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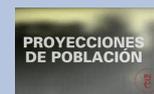
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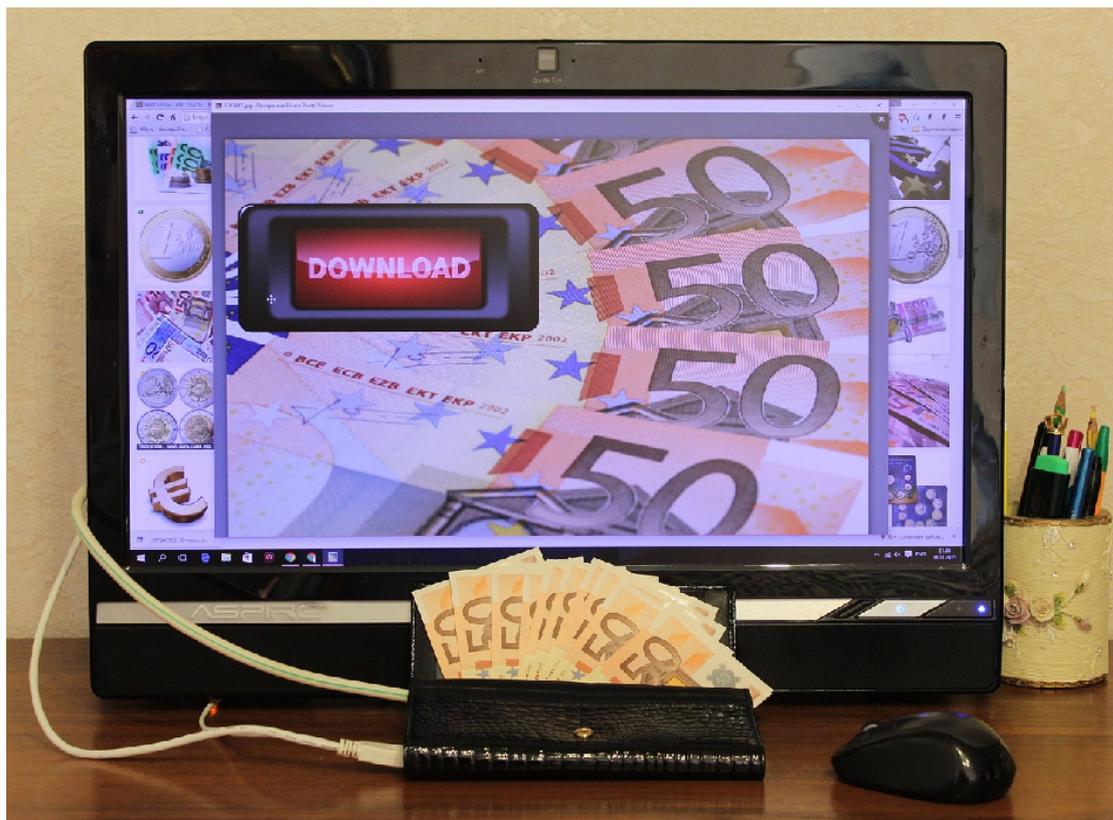
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PROYECCIONES DE POBLACIÓN

Electronic banking and financial services

A comparison within Spain and the EU



In this number...

Electronic banking. Users and growth

Electronic banking. Regional differences and user profile

Electronic banking. Problems with confidence among the elderly

Internet financial activities

A total of 62% of the population aged 16 to 74 (35.2 million) used electronic banking services in the last 3 months in 2020. Internet financial activities - including signing up for insurance policies, the formalization of loans or mortgages and the sale of financial assets - were used in the last 3 months by 10% of the population in that age group, or more than 3.5 million people.

The use of the Internet for banking transactions has increased 35 points since 2011, rising above the European Union (EU) average in the last year. Financial activities, however, had a lower presence: A total of 10% in Spain compared to 12% on average in the EU and

13% in the Eurozone. Within these generally low figures, the purchase of insurance policies appears to be the most common (7%), while the acquisition of financial assets is the least common (3%).

A total of 22% of persons who used the Internet in the last year stated that they did not carry out banking operations online due to security concerns.

