worldpay from FIS

U.S. PUBLIC SECTOR PAYMENTS REPORT

A closer look at changing consumer preferences and the opportunities for new payment methods.

Read more

INTRO

Consumer preferences regarding government payment methods are evolving. But by how much? This is the question we asked ourselves. Knowing the results would benefit many public sector services, we conducted a comprehensive study.

As always, data brings a unique perspective. If you're a government entity paying or getting paid by the American people—we suggest you have a read.

Read more

METHODOLOGY

Find out by clicking the tabs above the panel.

What? When? Where?

- Online study of 1,200 US adults 18 and older
- Americans who have made some form of government payment within the last 12 months
- Age, gender, ethnicity, and region quotas were used to match census distributions for US adult population

METHODOLOGY

Find out by clicking the tabs
above the panel.

What? | When? | Where?

- Study was fielded October 19 to November 1, 2021

METHODOLOGY

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What? When? **Where?**

- Conducted by independent research firm, Sard Verbinnen & CO

WHAT WE'VE LEARNED

PAYMENT PRACTICES

Continue

KEY FINDINGS

PAYMENT PREFERENCES

Consumers like variety for paying taxes, but prefer credit and debit cards for other payments

For taxes, 4 payment types are neck and neck in their popularity.

	Taxes	Payments other than taxes
Cash	10%	14%
Check	26%	22%
Bank transfer / ACH	28%	19%
Credit card	30%	39%
Debit card / prepaid card	27%	34%
Mobile wallet / digital wallet	6%	7%
Don't know / no preference	10%	8%

Payment Practices

TOP PAYMENTS MADE

Most consumers make 5 or more payments

Males—and people with higher income make more types of payments

Take a guess at what the top 5 payment categories are, and tap to reveal.

76%	**Motor vehicle license & registration fees**
75%	**Postage, stamps, and other services from the post office**
67%	**Federal income taxes**
63%	**State or local income taxes**
55%	**Property/real estate/school taxes**

ONLINE GAINS MOMENTUM

65% of consumers prefer to make payments online, compared to 26% for mail

Even fewer people prefer options such as in-person or mobile payments

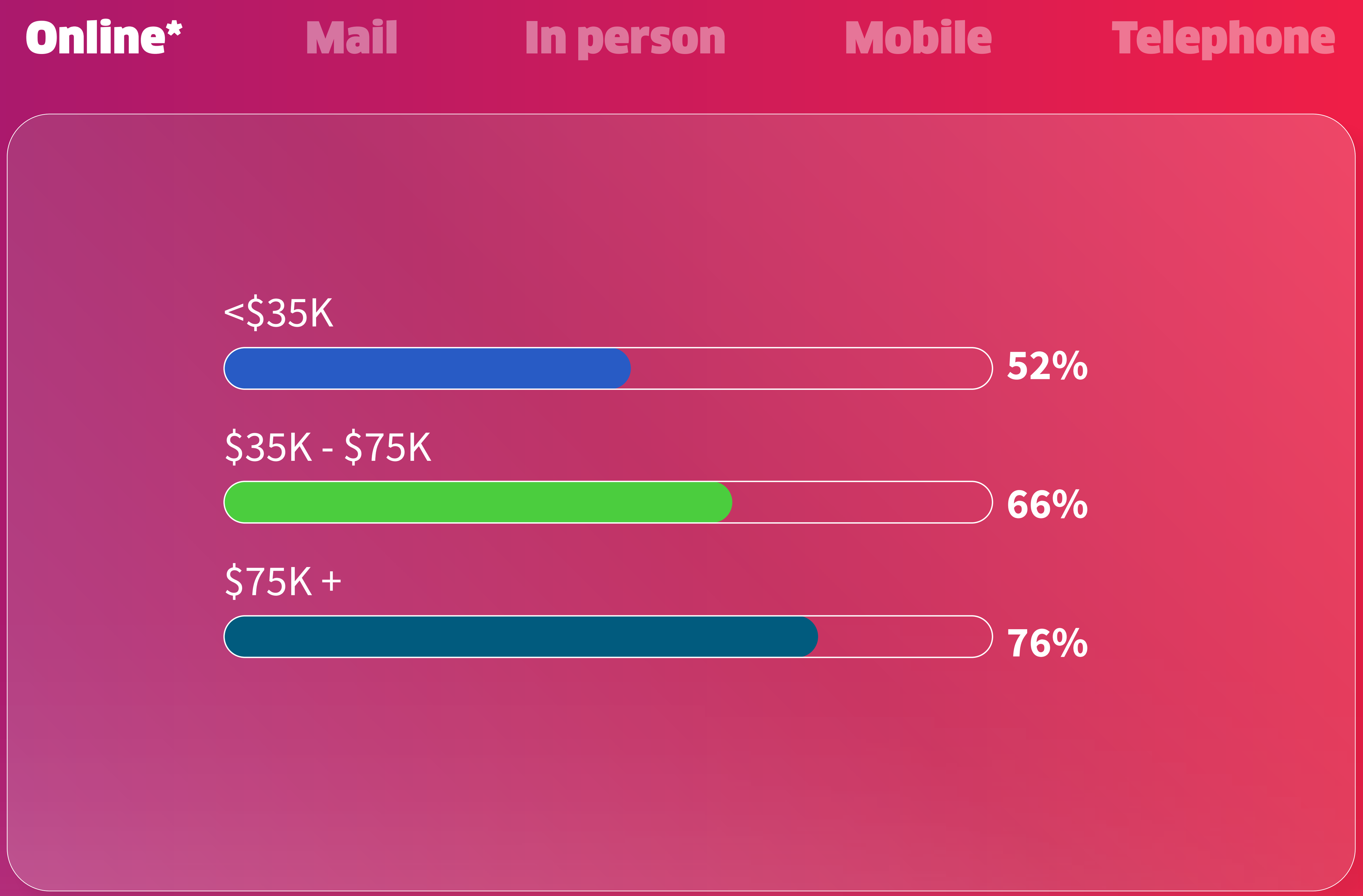
Click below to learn if this is attached to any consumer concerns

Online security is still a concern, but it's more trusted than mail payments

Participants were more concerned about a payment getting lost in the mail

Payment Practices

INCOME DRIVES ONLINE



Online preference increases with income

While preference for in-person and mail decrease

*using a desktop or laptop computer

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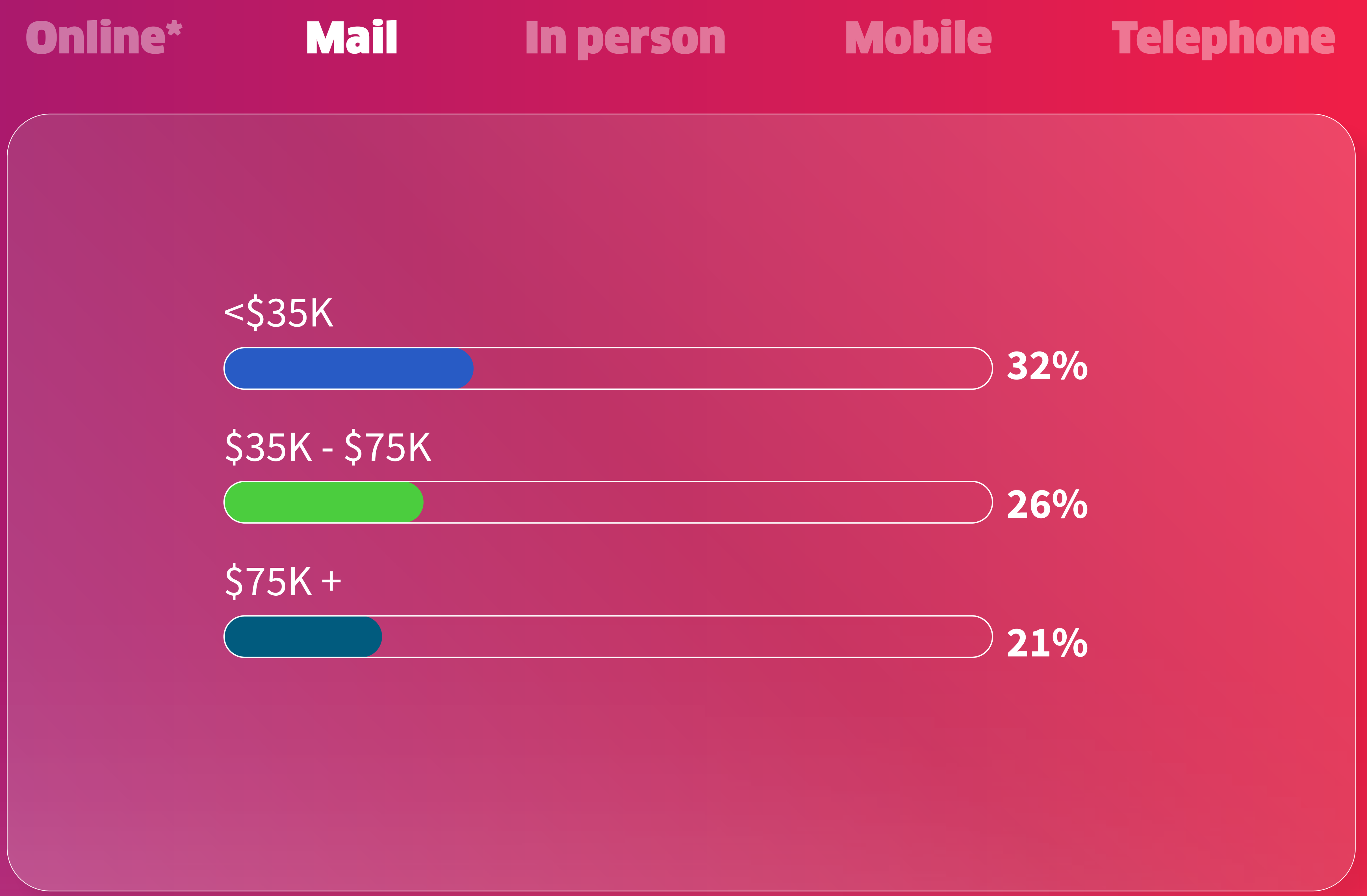

