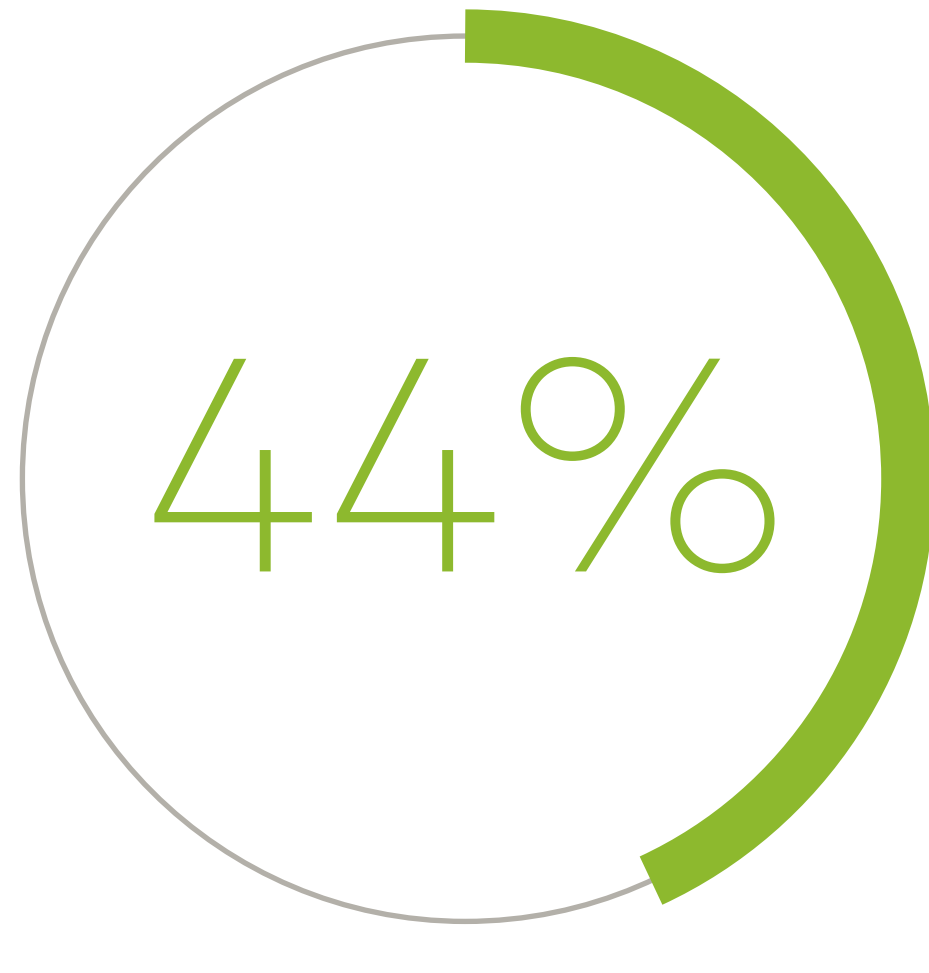




INFOGRAPHIC

Your billing process transformation is due

People are struggling to keep up with regular bill payments



of people say their worsening financial situation has forced them to miss multiple bills over the past 12 months

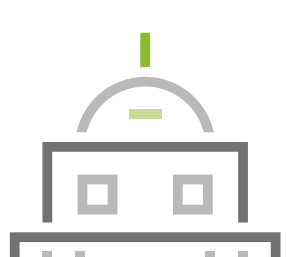


of billers say the number of customers who struggle to pay bills in time has increased in the past 12 months



