



2025 Faster Payments Barometer



FPC Member Town Hall
February 5, 2025

2025 Faster Payments Barometer Partners

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Thank you to the following associations for their help in driving responses:



Presenters



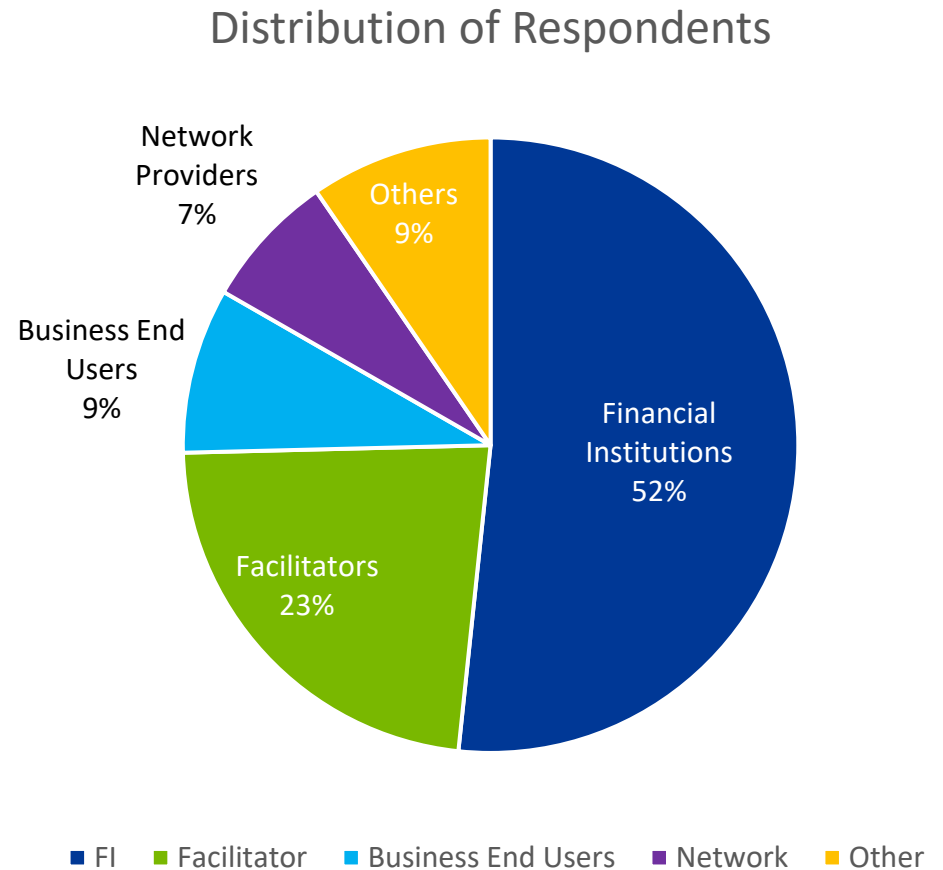
Reed Luhtanen
Executive Director
U.S. Faster Payments Council



Vinay Prabhakar
Chief Marketing Officer
Volante Technologies

Financial Institutions represent more than 50% of survey responses

- 449 Respondents
- 232 were from Financial Institutions:
 - 113 Small FIs (<\$1B)
 - 87 Med FIs (\$1-\$10B)
 - 32 Large FIs (>\$10B)
- 103 were from 3rd party facilitators
- 39 were from business end users
- 32 were from network providers
- Others predominantly include industry consortiums and consultancies



Poll Question

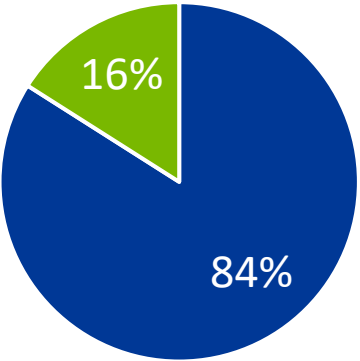
Your feedback is greatly appreciated!

Do you see faster payments as a must have?

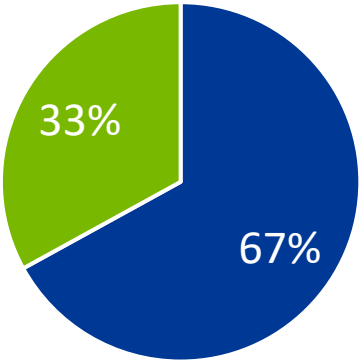
- Yes
- No

Do you see faster payments as a must have?

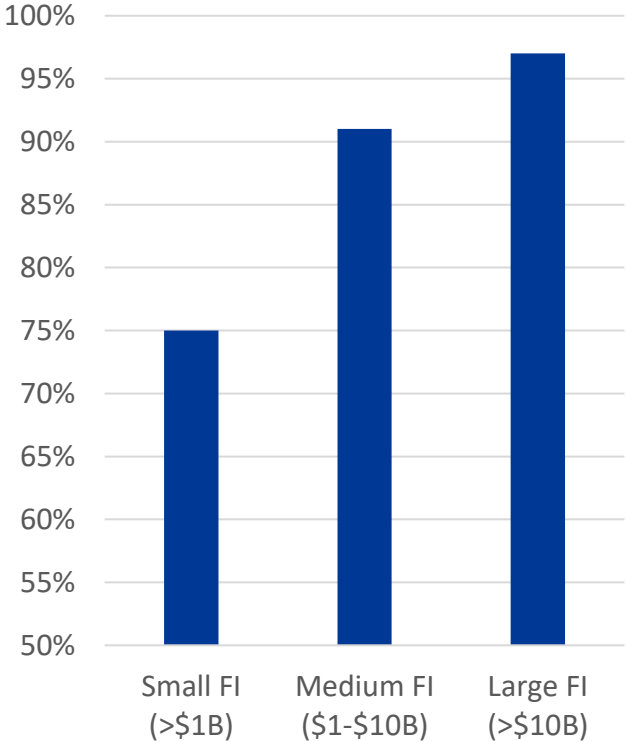
Financial Institutions



Business End Users



Percentage of Differently-Sized FIs viewing instant payments as a "Must Have"

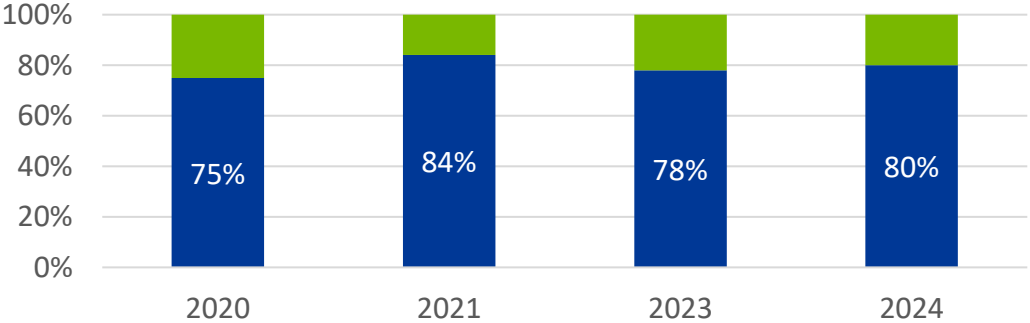


Overall, 80% of respondents said faster payments are a "must have."

While business end users show strong interest in faster payments, the need for additional enabling features and functionality appears to be preventing a sizeable minority from identifying the technology as "must have."

