



Cheque &
Credit
Clearing
Company

CHEQUE IMAGING AWARENESS: MARKET RESEARCH SEPTEMBER 2015

October 2015

INTRODUCTION



1st round of market research – some similar questions to annual tracking survey



Business research

- 500 businesses surveyed via telephone omnibus



Consumer research

- 2,000 consumers surveyed via telephone omnibus



Charity research

- 500 charities surveyed by telephone



BUSINESS USE OF CHEQUES AND AWARENESS

BUSINESS USE OF CHEQUES



- **61%** of UK businesses said that they had made payments by cheque in the past month – average number of cheques written per month **9**



- **65%** of UK businesses said that they had received payments by cheque in the past month - average number of cheques received per month **10**

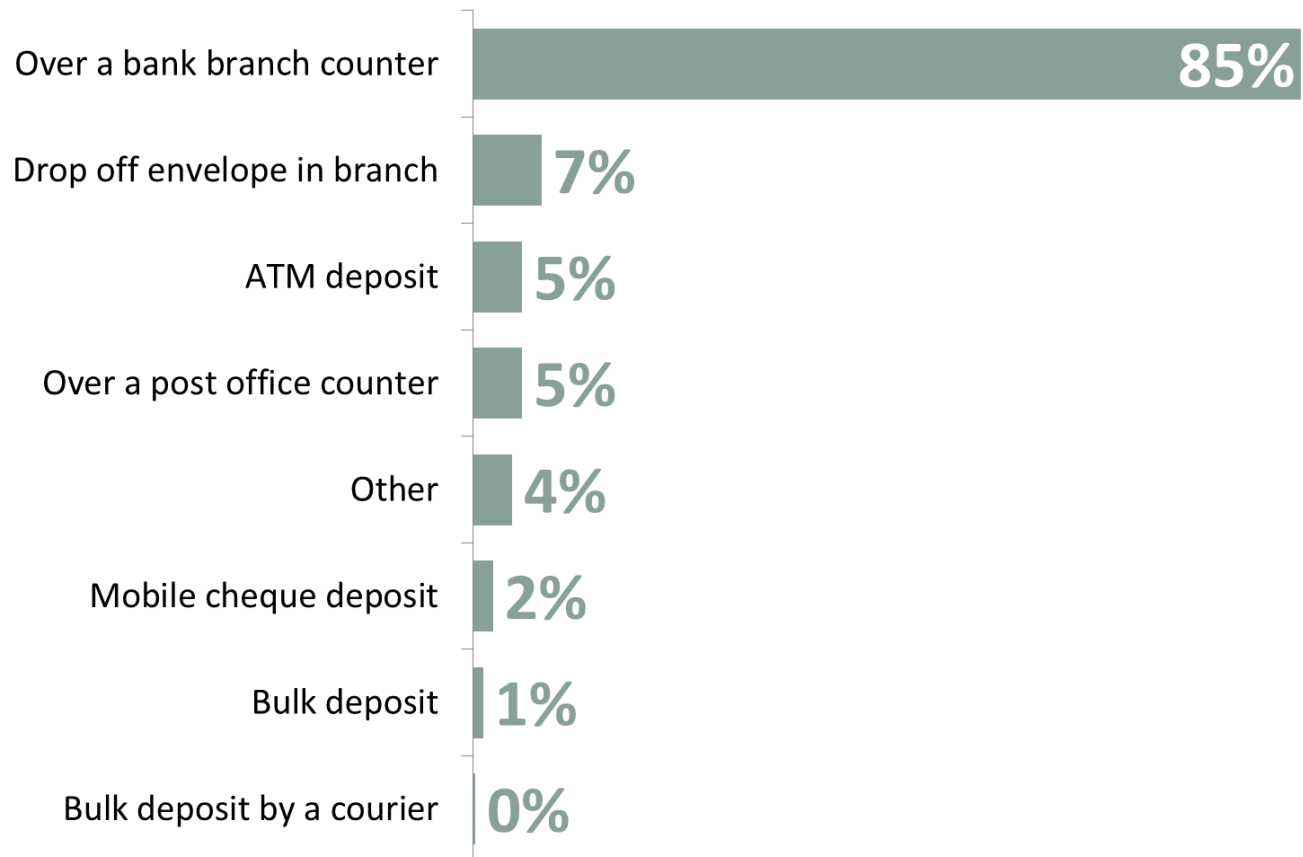


- **21%** of UK businesses said that they had neither made nor received any payments by cheque in the past year