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Payment Practices

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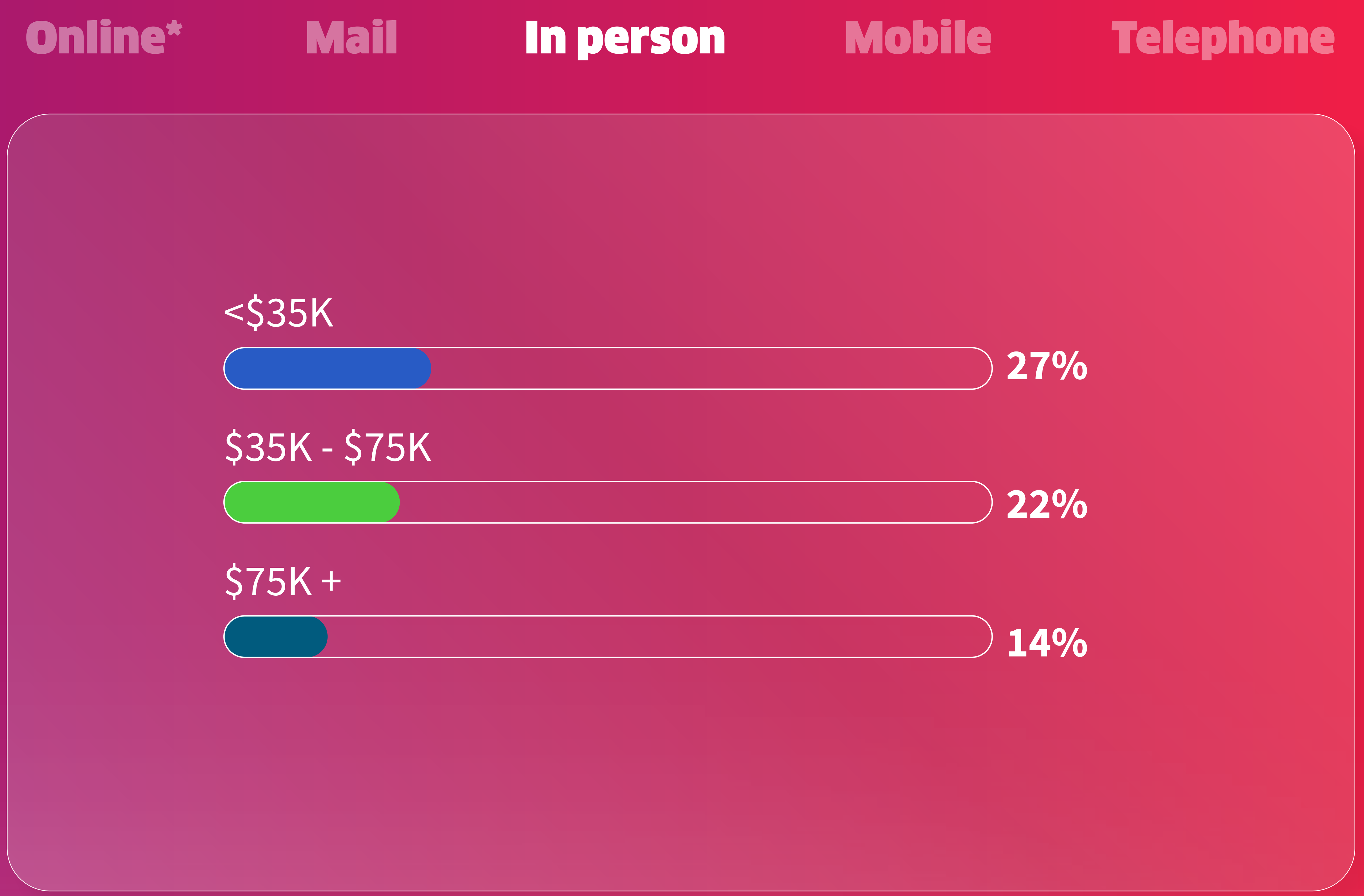

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Payment Practices

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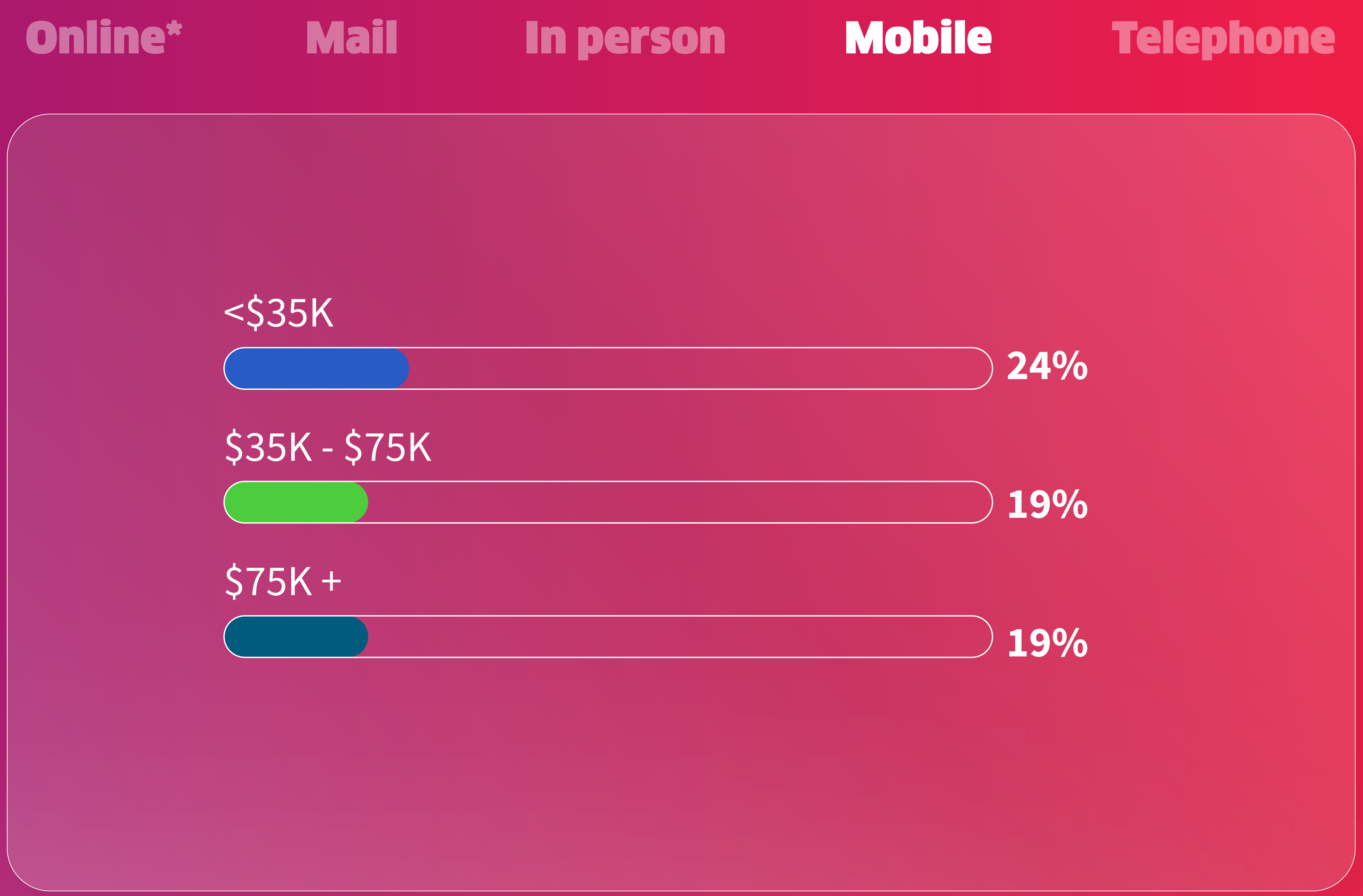