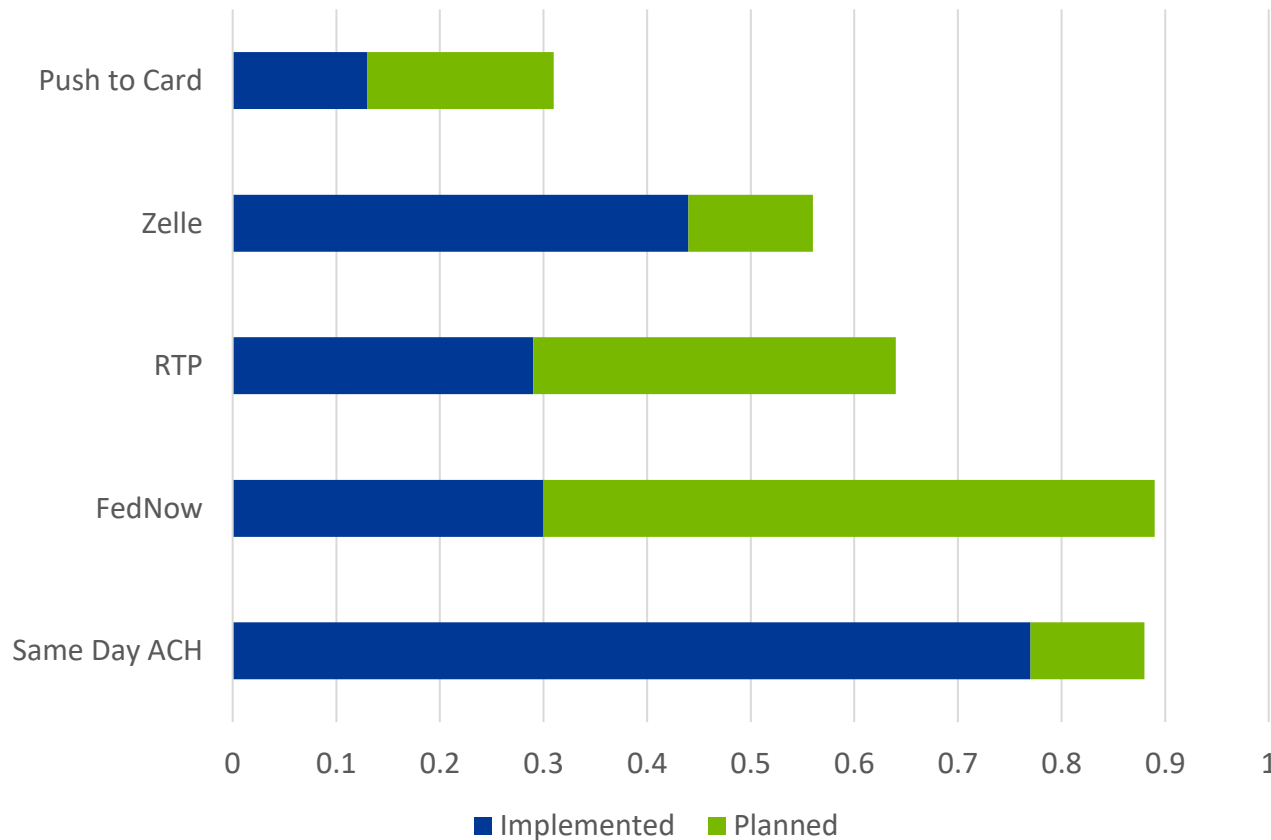
There is a strong correlation between the size of the financial institution and whether the institution views instant payments as a "must have."

Are Faster Payments a "Must Have?"



Financial Institutions are adopting a wide variety of faster payments solutions

Count of Respondents Reporting Current and Planned Implementations, by Payment Type



Respondents indicate aggressive plans to implement all forms of faster payments.

Instant payments, which currently lag most other forms of faster payments in adoption among survey respondents, appear poised to experience significant uptake in the near future, with the number of respondents indicating current or planned implementations of FedNow exceeding those with current or planned implementations of Same Day ACH.

Among Financial Institutions that have implemented instant payments, 58% of respondents indicated that they have implemented both FedNow and RTP.

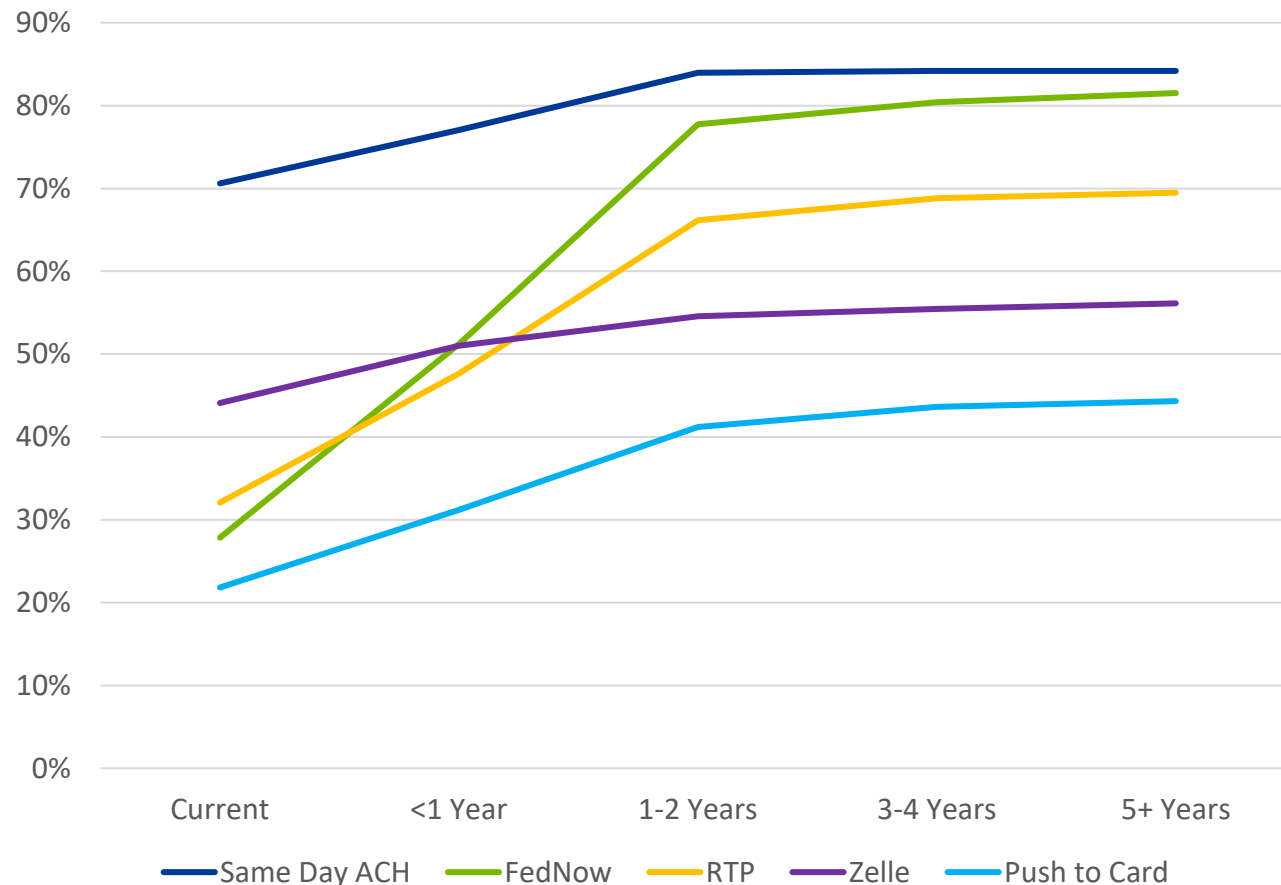
Adoption plans for FedNow and RTP are similar across FI size cohorts.

Planned Instant Payments Implementations

	FedNow	RTP
Small FIs	65%	31%
Medium FIs	60%	39%
Large FIs	56%	31%

Faster payments implementations are expected to roll out quickly

Growth in Faster Payments Adoption by Financial Institutions over Time



More than 90% of the implementations planned by our survey respondents are anticipated to occur in the next 2 years, meaning the landscape for faster payments adoption will likely be dramatically different at the end of 2026 than it is today in the 4th quarter of 2024.

