



Cheque &
Credit
Clearing
Company

CHEQUE IMAGING AWARENESS: MARKET RESEARCH SEPTEMBER 2016

October 2016

INTRODUCTION



Image Awareness Research – repeated questions



Business research

- 500 UK-wide businesses surveyed via telephone omnibus carried out by BDRC



Consumer research

- 2,000 UK-wide consumers surveyed via face-to-face omnibus carried out by TNS



Charity research

- 500 UK-wide charities surveyed by telephone survey carried out by Ipsos MORI



BUSINESS USE OF CHEQUES AND AWARENESS

BUSINESS USE OF CHEQUES*



- **55%** of UK businesses said that they had made payments by cheque in the past month



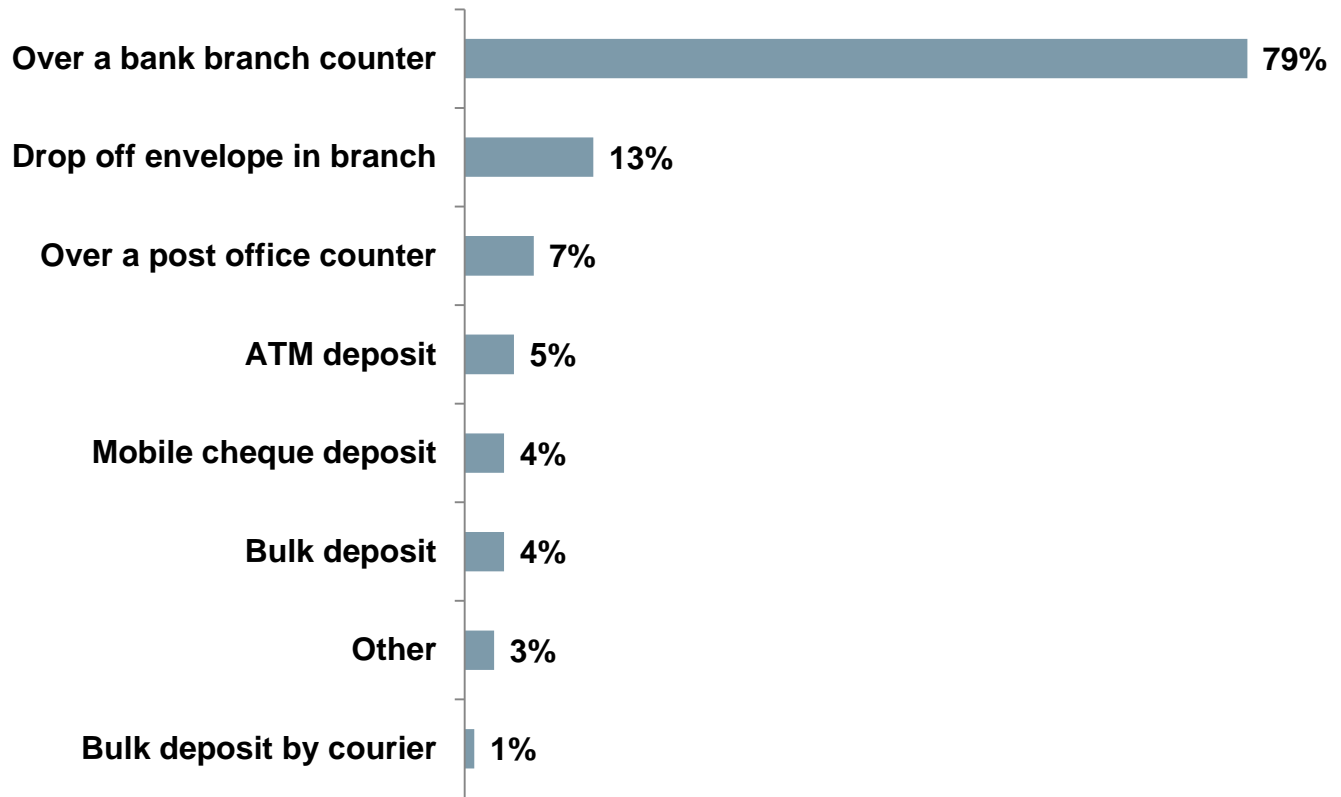
- **58%** of UK businesses said that they had received payments by cheque in the past month