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Payment Practices

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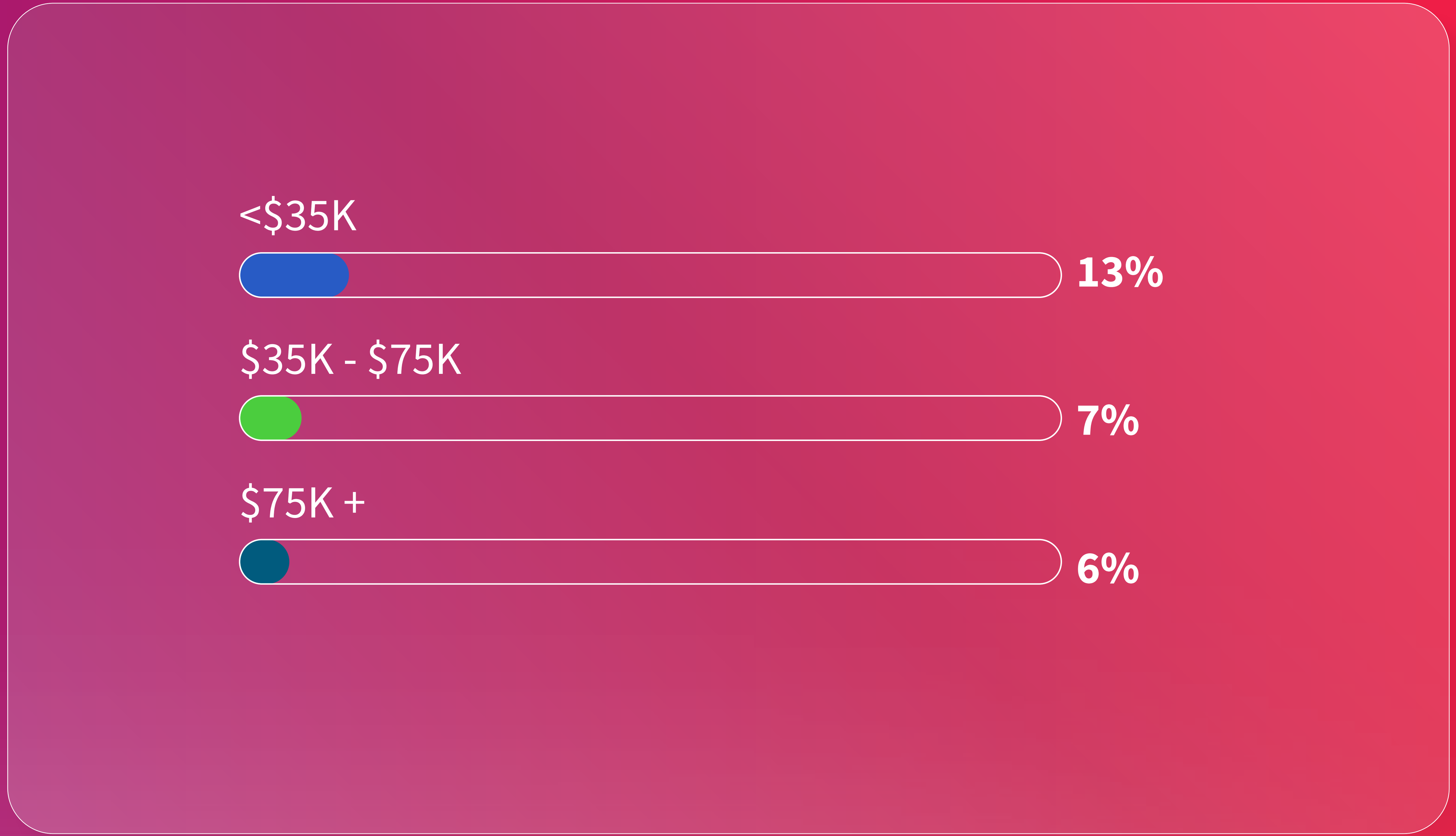
Online* Mail In person Mobile **Telephone**



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Payment Practices

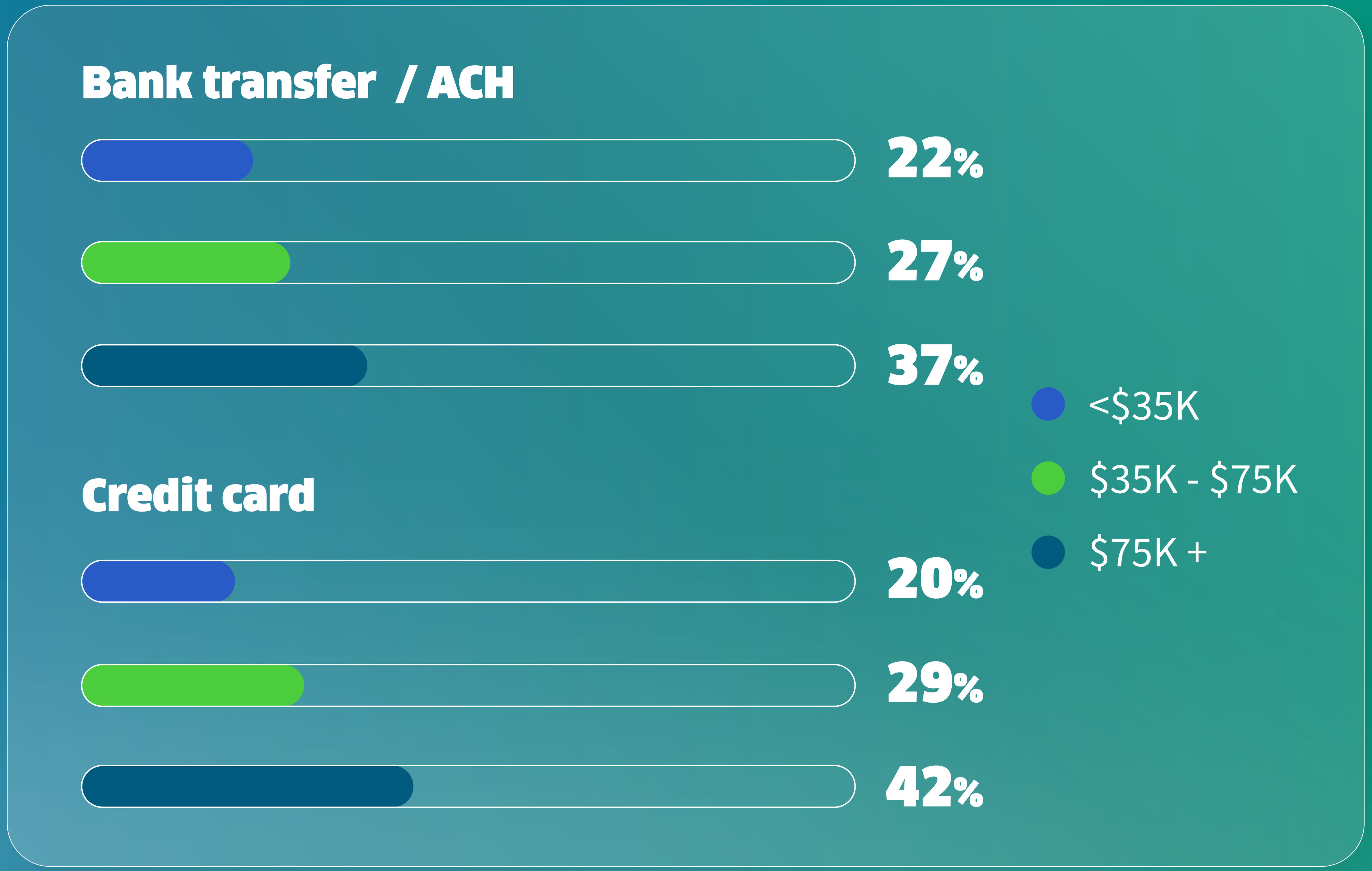
INCOME RELATED

When income increases, preference for ACH and credit increases

Preference for cash, debit and mobile decrease

How wide is the gap?
Find out by clicking on the tabs below.