Anticipated increase in adoption by payment type in the next 5 years:

Payment Type	Adoption Increase
FedNow	193%
RTP	117%
Push to Card	103%
Zelle	27%
Same Day ACH	19%

Poll Question

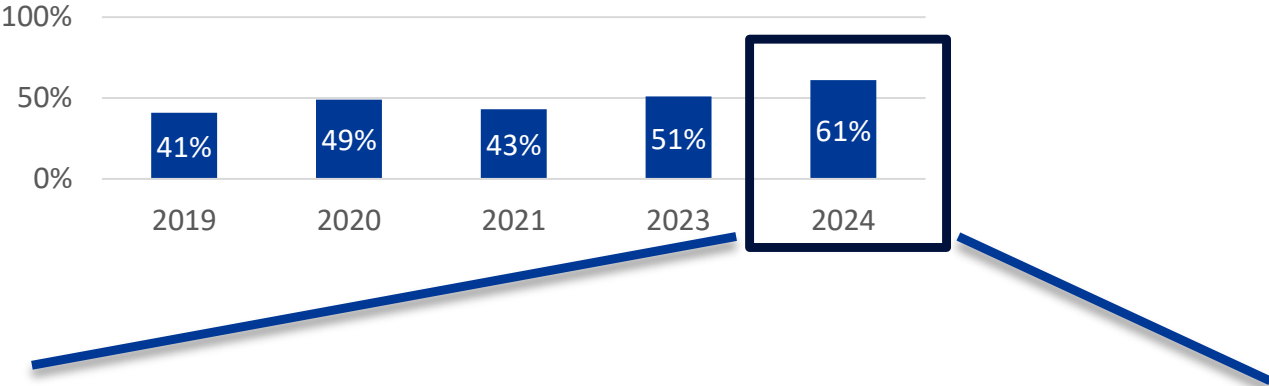
Your feedback is greatly appreciated!

Is the United States making satisfactory progress?

- Yes
- No

Is the United States Making Satisfactory Progress?

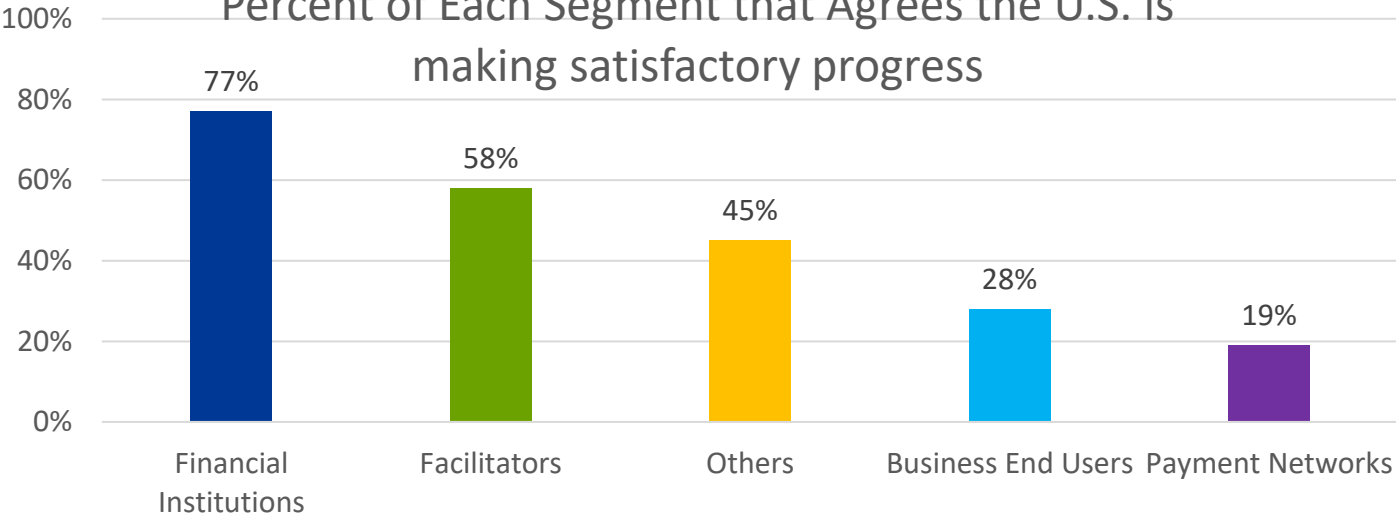
Is the United States Making Satisfactory Progress?



Overall, 61% of respondents say the United States is making satisfactory progress toward instant payments adoption. This is the highest rating we've seen on this question.

Financial Institutions in general are pleased with the progress being made, with more than 3 in 4 agreeing that it is satisfactory.

Percent of Each Segment that Agrees the U.S. is making satisfactory progress



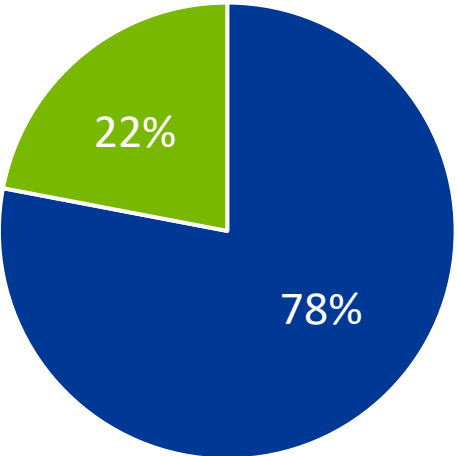
Business End Users and networks, by contrast, appear frustrated by the rate of progress, with 3 in 4 of the former and 4 in 5 of the latter saying the progress being made in the United States is not satisfactory.

Large financial institutions generally agree. Only 41% of large financial institution respondents say the United States is making satisfactory progress, compared with 83% of small and medium FIs who believe progress is satisfactory.



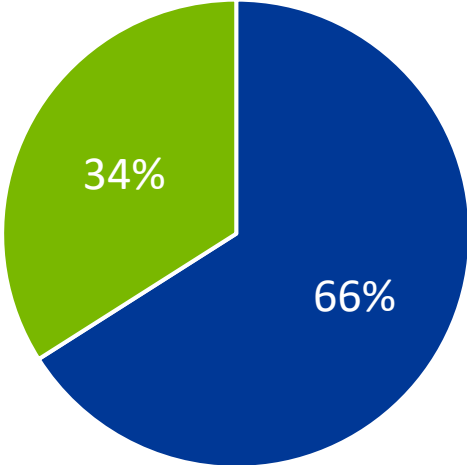
When implementing instant payments, large FIs are much more likely to implement send capabilities

