

# Digitising and simplifying bill payment and presentment

By 2024, the global number of B2C electronic bills generated is forecast to reach 27.7 billion.<sup>1</sup> But there's considerable friction on all sides when it comes to paying and being paid for bills.



of Poles state bill payments has priority over other payments<sup>2</sup>



of Germans want access to all their bills in one place<sup>3</sup>



of Italians would like to be notified when bills are due via their banking app<sup>3</sup>



of Germans agree it's annoying to use different logins to pay for different bills<sup>3</sup>

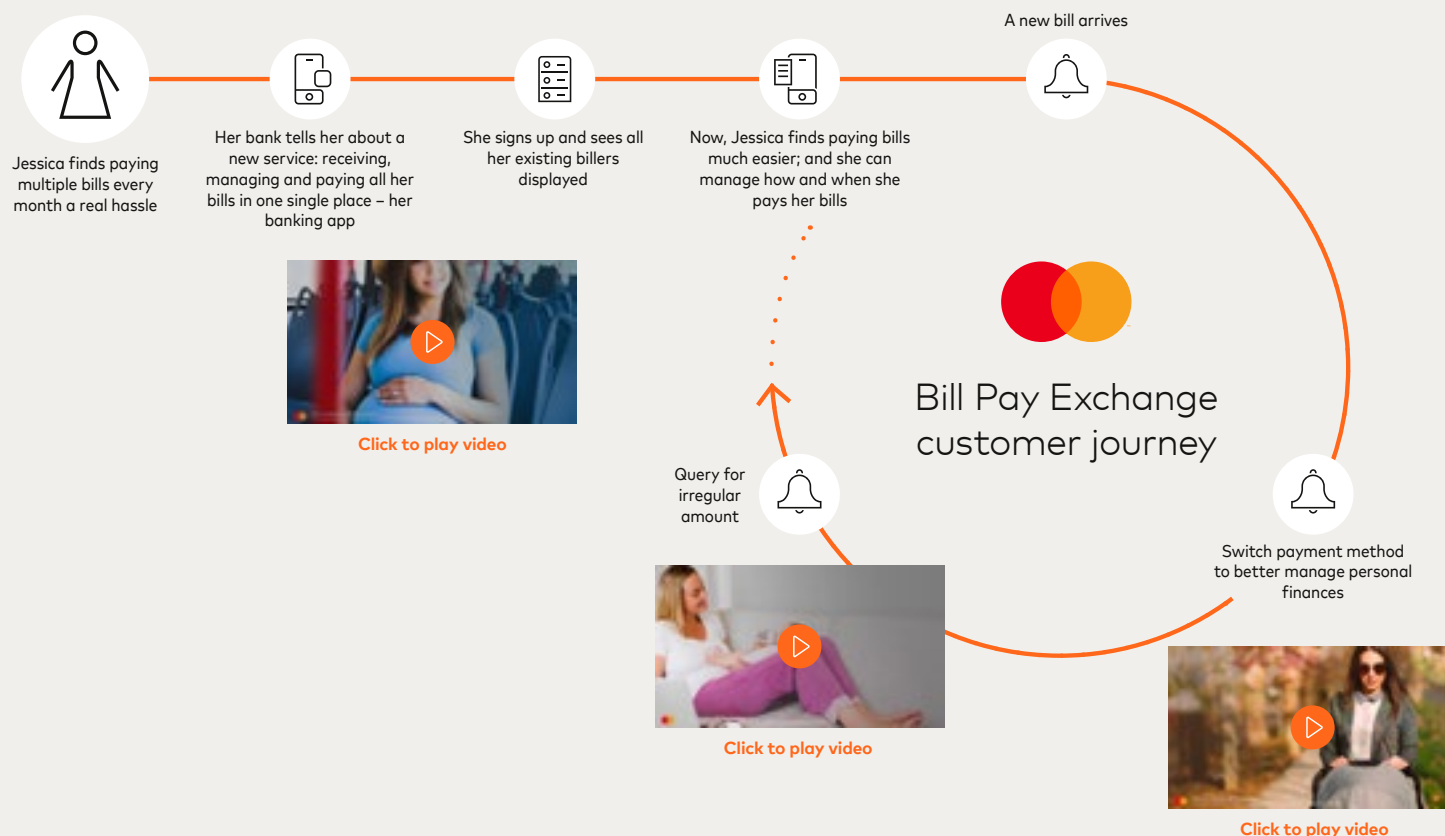


of bills in the US are still paid using paper-based methods<sup>4</sup>



of Poles don't use direct debit because they think it reduces control over their expenses<sup>5</sup>

Bill Pay Exchange is Mastercard's new digital bill presentment and messaging solution. It is designed to provide end-users with a seamless experience, and billers and banks with a better way to serve their customers.



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1. Global Industry Analysts Inc.: Pushing Towards A Cashless Society, Jan 2019;  
 2. KRD, Portfel statystycznego Polaka; 3. IPSOS Consumer Research – Italy & Germany (March, 2019);  
 4. Federal Reserve Bank Boston. Survey of Consumer Payment Choice; 5. The Heart and EY (2019)