*telephone omnibus survey carried out by BDRC

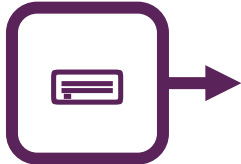
CHEQUES RECEIVED BY BUSINESSES



Method used to deposit cheques into the business bank account

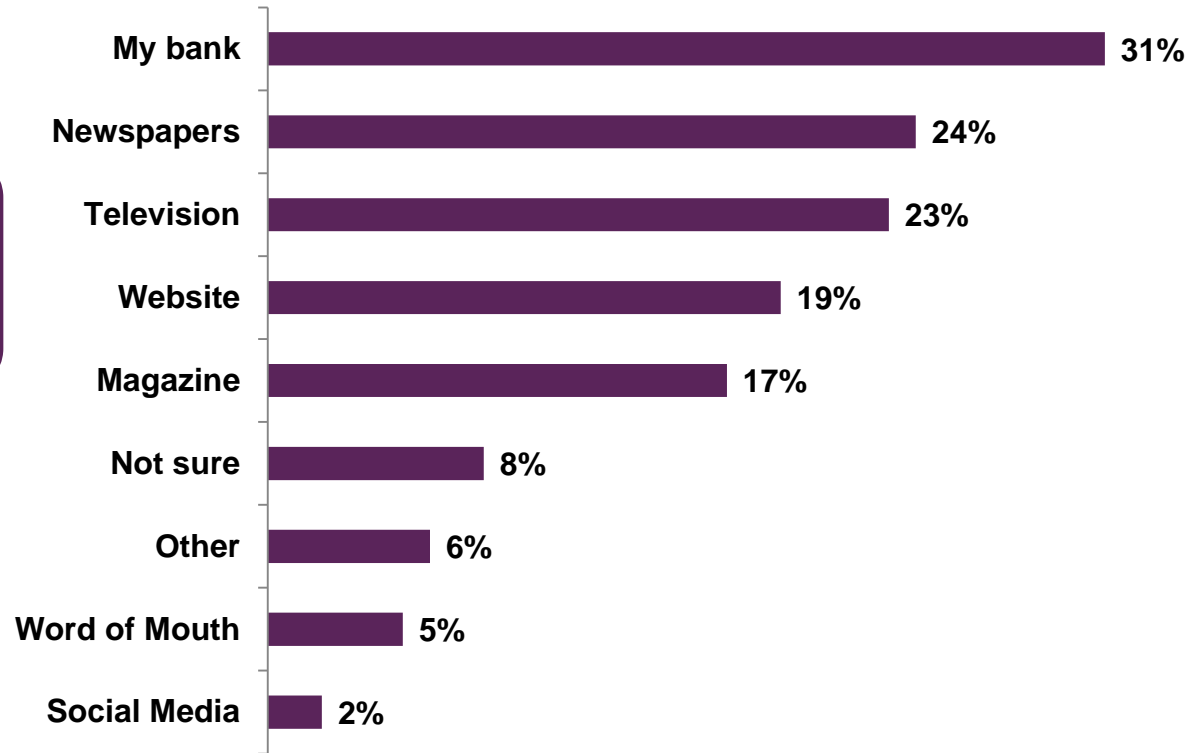


CHEQUE IMAGING

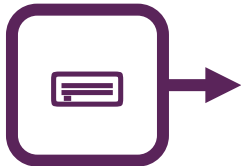


27% of businesses are aware that the Banking industry is planning to introduce cheque imaging, which will make the cheque clearing process faster

Where did you hear about cheque imaging?