Small and Medium FIs



■ Receive Only ■ Send and Receive

Large FIs



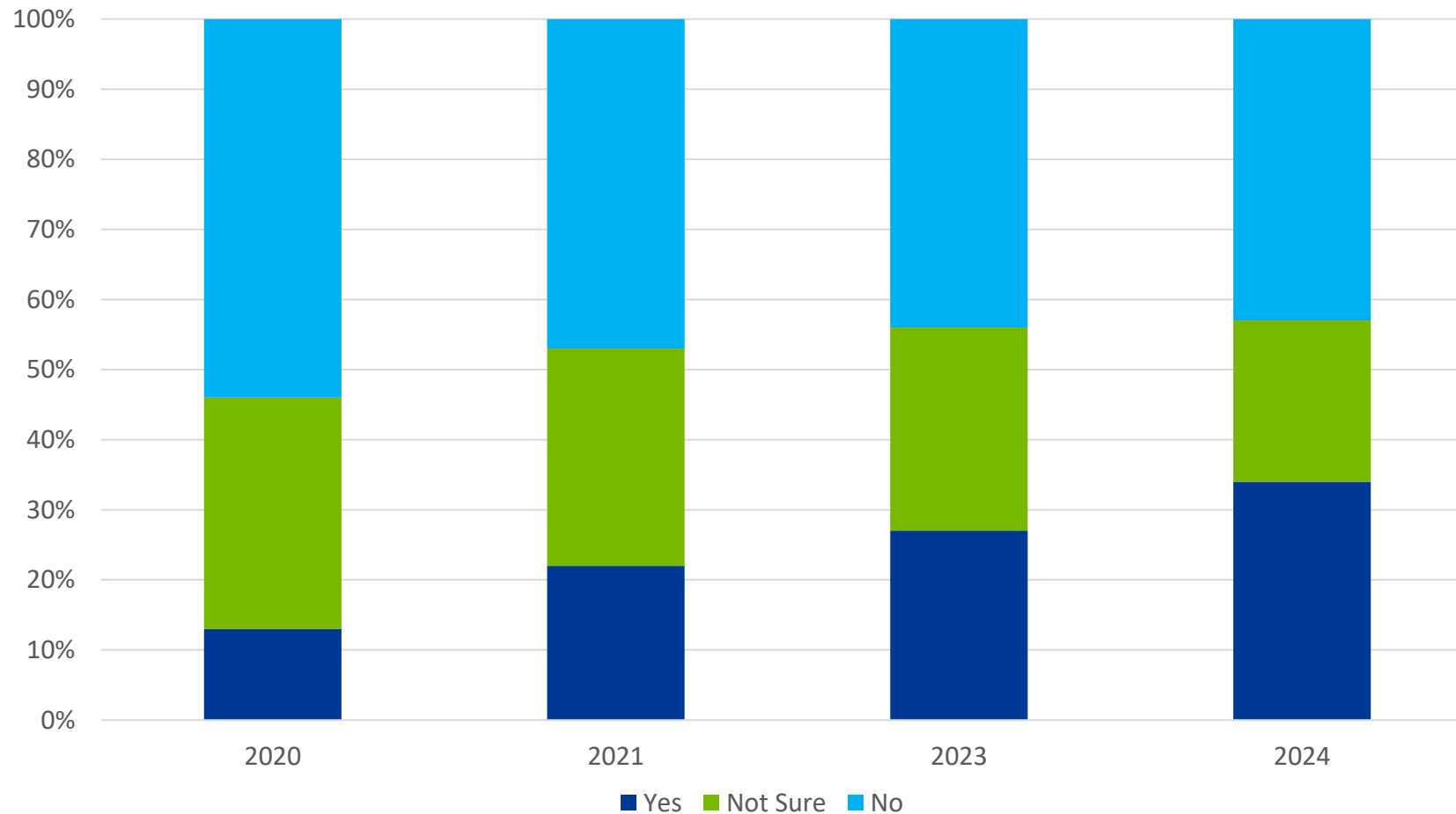
■ Receive Only ■ Send and Receive

Overall, 24% of the Financial Institution respondents indicated an intention to launch instant payments with send functionality.

The rate of adoption of send is more than 50% greater among large financial institutions than among small and medium financial institutions in our survey.

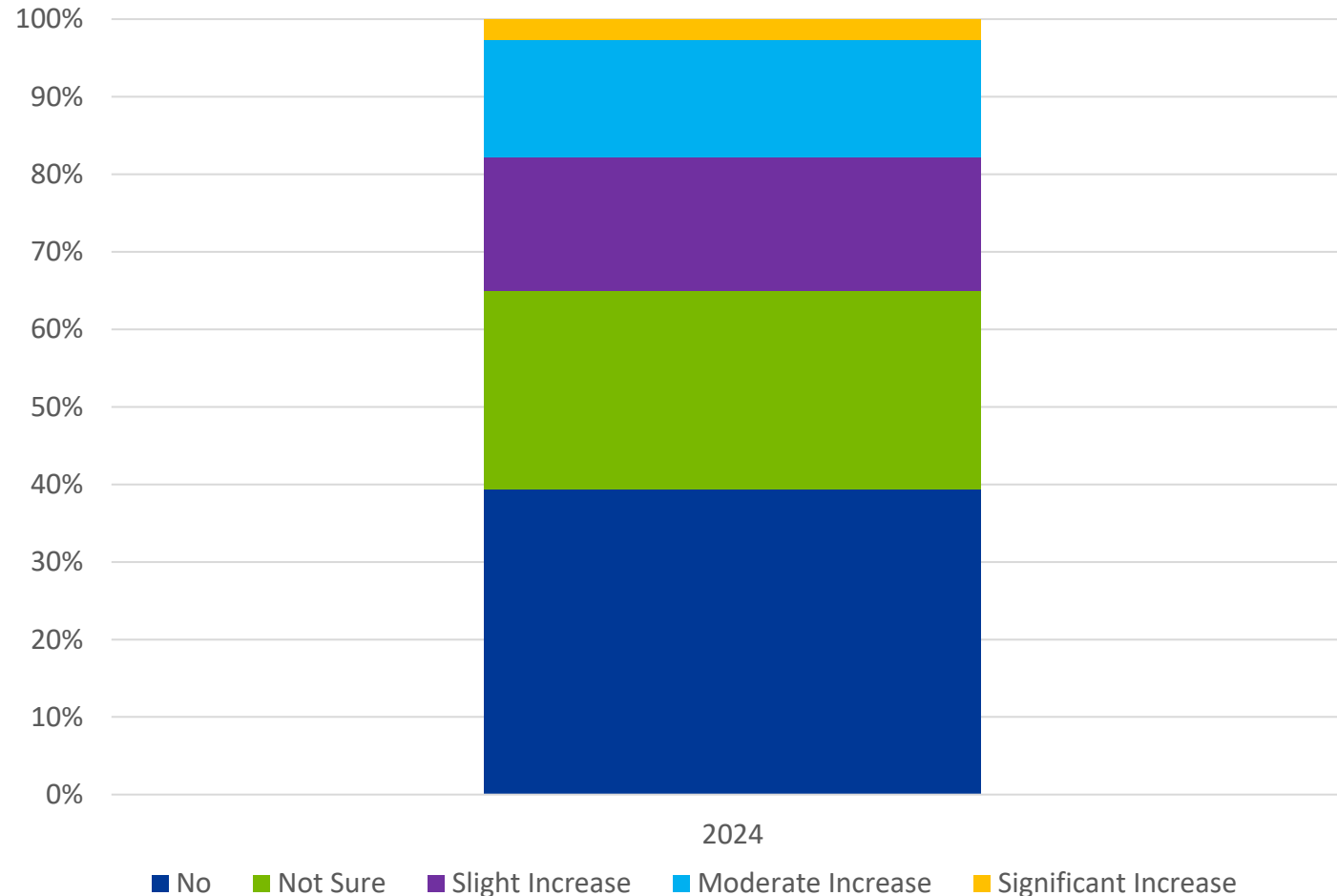
The percentage of respondents who say fraud is increasing due to faster payments implementations continues to rise

Are you seeing an increase in fraud as a result of implementing faster payments?