For tax payments For payments other than taxes



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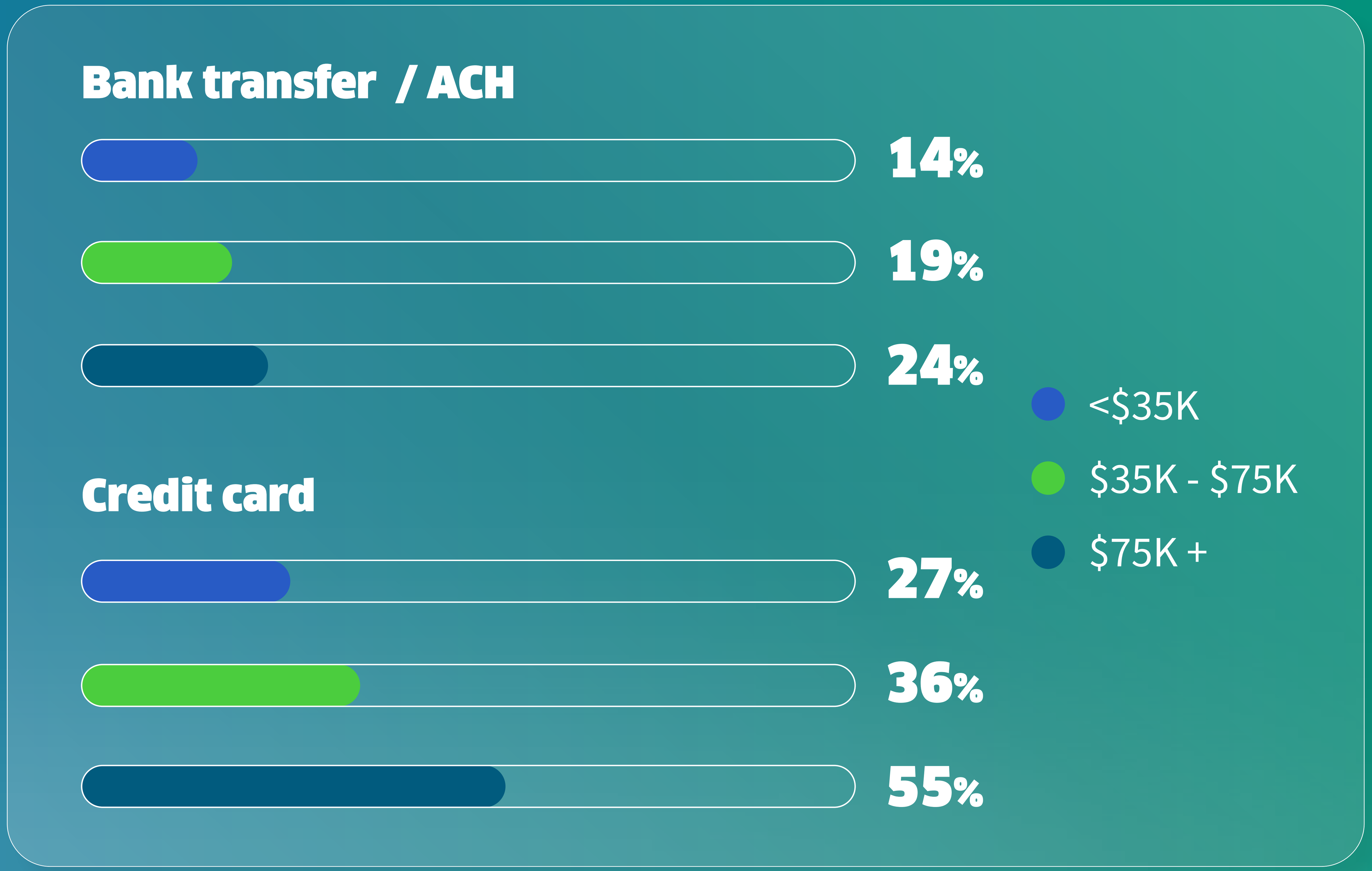


Payment Practices

DEMOGRAPHIC PREFERENCES

Younger generations are more likely than older to prefer mobile and in-person

Click the tabs to view the breakout from Gen Z to Boomers.