53%

of those on irregular incomes



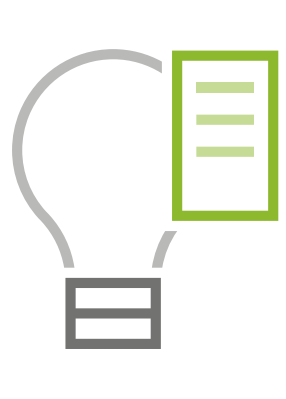
84%

of government bodies and agencies



77%

of gig workers



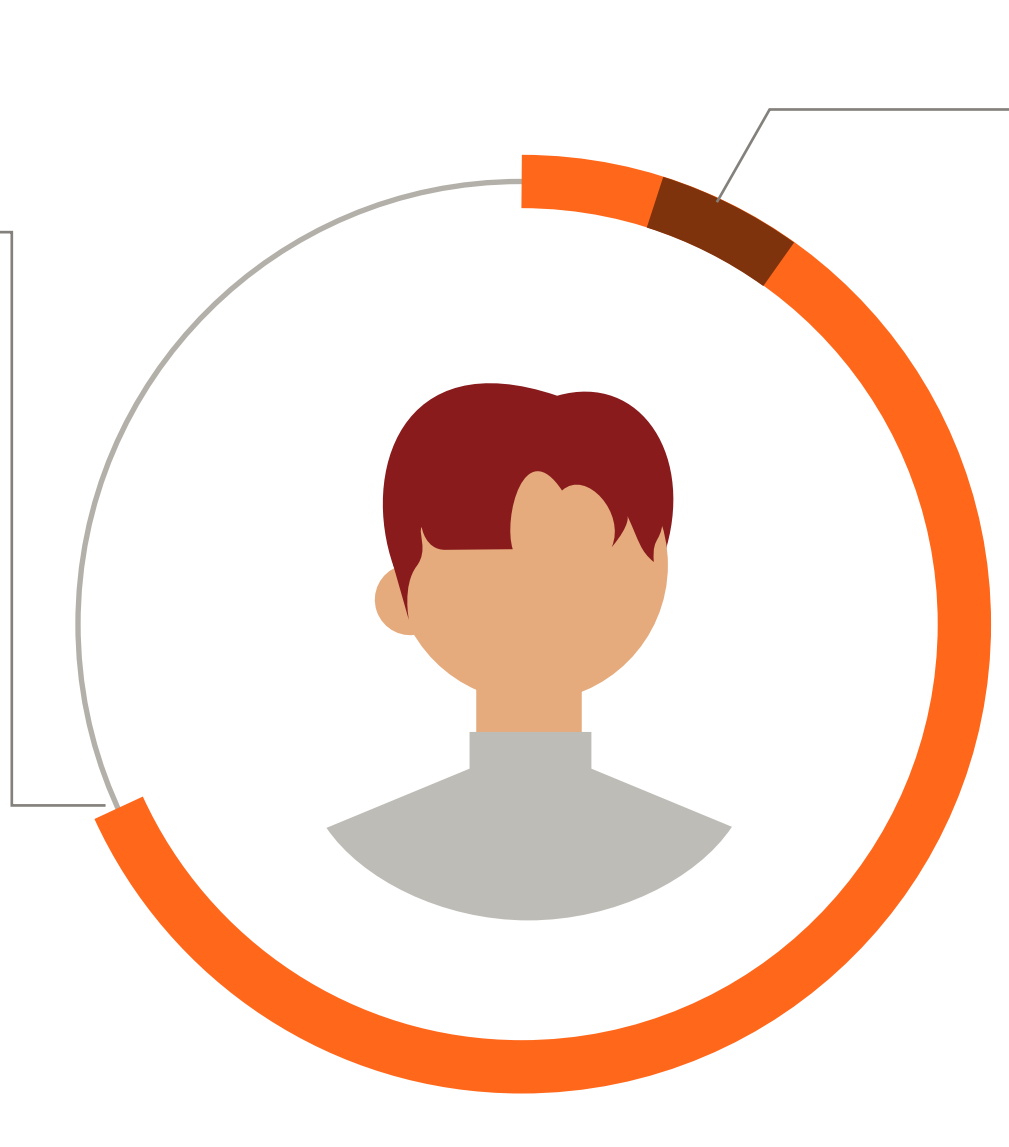
82%

of utilities and telcos

Payers' struggles have negative knock on effects for billers

68%

of billers say the number of bill disputes has increased in the past 12 months



of direct debit payments bounce every month for 27% of billers



30-37.5 hours to solve a dispute for 28% of billers



6-10 working days to rectify a failed direct debit for 30% of billers



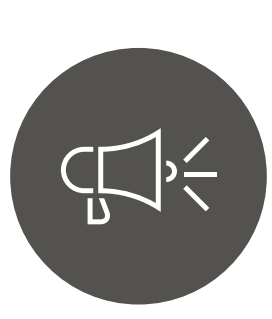
£350-1500 to resolve a bill dispute for 39% of billers