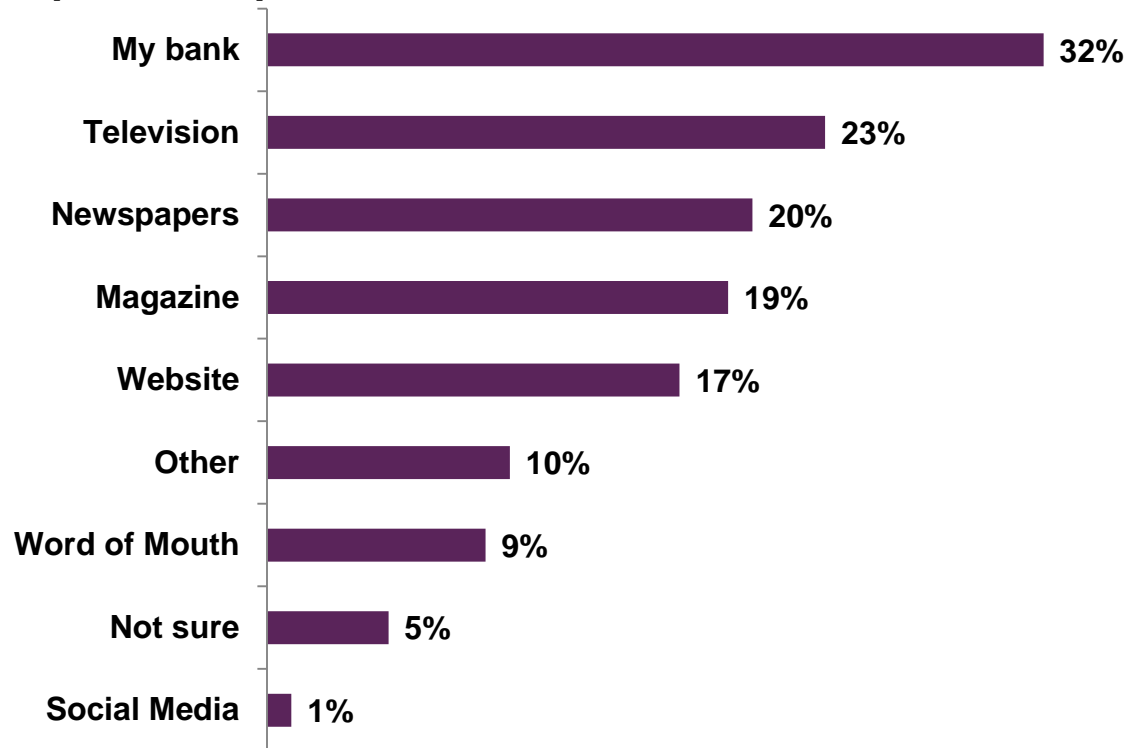


CHEQUE IMAGING



18% of businesses are aware that the Banking industry is planning to introduce cheque imaging, which will allow people to pay in cheques by taking a photo via their smartphone or desktop scanner to deposit cheques

Where did you hear about cheque imaging on your mobile?





CONSUMER USE OF CHEQUES AND AWARENESS



CONSUMER USE OF CHEQUES*



- **93%** of those questioned have a personal account with a bank or building society



- **37%** of UK account holders make payments by cheque



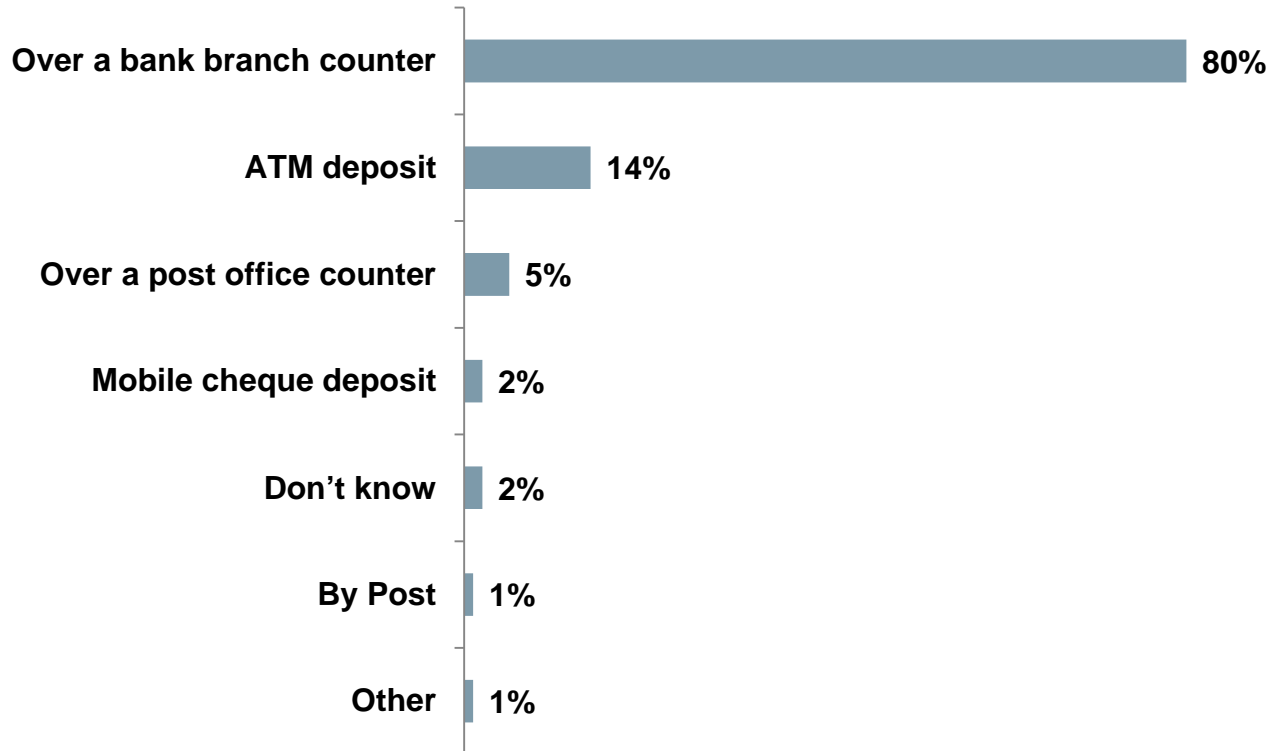
- **38%** of UK account holders received payments by cheque

