

Sneak preview

First findings from EBA survey on cross-border payment initiatives

The future of cross-border payments

EBA & EBA CLEARING side session, EBAday 2024
18 June 2024



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Survey conducted
and results provided
by Ipsos

Questions answered by
this sneak preview:

- 1 Why did the EBA do this survey?
- 2 Who participated in our survey?
- 3 Which preconditions are needed for enhancing cross-border payments?
- 4 What's crucial for customers?
- 5 Which solutions have the potential to enhance cross-border payments?

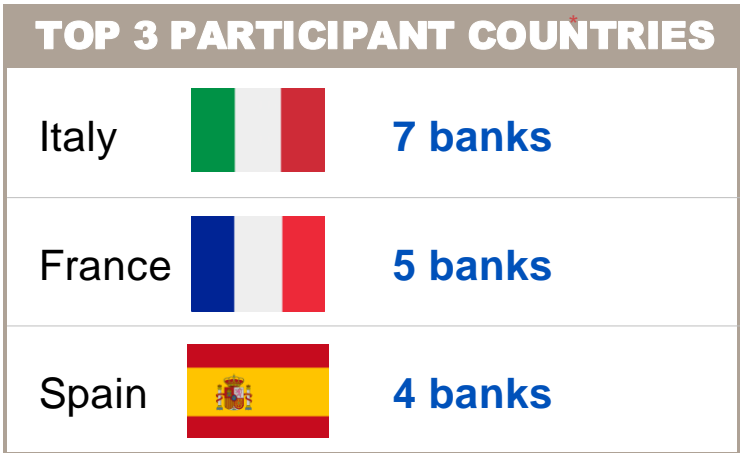
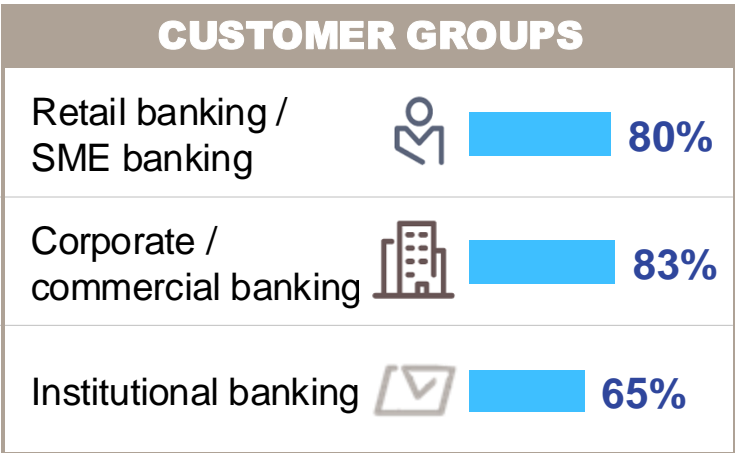
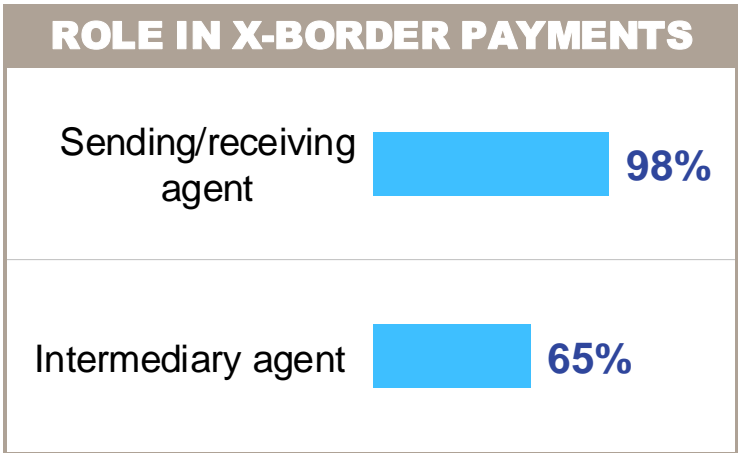
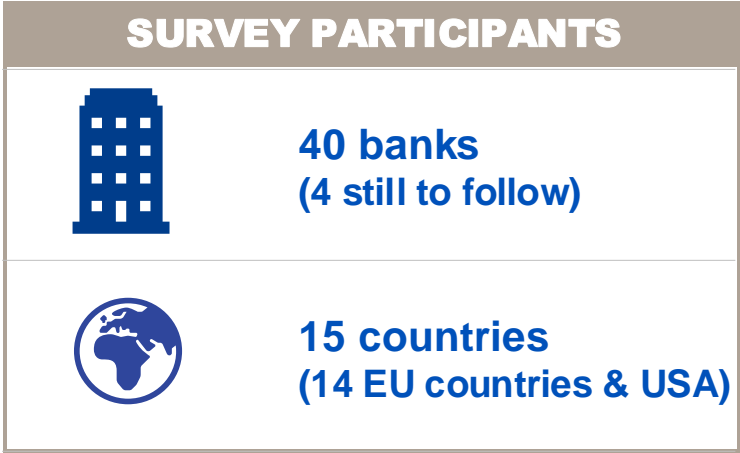
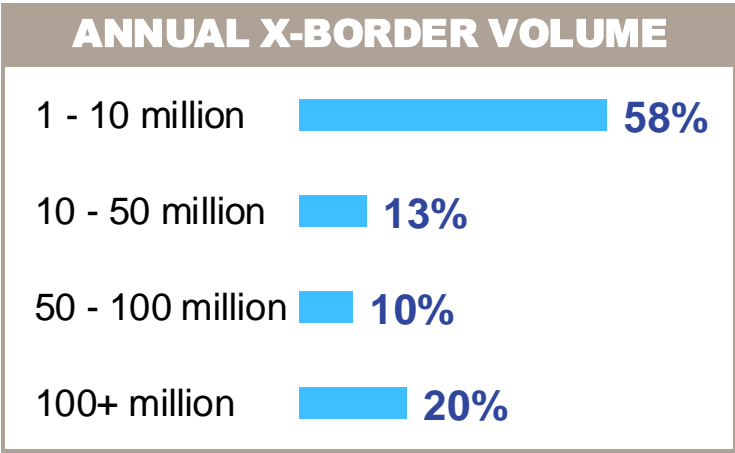
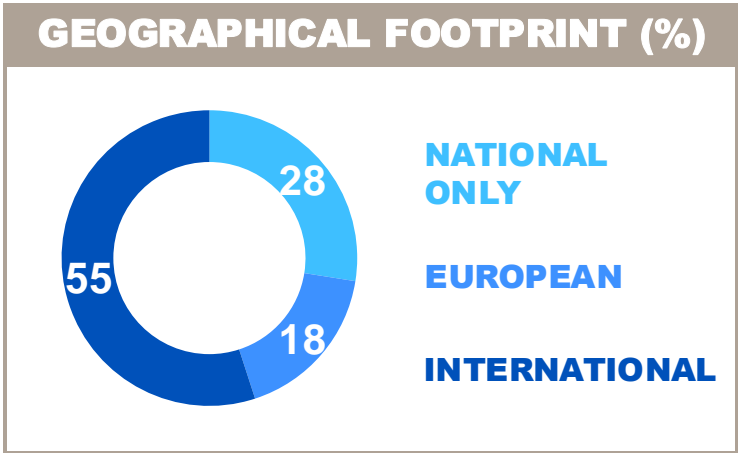
STOCKTAKING is important

“We have ingredients – but are we sure we have a meal?”