CHEQUES RECEIVED BY BUSINESSES



Method used to deposit cheques into the business bank account

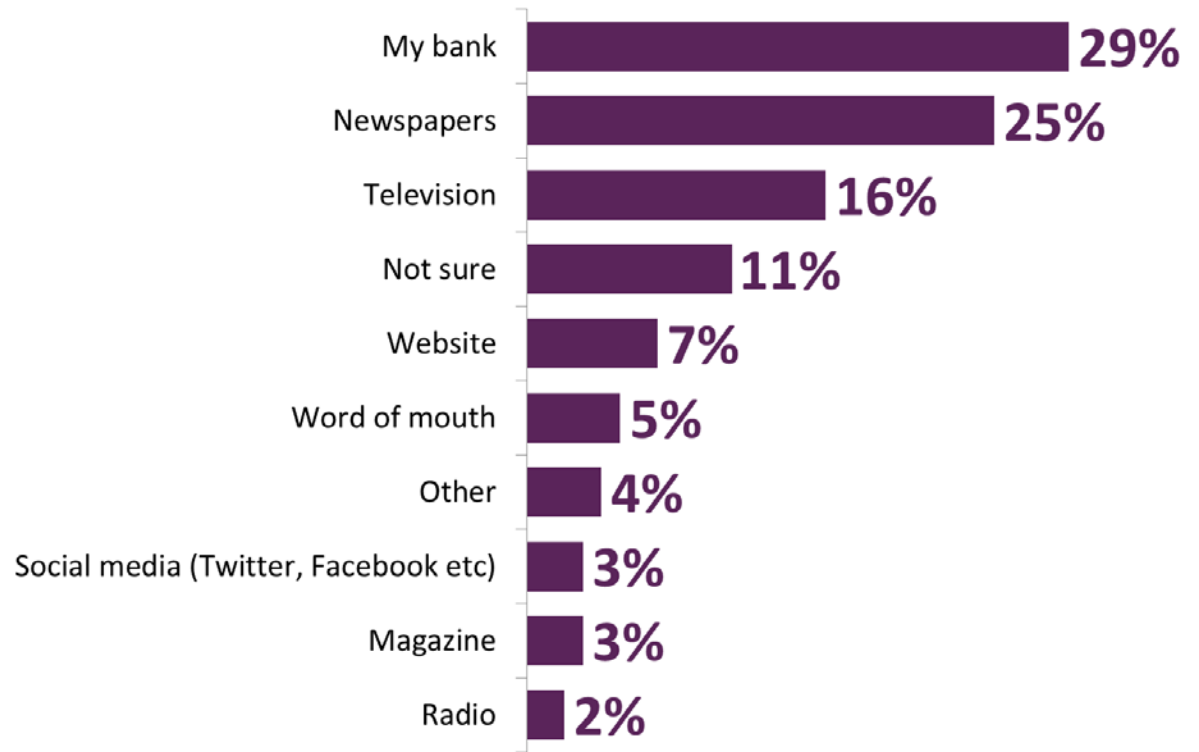


CHEQUE IMAGING



24% 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?

