

# 5 TOP PAYMENT TRENDS FOR 2021

As we adopt new technologies like AI and machine learning, traditional payment methods are being replaced by new trends. Read on to learn what's ahead and how payments are transforming.

1

## DIRECT CUSTOMER PAYMENTS DELIVER SUPERIOR CONVENIENCE



**OUT:**  
P2P payments



**IN:**  
B2C payments

Global markets are finding ways to directly credit customer accounts through phone or email. *(Think government aid and unemployment payments.)*

2

## IOT MAKES SHOPPING SIMPLE AND SEAMLESS



**OUT:**  
Multistep  
payment process



**IN:**  
Frictionless  
payment process

From connected cars to wearables, IoT devices support real-time payments, enabling seamless payments and great customer experiences.

3

## REAL TIME BRINGS SPEED, CONVENIENCE AND SECURITY



**OUT:**  
Fragmented, legacy  
payment systems



**IN:**  
Real-time  
payment methods

Real-time payment systems make it possible for users to send and receive payments 24/7/365.

4

## NEW REGULATIONS COMBAT PAYMENT FRAUD



**OUT:**  
Consumers  
vulnerable to fraud



**IN:**  
AI-driven  
consumer protection

More regulation of data and security are key forces driving payment trends in 2020.

5

## BIOMETRICS DELIVERS NEXT-LEVEL PROTECTION AND EASE



**OUT:**  
Passwords and  
signatures



**IN:**  
Biometrics

More convenient and secure, biometric authentication methods (Such as facial, fingerprint, eye, voice recognition) are quickly replacing usernames and passwords.



Learn how SAS is driving payments transformation at [sas.com/fraudmanagement](https://sas.com/fraudmanagement)

