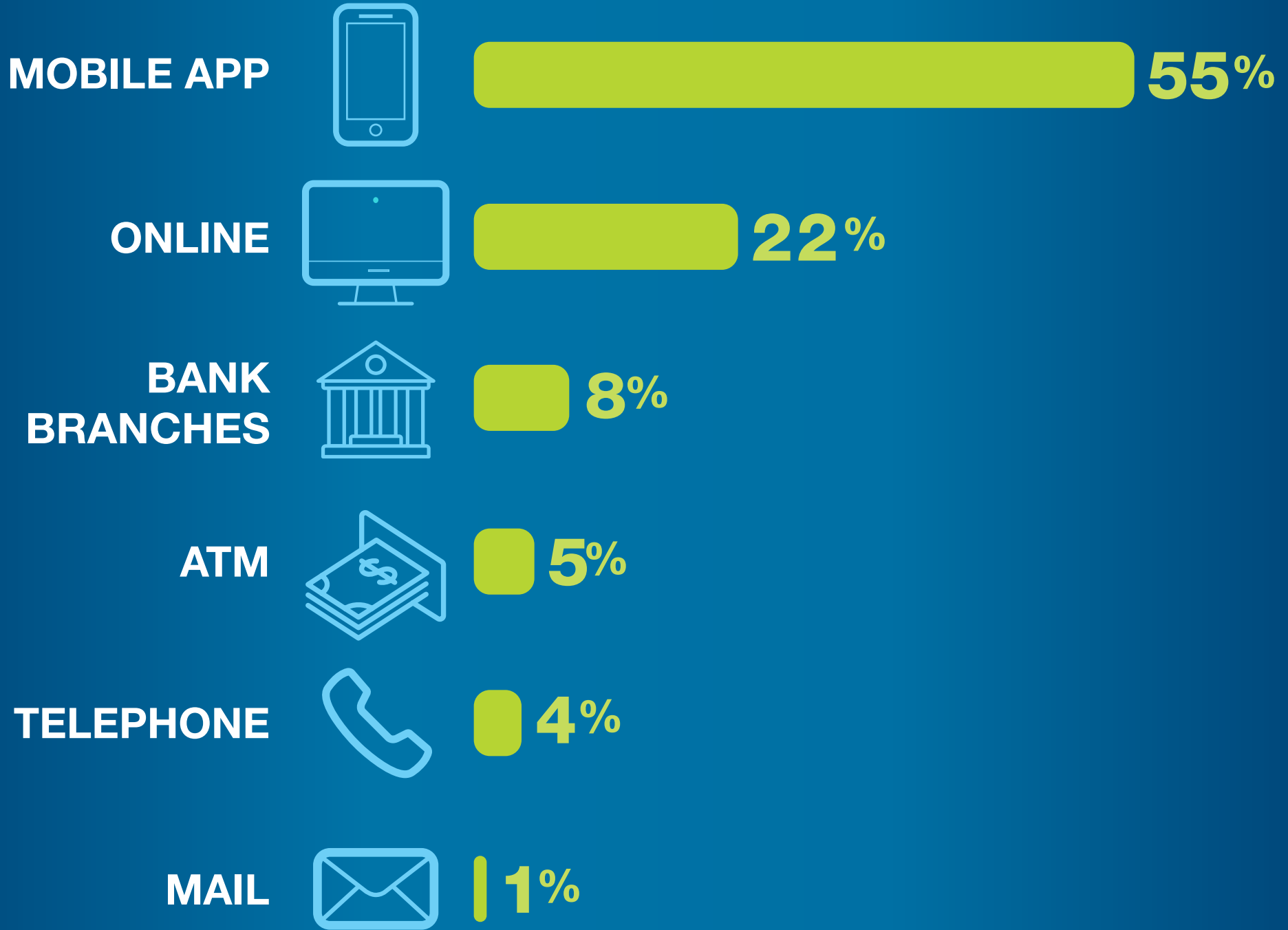
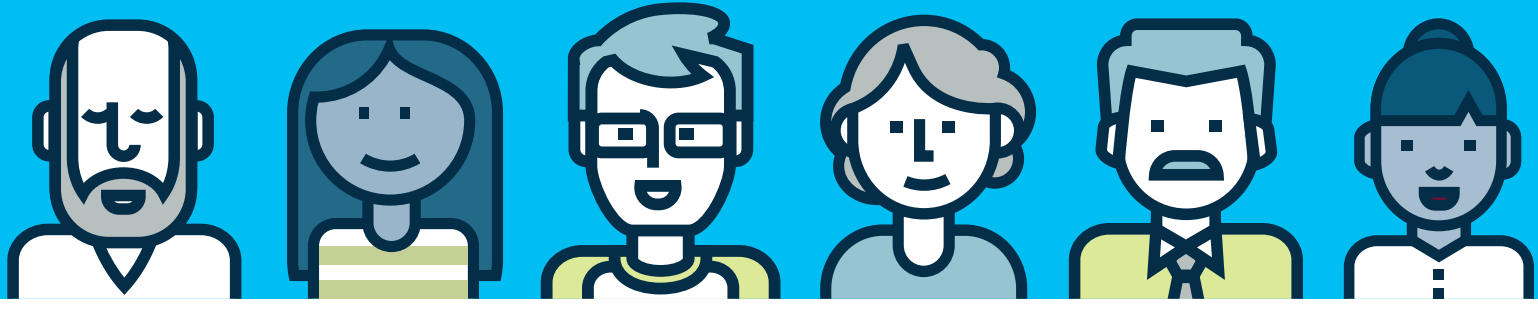