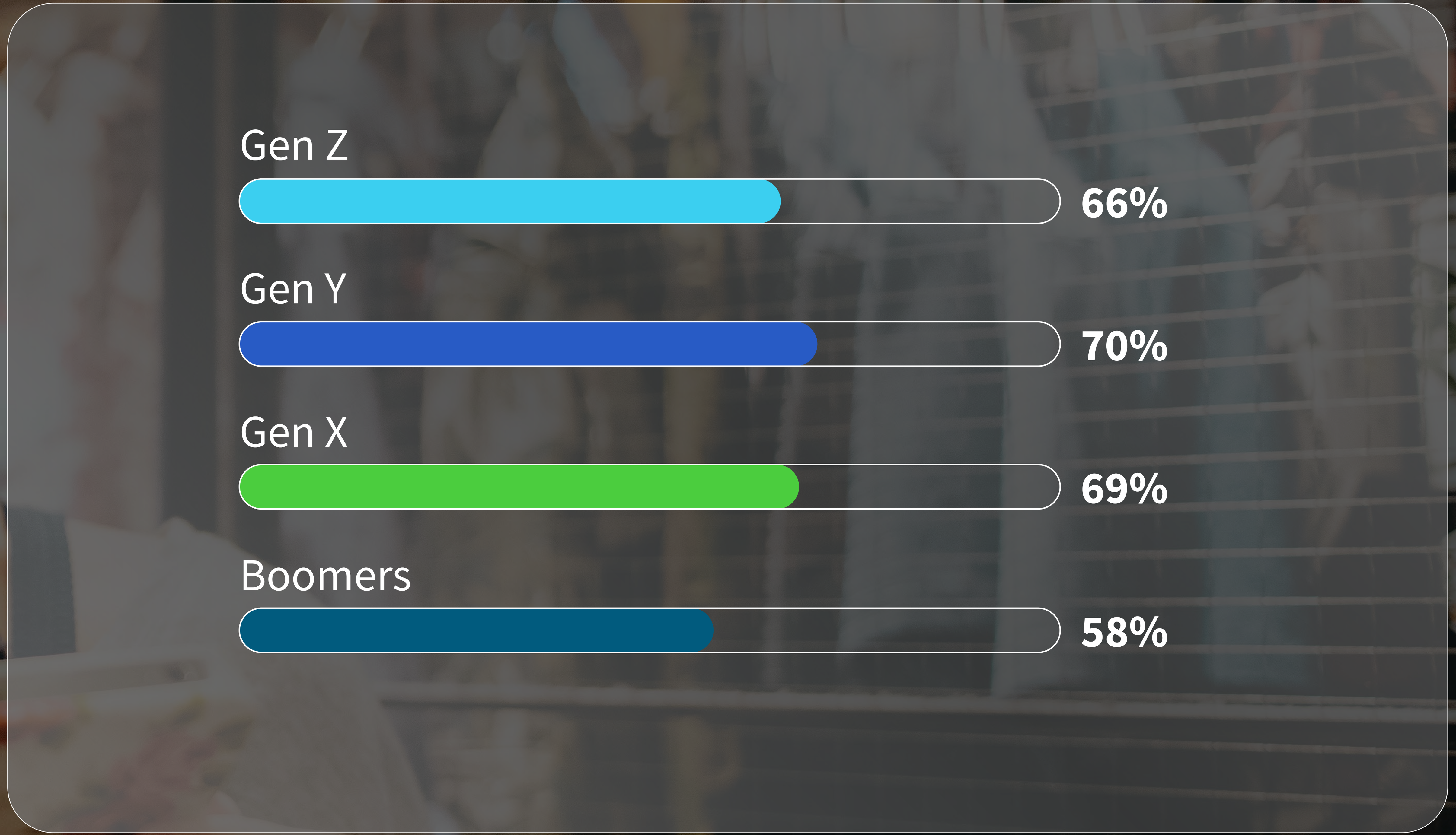
Gen Z *18-25*

Gen Y *26-41*

Gen X *42-57*

Boomers *58-67*

Online* Mail In person Mobile Telephone



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Payment Practices

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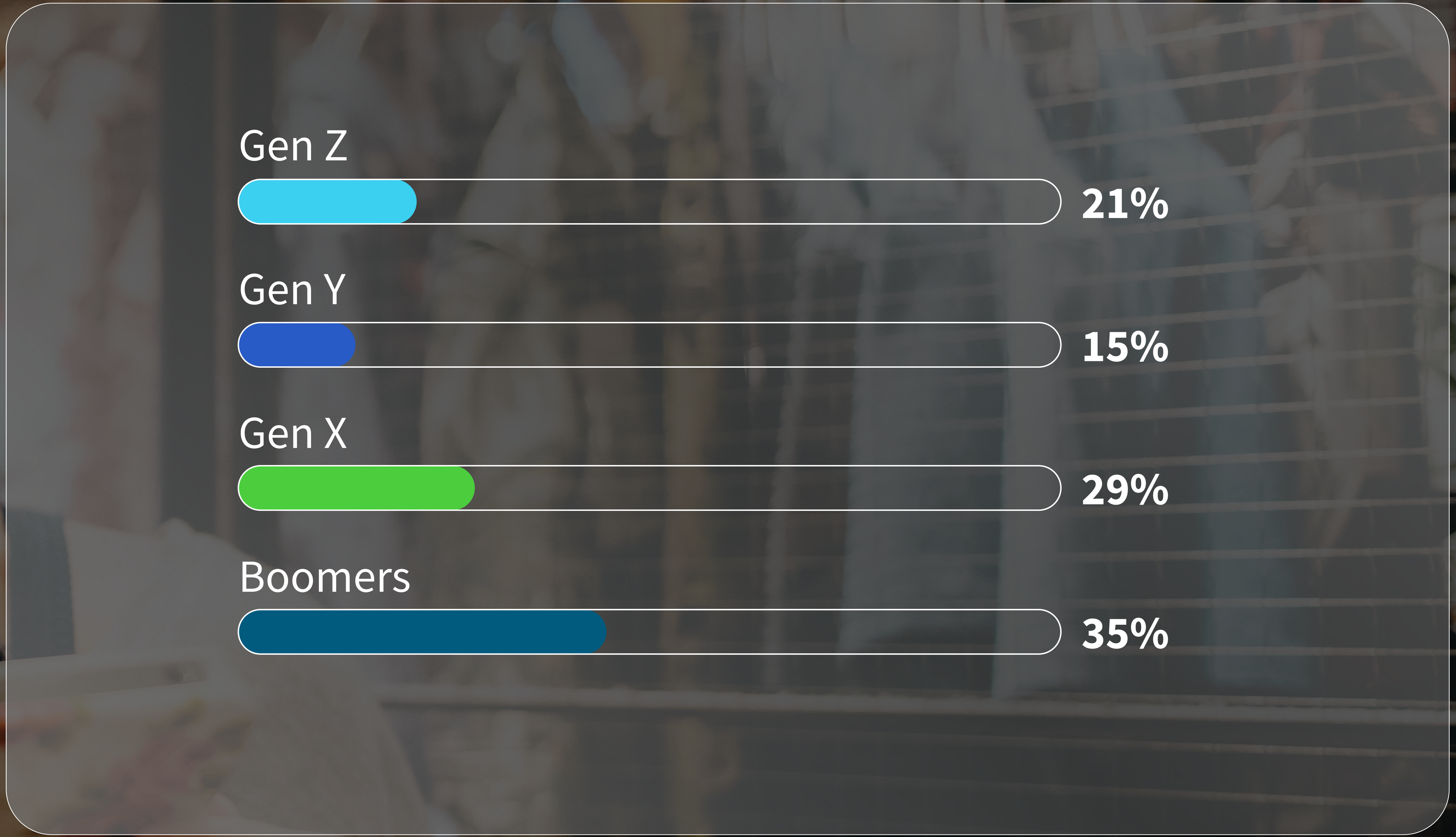

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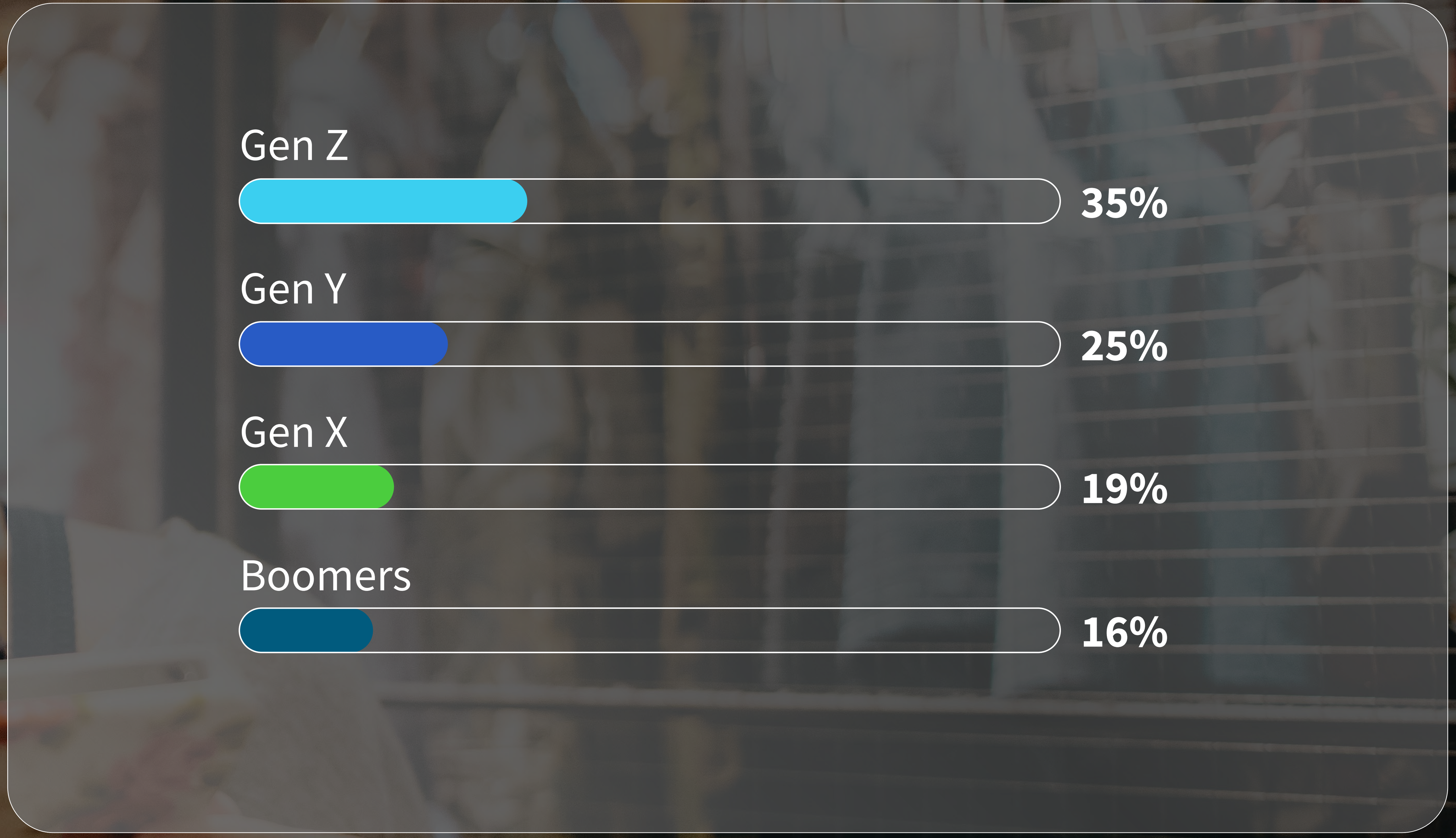

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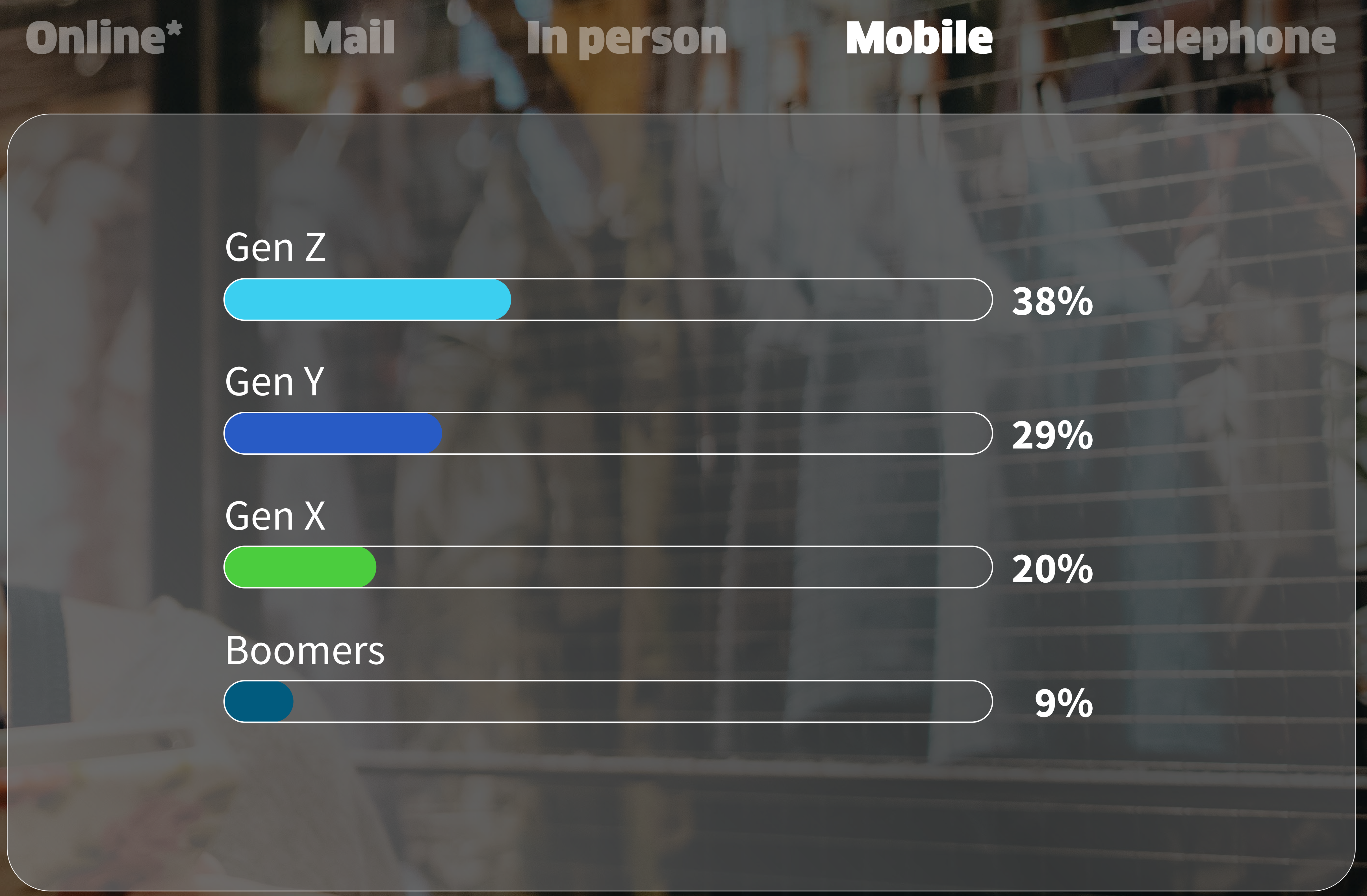

