



FEDERAL
RESERVE
BANK
of ATLANTA

Retail Payments Risk Forum

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PAYMENTS 2020: THE YEAR IN REVIEW

Talk About Payments Webinar

December 17, 2020

The views expressed in this presentation are those of the presenters and do not necessarily reflect the positions or policies of the Federal Reserve Bank of Atlanta or the Federal Reserve System.

- **Webinar link**

- <https://www.webcaster4.com/Webcast/Page/577/38646>

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TODAY'S PANELISTS



Nancy Donahue
Project Manager



Doug King
Payments Risk
Expert



Jessica Washington
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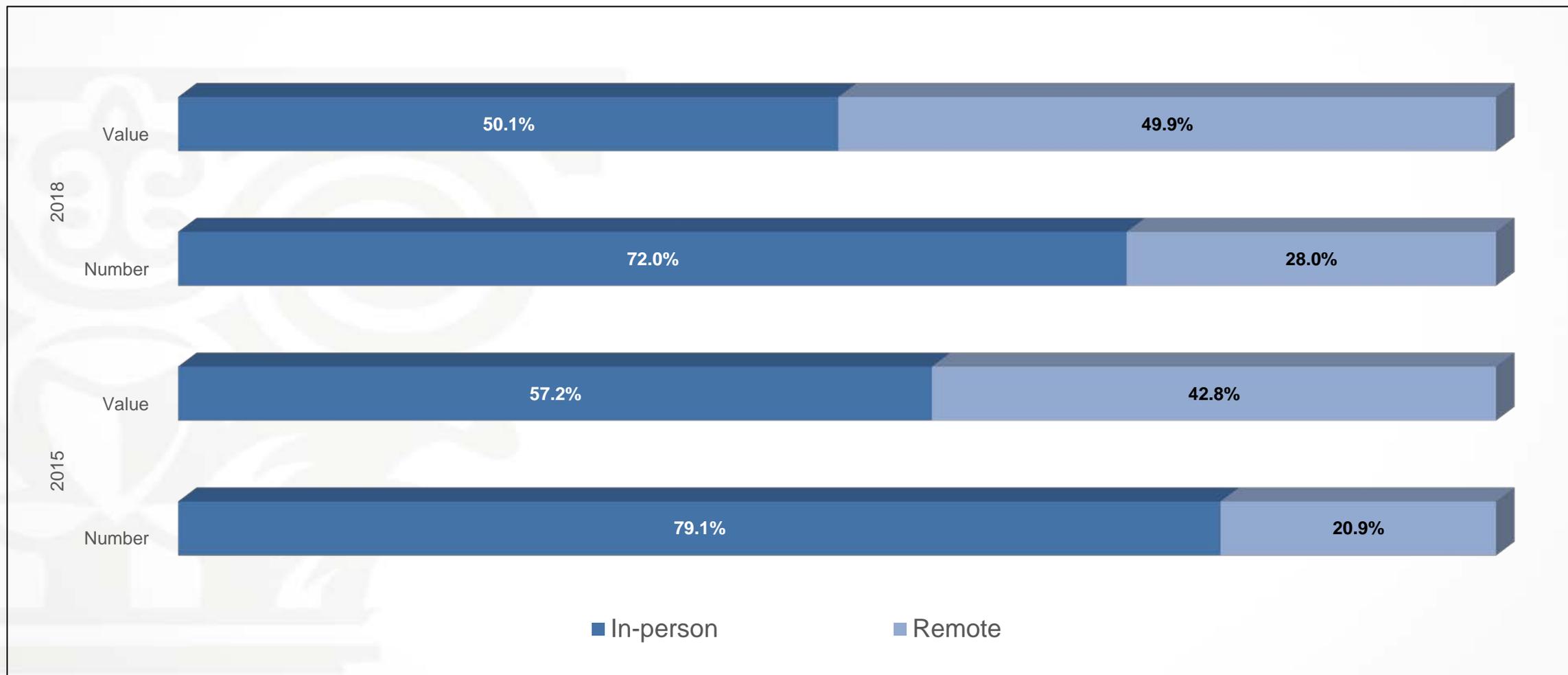
We serve as a catalyst for collaboration in the consumer and commercial payments risk management arena. We:

- Conduct research and provide analysis
- Convene and share with interested parties
- Promote actions to mitigate risk