Financial institutions reporting an increase in fraud are saying that the increase is either slight or moderate

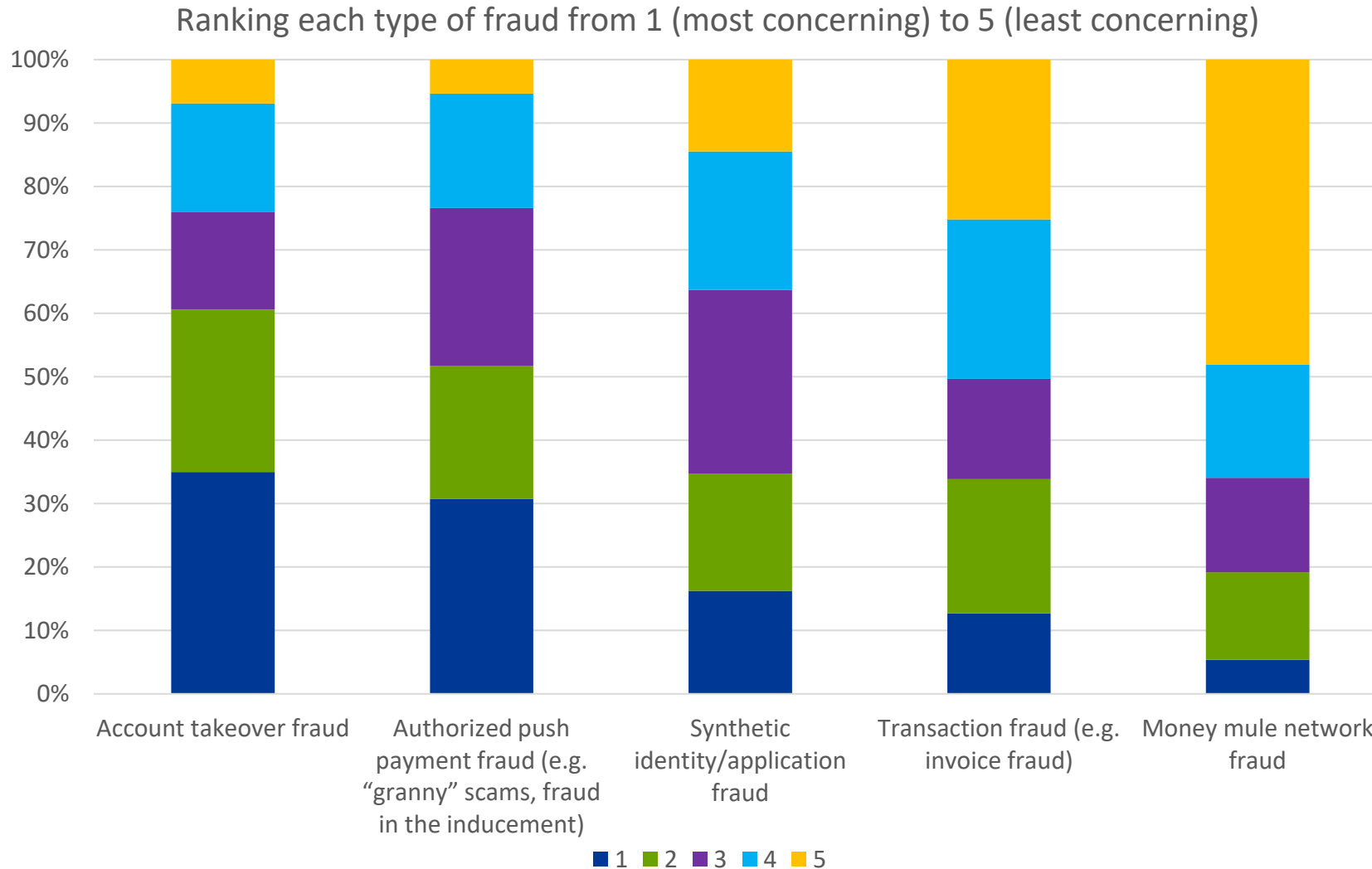
Are you seeing an increase in fraud as a result of implementing faster payments?



Only 3% of Financial Institution respondents said the increase in fraud is “significant.”

Among Financial Institution respondents who said they’d experienced any increase in fraud, more than half characterized the increase as “slight”

Authorized Push Payment and Account Takeover were the most concerning types of fraud among survey respondents



Poll Question

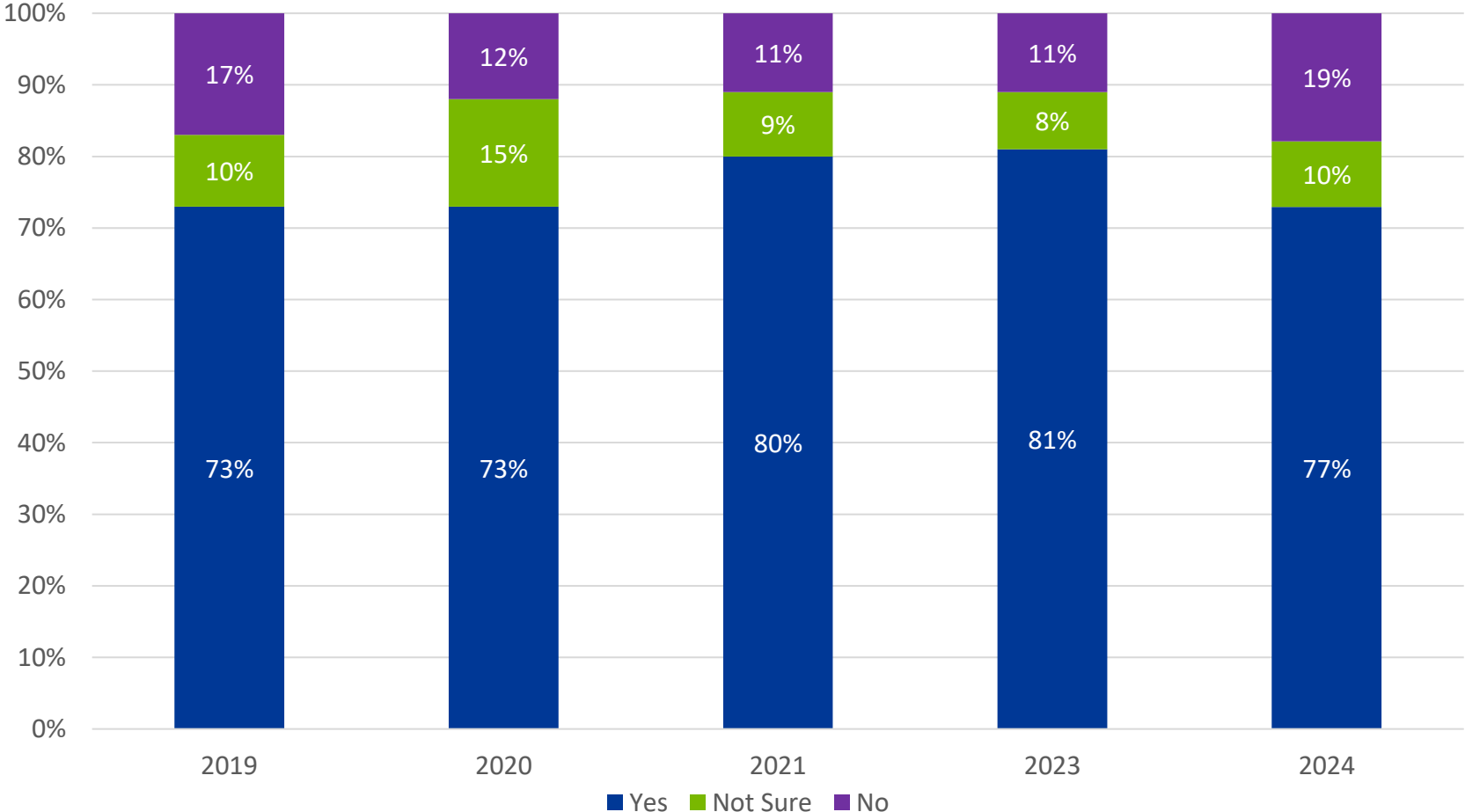
Your feedback is greatly appreciated!

Should dispute resolution be an inherent feature of a faster payments system?

- Yes
- No
- Not Sure

Respondents continue to believe that dispute resolution should be an inherent feature in faster payments systems

Should dispute resolution be an inherent feature of a faster payments system (as it is in the card networks)?



