


SEPTEMBER 2019

MONKEY INSIGHTS

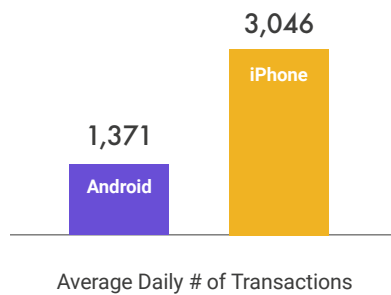
Malauzai Software, a Finastra company and a leader in digital banking, today released its quarterly Monkey Insights “little-data” report, the report where an overwhelming amount of big data surrounding digital banking is broken up into digestible analytic “factoids” called little data. The report highlights key trends in Internet and mobile banking usage based data collected in September 2019 for 400+ banks and credit unions, covering over 16.5 million logins from more than 1 million active internet and mobile banking users.

This report focuses on money movement, like Person to Person (P2P) payments, Account to Account (A2A) payments, internal transfers, with a specific focus on how consumers choose to send money to their friends and family.

2018
 **5 Payments per user**

2019
 **6 Payments per user**

Dramatic spike in digital payments
 Similar to last Monkey Insight’s trend in money movement, consumer digital payments saw an increase over the last year, as the number of payments made online rose from an average of just under five payments per user in 2018 to over six per user, per month, in 2019. This should come as no surprise to financial institutions as consumer preferences for online interactions increases year-over-year. It’s a warning, however, particularly to community banks and credit unions, that time may be running out on the digital transformation timeline.



Have Phone, Will Pay
 Of the over 200,000 digital bill payments made in July, 67% were conducted through mobile devices. That is an average daily number of transactions totaling 1,371 for Android devices and 3,046 for iPhone.

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OVER 57,000

consumer bill payments made through a web browser in July

Browser Capability Tumbles

It takes a consumer a little under two minutes to complete a bill pay transaction on a smartphone. That number more than doubles for consumers completing transactions via a web browser. Could it be that financial institutions are ignoring desktop channels in favor of improving tools and capabilities for the more popular mobile segment? With **over 57,000 consumer bill payments made through a web browser in July** (more than the total completed through Android devices alone), it might be time to rethink that strategy.



373% RISE

in Picture Payments over the four-year span

Click, It's Done

There is no denying that consumers prize speed and efficiency when it comes to banking transactions. Just look at the rise in the number of picture payments since 2015 when monthly totals for July came in at 5,400. Comparing then to now is like looking at a line drawing of Mount Everest—a **373% rise in picture payments over the four-year span**—and it's still going up. This is an interesting statistic, since many institutions have seen a decline in traditional bill pay, with users going to biller direct sites. However, with picture payments, there is no need to say cheese. Just a simple click, and it is done.

About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today—spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location—from global financial institutions, to community banks and credit unions.

Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 90 of the world's top 100 banks use Finastra technology.

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