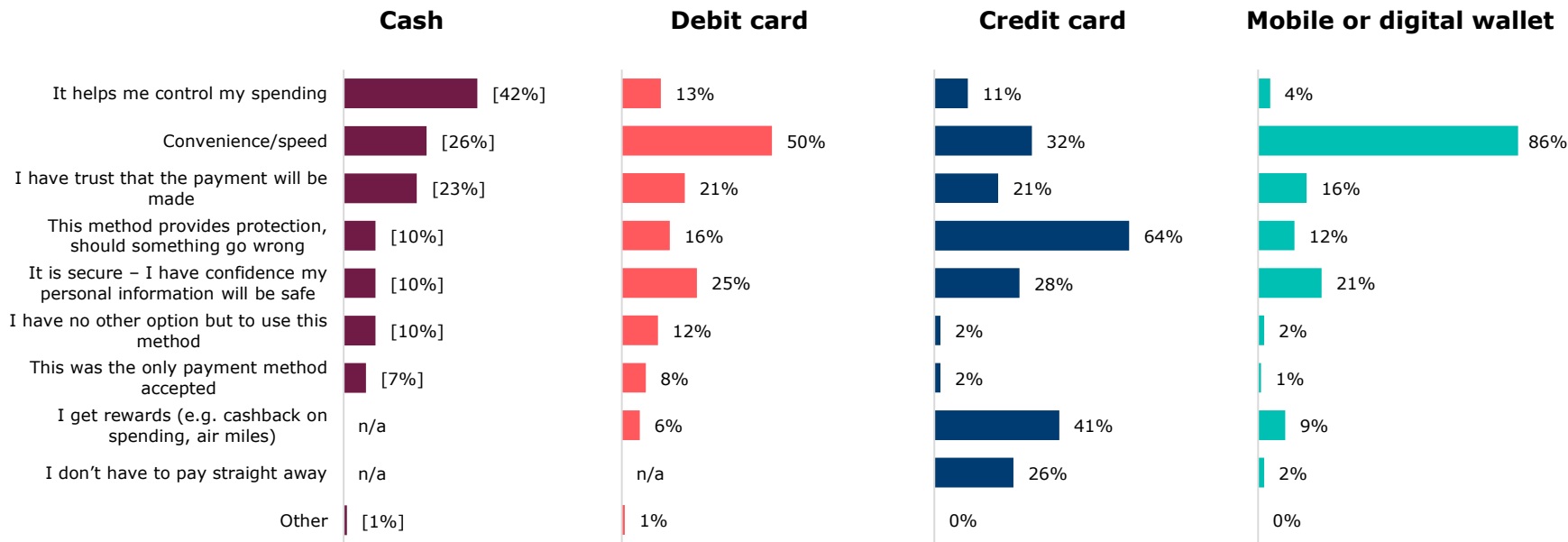

■ 2024
■ 2022

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'not made this type of purchase recently' responses (3%/6%)
Question: PAY3c (Rebased). The last time you went to a local shop to buy an everyday item, which type of payment method did you use?

In 2024, a key reason for adults using their chosen payment method the last time they bought an everyday item in a local shop was convenience/speed. Cash was also used to help control spending, and credit cards were also used to get rewards and for protection