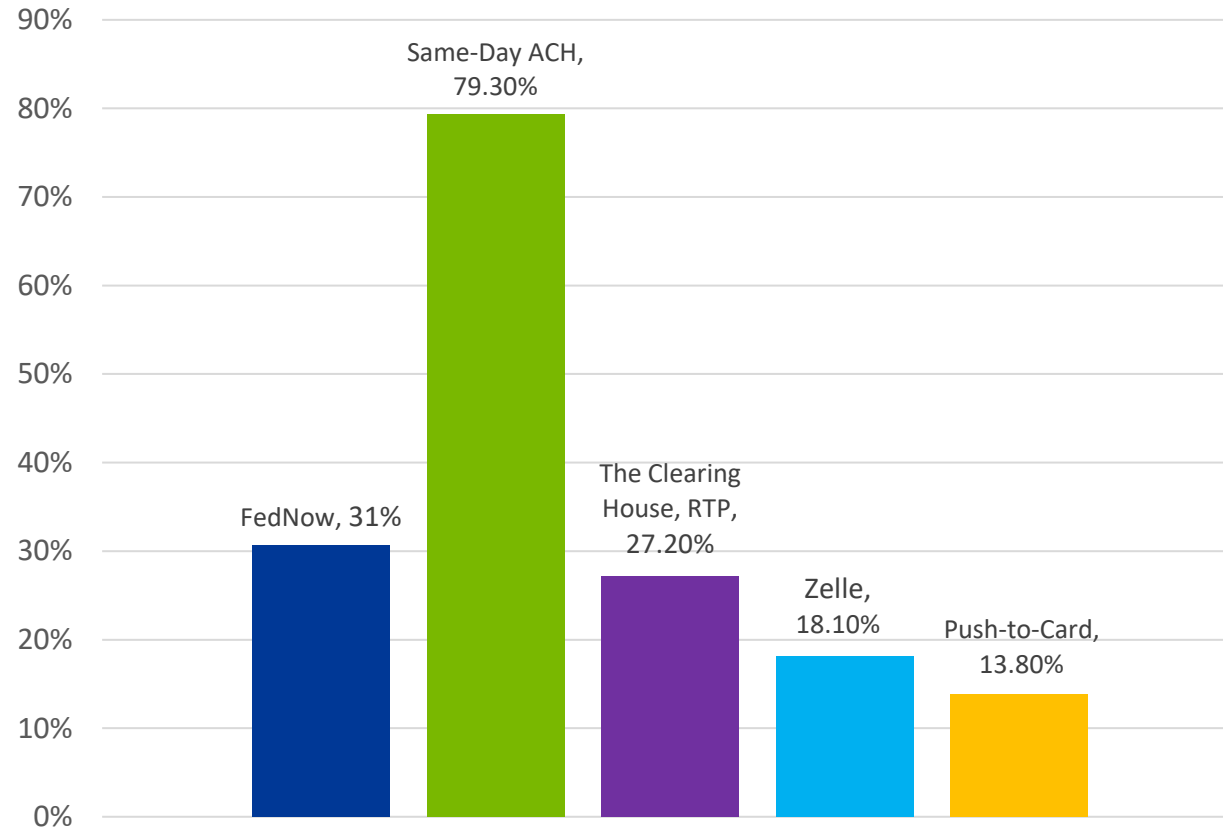
At 83%, Financial Institution respondents were most likely to say that dispute resolution should be an inherent network feature.

Only 56% of Network respondents said dispute resolution should be an inherent feature of faster payments systems, the lowest of any group in our survey.



For each faster payments system used today, what customers are you making it available to in the U.S. market?

Percentage of each service made available to businesses



Business End User respondents indicated a strong dissatisfaction in the progress being made in the United States, and it's very likely that this lack of satisfaction is tied to the lack of availability of many faster payment options for businesses.

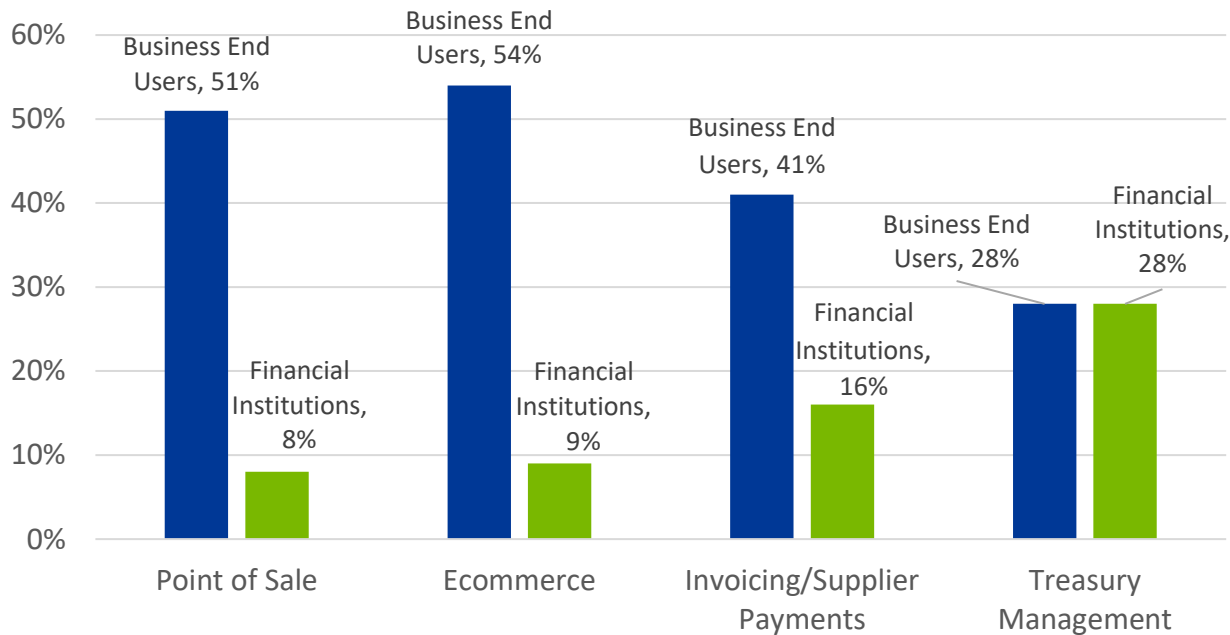
Businesses are less likely to be offered the ability to use FedNow, The Clearing House RTP, Zelle, and push-to-card when compared to consumers.

The only faster payment type that has been made widely available to businesses by respondent financial institutions is same-day ACH.

Financial Institutions and Business End Users have differing visions for faster payments use cases

Select the Use Cases Your Organization is Most Interested in Leveraging Faster Payments for You and/or Your Customers, whether or not you are currently doing so today.