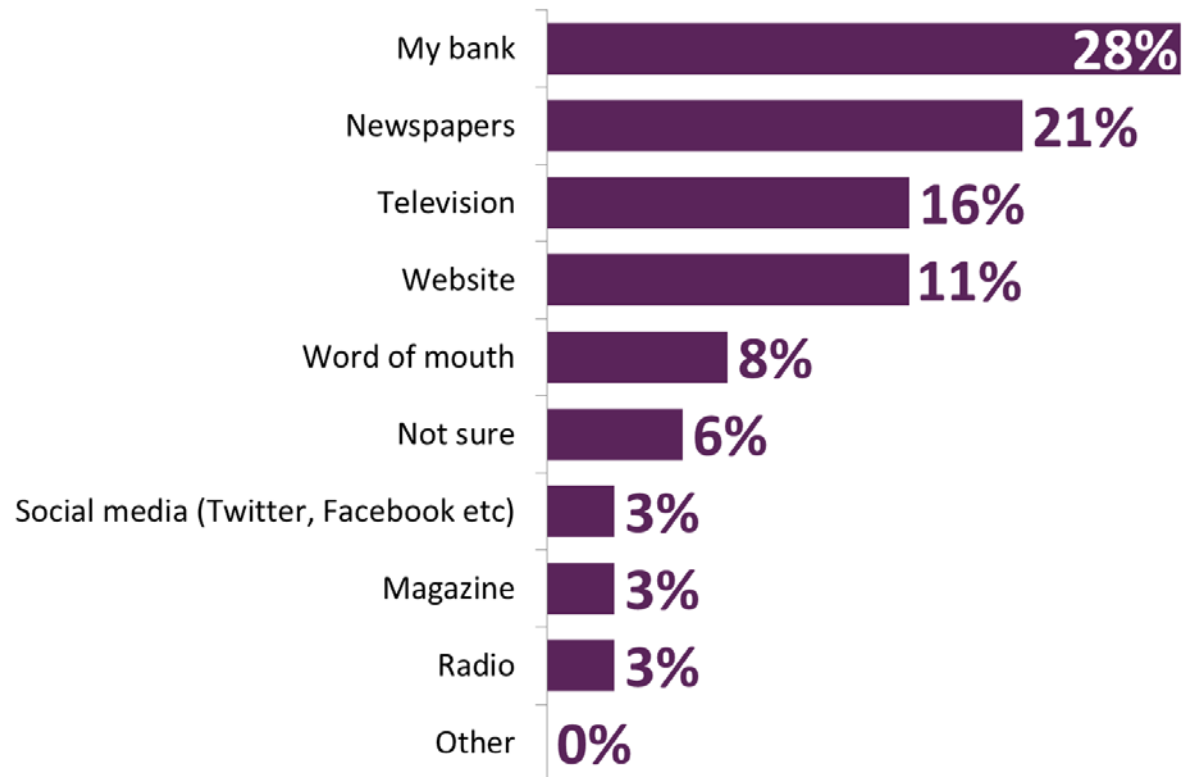


CHEQUE IMAGING



19% 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 a mobile banking app on their smartphone

