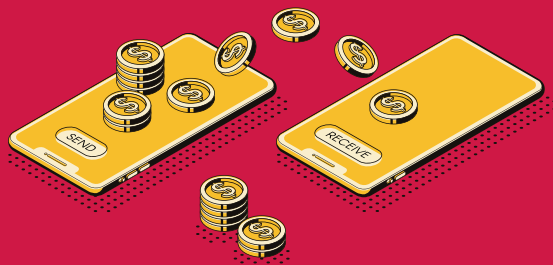


## Trust

Organisations Filipinos trust most to share data with



## Security

What matters most to Filipino bank customers



63% Safety and security of my data

54% Fast efficient service / resolution when I contact the bank with an issue



Biometrics for bank security?



**Face and fingerprint**

8/10 Filipinos comfortable using face and fingerprint biometrics to access mobile banking and ATMs



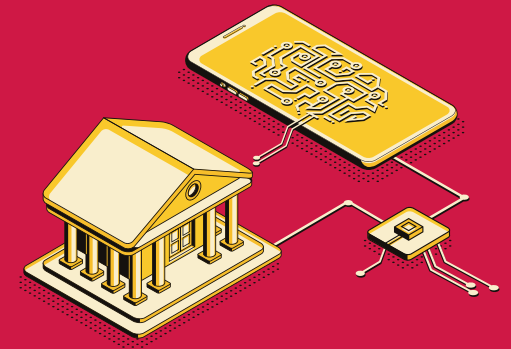
**Behavioural**

4/10 Filipinos don't support banks using behavioural biometrics



## Customer Experience

**#1** Reason for not supporting biometrics:  
58% Biometric data can be stolen and can't be changed or replaced



**49%**

Most Annoyed with:  
Long queues in the branch

