

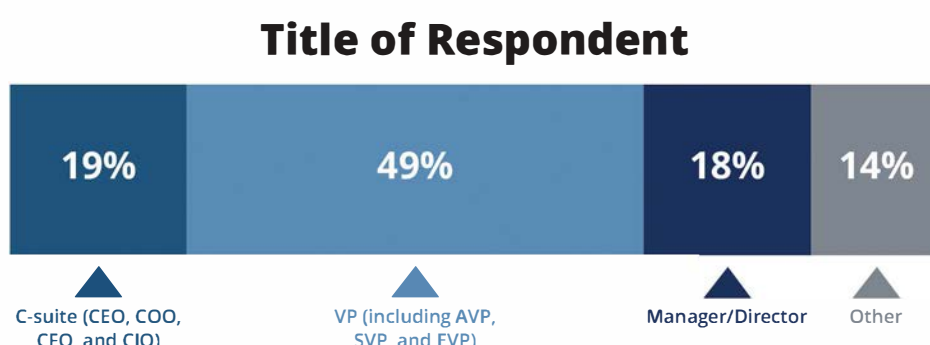
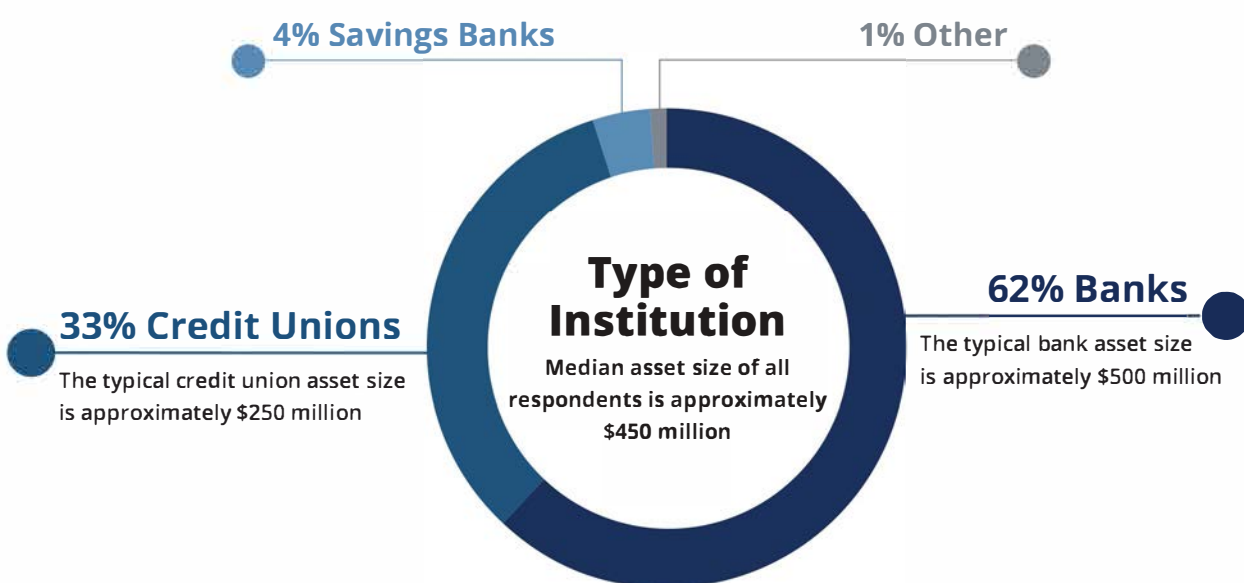
Insights from the Center for Payments™

Digitizing Payments: The Online Opening Experience Survey

The Center for Payments™ conducted a survey of 525 U.S. financial institutions to examine current industry practices and procedures around digitizing payments; managing online account opening products safely; and detecting, evaluating, and mitigating hazards throughout the online account opening experience.

Responding Organizations

To ensure sound and accurate data collection, responses represent U.S. financial institution decision makers.