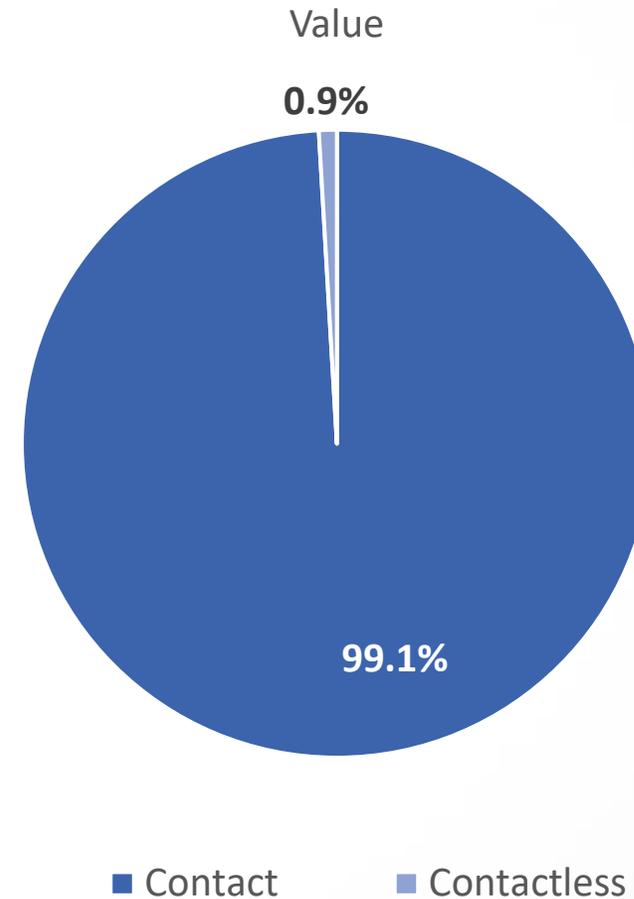
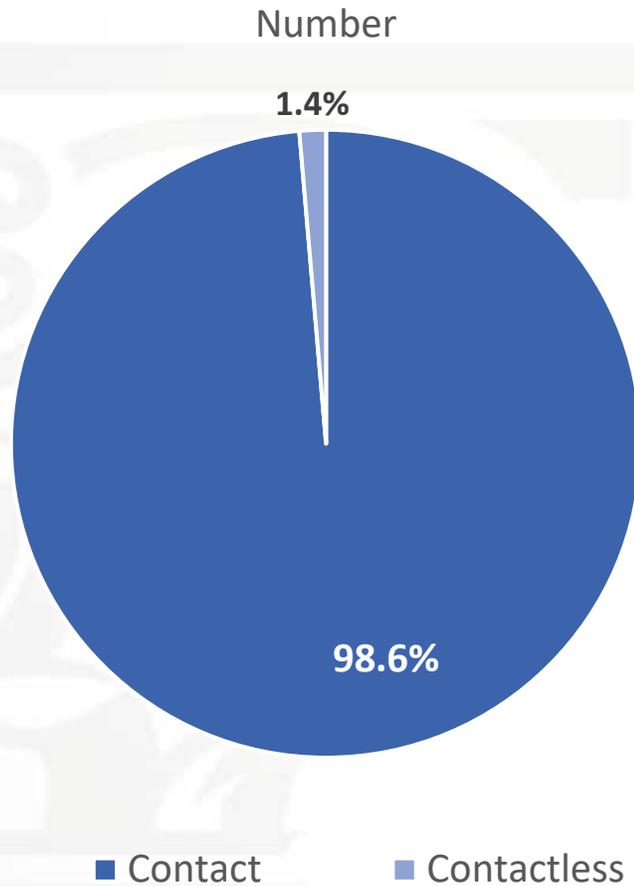
[Take On Payments weekly blog](#)

[Retail Payments Risk Forum webpage](#)

THE VALUE OF IN-PERSON AND REMOTE CARD PAYMENTS CONVERGED IN 2018.



CONTACTLESS PAYMENTS WERE A MINOR SHARE OF IN-PERSON CARD PAYMENTS IN 2018.



