Why Banking Must Evolve to Be an Autonomous Digital Enterprise

The global pandemic has irreversibly increased digital appetites and heightened expectations for online interactions with banks. In a survey of 4,000+ consumers:

- 54% were concerned they could be left without access to banking technology.
- 70% of consumers want an improved digital banking experience.
- 53% expect it for free.
- Consumers would pay a small account fee for improved experience.
- 42% had a hard time using online and mobile banking in the last year.

Customers had the most difficulty with:
- Verifying identity
- Signing into online or mobile banking
- View real-time balance
- Transferring funds between accounts

However, with so many people relying on mobile and online financial tools...

- 65% are less likely to forgive disappointing digital banking experiences.
- 44% had a hard time using online and mobile banking.

As digital demands continue to rise, consumers are becoming less forgiving of disappointing digital banking experiences.

Embrace Disruption: Become an Autonomous Digital Enterprise.