Reasons for using cash, a debit card, a credit card or a mobile or digital wallet the last time adults bought <u>an everyday item in a local shop</u> (2024)
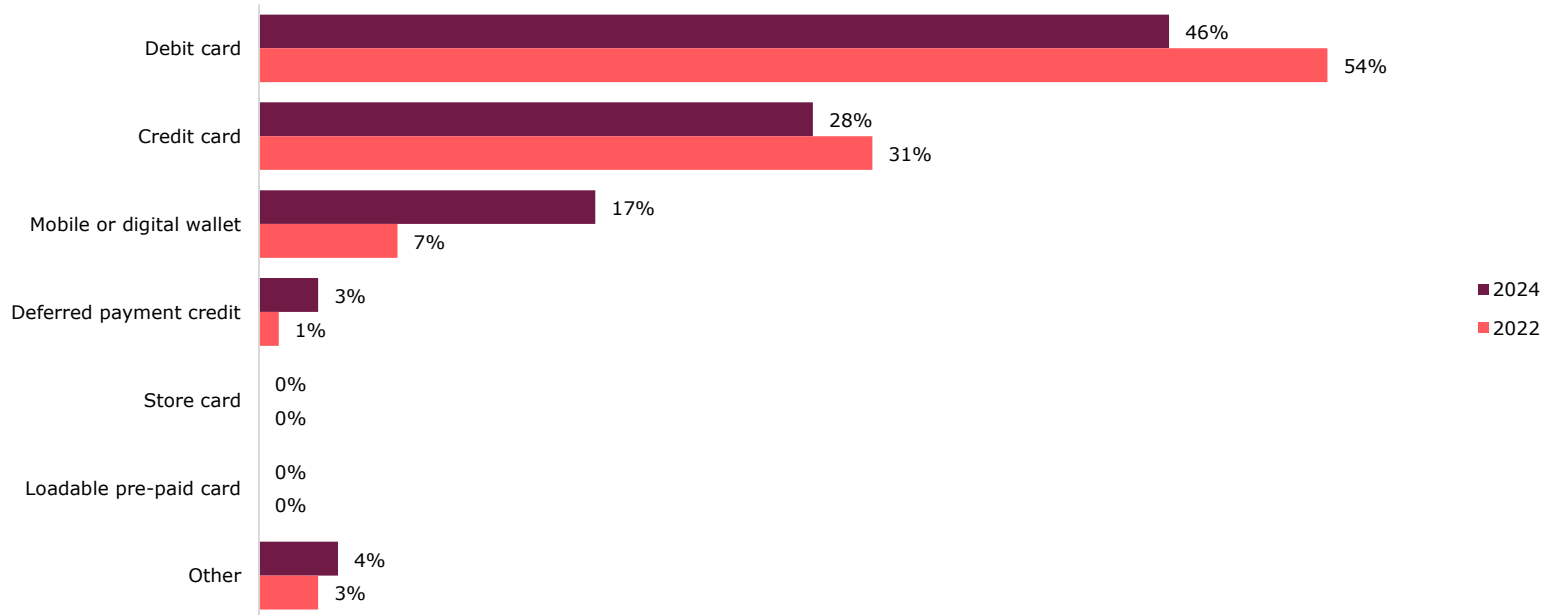
	Cash	Debit card	Credit card	Mobile or digital wallet
Convenience/speed	56%	66%	52%	86%
It helps me control my spending	37%	14%	13%	4%
It is secure – I have confidence my personal information will be safe	19%	22%	20%	24%
I have trust that the payment will be made	15%	23%	20%	16%
This was the only payment method accepted	8%	6%	2%	0%
This method provides protection, should something go wrong	7%	10%	38%	7%
I have no other option but to use this method	6%	10%	1%	4%
I get rewards (e.g. cashback on spending, air miles)	n/a	7%	54%	8%
I don't have to pay straight away	n/a	n/a	18%	0%
Other	7%	1%	2%	0%

In 2024, 43% of adults used a debit card the last time they bought a high-value item in a local shop – down 9pp from 2022. 36% used a credit card – not statistically different from 2022. 13% used a mobile or digital wallet – up 9pp from 2022. Just 4% used cash

Payment method used the last time adults bought <u>a high-value item in a local shop</u> (2022/2024)