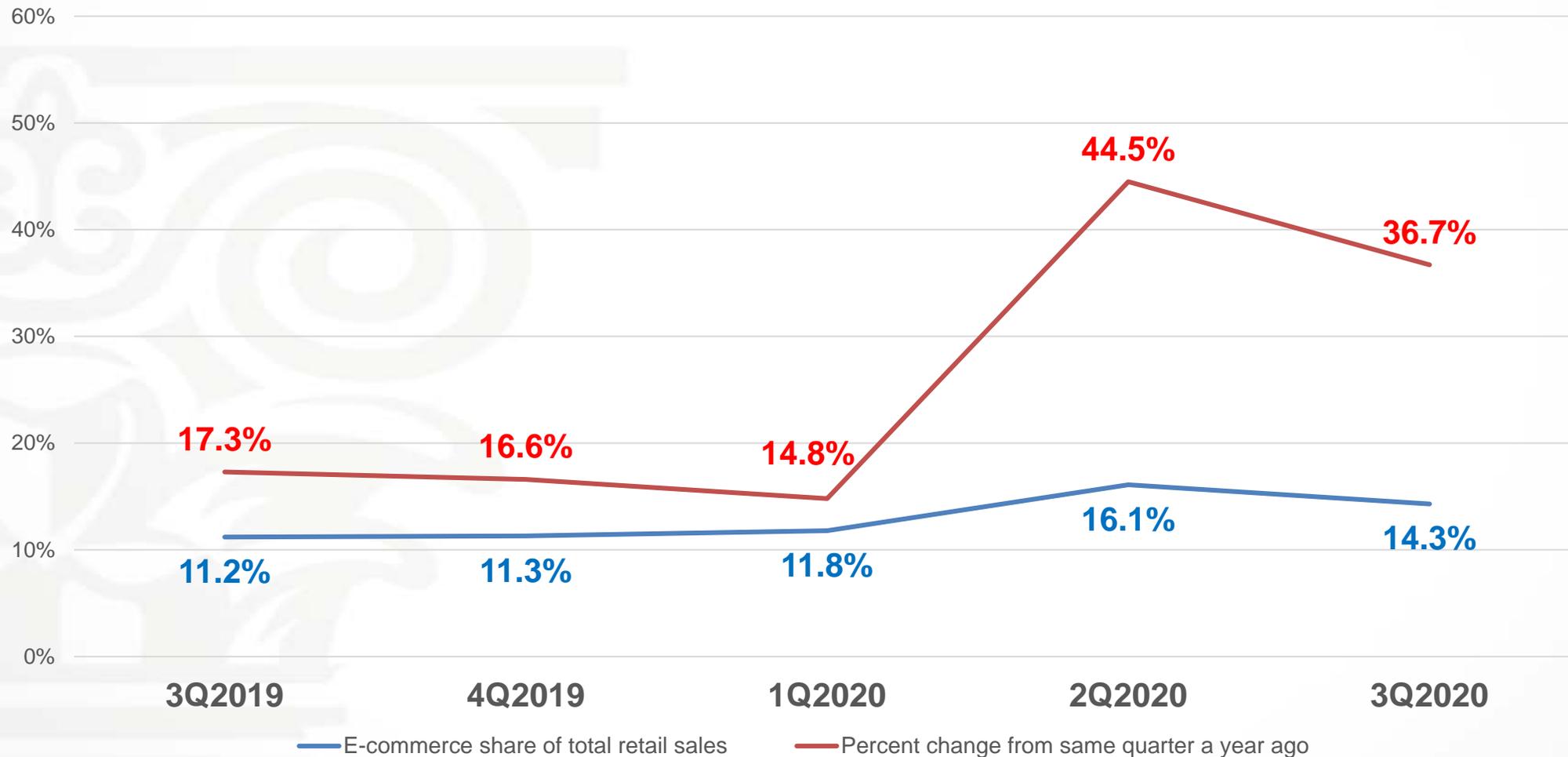
THE COVID PANDEMIC HASTENED THE DECLINE OF BRICK-AND-MORTAR RETAIL...