*face-to-face omnibus survey carried out by TNS

CHEQUES RECEIVED BY CONSUMERS



Method used to deposit cheques into their bank account

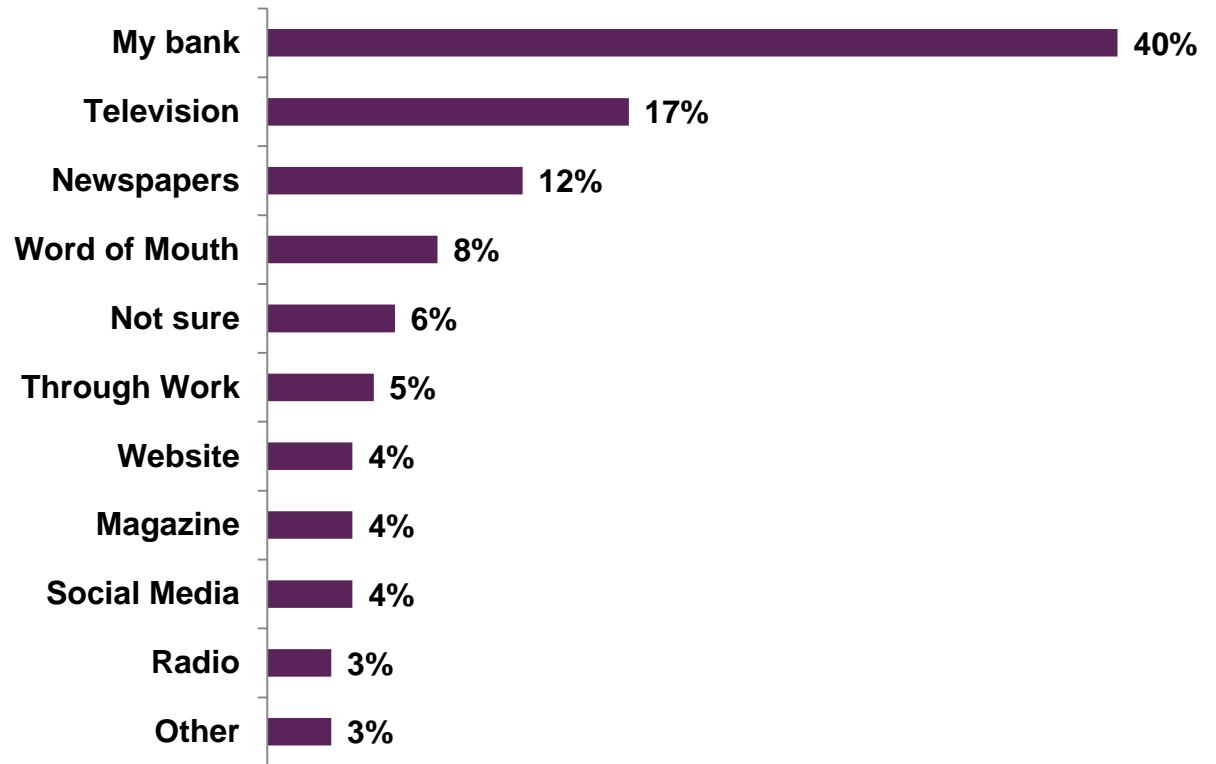


CHEQUE IMAGING



17% of consumers are aware that the Banking industry is planning to introduce cheque imaging, which will make the cheque clearing process faster

Where did you hear about cheque imaging?