Legend: ■ 2024 ■ 2022

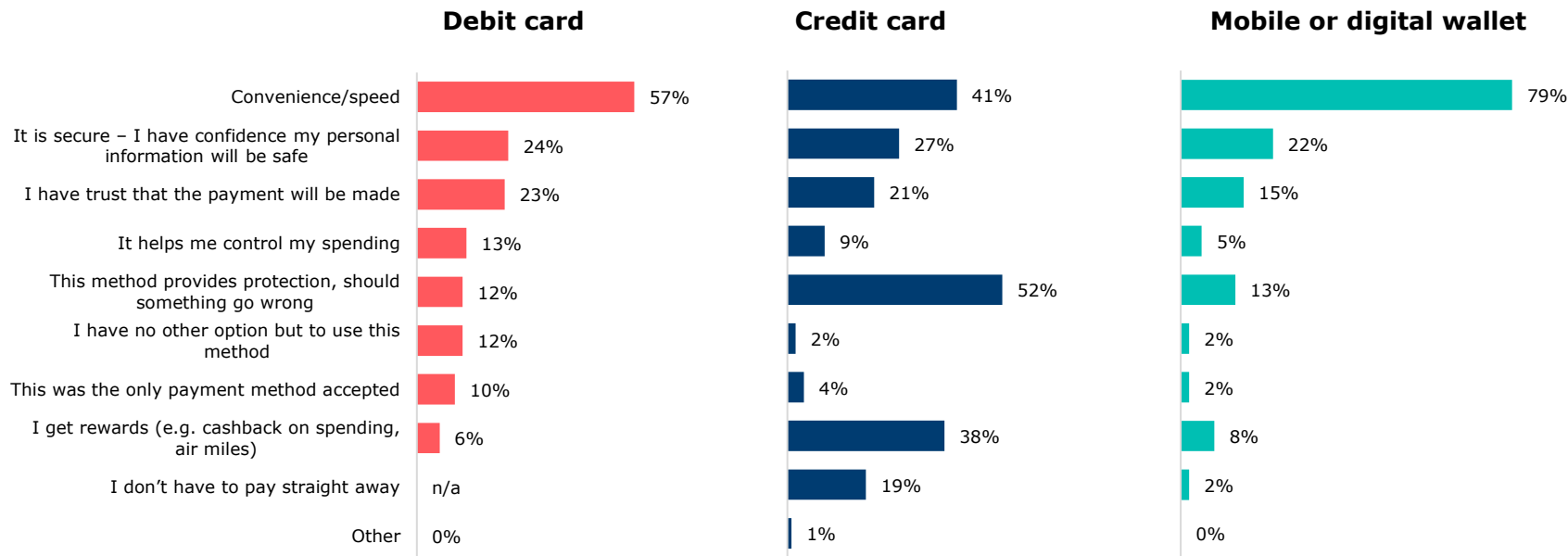| Payment method	2024	2022
Debit card	43%	52%
Credit card	36%	35%
Mobile or digital wallet	13%	4%
Cash	4%	3%
Store card	0%	0%
Loadable pre-paid card	0%	0%
Other	3%	2%

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'not made this type of purchase recently' responses (17%/19%)
Question: PAY3d (Rebased). The last time you went to a local shop to buy a high-value item, which type of payment method did you use?

In 2024, the most cited reason for using cash the last time adults bought a high-value item in a local shop was to help control spending. For debit cards and mobile or digital wallets it was convenience/speed. For credit cards it was for protection and to get rewards