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



- **42%** of UK account holders make payments by cheque



- **39%** of UK account holders received payments by cheque

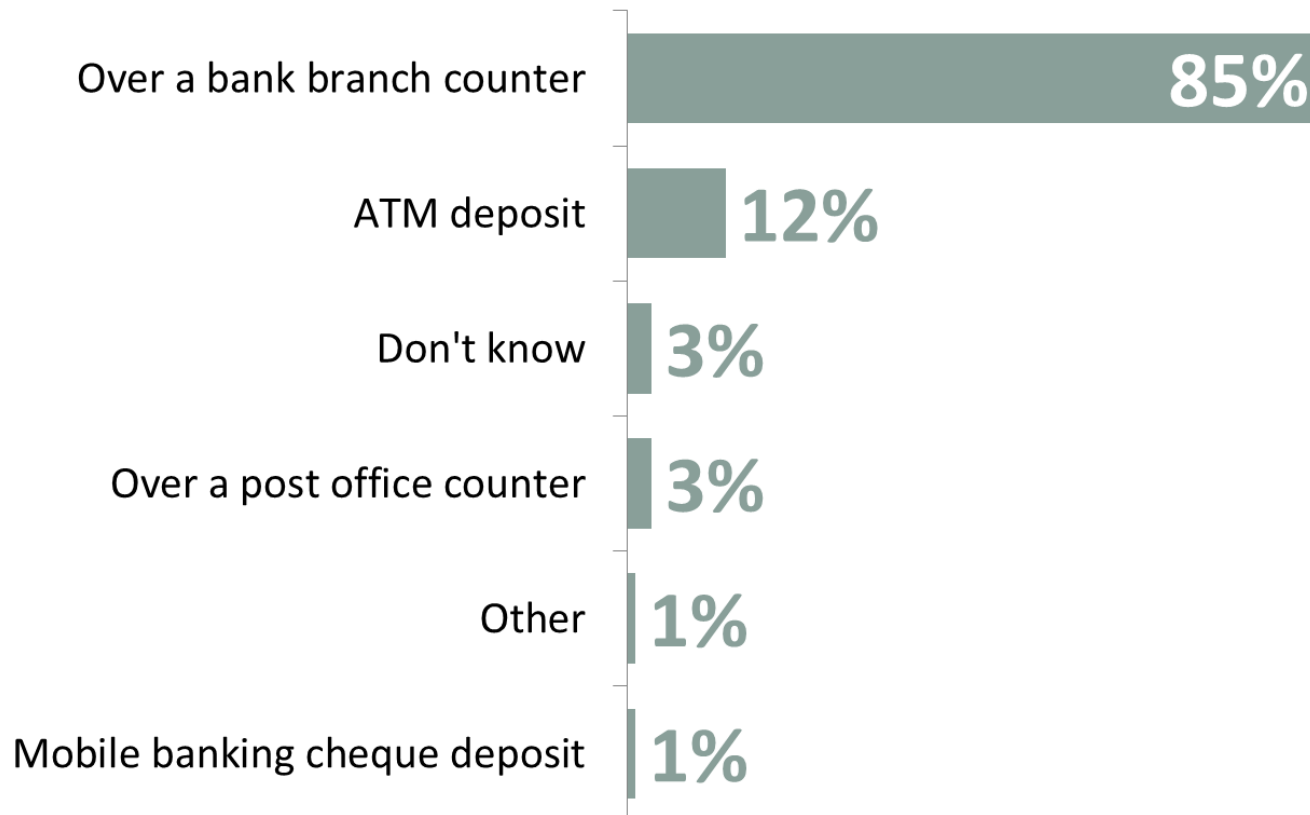


- **44%** of UK account holders said that they had neither made nor received a payment by cheque in the past year

