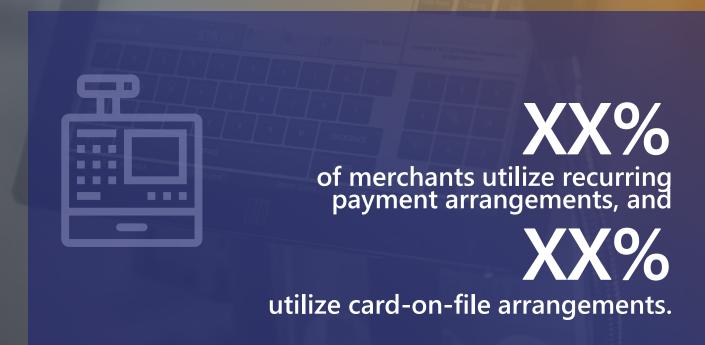
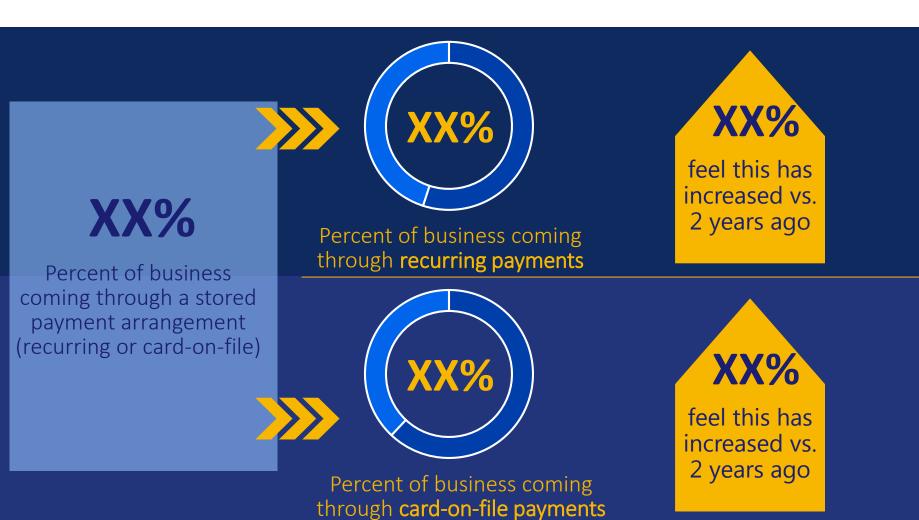
## UTILIZATION OF CARD + RECURRING PAYMENTS AMONG OUR TARGET

The vast majority of US merchants accept both credit and debit cards, with recurring payments the larger of the two payment storage arrangement options.



## UNDERSTANDING THE RECURRING PAYMENT EXPERIENCE

Merchants rely heavily on their storage payment arrangements as they report over XX% of their business, on average, comes through a stored method. In the past 2 years, dependence on these has grown, with both types of storage arrangements trending up.



## **CUSTOMER OUTREACH**

Due to the importance of these payment arrangement to their business, merchants will use multiple methods to contact customers to obtain their updated card information.

Merchants use a combination of methods to resolve issues when payments are declined.

XX%

send automatic reminder, and

XX%

manually reach out to customers to update their card information.

The preferred channel for customer contact is

Email (XX%),

though multiple channels are used including...

Phone (XX%)
Online Portal (XX%)
Mobile apps (XX%)