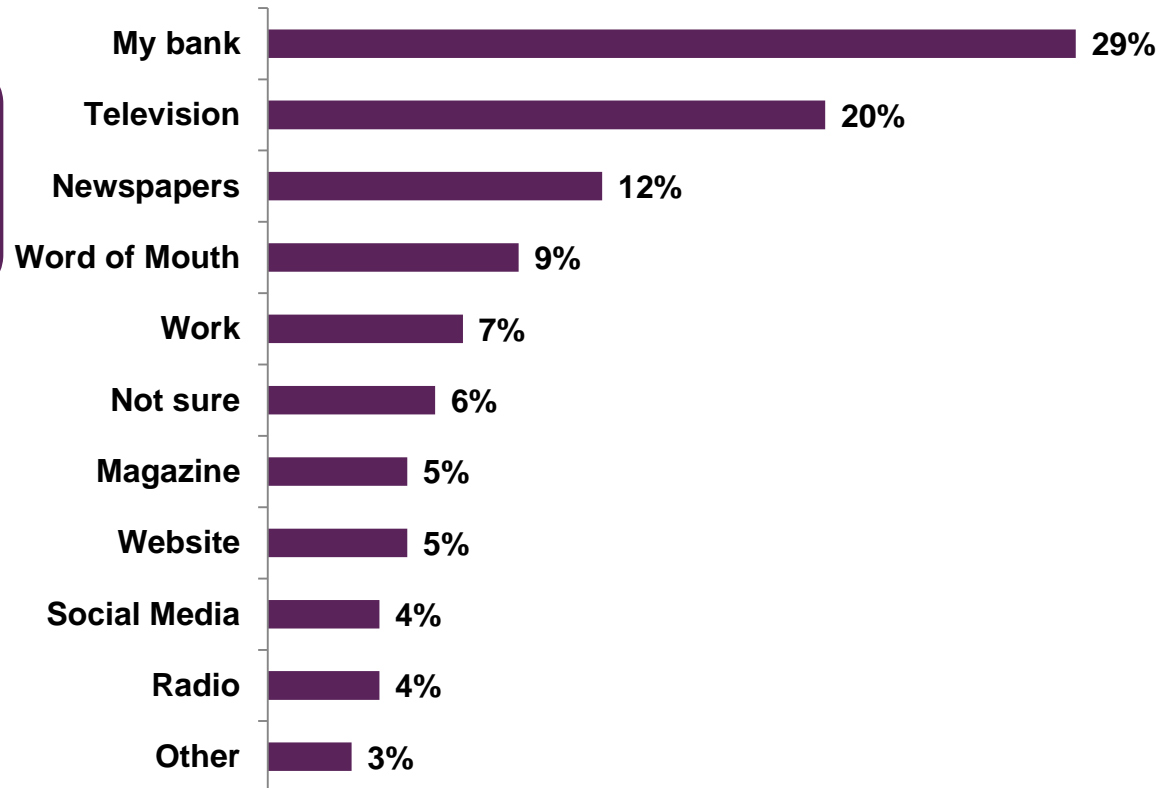


CHEQUE IMAGING



12% of consumers are aware that the Banking industry is planning to introduce cheque imaging, which may allow people to pay in cheques by taking images via their mobile banking app

Where did you hear about cheque imaging on your mobile?





CHARITY USE OF CHEQUES AND AWARENESS

CHARITIES USE OF CHEQUES*



- **59%** of UK charities said that they had made payments by cheque in the past month



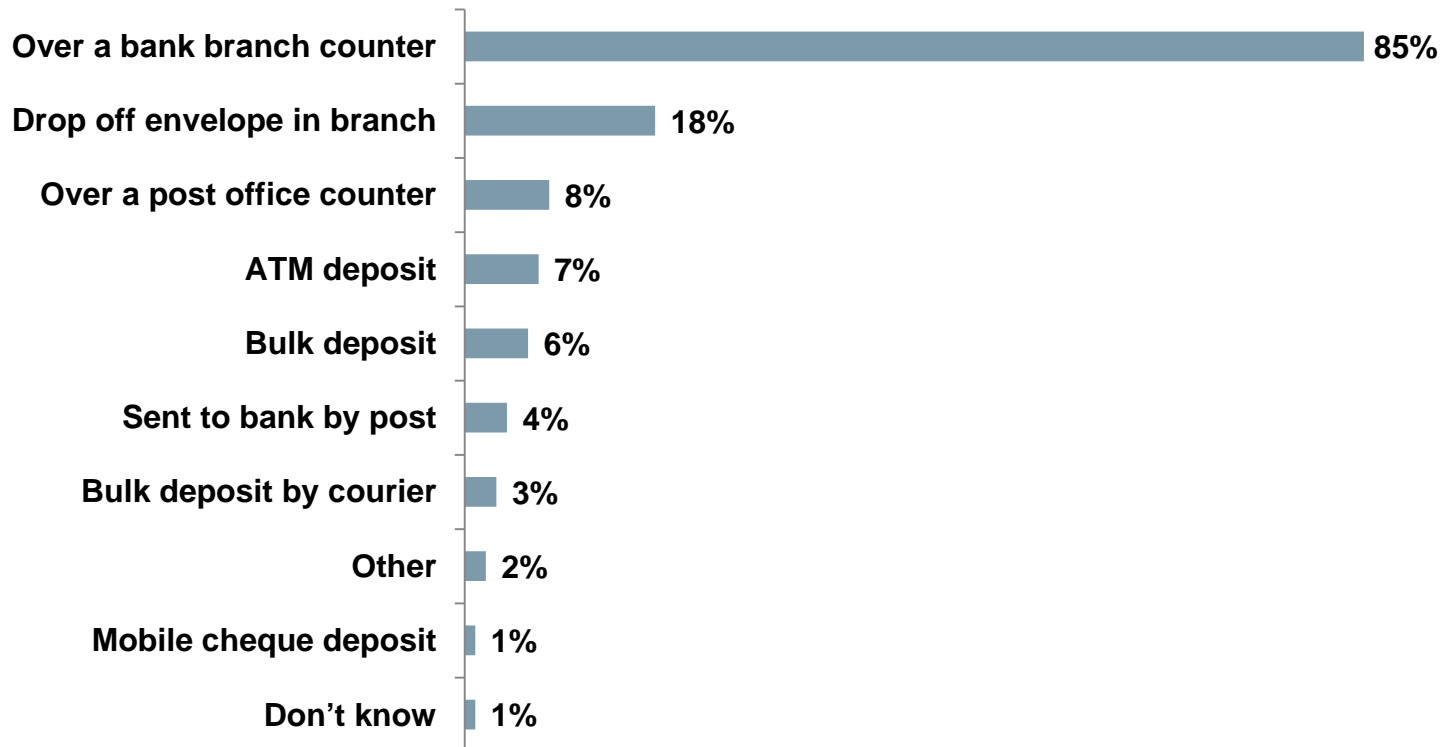
- **64%** of UK charities said that they had received payments by cheque in the past month