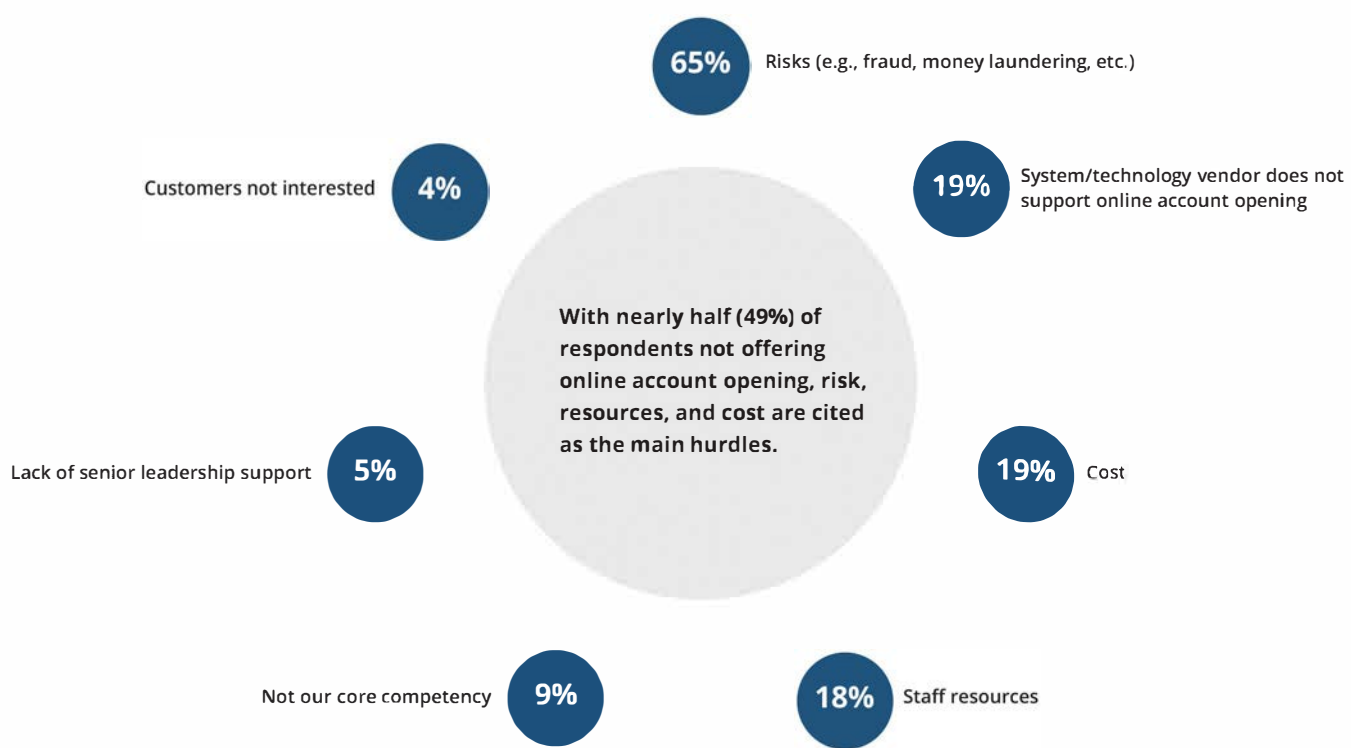


Institutions Offering Online Account Opening

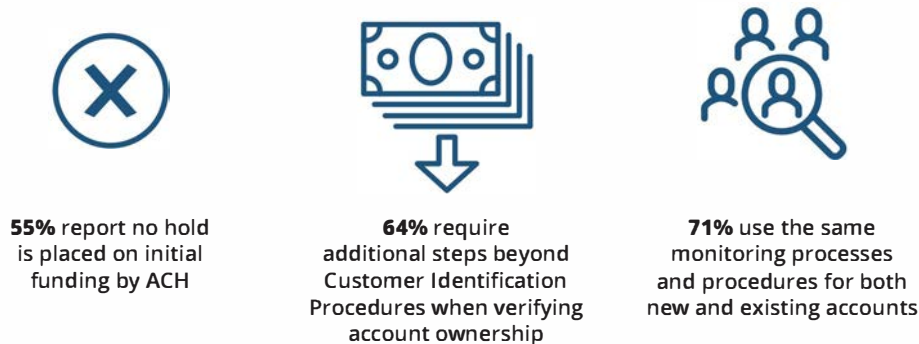
The larger the size of the financial institution, the more likely they are to offer online account opening. However, credit unions are more likely than banks to provide online account opening.



Barriers to Offering Online Account Opening



Monitoring Processes and Procedures



Actions Used to Combat Payments Related Fraud and Mitigate Risk

