

# THE FUTURE OF BILL PAY: WHAT IS THE INDUSTRY TELLING US?

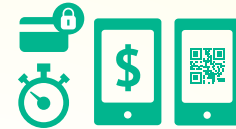
## WITH BIG CHANGE COMES BIG OPPORTUNITY



**91%** OF EXECUTIVES HAVE THEIR EYE ON PAYMENTS

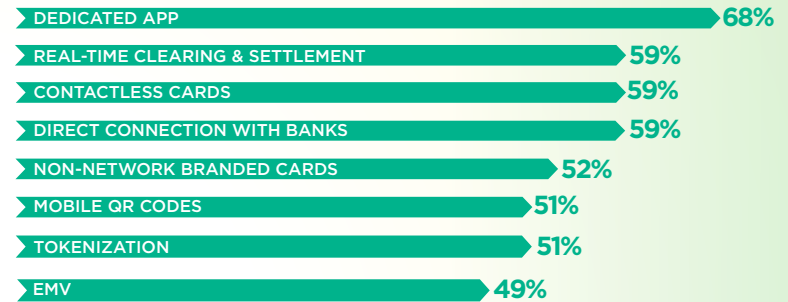


**56%** WILL INCREASE INVESTMENT IN PAYMENTS



**50%** of organizations are evaluating 8 new payment methods

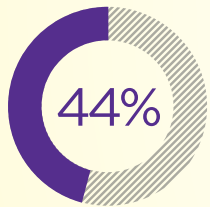
### EVALUATING NEW PAYMENT TECHNOLOGIES



**47%** of organizations expect enhanced customer experience from investing in payments

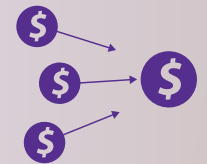


### CONSUMERS EXPECT MORE PAYMENT OPTIONS



**44%** OF ORGANIZATIONS EXPECT REDUCED COSTS FROM INVESTING IN PAYMENTS

**#1** DESIRE IS REDUCING THE NUMBER OF FEE COLLECTORS, such as card networks, in the payments value chain



Ranked higher than targeted offers and mobile



**85%** of card issuers want to work with you to reduce payment costs. Prepare to connect directly to them.



SECURITY IS THE BIG OBSTACLE TO ENHANCING CUSTOMER EXPERIENCE AND COST SAVINGS

**SEE HOW YOUR PEERS EMBRACE THE OPPORTUNITY! READ THE FULL REPORT**

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