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Online* | Mail | In person | Mobile | **Telephone**

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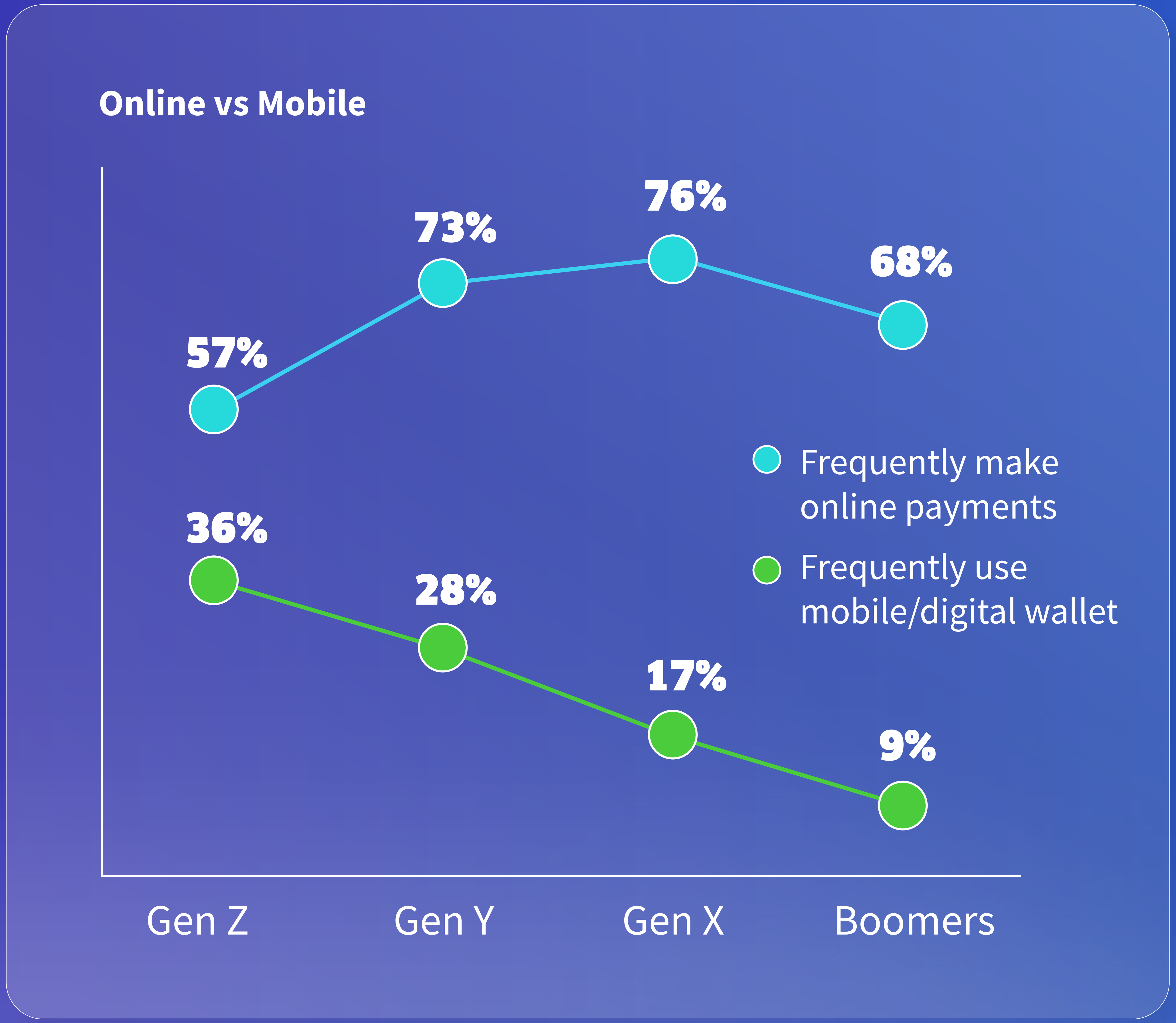
Payment Practices

ONLINE VS MOBILE

Mobile payments correlated with age, but not online payments



WHAT WE'VE LEARNED

DISBURSEMENT PRACTICES

Read more

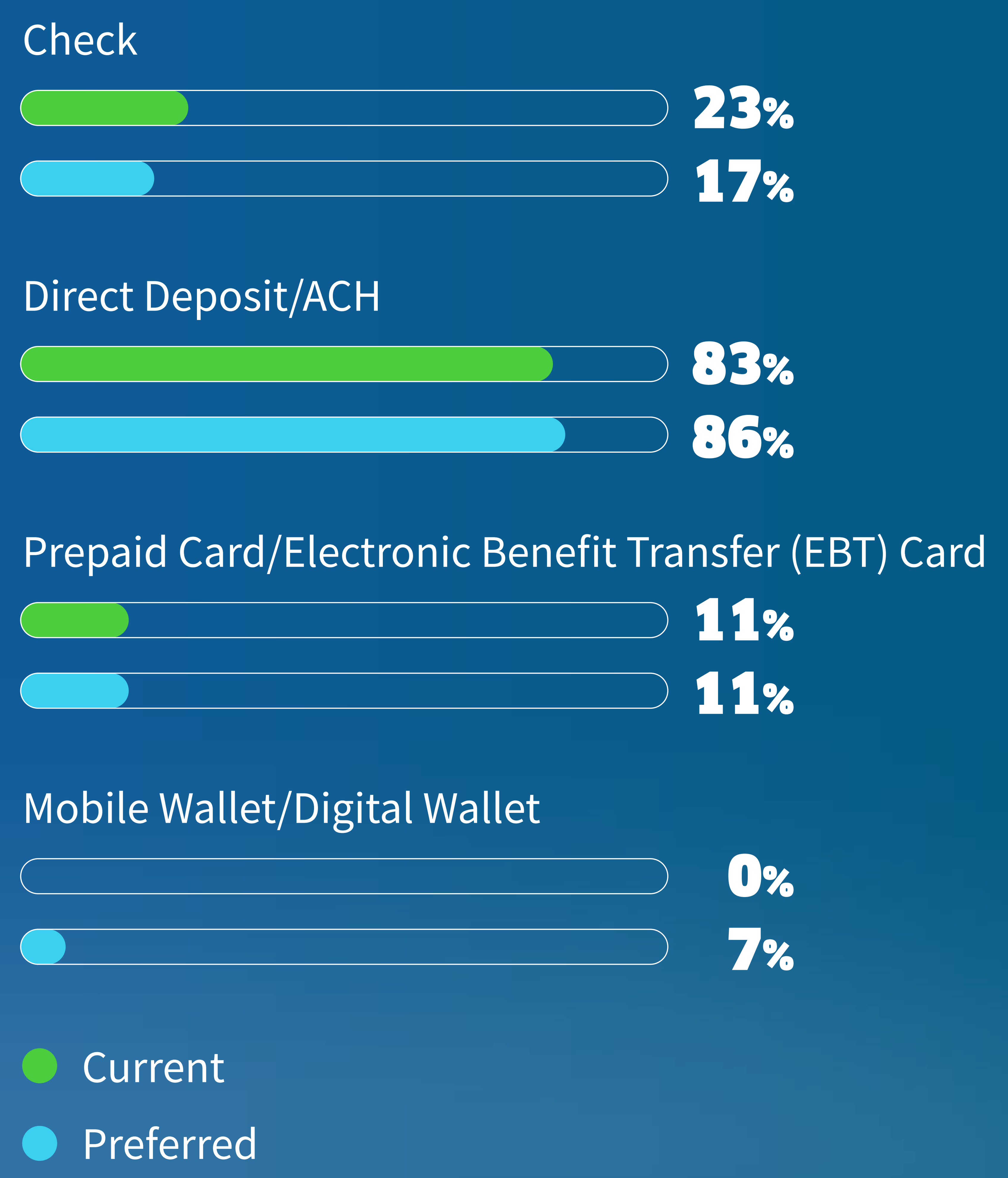
KEY FINDINGS

DISBURSEMENT PREFERENCES

Over three quarters received government disbursements in one year

Direct deposit is the most common disbursement method and the most preferred

How closely consumers' preferred payment methods align with available payment methods