CHEQUES RECEIVED BY CONSUMERS



Method used to deposit cheques into their bank account

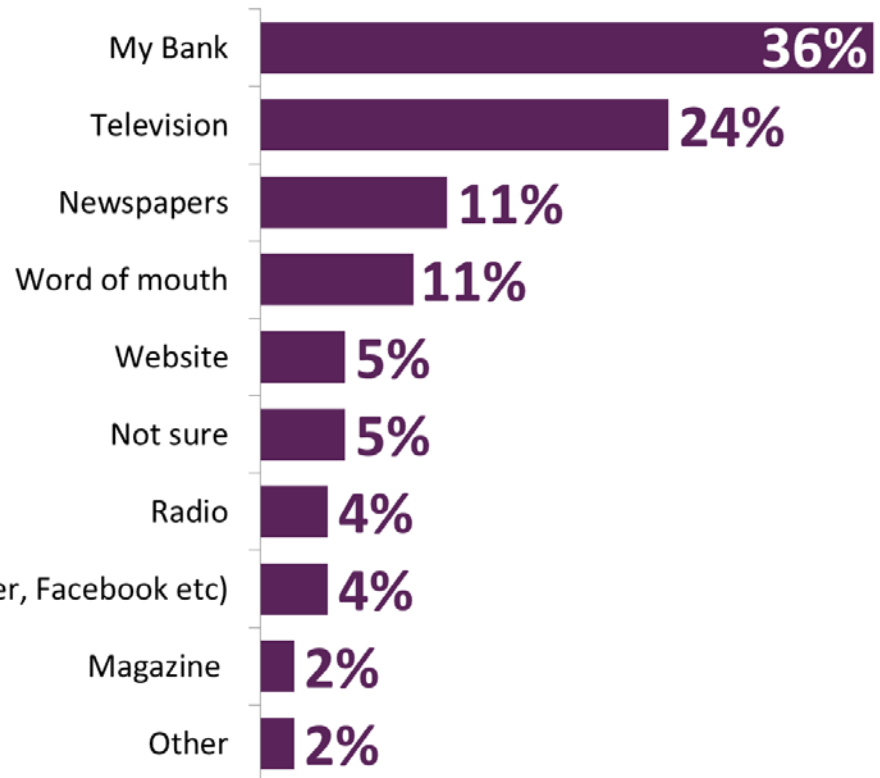


CHEQUE IMAGING



20% 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?

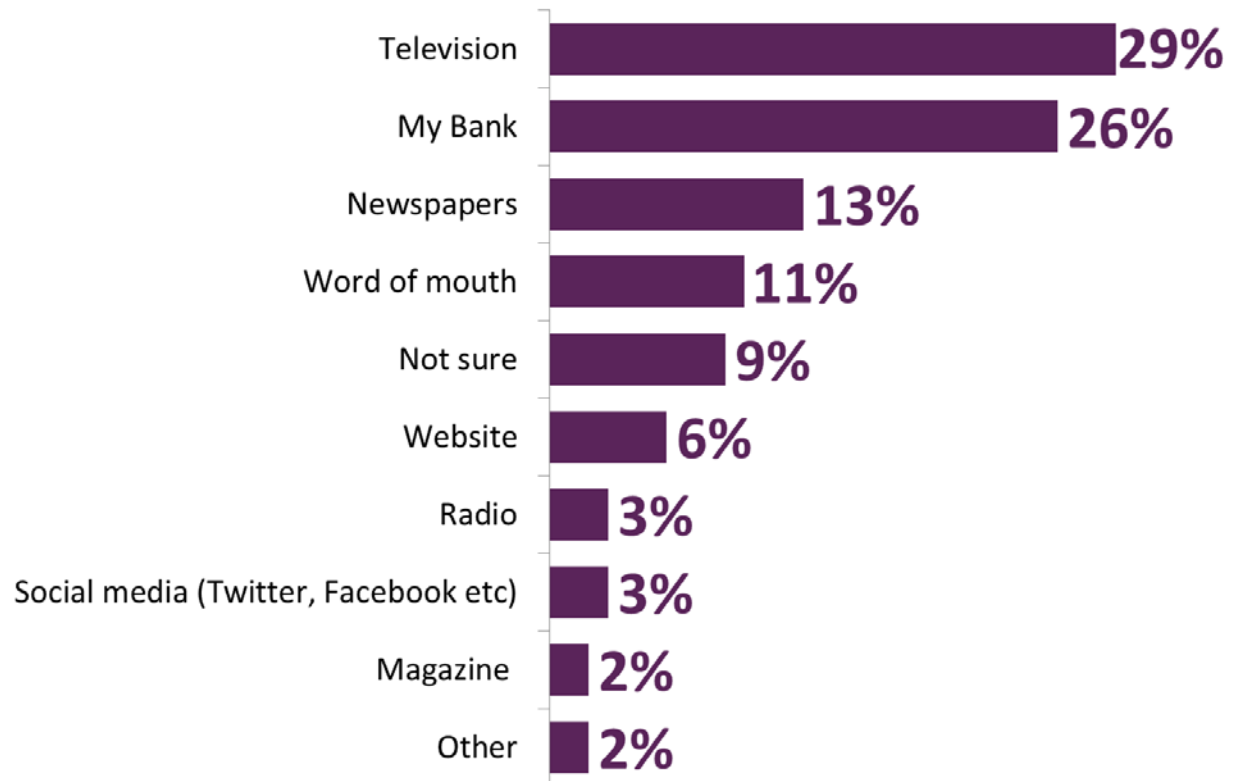


CHEQUE IMAGING



17% 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



- **87%** of UK charities said that they had made payments by cheque in the past month – average number of cheques written per month **43**