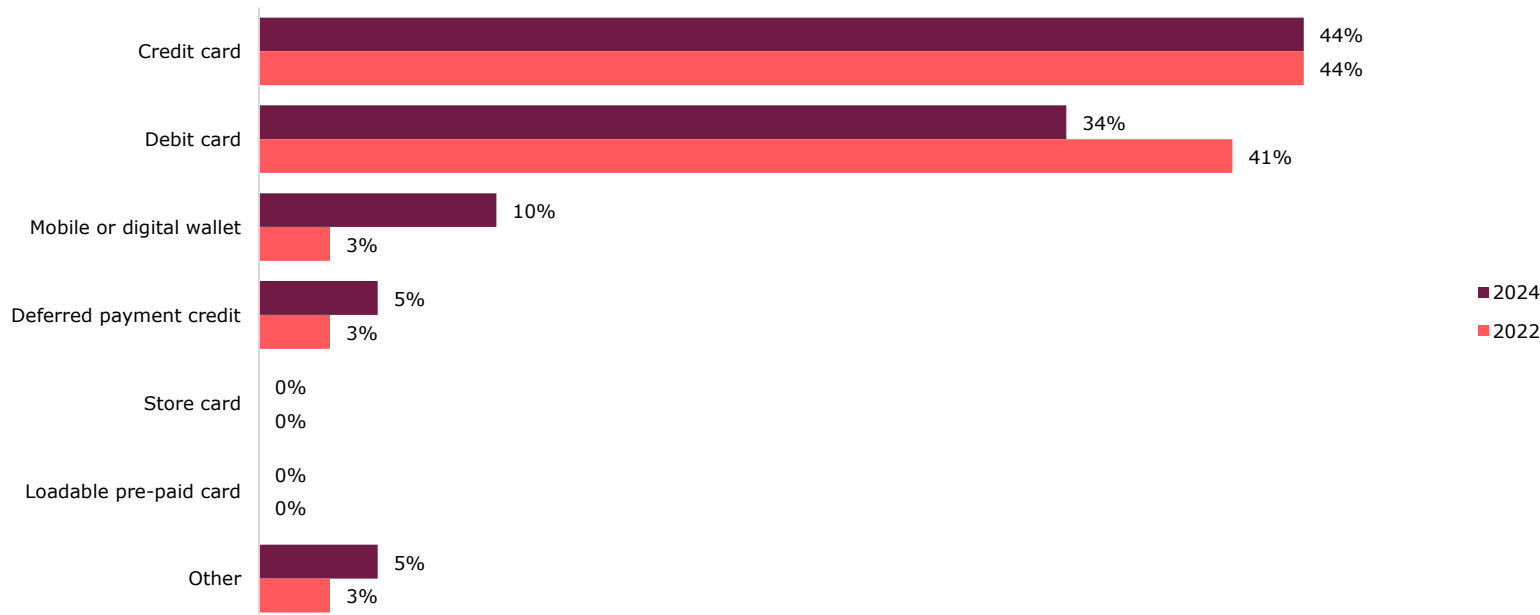**Reasons for using cash, a debit card, a credit card or a mobile or digital wallet the last time adults bought <u>a high-value item in a local shop</u> (2024)**

	Cash	Debit card	Credit card	Mobile or digital wallet
It helps me control my spending	[42%]	13%	11%	4%
Convenience/speed	[26%]	50%	32%	86%
I have trust that the payment will be made	[23%]	21%	21%	16%
This method provides protection, should something go wrong	[10%]	16%	64%	12%
It is secure – I have confidence my personal information will be safe	[10%]	25%	28%	21%
I have no other option but to use this method	[10%]	12%	2%	2%
This was the only payment method accepted	[7%]	8%	2%	1%
I get rewards (e.g. cashback on spending, air miles)	n/a	6%	41%	9%
I don't have to pay straight away	n/a	n/a	26%	2%
Other	[1%]	1%	0%	0%

In 2024, 46% of adults used a debit card the last time they bought an everyday item online – down 8pp from 2022. 28% used a credit card – not statistically different from 2022. 17% used a mobile or digital wallet – up 11pp, and 3% used deferred payment credit – up 2pp

Payment method used the last time adults bought <u>an everyday item online</u> (2022/2024)