Sources: INE (Survey on Equipment and Use of Information and Communication Technologies in Households), Eurostat



Internet banking users in the last three months 2020

% individuals from 16 to 74

European Union*	58
Eurozone*	61
Denmark	94
Finland	92
Netherlands	89
Sweden	85
Estonia	80
Latvia	76
Belgium	75
Luxembourg	71
Czech Republic	70
Ireland	69
Lithuania	68
France	66
Austria	66
Germany	65
Spain	62
Malta	60
Slovakia	58
Cyprus	52
Slovenia	52
Hungary	51
Croatia	50
Poland	49
Portugal	47
Italy	39
Greece	37
Bulgaria	13
Romania	12
Iceland	96
Norway	94
United Kingdom**	80
Switzerland**	73

* Estimated data

** Data are from 2019.

Source: Eurostat

Above the EU and the Eurozone

According to Eurostat data, 62% of people aged 16 to 74 did some type of electronic banking management in Spain in the last 3 months. This figure was four points above the average for the European Union (58%) and a point above the Eurozone average (61%).

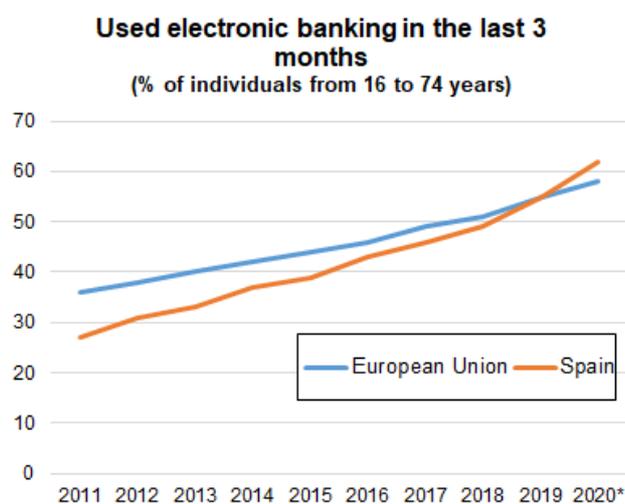
Within the EU, Denmark (94%), Finland (92%) and the Netherlands (89%) have the highest percentages, while Bulgaria (13%) and Romania (12%) have the lowest figures.

Among the non-member European States, the high values of Iceland and Norway stand out, at 96% and 94%, respectively.

In general, the Nordic and Central European countries have more electronic banking users than the Mediterranean and Eastern continental countries.

Growing faster

The percentage of users has grown 35 points in Spain since 2011, compared to 22 in the EU. Despite a lower start, this is now above the Member States average.