*telephone survey carried out by Ipsos MORI

CHEQUES RECEIVED BY CHARITIES



Method used to deposit cheques into their bank account

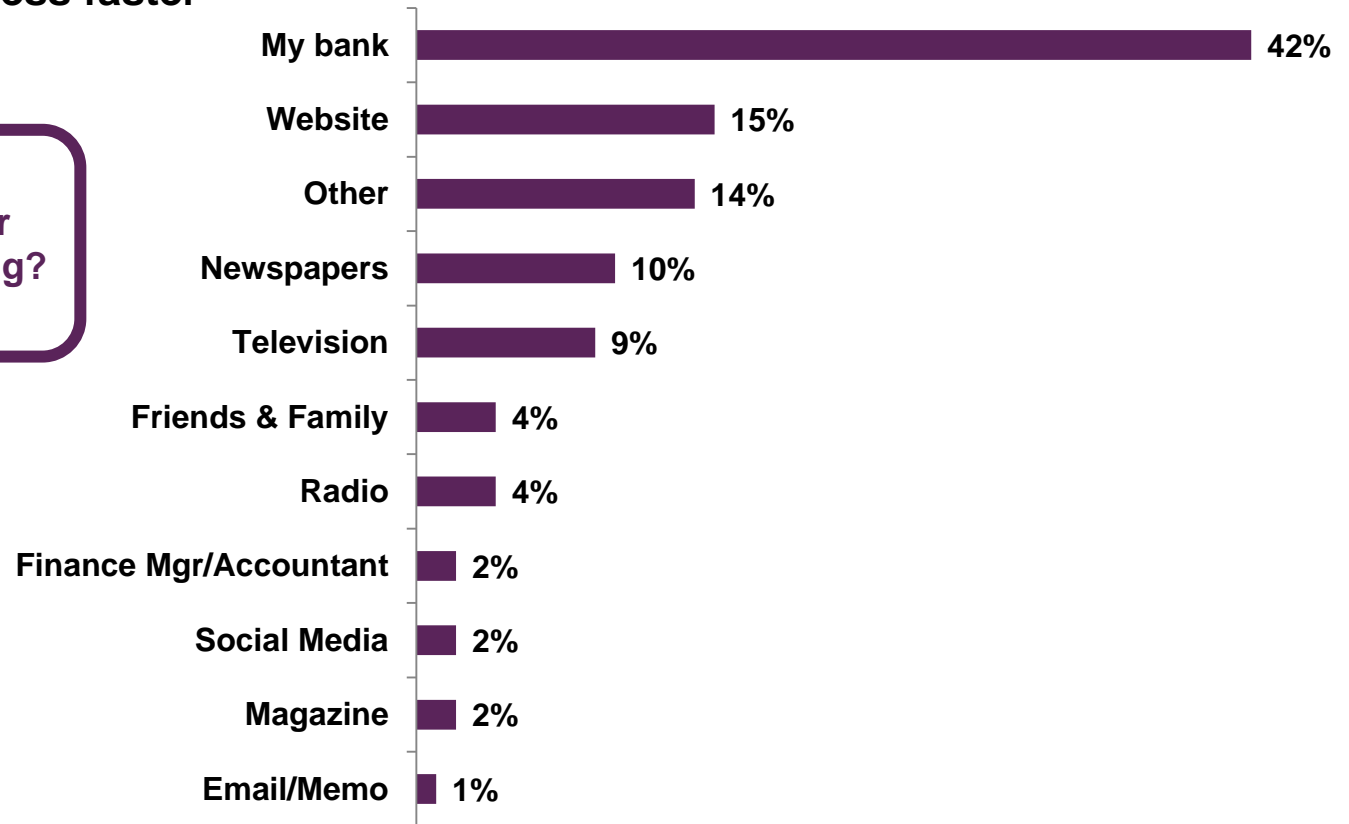


CHEQUE IMAGING



26% of charities are aware that the Banking industry is planning to introduce cheque imaging, which will make the cheque clearing process faster

Where did you hear about cheque imaging?

