

# Banking on the go: advantages of mobile banking

My Money  
tell me about money

People say they use mobile banking because...

1<sup>st</sup>

79% it is convenient

2<sup>nd</sup>

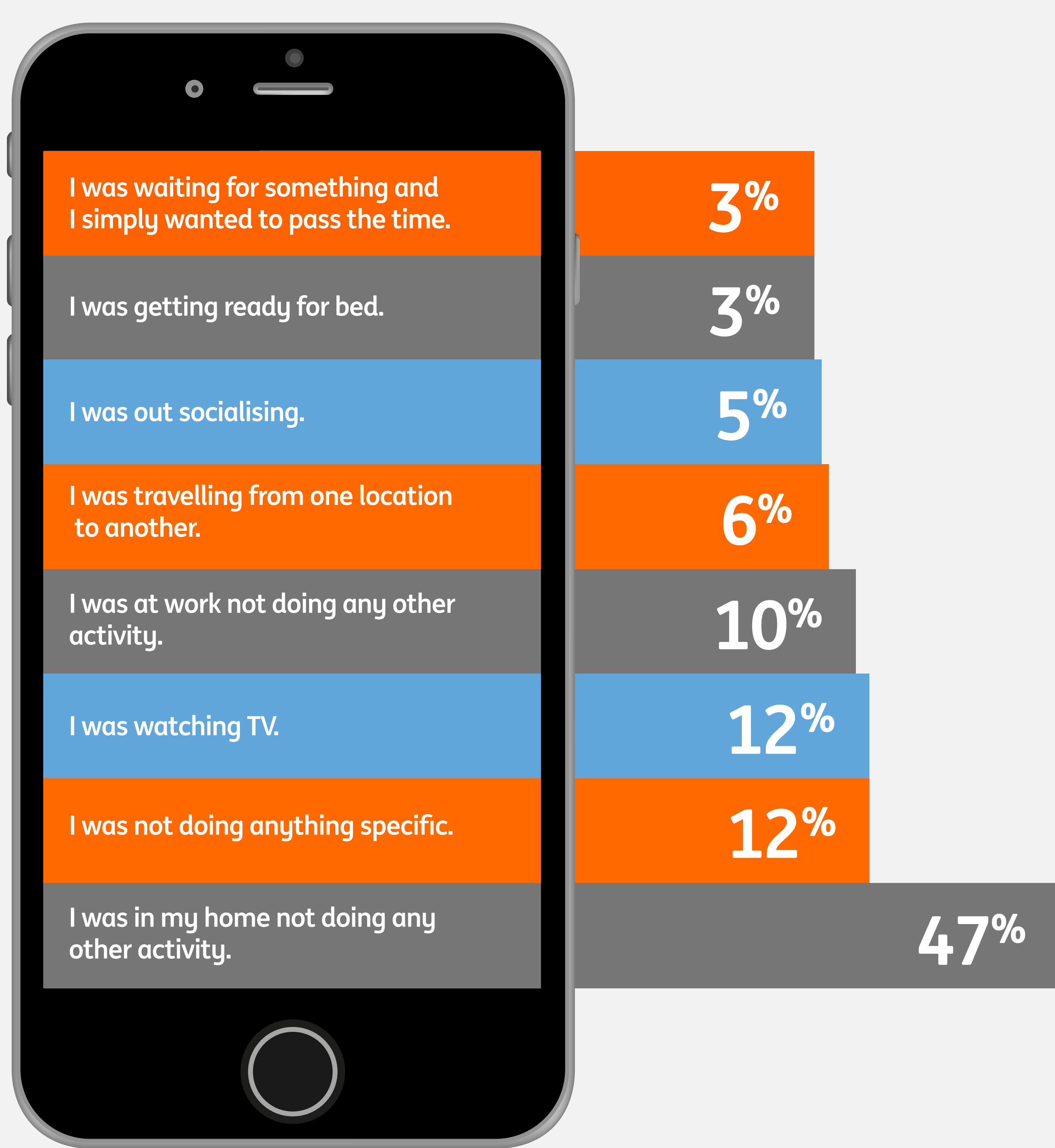
67% it is free of charge

3<sup>rd</sup>

64% it enables me to manage my finances efficiently

And it is convenient because:

“Please think about the last time you accessed services on your phone/tablet/wearable to complete a mobile banking activity. What were you doing?”



What do we use mobile banking for?

1<sup>st</sup>

73% send money to a friend's account

2<sup>nd</sup>

68% make a direct debit payment

3<sup>rd</sup>

27% adapt my contact details

In Luxembourg

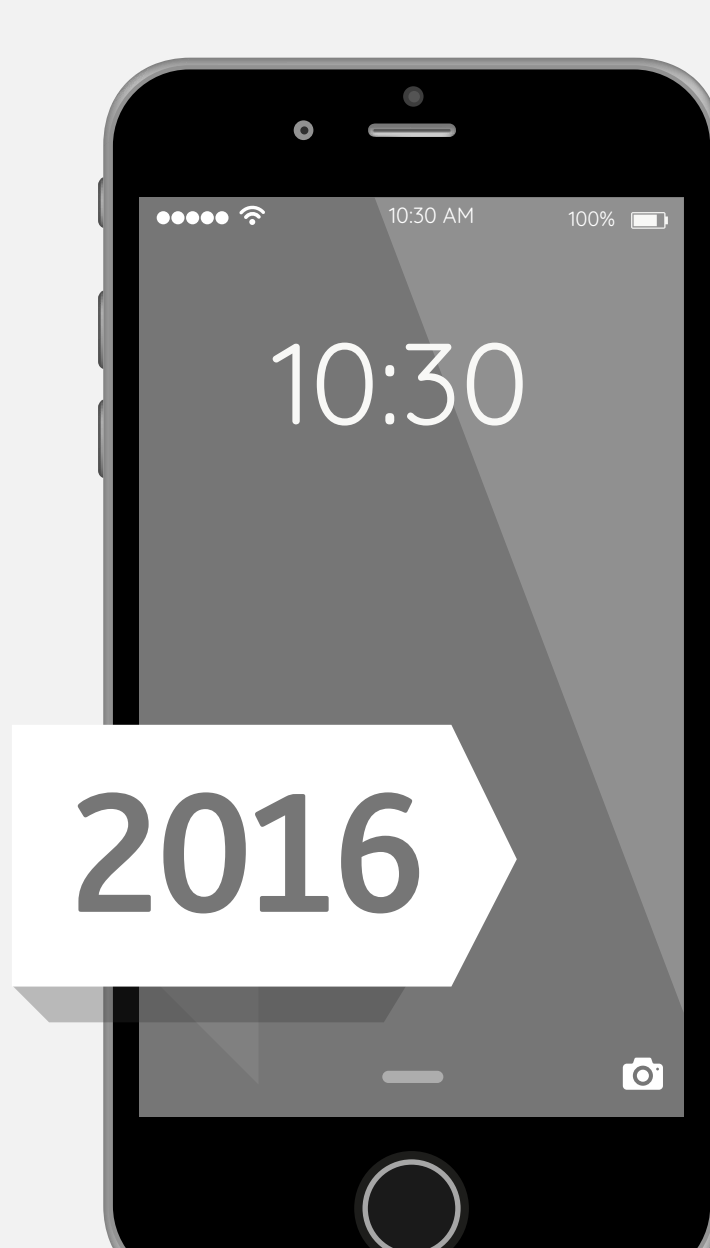
94% of residents own a smartphone...  
... and most of them do mobile banking.

“Have you ever done your banking on a smartphone?”

41%



53%



62%



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Source : ING International Survey Mobile Banking, 2018.

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