* Estimated EU data

Source: Eurostat

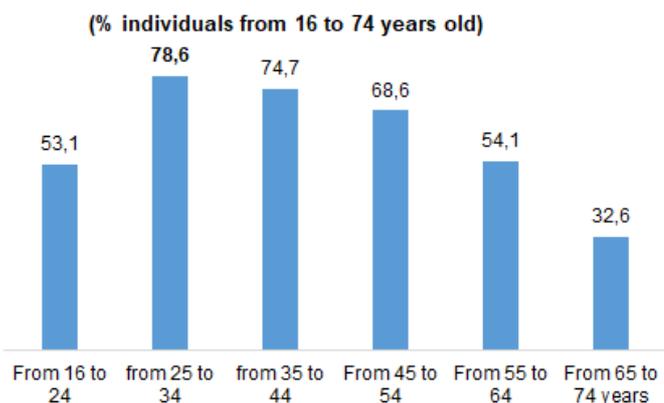


A total of 66% or more of users in three autonomous communities

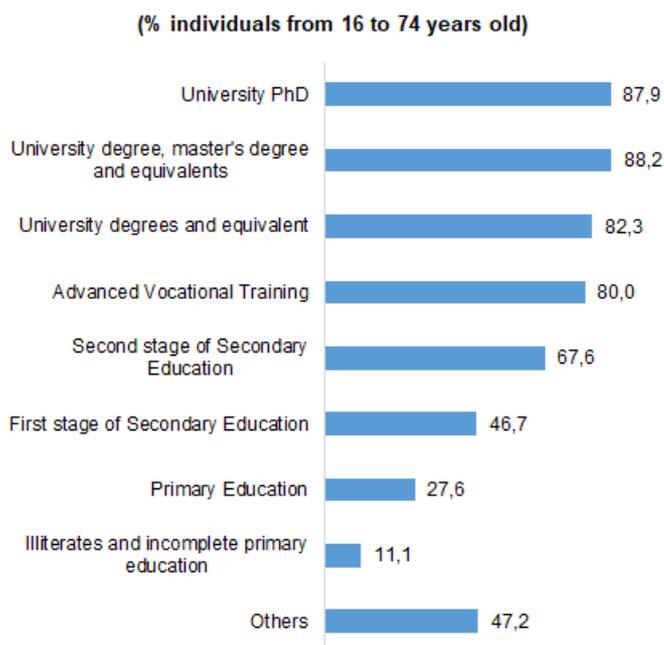
At the regional level, the Autonomous City of Melilla (70.9%), Cataluña (70.3%), the Comunidad de Madrid (66.5%) and País Vasco (65.9%) registered the highest number of users.

At the opposite extreme, the Autonomous City of Ceuta (52.2%), Castilla-La Mancha (55.3%) and Extremadura (55.5%) had the lowest percentages of Internet banking users.

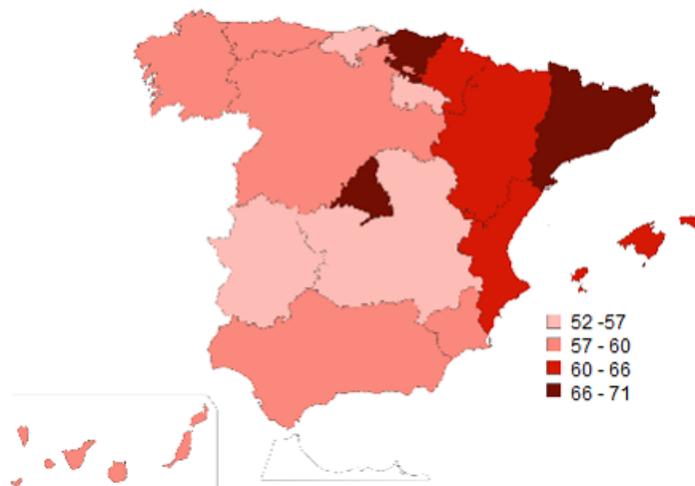
Used electronic banking in the last 3 months, according to age group. 2020



Used electronic banking in the last 3 months, according to studies completed. 2020



Users of electronic banking in the last three months. 2020
% individuals (16 to 74 years)



Young people and urbanites are the most inclined to use these services

The percentage of persons who used an electronic banking service was higher among men than women (64.1% compared to 60.1%), and higher between 25 and 34 years (78.6%). This percentage decreased with to age group increases. Among foreigners the figure is seven points lower than among Spaniards (56% compared to 63%).

Municipality size positively affects the number of users, with the highest number in provincial capitals and municipalities with more than 100,000 inhabitants.

95% of users among ICT workers

In general, the higher the level of studies completed, the higher the percentage of users. More than 88% have bachelor's or upper level degrees. The figure also grows with the household's net monthly income.

Considering the employment situation, there are more users of electronic banking among those who are employed than among those who are economically inactive and dedicated to housework (76.6% compared to 31.3%). Among all employed persons, those in Information and Communications Technology (ICT) use electronic banking the most: here, the figure reaches 94.6%.





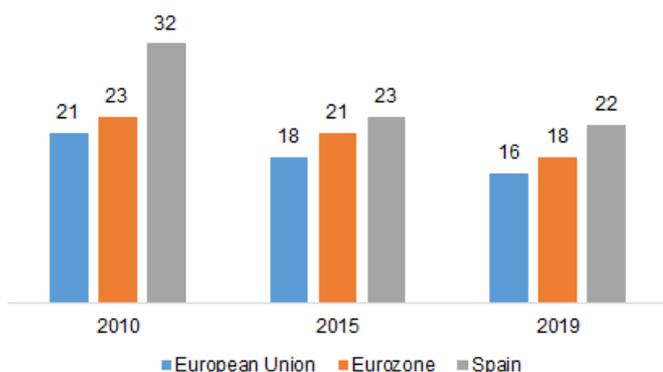
Concerned about the security of services

Electronic banking is among activities not carried out by users due to security concerns.

