Citizens Are Turning to Mobile Apps to Pay for Government Services

The Use of Mobile Apps to Pay for Government Services Has More Than Doubled Since the Pandemic

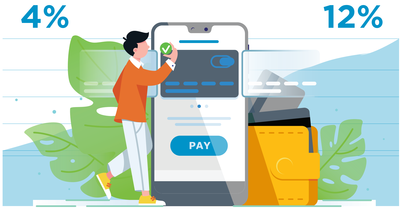
Prior to COVID-19 vs. Post COVID-19

20% **46%**

More Citizens Are Using Mobile Wallets (Apple Pay, Google Pay, and PayPal) to Pay For Government Services

Prior to COVID-19 vs. Post COVID-19

4% **12%**



Millennials Are the Biggest Users of Mobile Apps When it Comes to Paying for Government Services

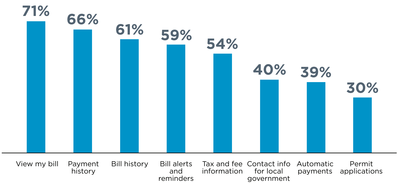
More than
70%
of customers (18-44) prefer to use a mobile app to pay for government services.

Only
7%
of citizens (60+) prefer to use a mobile app to pay for government services.

Mobile Features Must Offer a Closer Look at Statements and Payment History

Mobile apps today need to be multifaceted and serve more than one or two purposes. Most citizens won't be satisfied with just being able to view their recent bill and make an instant payment. They also expect to be able to view their history, access information, and set up alert preferences.

They are looking for a true, all-in-one experience.

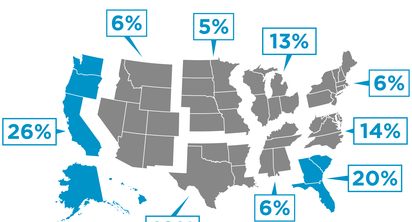


Security Is the Primary Deterrent of Mobile Apps Adoption

35%
of citizens say that security concerns are the primary reason preventing them from making mobile payments.

Mobile App Usage Across the U.S.

Citizens in the Pacific and South Atlantic Regions Are Using Mobile Apps to Pay for Government Services More Than Other Regions



KUBRA

Source: KUBRA Citizen Billing and Payment Report 2021.