A lot of people now prefer online payments as they are much simpler, as simple as just one click or swipe on our smartphone screens. The number of smartphone penetrations are also a lot higher compared to the previous years, as technology got cheaper and more accessible across the world. These two factors I think drive most banks to develop and to have their own app. They probably also know that going online and cashless payments are the future.

With the current pandemic situation, most banks are also pushed to accelerate their financial technology. There's no way other than going digital/online since cash is not preferable. I think it would be hard for banks that don't have an online payment system, and it's better to develop one right now rather than waiting for the pandemic to be over.

It is important for that company and the whole people inside it to know that in order to grow and survive, they have to go out of their comfort zone. It would be scary at first; there's going to be so many trials and errors, sleepless nights, wrong decisions that could bring the whole company down; these are the obstacles that the company have to face along the way. As Marcus Aurelius the Stoic philosopher said, "*The impediment to action advances action. What stands in the way becomes the way.*"