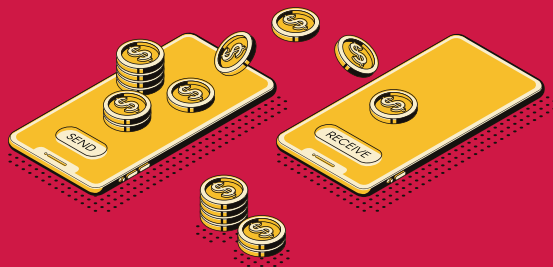


New Zealand 2019 Banking Insights

Trust

Organisations New Zealanders trust most to share data with



Security

What matters most to New Zealand bank customers



57% Safety and security of my data

54% Fast efficient service



Biometrics for bank security?



Face and fingerprint

7/10 Kiwis comfortable using face and fingerprint biometrics to access mobile banking and ATMs



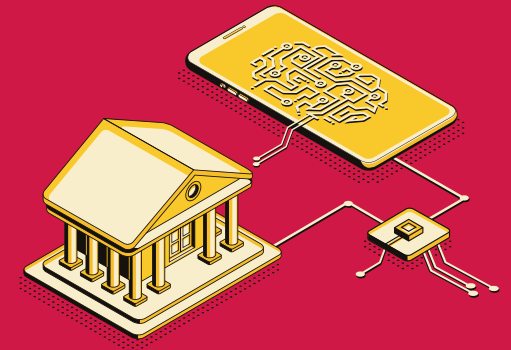
Behavioural

3/10 Kiwis don't support banks using behavioural biometrics



Customer Experience

#1 Reason for not supporting biometrics:
40% I am just not comfortable



32%

Most Annoyed with:

Having to repeat myself across different touchpoints

#!&