High-profile retailer bankruptcies in 2020



...AND ACCELERATED E-COMMERCE GROWTH

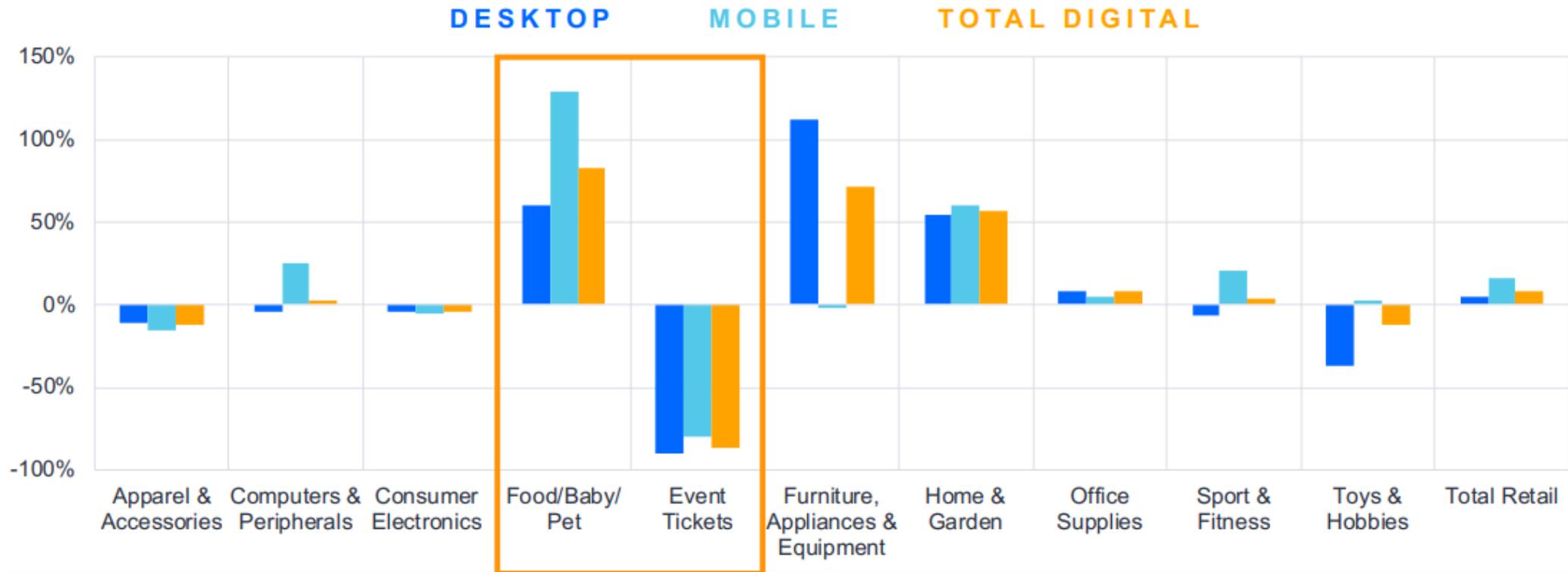
E-commerce sales year over year



FOOD, BABY, PET ITEMS OUTPACED OTHER DIGITAL COMMERCE CATEGORIES

Consumer spending by retail category

YEAR-OVER-YEAR CHANGE IN CONSUMER SPEND (Q2 2020 VS. Q2 2019)