Legend: ■ 2024 ■ 2022

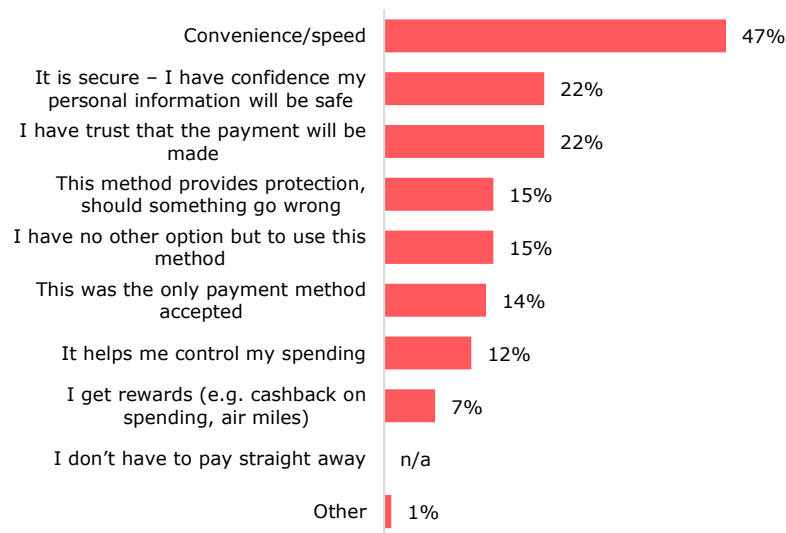| Payment method	2024	2022
Debit card	46%	54%
Credit card	28%	31%
Mobile or digital wallet	17%	7%
Deferred payment credit	3%	1%
Store card	0%	0%
Loadable pre-paid card	0%	0%
Other	4%	3%

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'not made this type of purchase recently' responses (11%/13%)
Question: PAY3e (Rebased). The last time you went online to buy an everyday item, which type of payment method did you use?
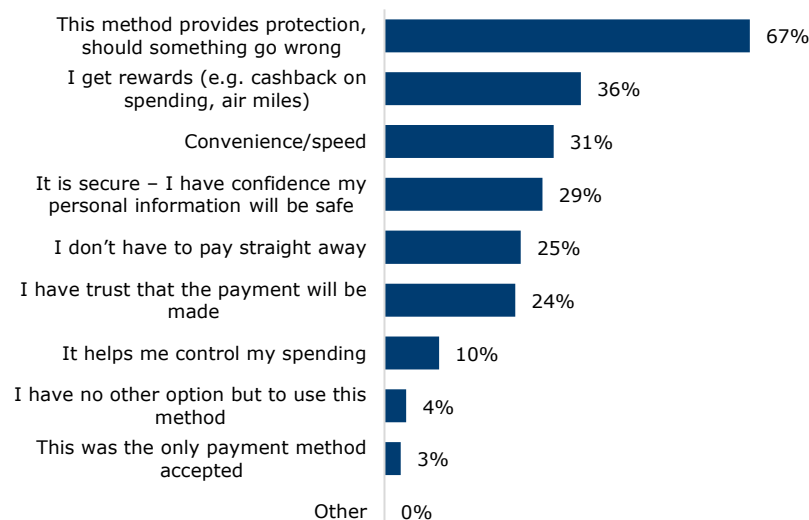
In 2024, a key reason for adults using their chosen payment method the last time they bought an everyday item online was convenience/speed. Credit cards were also used for protection and to get rewards

Reasons for using a debit card, a credit card or a mobile or digital wallet the last time adults bought <u>an everyday item online</u> (2024)

	Debit card	**Credit card**	**Mobile or digital wallet**
Convenience/speed	57%	41%	79%
It is secure – I have confidence my personal information will be safe	24%	27%	22%
I have trust that the payment will be made	23%	21%	15%
It helps me control my spending	13%	9%	5%
This method provides protection, should something go wrong	12%	52%	13%
I have no other option but to use this method	12%	2%	2%
This was the only payment method accepted	10%	4%	2%
I get rewards (e.g. cashback on spending, air miles)	6%	38%	8%
I don't have to pay straight away	n/a	19%	2%
Other	0%	1%	0%

Base: All UK adults who used the following payment methods the last time they bought an everyday item online (2024): debit card (1,136), credit card (840), mobile or digital wallet (435) excluding 'don't know' responses (8%/4%/4%)
Question: PAY31D (Rebased). The last time you bought an everyday item online, why did you choose to use (a debit card/ a credit card/ a mobile or digital wallet)?