BIG FOOTPRINT of survey participants in cross-border payments

Sample: 55% international institutions, 65% intermediary agents, 20% handle >100m X-border volumes yearly



HARMONISATION effort needed to pave the way

Overview of top 3 prerequisites for market adoption of cross-border initiatives rated as “very important”



4. Reuse of existing infrastructure
61%
5. Limited implementation effort
56%
6. Mandatory reachability
54%
7. Timely extension of geographical footprint
18%

Base: Total sample excl. don't know (n=min 38; max 39)
Question: Q7. How important are the following prerequisites for the market adoption of the above-mentioned solutions and contributors?
Answer: "Very important"

TRANSPARENCY and COST are top improvement concerns for bank customers

Crucial G20 objectives for bank customers, according to banks

 **Retail customers**

 **Corporate/commercial customers**

 **Institutional customers**

Transparency:
65%

Cost:
58%

Speed:
39%

Access:
26%

Transparency:
81%

Cost:
63%

Speed:
47%

Access:
38%

Transparency:
69%

Cost:
50%

Speed:
46%

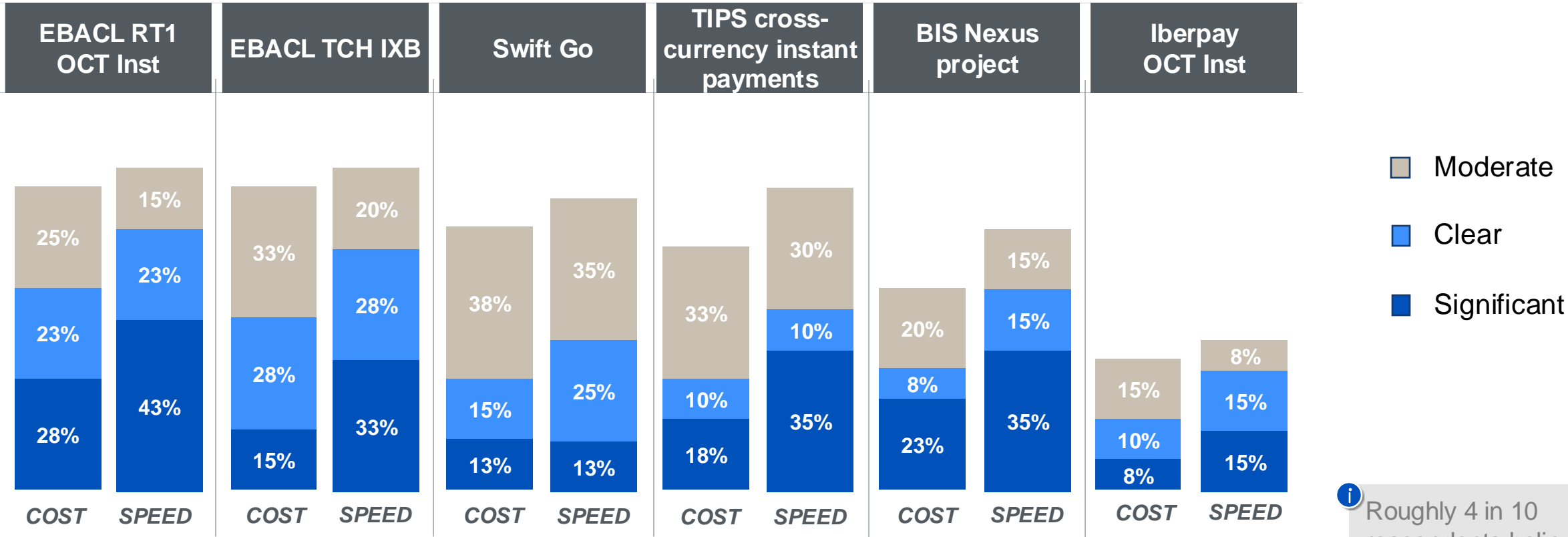
Access:
38%

Base: Banks with the resp. customer groups (excl. don't know) (n=min 26;max 32)
Question: Q5. How important is it for your respective customer groups that there is improvement made with regard to the four key challenges identified by the G20 for cross-border payments?
Answer: "Crucial"

Much potential to enhance SPEED and quite some potential to reduce COST

4 out of 6 solutions expected by at least 1 in 3 respondents to significantly improve speed