How Americans Bank: Most-Used Banking Methods

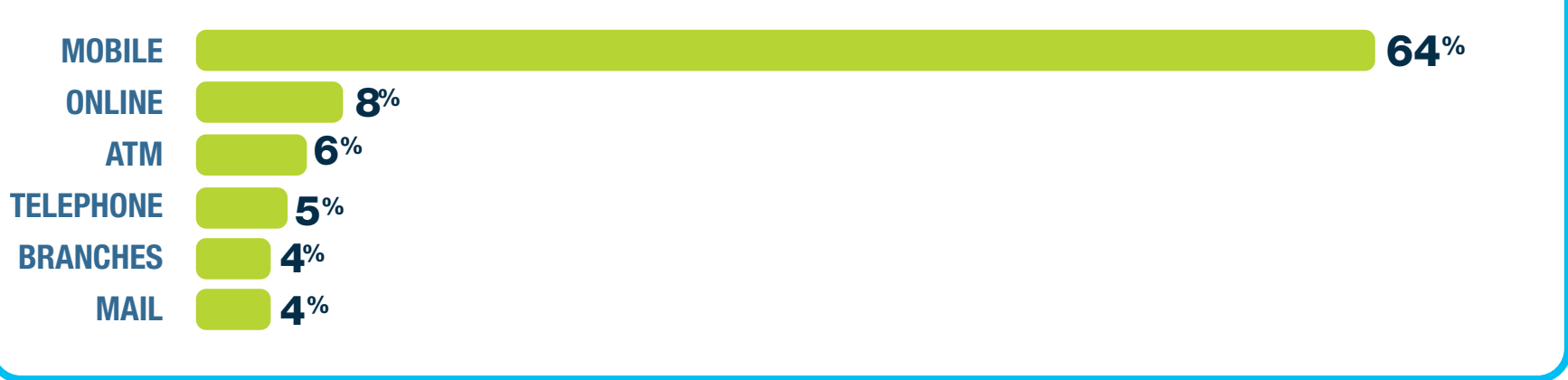
Mobile app banking is most preferred



Different Generations Bank Differently



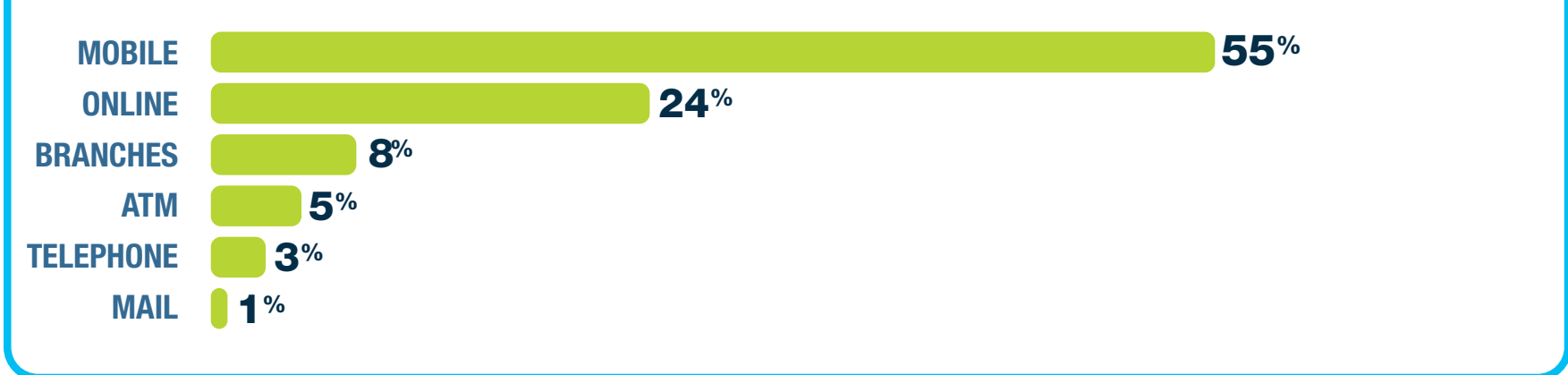
GEN Z (1997–2012)



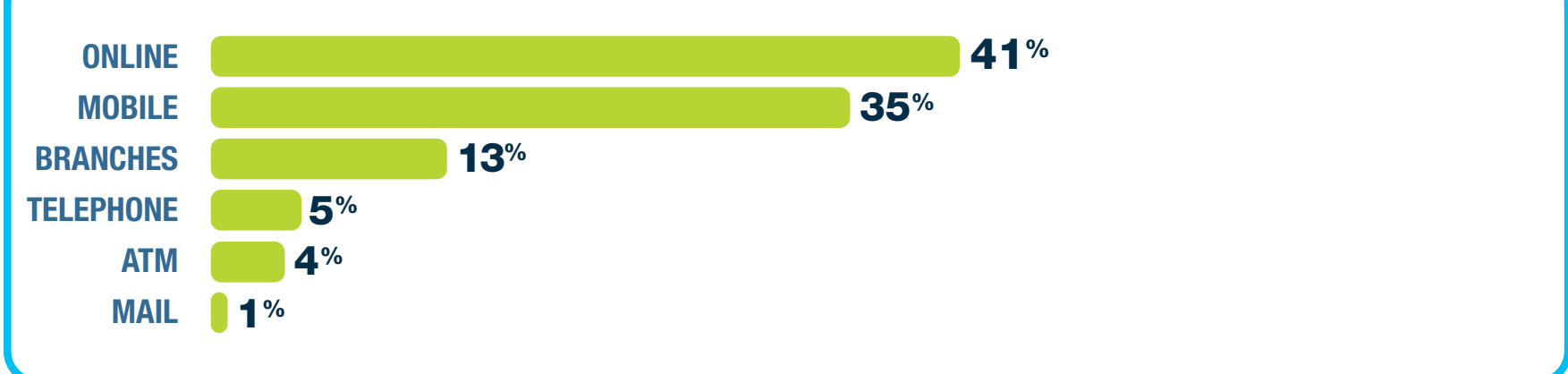
MILLENNIALS (1981–1996)



GEN X (1965–1980)



BABY BOOMERS (1946–1964)

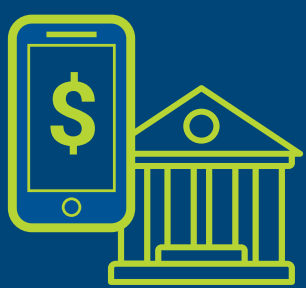


Consumers Are Very Satisfied With Their Digital Banking Experience



96%

rated their bank's online and mobile app experience as "excellent," "very good" or "good"



94%

said their overall access to banking services today is "excellent," "very good" or "good"



83%

said tech improvements by banks are making it easier for consumers to access financial services