In 2024, 44% of adults used a credit card the last time they bought a high-value item online – the same as in 2022. 34% used a debit card – down 7pp, 10% used a mobile or digital wallet – up 7pp, and 6% used deferred payment credit – up 3pp from 2022

Payment method used the last time adults bought <u>a high-value item online </u>(2022/2024)

Base: All UK adults (2022:1,957/ 2024:2,871) excluding 'not made this type of purchase recently' responses (21%/23%)
Question: PAY3f (Rebased). The last time you went online to buy a high-value item, which type of payment method did you use?

In 2024, the most cited reason for using a debit card the last time adults bought a high-value item online was convenience/speed. For credit cards it was protection, should something go wrong

Reasons for using chosen payment method the last time adults bought <u>a high-value item online</u> (2024)

Reasons for using a debit card

Reason	%
Convenience/speed	47%
It is secure – I have confidence my personal information will be safe	22%
I have trust that the payment will be made	22%
This method provides protection, should something go wrong	15%
I have no other option but to use this method	15%
This was the only payment method accepted	14%
It helps me control my spending	12%
I get rewards (e.g. cashback on spending, air miles)	7%
I don't have to pay straight away	n/a
Other	1%

Reasons for using a credit card

Reason	%
This method provides protection, should something go wrong	67%
I get rewards (e.g. cashback on spending, air miles)	36%
Convenience/speed	31%
It is secure – I have confidence my personal information will be safe	29%
I don't have to pay straight away	25%
I have trust that the payment will be made	24%
It helps me control my spending	10%
I have no other option but to use this method	4%
This was the only payment method accepted	3%
Other	0%

Base: All UK adults who used the following payment methods the last time they bought a high-value item online (2024): debit card (730), credit card (1,139), excluding 'don't know' responses (10%/3%)

Question: PAY32D (Rebased). The last time you bought a high-value item online, why did you choose to use (a debit card/ a credit card)?

Note: Question not asked to those who used a mobile or digital wallet to buy a high-value item online as estimates from 2022 predicted too small a base size.

Section 6

Your feedback please

Please email us at:
financiallivessurvey@fca.org.uk

We welcome your feedback on this deck of slides

Please email us at financiallivessurvey@fca.org.uk, ideally including:

- "Feedback on the FLS Payments deck" as the title of your email

- Your organisation and your role

- How useful you have found these findings – how they have helped you/ how you have used them

- Any suggestions for improving our questionnaire or this deck

- Whether you have also looked at our FLS 2024 main report and data tables – and what you think of them

- Your brief suggestions for improving how we make FLS results accessible to users like you

- Whether you would be willing to take part in a short survey about FLS

- Any other feedback you may have

Section 7

Abbreviations and glossary

- <u>Abbreviations</u>
- <u>Glossary</u>

Abbreviations

Term	Definition
eg	For example
BACS	Bankers' Automated Clearing System
CHAPS	Clearing House Automated Payment System
CoP	Confirmation of Payee
DPC	Deferred payment credit
FCA	Financial Conduct Authority
FLS	(The FCA's) Financial Lives survey
FS	Financial service(s)
HIV	Human Immunodeficiency Virus
ie	That is
IMD	Indices of Multiple Deprivation
MS	Multiple sclerosis
na	Not asked
n/a	Not applicable
pp	percentage point
SCA	Strong Customer Authentication
UK	United Kingdom

Glossary (1)