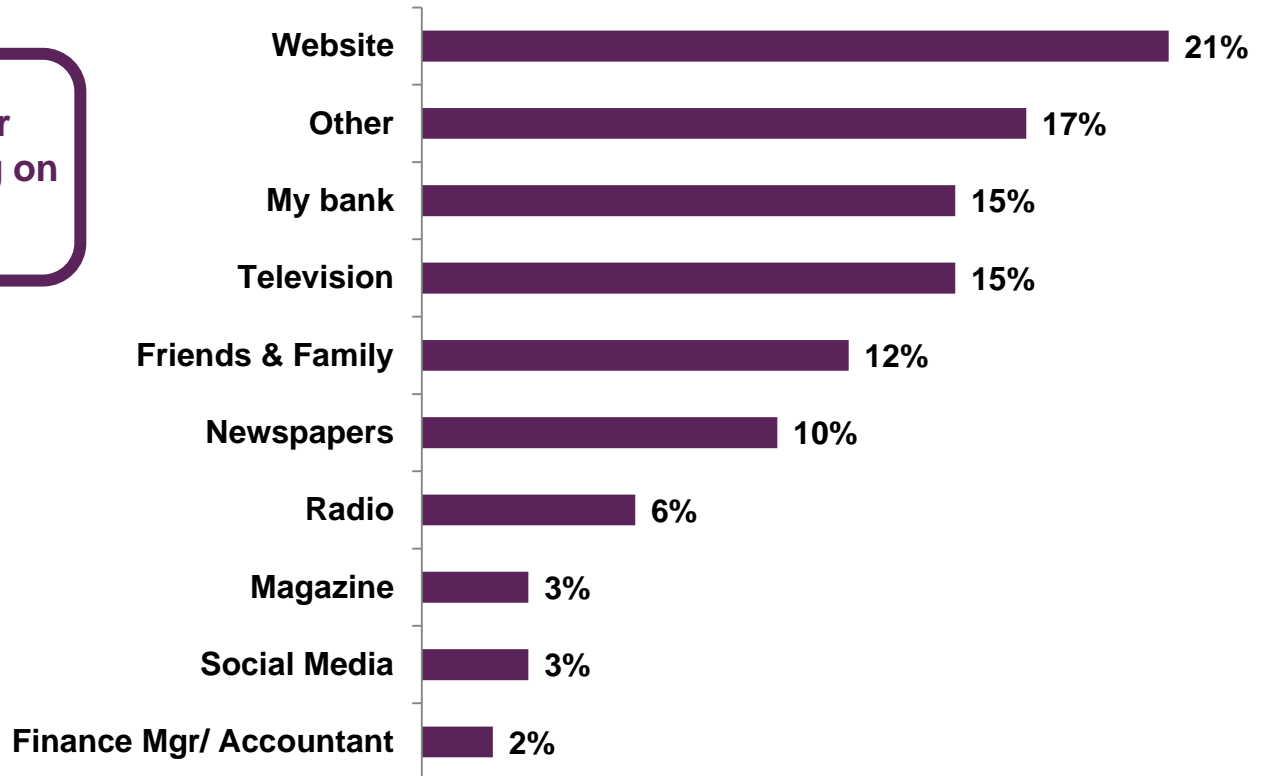


CHEQUE IMAGING



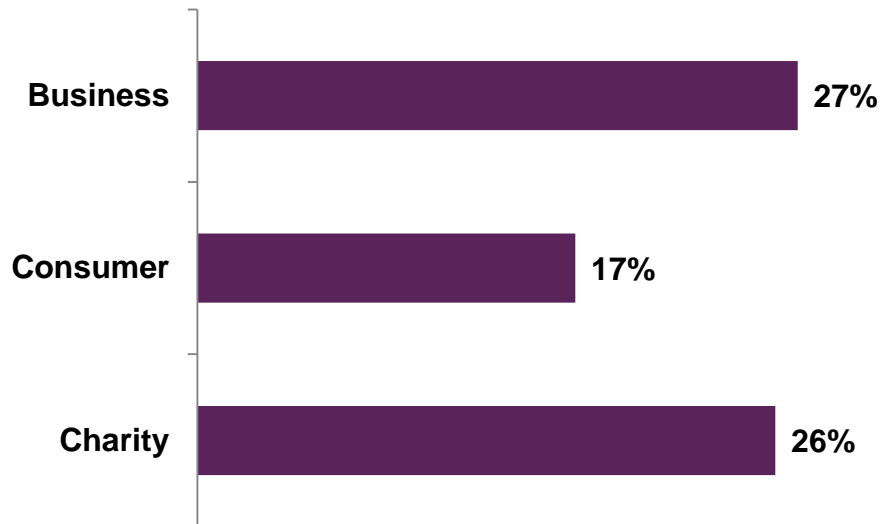
18% of charities are aware that the Banking industry is planning to introduce cheque imaging, which may allow people to pay in cheques by taking a photo via their smartphone or desktop scanner to deposit cheques

Where did you hear about cheque imaging on your mobile?

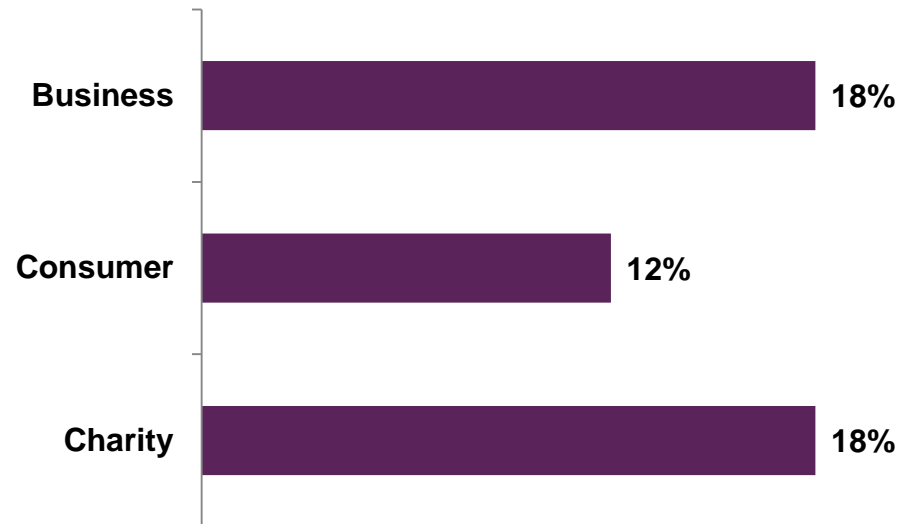


