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.

Data in this infographic has been sourced from:
- Biannual study by the Canadian Bankers Association and Abacus Data that examines the banking trends and attitudes of Canadian
- Simplii Financial: How Canadians are using digital banking to simplify their lives.