Term	Definition
Adult	Aged 18 years or over
Agree	Those answering 'strongly agree' or 'slightly agree'
Characteristics of vulnerability	Circumstances associated with four key drivers of vulnerability that may indicate a consumer is especially susceptible to harm, particularly when a firm is not acting with appropriate levels of care
Confirmation of Payee	Defined for survey respondents as: 'An account name checking service that helps to make sure payments aren't sent to the wrong bank or building society account'
Contactless payment	Defined for survey respondents as: 'This is where you can pay for items with your card or mobile device by tapping it against the card reader, without having to enter your PIN'
Cryptocurrencies or cryptoassets	Defined for survey respondents as: 'This is a type of digital money or digital asset that you can buy, sell or use online. It is secured cryptographically and often uses a system called 'blockchain' to keep track of transactions securely. Examples include Bitcoin, Ether and Tether'
Day-to-day account	The account people use for day-to-day payments and transactions. For most people (99%), this is a current account. For others, it can be a savings account (with a bank, building society or NS&I) or a credit union savings account
Deferred payment credit (DPC)	Financial Lives measures the use of unregulated Buy Now, Pay Later (BNPL) in the last 12 months – which we refer to in this report as deferred payment credit (DPC). BNPL is a broad term encompassing various credit agreements, some of which fall within the Financial Conduct Authority's (FCA) regulatory scope, while others are exempt and therefore unregulated. Unregulated BNPL credit agreements – referred to as deferred payment credit (DPC) – operate under the exemption outlined in Article 60F(2) of the Regulated Activities Order (RAO). We cannot expect survey respondents to know whether they are using regulated or unregulated BNPL. So, in FLS we use brand to identify DPC holders. There are two steps to this: 1. Respondents are asked whether they have purchased goods using a 'Buy Now, Pay Later' payment service, sometimes referred to as 'pay in three' or 'pay later.' This is defined as: 'This is a payment service where you defer payment for a short period of time (usually 30 days) or split payments over a few instalments (typically between 3 and 6) without paying interest. You may have seen this option offered when shopping online at the checkout page, being offered by firms such as Klarna or Clearpay.' 2. Respondents who say they have used this type of service are then shown a list of providers and asked to identify those they have used in the last 12 months. Their responses are cross-checked against the FCA's list of DPC providers. Those respondents who have only used non-DPC providers (ie they have only used regulated BNPL providers) are excluded from the sample of DPC users.

Glossary (2)

Term	Definition
Digitally excluded	Adults who have never used the internet; have not used the internet within the last three months or don't know when they used the internet last; or those who have used the internet in the last three months but less often than once a week and rate their ability to use it as poor or bad
Direct bank transfer	Direct Debit, BACS, standing order, CHAPS or a one-off bank transfer
Direct Debit	An instruction to a bank or building society that authorises the organisation you want to pay to collect varying amounts from your account – but only if you have been given advance notice of the amounts and dates of collection
Disagree	Those answering 'strongly disagree' or 'slightly disagree'
Drivers of vulnerability	The FCA's 4 key drivers of vulnerability are: poor health, recent negative life events, low resilience and low capability
Heavy user of cash	Adult who paid for everything or most things in cash in the previous 12 months
Household	Defined for survey respondents as: 'The group of people (not necessarily related) living at the same address who share cooking facilities and also share a living room or sitting room or dining area'
Household income	Defined for survey respondents as: 'Total annual household income from all sources (including benefits) before tax and other deductions'
International money transfer	Examples given to survey respondents are: 'Moneycorp, MoneyGram, Revolut, Wise (formerly Transferwise), Travelex, Western Union, or WorldFirst'
Least deprived areas of the UK	The Indices of Multiple Deprivation rank every small area in England, Northern Ireland, Wales and Scotland from most deprived to least deprived. Areas can then be cut by decile by country to identify whether an area falls into the most or least deprived 10 per cent of small areas in that country. Decile 10 areas are the least deprived areas from each country
Loadable pre-paid card	Examples given to survey respondents are: 'Revolut prepaid card, Post Office travel card, cashplus, Monese, Pockit, thinkmoney, Tuxedo, Clubcard Pay+, Hyperjar or Suits ME'. Respondents are asked not to include gift cards from retailers
Low capability (in the context of vulnerability)	Capability is one of the four key drivers of vulnerability. Adults are described as having low capability if they view their own financial capability as particularly low, have poor or non-existent digital skills (the 'digitally excluded'), have low English language skills, or have learning difficulties (dyslexia, dyscalculia or dyspraxia)
Low resilience (in the context of vulnerability)	Resilience is one of the four key drivers of vulnerability. Adults are described as having low resilience if they have low financial resilience or low emotional resilience

Glossary (3)