Top Four Use Cases Identified by Business End Users



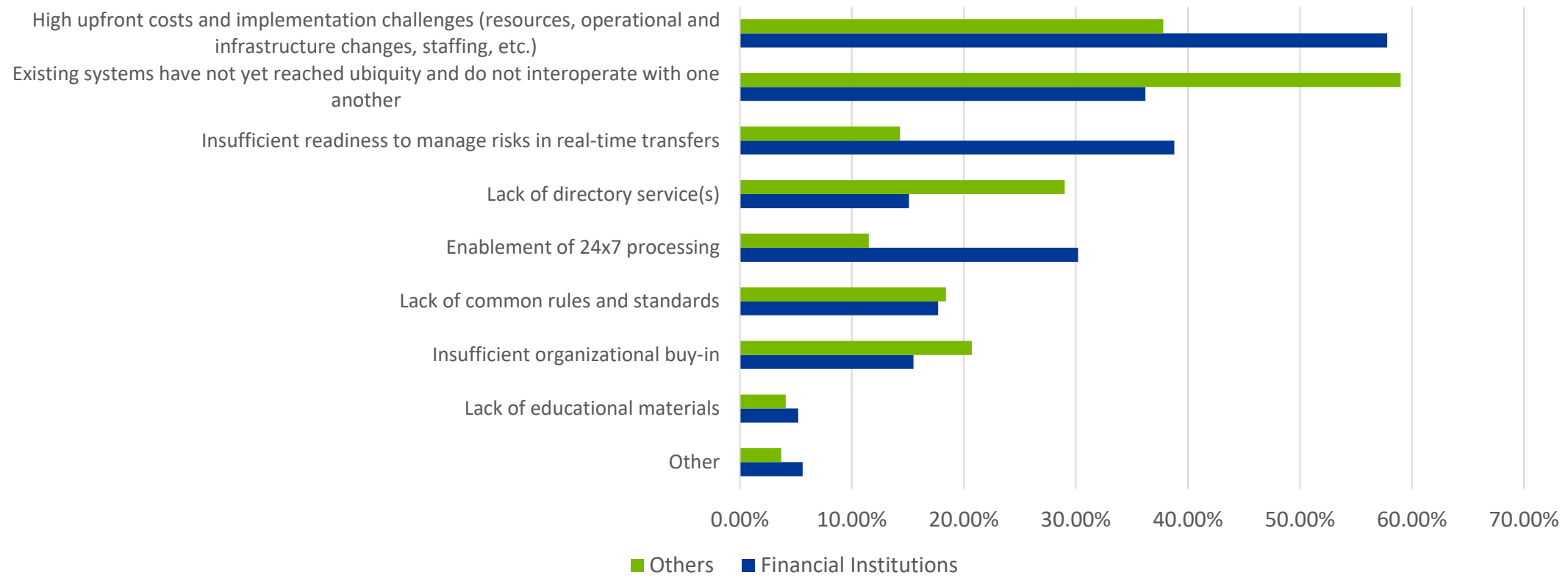
There is also a clear disconnect between the use cases demanded by business end users and the use cases financial institutions are most interested in making available to their customers.

While both groups indicate some interest in treasury management, the top uses identified by Business End Users (Point of Sale and Ecommerce) garnered interest from fewer than 1 in 10 FI respondents.

Likewise, the top 4 use cases FIs are most interested in (Person-to-Person (P2P), Bill Payment, Payroll, and Transfers Between Accounts) garnered little interest from business end users, with P2P the only one of the 4 that garnered interest from more than 10% of business end user respondents.

Financial institutions are most worried about the cost to implement while other ecosystem participants perceive a lack of ubiquity and interoperability as the primary challenge to faster payments adoption

Which of the following challenges to faster payments adoption are most relevant for your organization?



Many of the top challenges have remained consistent since the inception of the Faster Payments Barometer, though generally the perception of many challenges has lessened over time.

	2019	2020	2021	2023	2024	General Trend
High upfront costs and implementation challenges (resources, operational and infrastructure changes, staffing, etc.)	48%	44%	44%	47%	48%	Relatively unchanged
Existing systems have not yet reached ubiquity and do not interoperate with one another	53%	48%	58%	57%	47%	Slight decline
Insufficient organizational buy-in	26%	34%	29%	20%	30%	Relatively unchanged
Lack of directory service(s)	N/A	21%	27%	28%	22%	Relatively unchanged
Enablement of 24x7 processing					21%	New Option
Lack of common rules and standards	35%	22%	24%	30%	18%	Sudden, unexplained drop from 2023 to 2024 after three consecutive years of increases
Insufficient readiness to manage risks in real-time transfers	30%	25%	28%	23%	15%	Steady decline
Lack of educational materials	12%	10%	9%	7%	5%	Steady decline

Poll Question

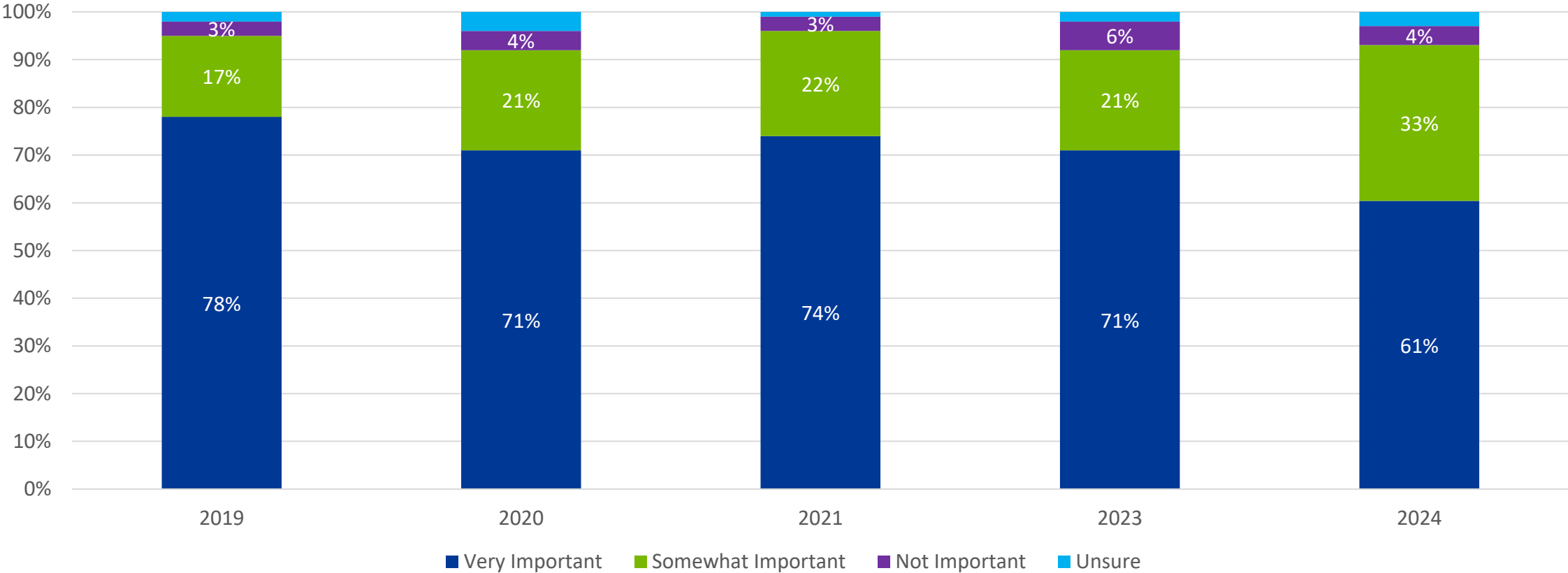
Your feedback is greatly appreciated!

**How important is it to achieve interoperability
across faster payments systems?**

- Very Important
- Somewhat Important
- Not Important
- Unsure

Respondents still view interoperability as being important, though there is a clear decline in the level of importance placed on interoperability

How important is it to achieve interoperability across faster payments systems?



Q: Please indicate your interest in the following faster payments value added services/overlays*, particularly in their potential to accelerate market adoption. (Percentage rating each as either 4 or 5 out of 5, with 5 being “Essential”)

	Financial Institutions	Other Respondents
Multi-factor authentication	84%	60%
Payment confirmation and notification to senders and receivers	78%	66%
Standardized user interfaces	65%	59%
Services that support recurring, automatic payments (i.e., standing order / scheduled payments)	62%	53%
Request for Payment	58%	80%
The ability to make and receive payments using a proxy/alias (e.g., a phone number or email) or directory look up	57%	64%
Ability to append additional data/detail to a payment that is not necessary for the actual processing of the payment	51%	51%

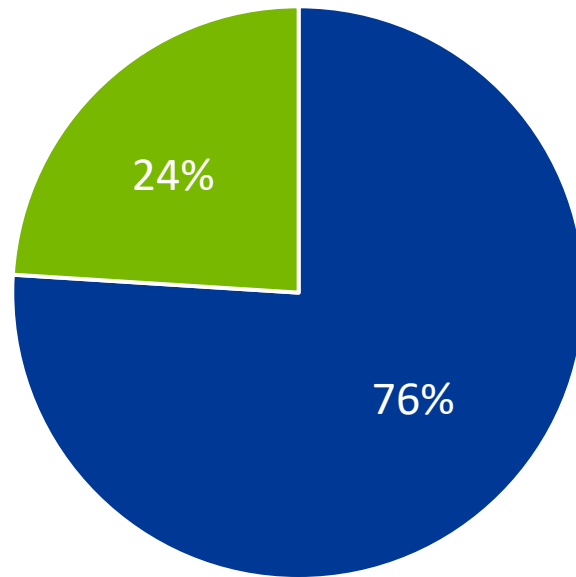
Financial Institutions identified multi-factor authentication as the top value-added service, with 63% of financial institution respondents identifying the capability as “Essential”

The other respondents to the survey, though, identified request for payment as the top value-added service. The non-FI respondents also identified the presence of alias directories as highly valuable

Respondents generally agreed on the usefulness of payment confirmation messaging as well as standardized user interfaces.

