



*A New Frontier: Exploring faster payment  
use cases for corporate customers*

## FPC Fall Member Meeting

September 14, 2021

# Speakers

## **Connie Theien**

Director and Senior Vice President of Industry Relations,  
Federal Reserve System

## **Michael Sklow**

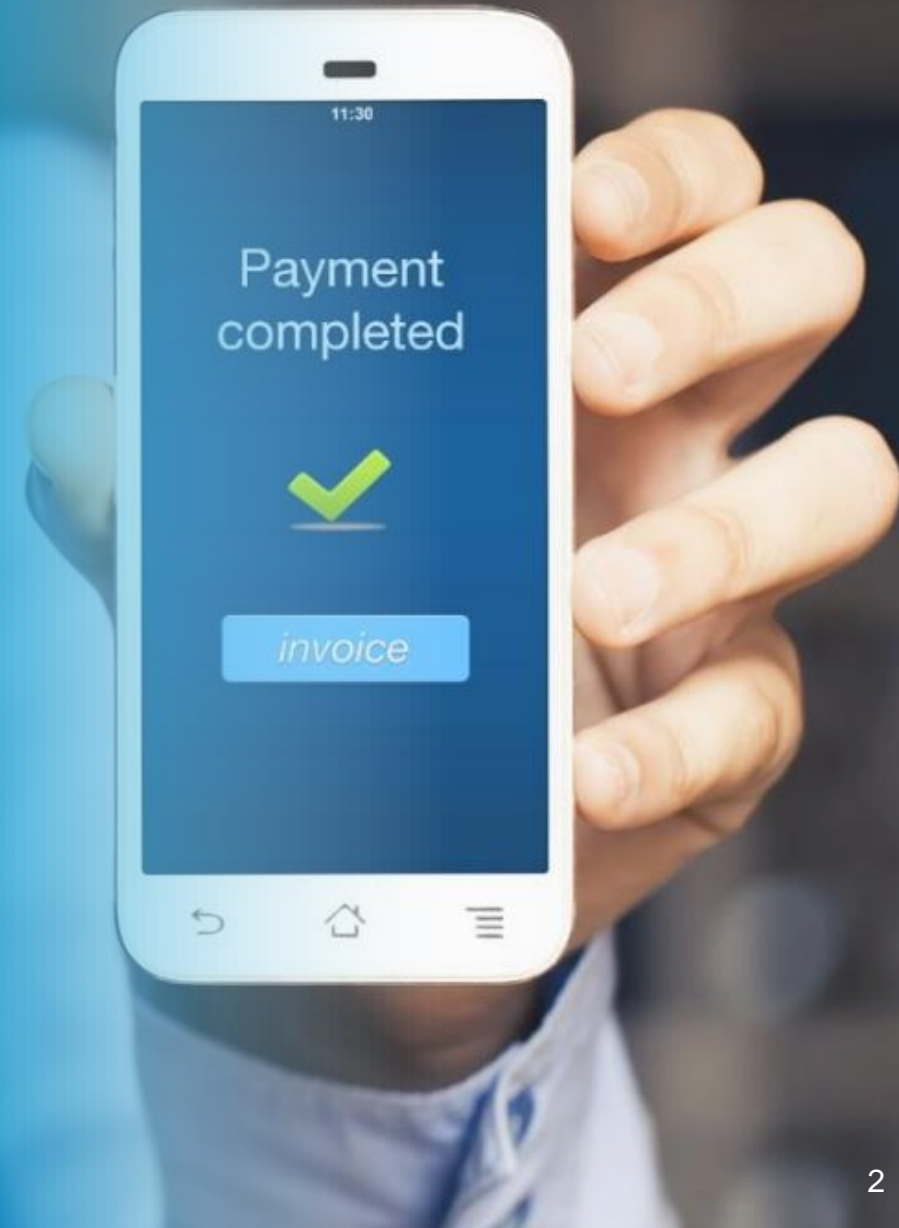
Global Head of Treasury Services, Goldman Sachs

## **Perry Starr**

Director of Payment Acceptance, Target

## **Ross McFerrin**

Vice President of E-Commerce, Trustly



# Federal Reserve Research: Faster Payments Market Readiness Brief

The Federal Reserve recently published results of a survey of 2,010 businesses to assess their current payment practices, potential usage and expected benefits of faster payments.



## Industry Category

- **44%** work for service businesses
- **36%** work for either manufacturing or retail businesses
- **20%** work in the wholesale segment or other categories



## Business Size Based on Annual Revenue

- **32%** were from large/very large businesses
- **68%** were fairly-evenly split between medium, small and micro-sized businesses

*The sample of 2,010 allows for a sampling margin of error of +/- 4% at a 95% confidence level.*

# Key Findings are In: Businesses Find Value in Faster Payments



A majority of surveyed businesses consider it important to use faster payments. Nearly two-thirds indicated they would factor access to faster payments into **future decisions on whether to switch banks**.



Businesses want to use faster payments for **quicker access to funds and the ability to post immediately/automatically**. They also want immediate notification of payment and remittance details with the payment.



A majority of the businesses surveyed have **already sent and received some type of faster payment in the past 12 months**, using primarily digital wallets, Same Day ACH and push-to-card.



Use cases of greatest interest to businesses include **e-invoicing and bill pay with remittance details**. These require data and messaging capabilities that instant payment options are well positioned to support.

# COVID-19 Impact on Faster Payment Adoption Plans

The pandemic had a significant impact on the financial operations of the businesses the Fed surveyed.