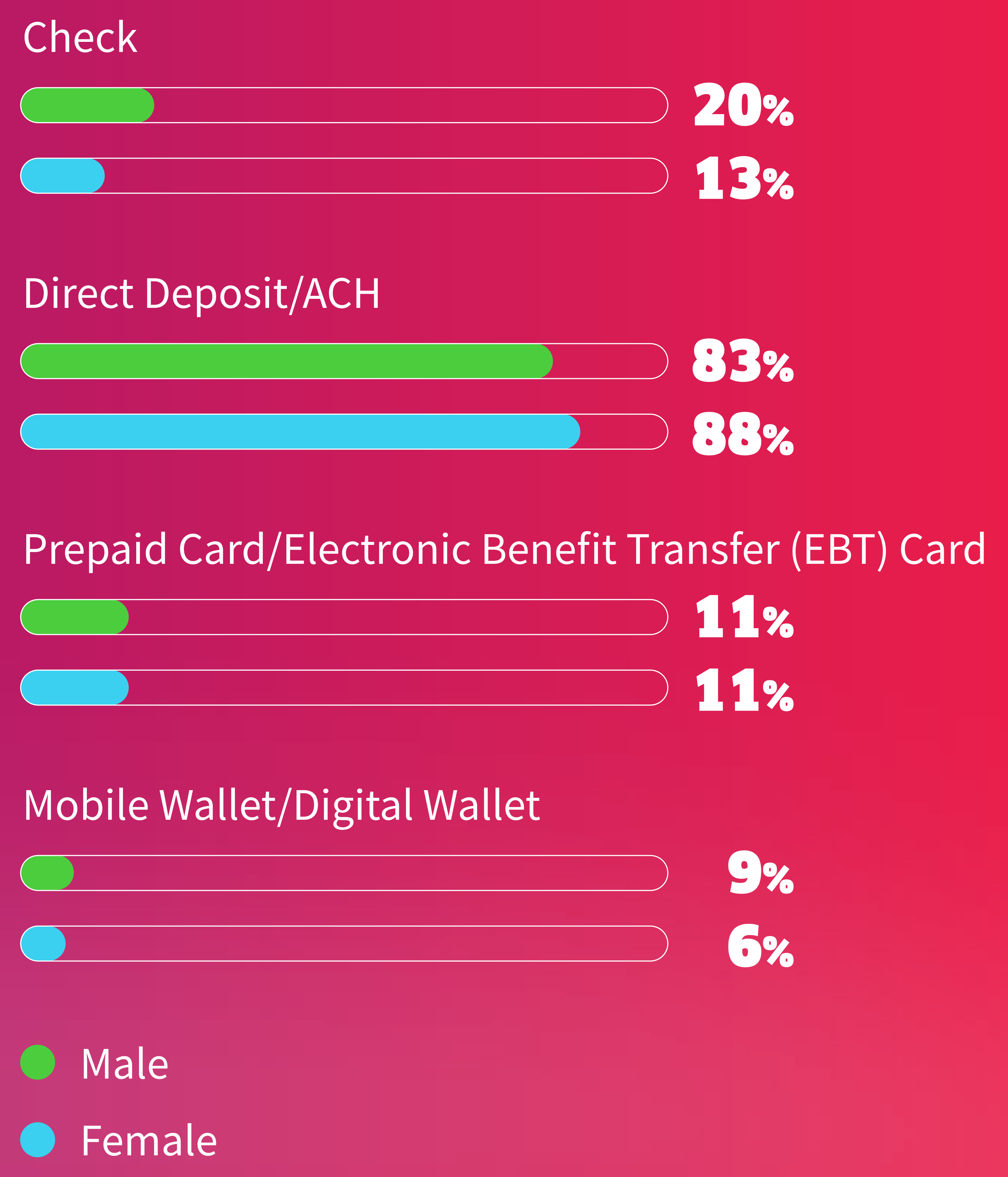


GENDER FINDINGS

Men are more likely than women to prefer checks

Slightly less likely to prefer ACH

Preference to receive payments from the government by gender

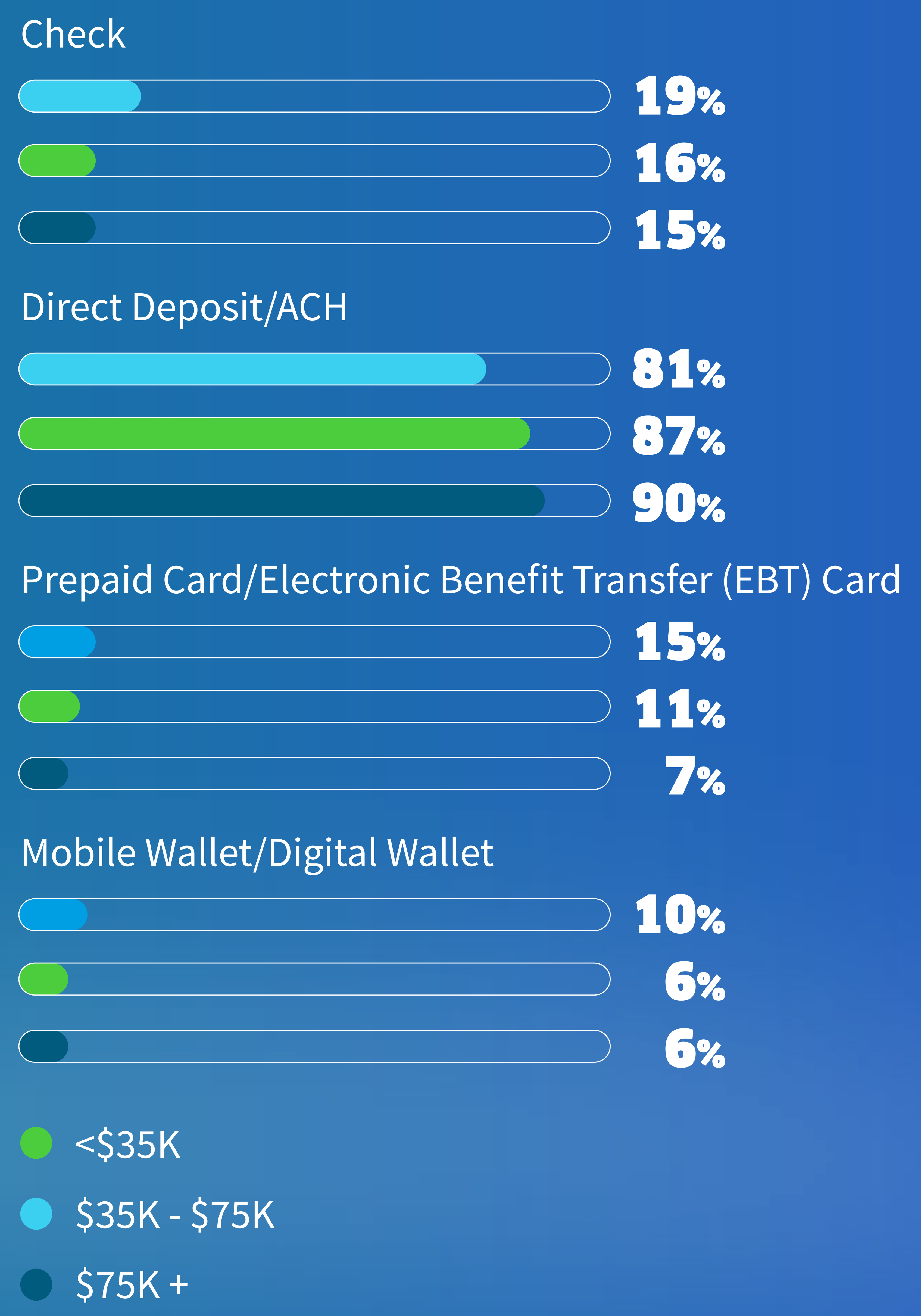


Disbursement Practices

INCOME INFLUENCES PAYMENT METHOD CHOSEN

ACH increases with income while other options decrease

Preference to receive payments from the government by income

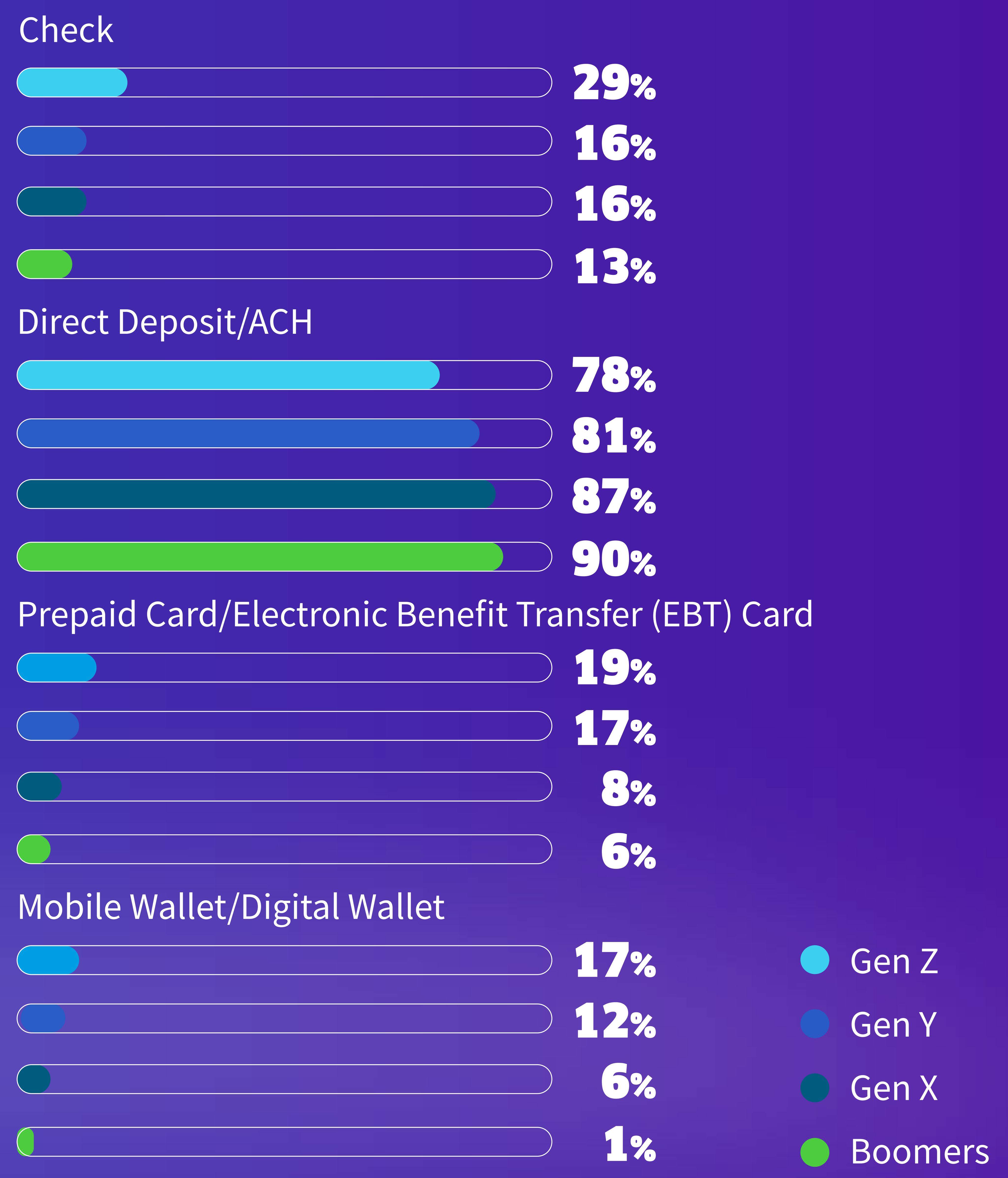


DEMOGRAPHIC PREFERENCES

Older consumers more likely than younger to prefer ACH

And less likely to prefer other options

Preference to receive payments from the government by generation



KEY TAKEAWAYS

Read more

KEY TAKEAWAYS

56% of consumers have a positive experience with government payments

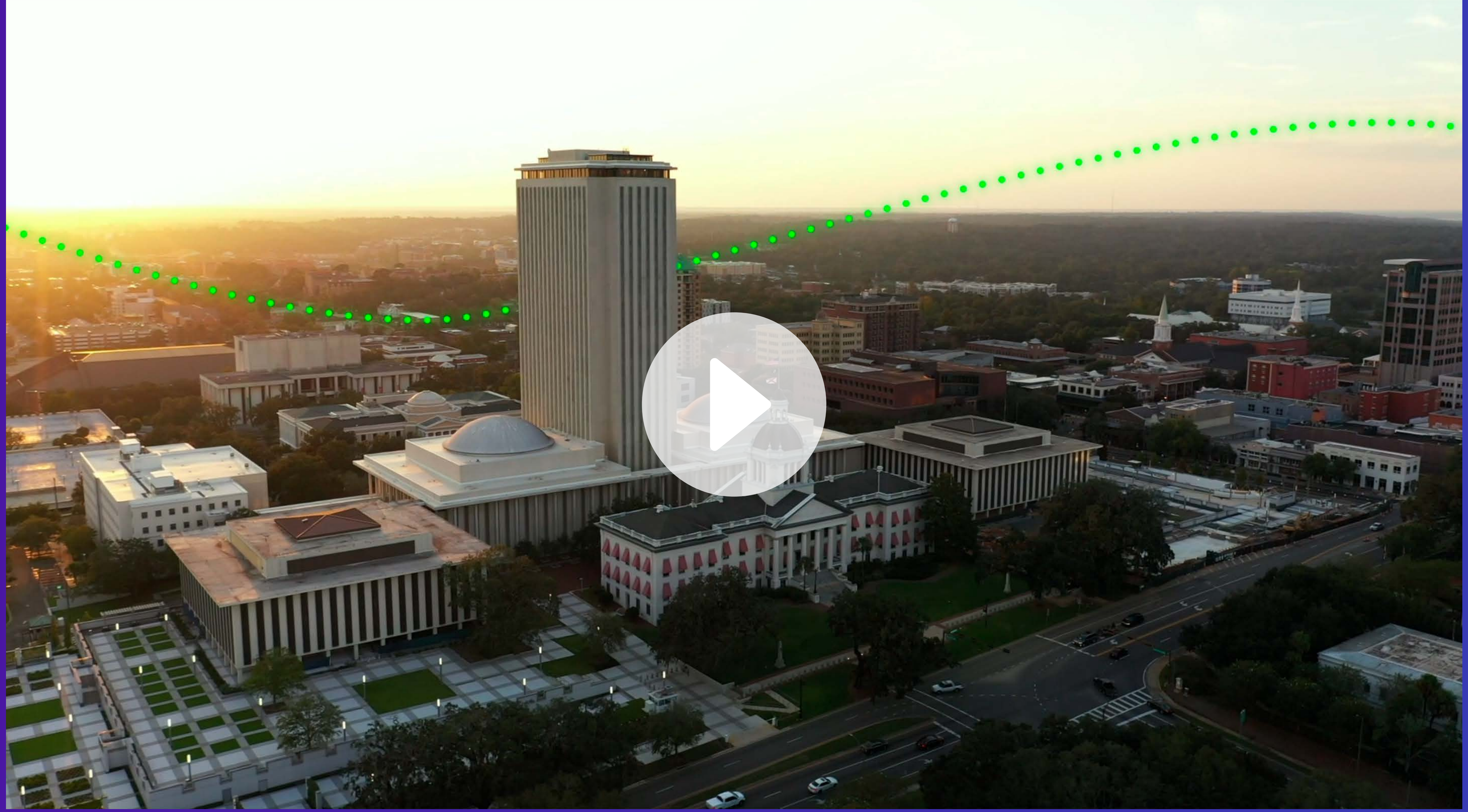
Most consumers feel government payment methods have become more flexible—but there is room for improvement

Consumers trust online and ACH for making government payments

Online is superior to mail—especially for paying taxes. As online becomes more trusted universally, more consumers file electronically for its:

- ✓ Convenience
- ✓ Fast Acknowledgement
- ✓ Security
- ✓ Faster Refunds

MORE ABOUT FIS



With more than 15 years of experience, Worldpay from FIS has helped government agencies at the federal, state, and local levels upgrade their payment options to meet the needs of their constituents.

In addition to delivering on consumers' preference —shown in this report—our integrated payment processing solutions can help you gain new efficiencies in payments and disbursements while minimizing risk.

Working with one trusted payment provider, like FIS, will make the steps toward greater digitizing, not a road less traveled but a road marked for success. Join the 1M+ merchants who use our services.

Visit us here.

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