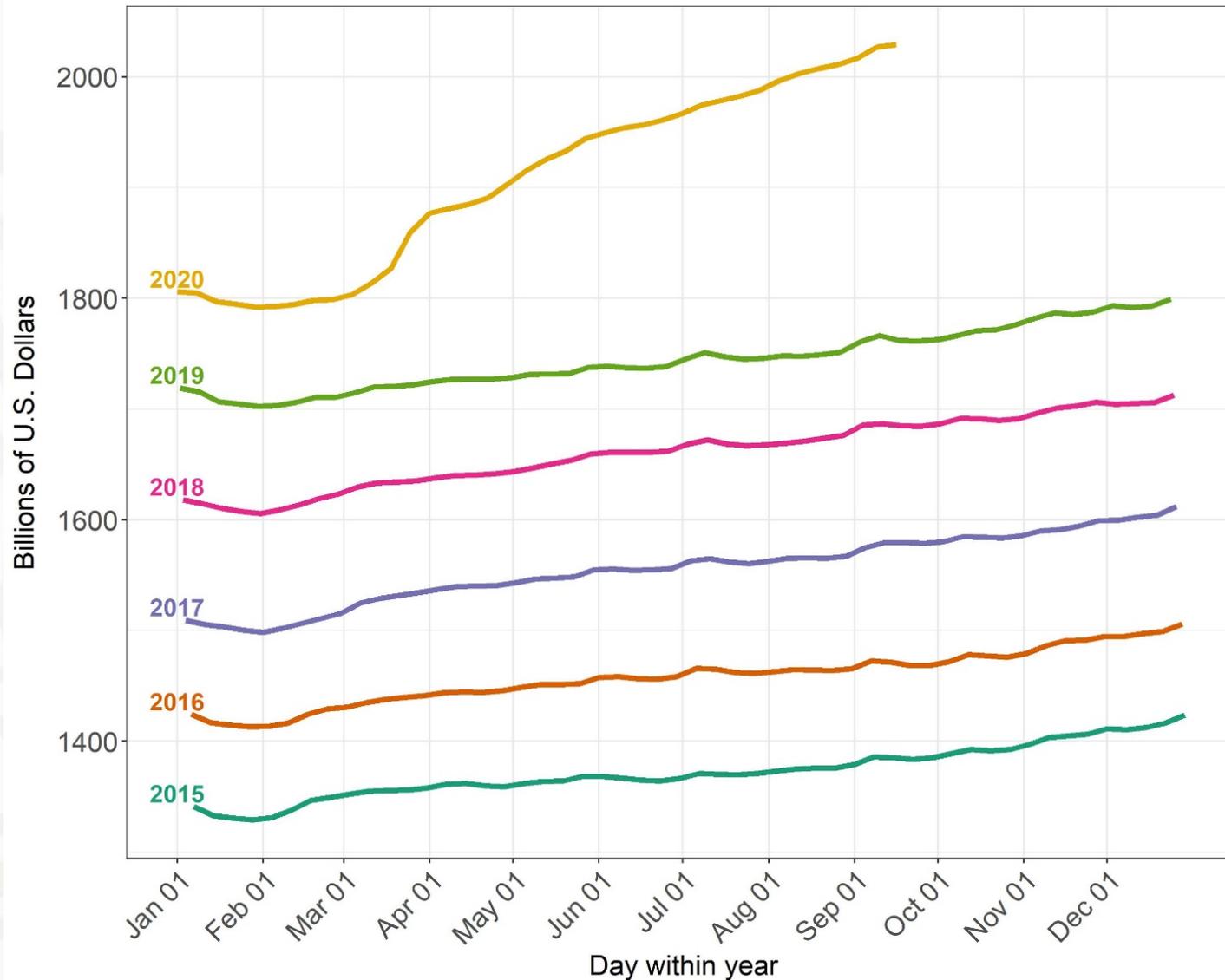
Cashless, contactless, and curbside or delivery!

LATEST

More than half of Americans now use contactless payments, according to Mastercard poll