Improvements to be brought by the following solutions:



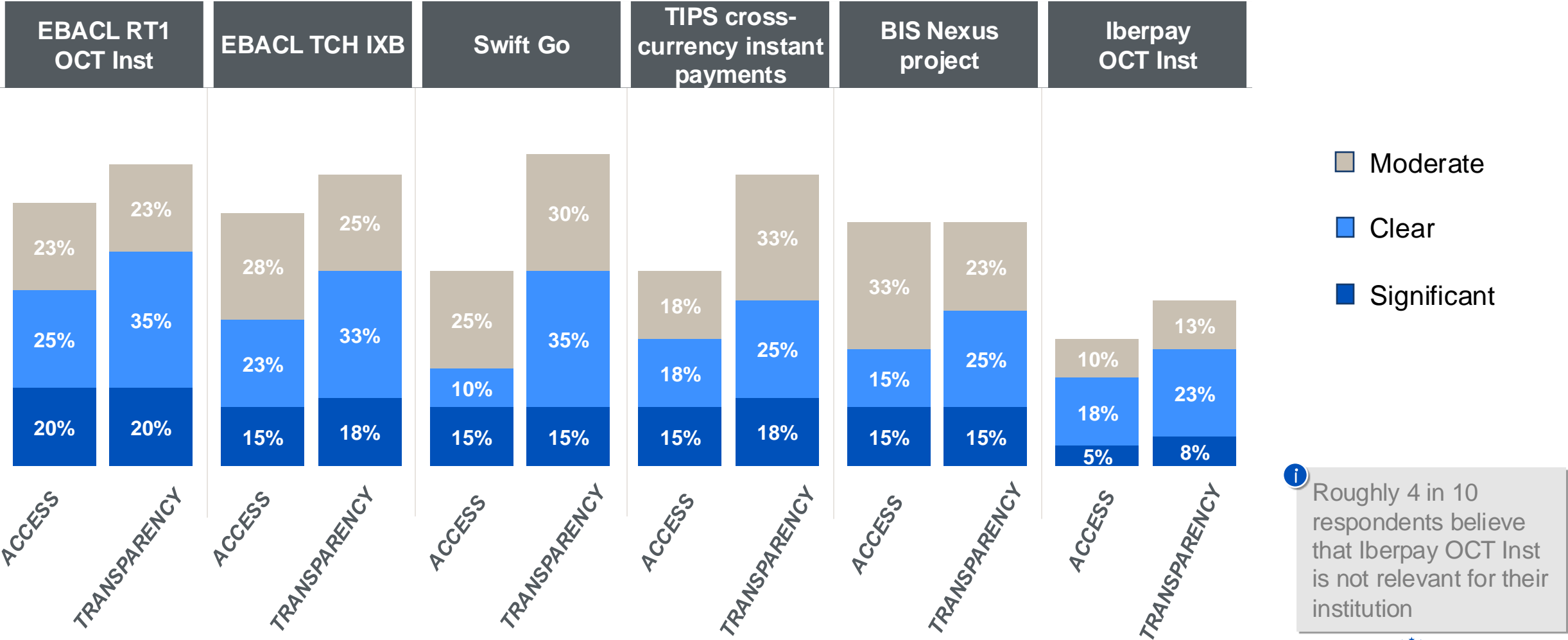
For this and the following slide:
Base: Total sample (n=40)
Question: Q1. How do you rate the improvement that could be brought by each of the following solutions to the four key challenges for end users, as identified by the G20 for cross-border payments?
Answer: "Significant", "Clear" or "Moderate"

i Roughly 4 in 10 respondents believe that Iberpay OCT Inst is not relevant for their institution

Relevant potential to enhance TRANSPARENCY, more limited potential to enhance ACCESS

Across the bench less significant improvement expected than for speed and cost

Improvements to be brought by the following solutions:



A big **thank-you** to the members of the
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