In 2019, 22% of people aged 16 to 74 who had used the Internet in the last 12 months stated that these concerns prevented them from carrying out electronic banking. This figure is six points higher than the European Union average. However, since 2010, mistrust has dropped 10 points in Spain, compared to just five in the EU as a whole.

In addition, 3% experienced fraudulent use of their debit or credit cards and 1% suffered some financial loss as a result of fraudulent online activities.

Did not use electronic banking due to security concerns
(% individuals who used the internet in the last year)



Source: Eurostat

Among those over 75, foreigners use electronic banking more

Among those over 75 years of age, 9.1% used electronic banking services in the last 3 months. As in the rest of the population, the percentage of users increased with the level of studies (except doctors) and the net monthly income of the household. However, between the ages 16 and 74 years old, there are more users among foreigners than among Spaniards (30.0% versus 8.5%).

Regarding the type of household, those made up of couples with children who live in the household registered the highest figure (13.5%).

Activities not carried out due to safety concerns. 2019

% of individuals who used the internet in the last 12 months

Providing personal information to social or professional networking services	37
Using the Internet on public Wi-Fi	32
Downloading software, apps or files	31
Buying goods and services	26
Carrying out electronic banking activities	22

Security issues experienced when using the Internet. 2019

% of individuals who used the internet in the last 12 months

Receiving fraudulent messages (phishing).	21
Being redirected to fake websites that request personal information (pharming)	19
Fraudulent use of credit or debit cards	3
Access by children to inappropriate websites	3
Loss of documents, photos or other data due to a virus or other computer infection	3
Your social network or email account has been hacked	2
Online <i>identity theft</i>	1
Economic losses caused by: Online identity theft, receiving fraudulent messages or being redirected to fake web pages	1
Misuse of your personal information available on the Internet with consequences (i.e., discrimination, harassment or bullying)	1



Financial services users in the last three months 2020

% individuals from 16 to 74

	Spain	European Union*	Eurozone*
Signing up for insurance policies ¹	7	7	8
Formalising a loan or mortgage ²	2	2	2
Buying or selling shares ³	3	4	5
At least one of the above	10	12	13

* Estimated data

1. Or renewing existing ones, including those offered as a package together with another service.
2. Or have access to credit from banks or other financial providers
3. Includes: bonds, funds or other financial investment products.

Source: Eurostat

Few and middle-aged users

The most frequent financial activity was signing up for insurance policies (7.4% of people aged 16 to 74) and the least, the formalisation of loans or mortgages (2.1%).

On average, percentages are higher in men than in women for all these activities. Use is somewhat higher among foreigners for signing up for insurance policies (8.8% compared to 7.2%) and the formalisation of loans or mortgages (3.7% compared to 1.9%), but it was similar in terms of the sale of financial assets (2.7% and 2.6%). In the latter area, the highest percentage is between 35 and 54 years old (3.2%).

With household income level, users of these services increase - that is, except for the formalisation of loans or mortgages, where the highest percentage is found in the lower-middle income bracket (2.6%).

Employed persons and those with a high level of education have higher figures in general. Workers in the ICT sector stand out, where 17.0% signed up for insurance policies, 7.1% purchased assets, and 3.3% formalised a loan or mortgage.

Fewer users than the Eurozone average

Internet use for financial activities in the last 3 months in Spain stood at 10% as a whole. This was two points lower than the average of the Member States (12%) and three points less than the average of the Eurozone (13%), according to Eurostat data.

**Users of internet-based financial services, by net monthly household income. 2020**

% individuals from 16 to 74

	Signing up for insurance policies ¹	Formalising a loan or mortgage ²	Buying or selling shares ³
Total	7,4	2,1	2,7
Less than 900 Euros	4,5	1,9	0,9
From 900 to less than 1,600	7,1	2,6	1,4
From 1,600 to less than 2,500	8,3	2,2	2,9
2,500 or more euros	12,0	2,4	6,7

1. Or renewing existing ones, including those offered as a package together with another service.
2. Or have access to credit from banks or other financial providers
3. Includes: bonds, funds or other financial investment products.