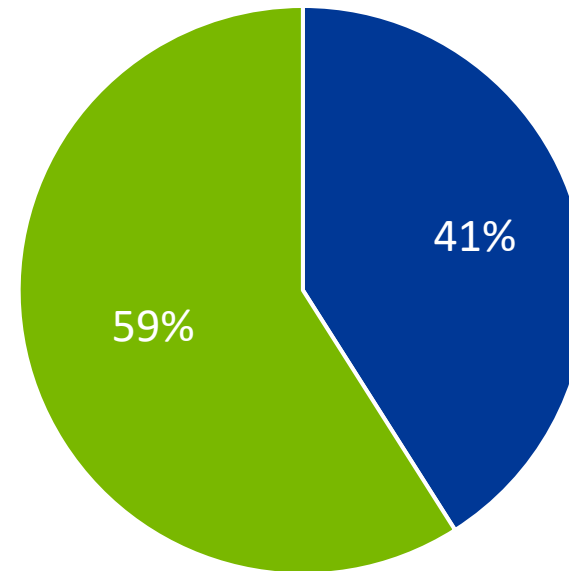
Should instant payments services offer cross-border transactions?

Others



■ Yes ■ No

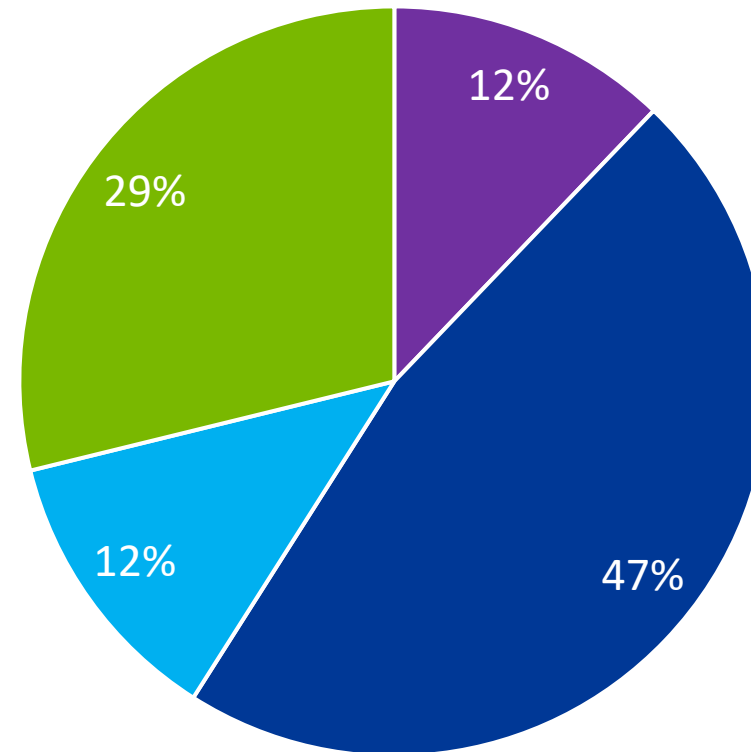
Financial Institutions



■ Yes ■ No

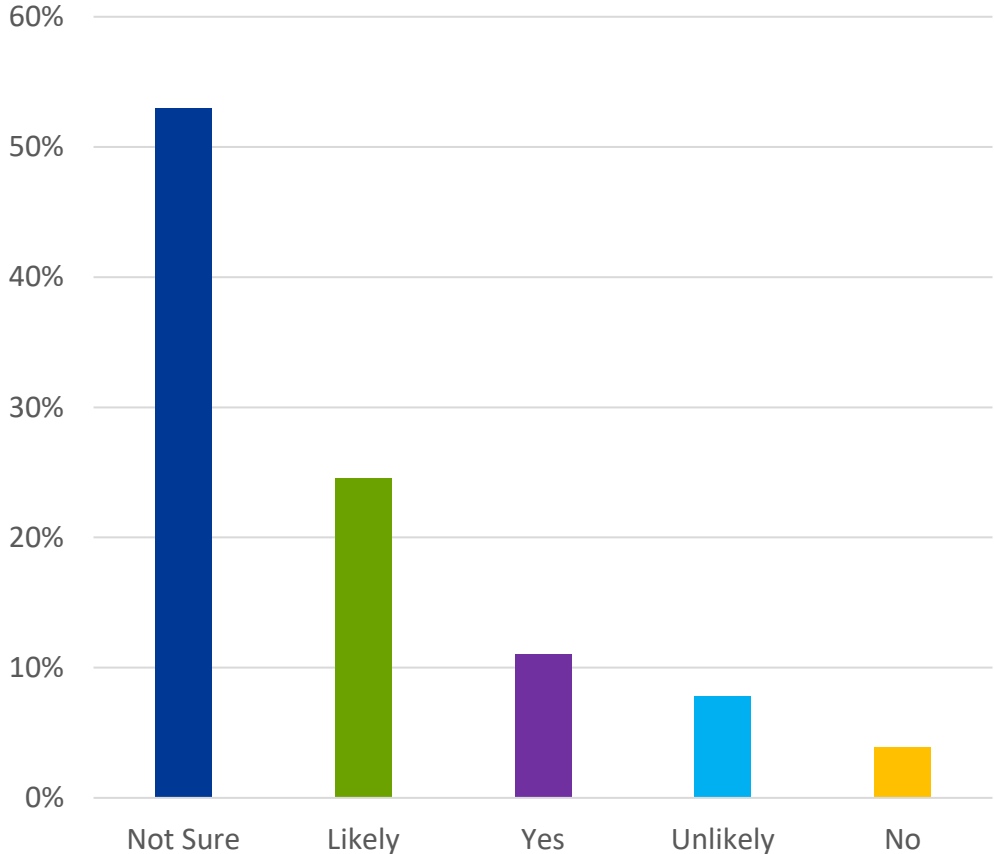
How is your organization planning to connect to instant payments systems?

- Indirectly, via a partner financial institution
- Indirectly, through a core banking solution/provider
- Directly, using bank-developed connectivity technology
- Directly, using a third-party software provider/cloud SaaS offering



Financial Institutions are unsure of the value and the complexity associated with the implementation of ISO 20022 by the FedWire Funds Service

Do you expect your organization and your customers will derive value from the implementation of ISO 20022 by the FedWire Funds Service?



Key Takeaways from the 2025 Faster Payments Barometer

- Market participants are anticipating an acceleration of adoption, with increasing numbers of survey respondents identifying faster payments as a “must have” for their organization.
- Key disconnects between financial institutions and business end users are becoming evident.
 - Financial institutions remain concerned about fraud and risk
 - Business end users are indicating a strong interest in functionality such as request for payment and directories to power next generation use cases such as point of sale and ecommerce.
- Concerns around fraud continue to rise, and respondents continue to indicate a consensus desire for a dispute resolution framework.