Summary

Awareness of cheque imaging which will make the clearing process faster - **greatest among businesses**



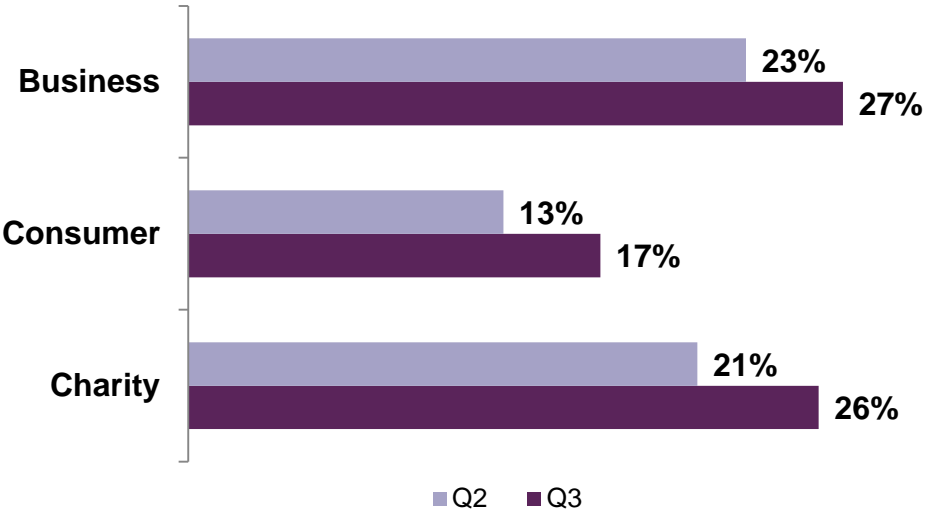
Awareness of cheque imaging which may allow people to pay in cheques through a mobile app – **greatest amongst businesses and charities**



Summary

Awareness of cheque imaging

Change Q2-Q3



Awareness of a mobile app

Change Q2-Q3