Term	Definition
Minority ethnic adults/groups	UK adults from a Gypsy or Irish traveller, Roma, mixed/multiple, Asian/ Asian British, Black/African/Caribbean/Black British or other ethnic background. This terminology is used in the UK Census
Mobile or digital wallet	Defined for survey respondents as: 'This is an app that stores payment card information on a mobile device, eg Apple Pay, Amazon Pay, Google Pay, Samsung Pay or PayPal digital wallet. A mobile or digital wallet may also be provided by your bank, building society, or a payment services institution or e-money provider'
Most deprived areas of the UK	The Indices of Multiple Deprivation rank every small area in England, Northern Ireland, Wales and Scotland from most deprived to least deprived. Areas can then be cut by decile by country to identify whether an area falls into the most or least deprived 10 per cent of small areas in that country. Decile 1 areas are the most deprived areas from each country
Negative life events (in the context of vulnerability)	Life events are one of the four key drivers of vulnerability. Negative life events included in our algorithm are events that have occurred in the last 12 months, and include bereavement, an income shock (eg losing their job or a reduction in working hours against their wishes), a relationship breakdown, or becoming the main carer for a close family member. Since the 2022 survey, we also include those who have experienced financial abuse by their partner or a family member in the previous five years
'Other' employment status	Includes those who are temporarily sick with no job to go to, those who are permanently sick or disabled, students, those looking after the home, and full-time carers
'Other' employment status	Includes those who are temporarily sick with no job to go to, those who are permanently sick or disabled, students, those looking after the home, and full-time carers
'Other' ethnicity	Any ethnic group other than Asian/Asian British, Black/Black British, mixed/multiple ethnic groups, or White
'Other' housing tenure	Those who live rent-free (eg with parents, partner, relatives or in friends' property) or occupy the property they currently live in in some other way
Payment Initiation Service	Defined for survey respondents as: 'A service that directly initiates a payment from your bank account to another party, without you having to enter your bank account or card details. It works by allowing you to select your bank account from a list and then approving the transaction with your face ID, fingerprint, or PIN. The money is then moved directly from your bank account to the other party's bank account, rather than using a credit or debit card'

Glossary (4)

Term	Definition
Poor health (in the context of vulnerability)	Health is one of the four key drivers of vulnerability. Respondents are considered to have poor health, if they have a condition or illness lasting or expected to last for 12 months or more; and, that their illness/condition affects them physically or affects their hearing, vision, mental health (including addiction), mental capacity or cognitive abilities, and that it reduces their ability to carry out day-to-day activities 'a lot'. In the 2022 survey, we added a question about cancer, multiple sclerosis, and HIV infection. People with these progressive conditions automatically meet the disability definition under the Equality Act 2010 from the day they are diagnosed, even if their condition does not currently have a substantial negative impact on their ability to carry out day-to-day activities. From the 2022 survey they count as having poor health. Where we use the term 'poor health' it is always shorthand for those in poor health or have a progressive health condition (cancer, MS, HIV infection)
Revolve, revolving	Hold a credit card, store card and/or catalogue credit now or in the last 12 months but do not usually repay (or don't know if usually repay) the balance in full every month or most months
Sex	Survey respondents are asked to state their sex, with the options of Male, Female, or prefer not to say. Elsewhere in the survey we ask respondents if the gender they identify with is the same as their sex registered at birth
Stablecoin	Cryptocurrency that attempts to have a relatively stable price by linking to stable assets like the US Dollar or gold. In Financial Lives, we report the proportion of adults who have paid for goods or services using a stablecoin, based on those who have used the following cryptocurrencies: Binance USD (BUSD), DAI, Tether, True USD, and USDC
Strong Customer Authentication	Defined for survey respondents as: 'The process of confirming details like this (ie confirming your details through a text message, email or through an app on a mobile device) is called Strong Customer Authentication. This is how your bank or payment services provider verifies your identity or validates a payment. It is designed to reduce the risk of a fraudster pretending to be you to steal your money'

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