- **87%** of UK charities said that they had received payments by cheque in the past month - average number of cheques received per month **47**

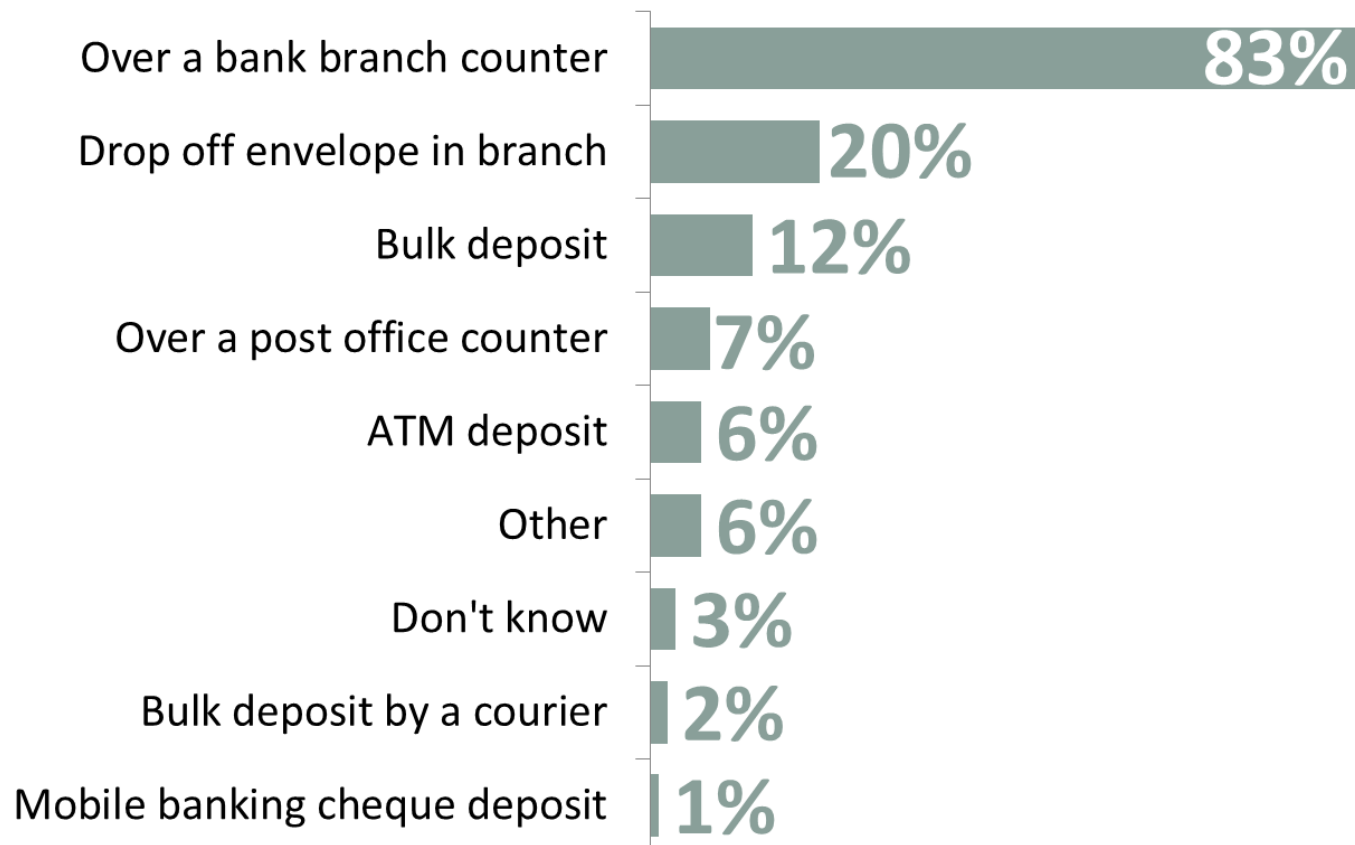


- **3%** of UK charities said that they had neither made nor received any payments by cheque in the past year

