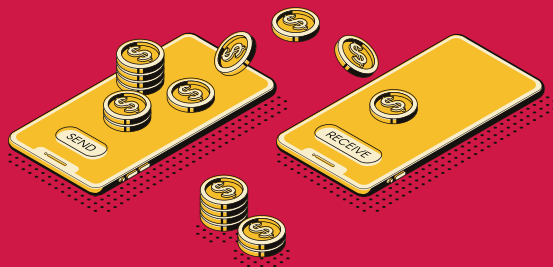


Australian 2019 Banking Insights

Trust

Organisations Australians trust most to share data with



Security

What matters most to Australian bank customers



60% Safety and security of my data

49% Easy to understand, transparency in product, processes and services



Biometrics for bank security?



Face and fingerprint

6/10 Australians comfortable using face and fingerprint biometrics to access mobile banking and ATMs



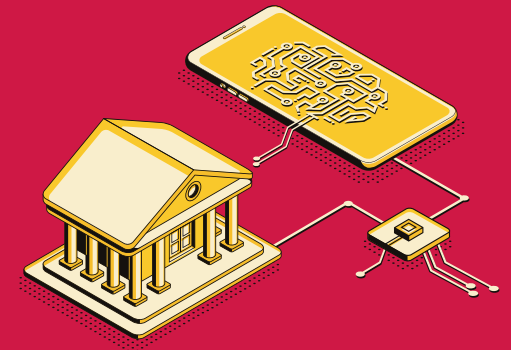
Behavioural

6/10 Australians don't support banks using behavioural biometrics



Customer Experience

#1 Reason for not supporting biometrics:
57% I am just not comfortable



29%

Most Annoyed with:

Having to repeat myself across different touchpoints

