



# CANADIANS BANKING ON MOBILE



**78%**

Of Canadians are using digital channels (online and app-based) to conduct most of their banking transactions.

**65%**

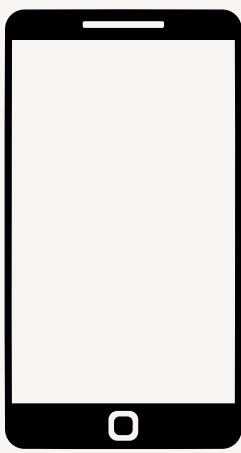
Driven by Gen Z and Millennials, Two-thirds of Canadians used a mobile app to do their banking in 2021, up from 56 per cent in 2018.

**75%**

Three out of four Canadians intend to keep the digital banking habits developed during the past two years

**90%**

Of Canadians feel that technology has improved their banking services



## MOBILE PAYMENT

Canadians use smartphone tap to pay 9.1 times per month



### A look ahead

40% plan to use more mobile banking apps