U.S. CURRENCY IN CIRCULATION SOARS



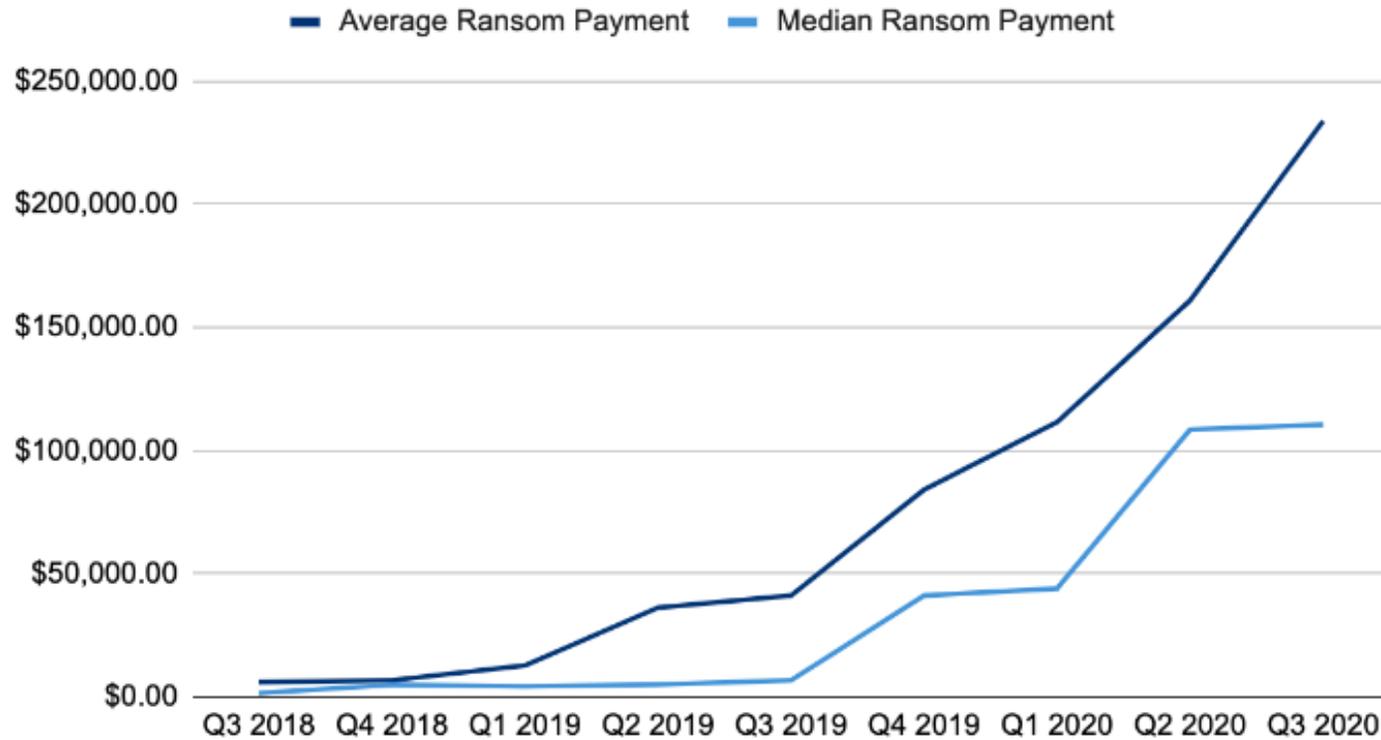
PERSON TO PERSON (P2P) & REMITTANCES



RANSOMWARE WAS THE LARGEST CYBERTHREAT IN 2020

Global damages due to ransomware expected to exceed \$20B by 2021*

Ransom Payments By Quarter



*Every 11
seconds**

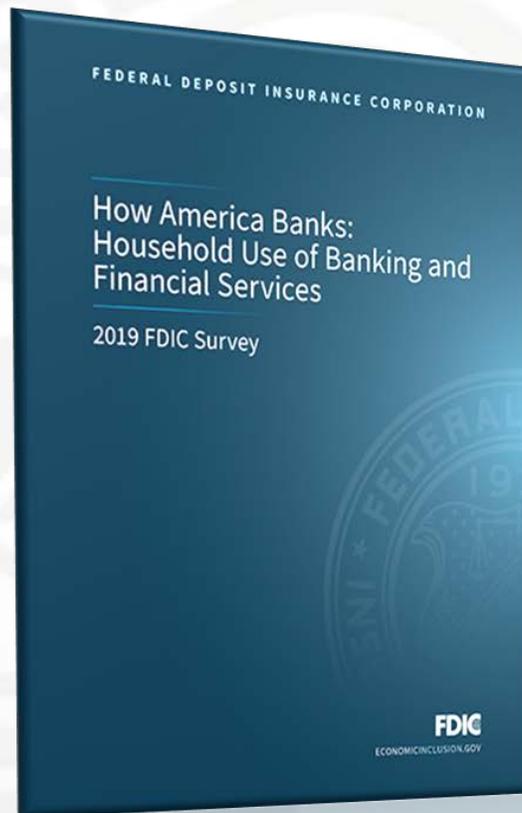
* Source: Cybersecurity Ventures <https://cybersecurityventures.com/global-ransomware-damage-costs-predicted-to-reach-20-billion-usd-by-2021/-of-ransomware-in-2020/>

CRISIS BRINGS OUT THOSE WILLING TO EXPLOIT THE SITUATION

“Because that’s where the money is” –Willie Sutton



Our Vision: To create a foundation upon which all individuals, communities, and businesses can thrive



COMMUNITY & ECONOMIC DEVELOPMENT

Coronavirus Shutdowns Highlight Digital Divide Plaguing Rural America

April 28, 2020



A couple of years ago, officials in Heflin, Alabama, canvassed their county's 15,000 residents about their public policy concerns.

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If only we had more than an hour of your day!

- Central bank digital currencies
- Continued importance of fintech
- Cannabis, gambling, and banking/payments
- Real-time payments developments

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THANK YOU FOR PARTICIPATING IN TODAY'S WEBINAR