CHEQUES RECEIVED BY CHARITIES



Method used to deposit cheques into their bank account

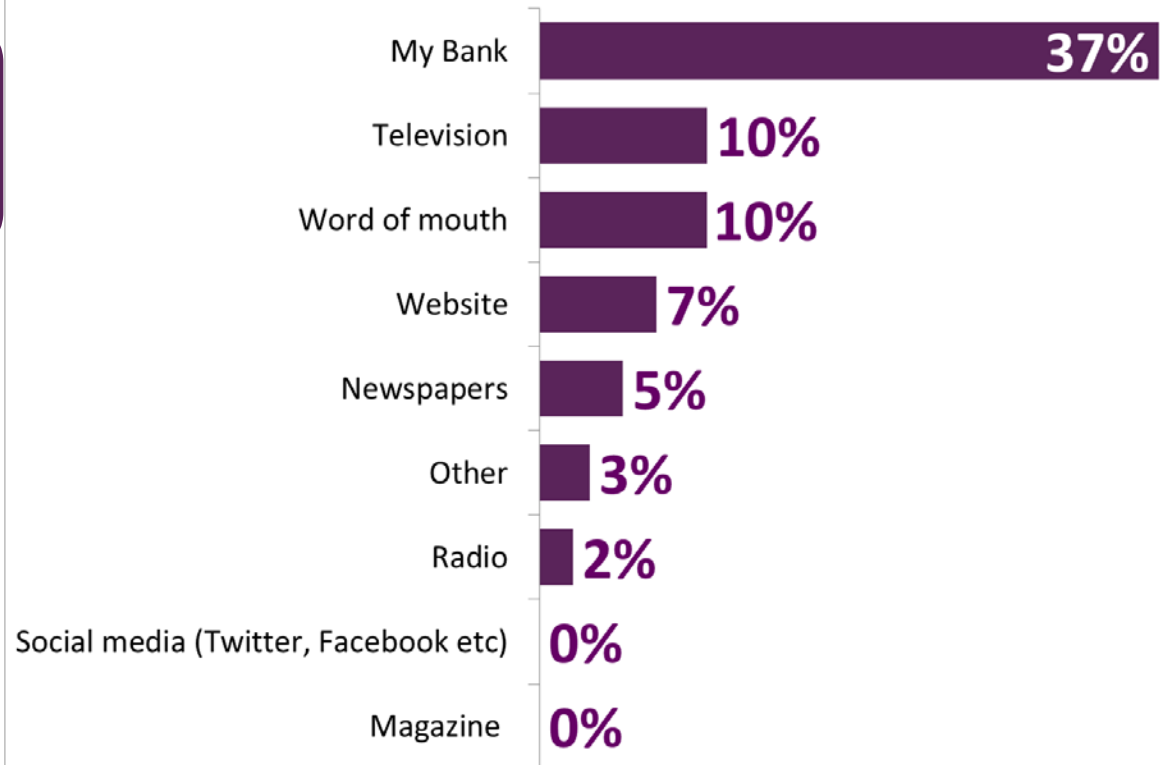


CHEQUE IMAGING



23% 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?