£150-350 to rectify a failed direct debit for 50% of billers

Payers want better ways to communicate with their billers

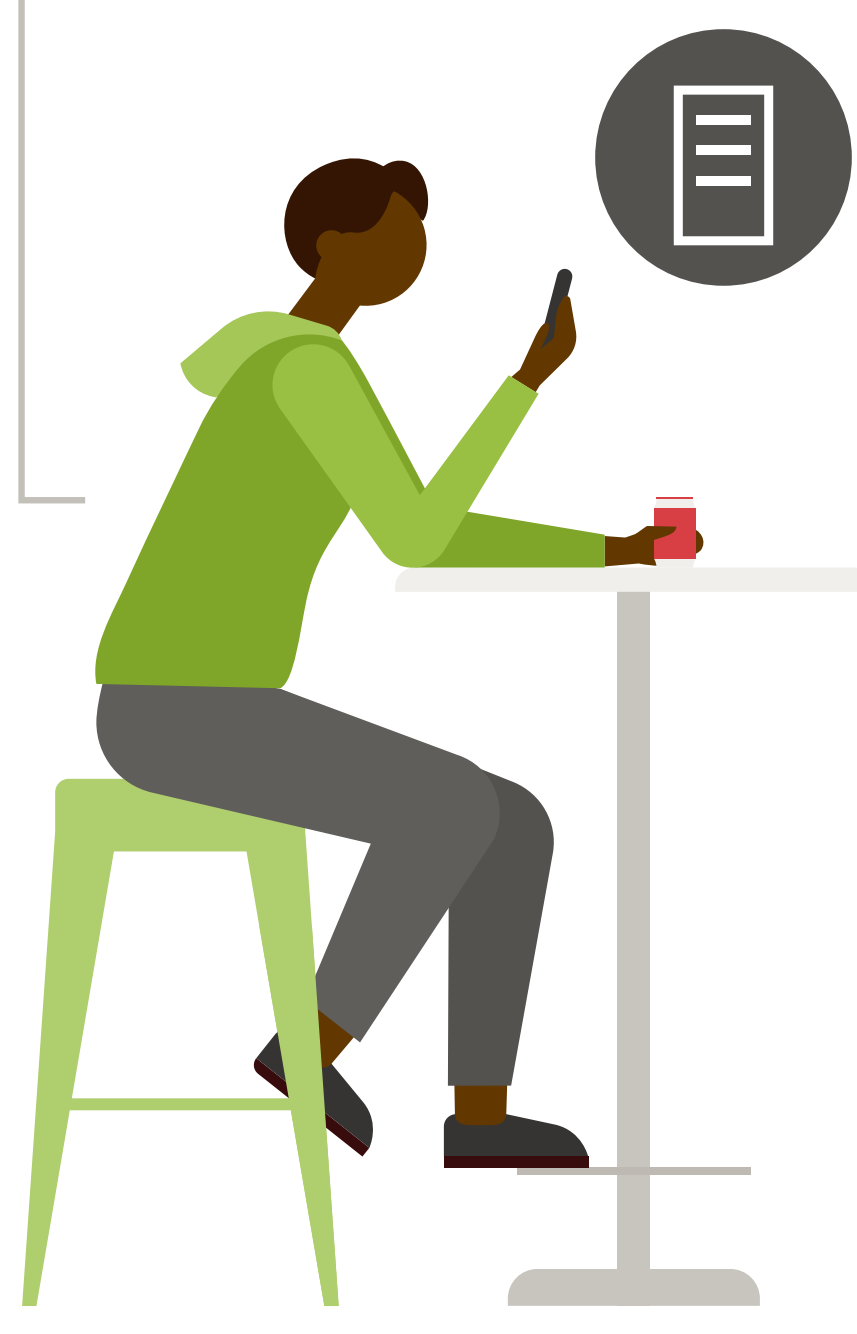
41%



say the quality of communication with their billers is poor



of payers are dissatisfied with the process of disputing a bill



62%

of payers are interested in managing arrears via chat on a mobile phone (80% of gig workers)

Billing service providers can help billers to improve their billing and payment processes

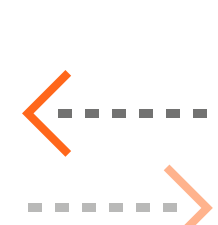


83%

of billers say they need to support more payment methods to improve their bill payer experience

say they need to improve integration between finance, IT and customer support to provide a better customer experience

Billers' most important initiatives:



93%

46% critical

Increase workflow efficiency



88%

47% critical

Improve bill presentment



92%

38% critical

Improve customer messaging for billing and errors



88%

44% critical

Improve failed transaction management



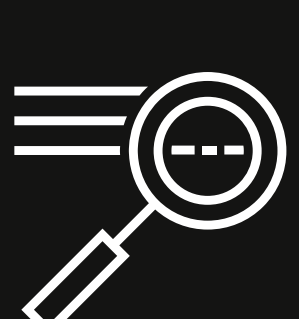
89%

44% critical

Increase payment security

Introducing Mastercard Request to Pay, a better way to manage bills

Mastercard Request to Pay is a secure, digital bill presentment and messaging service that helps billers to improve revenue collection, reduce operational costs, and provide a better customer experience.



Learn more at b2b.mastercard.com/requesttopay

Source: Commissioned Mastercard research with 399 vulnerable payers, irregular incomers, gig economy workers, and fixed salary incomers and 300 billers in the UK, April 2021. Study conducted by Forrester Consulting.