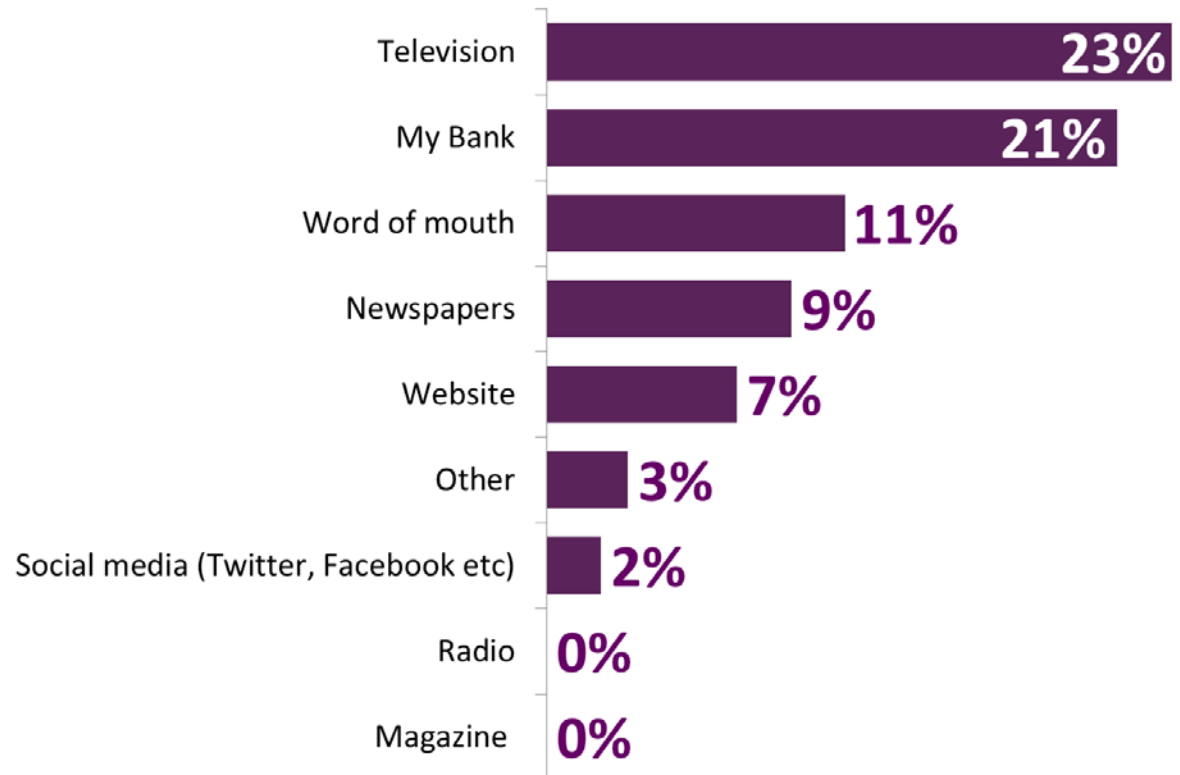


CHEQUE IMAGING



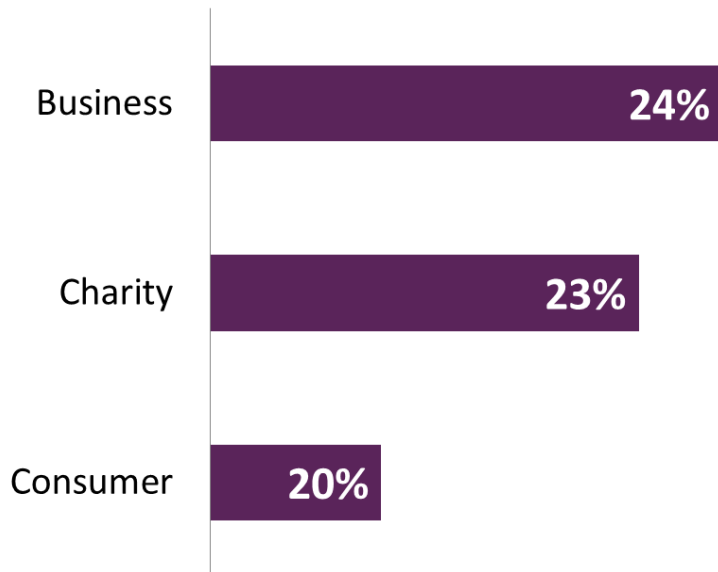
19% of charities are aware that the Banking industry is planning to introduce cheque imaging, which MAY allow people to pay in cheques by taking IMAGES via THEIR mobile banking app

Where did you hear about cheque imaging on your mobile?



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 - **similar among all groups**

