



# WORLD PAYMENTS REPORT 2022

*Enabling banks to better serve their SMB clients  
during Headwind times*



Europe

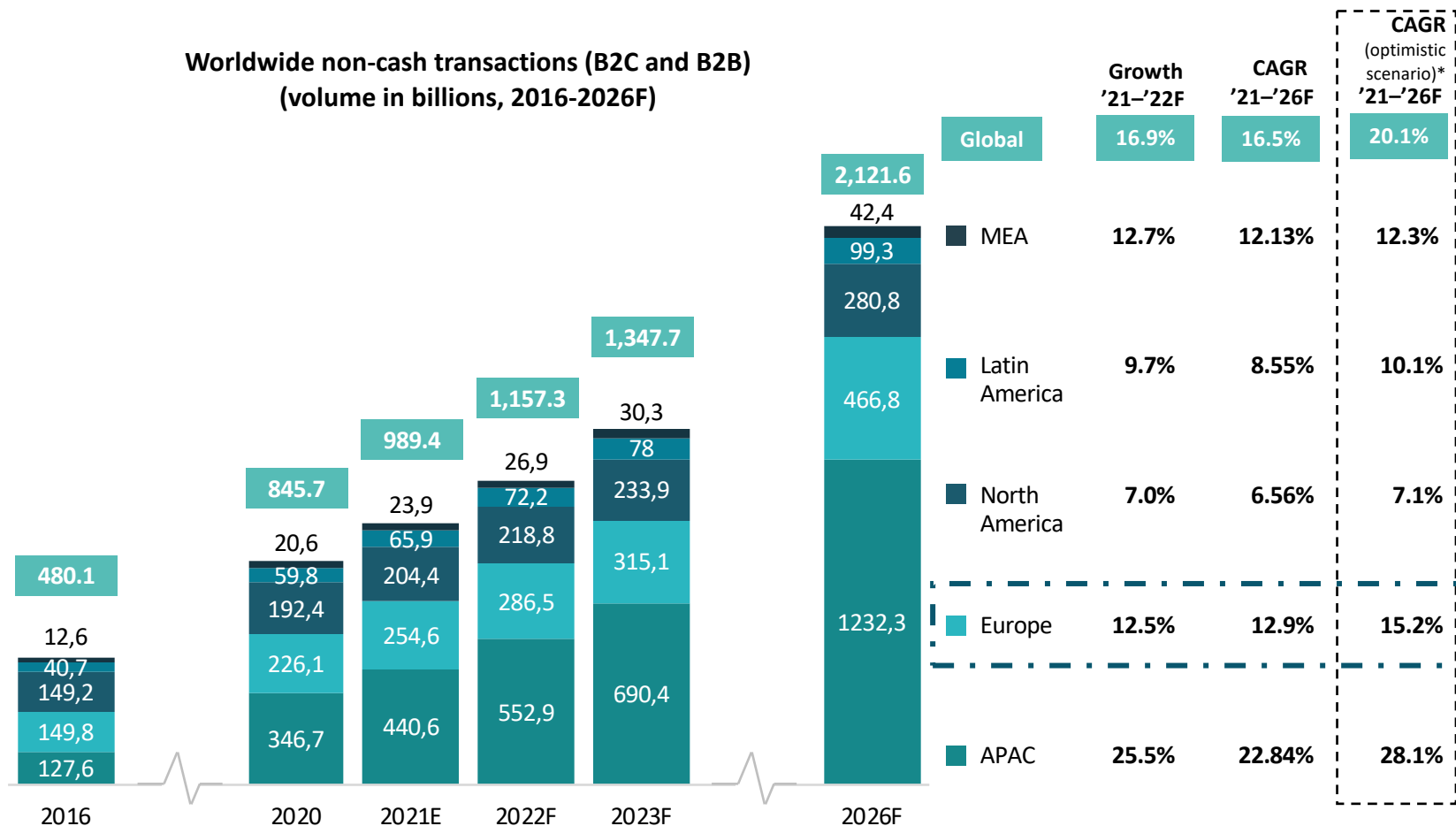




# MATURE DIGITAL PAYMENTS INFRASTRUCTURE TO CONTINUE FUELING NON-CASH TRANSACTION GROWTH DURING 2021-2026

Despite global slowdown concerns, non-cash transactions will continue to grow

Worldwide non-cash transactions (B2C and B2B)  
(volume in billions, 2016-2026F)



In the **MEA region**, expanding use of cards and cards-based wallets is one of the key growth drivers. Tech and telecom firms along with banks are powering the wallet adoption among consumers.

In **Latin America** (Brazil, Peru, and Colombia), the successful adoption of instant payment systems, such as PIX in Brazil, is the major growth driver.

Non-cash transactions in **North America** are expected to grow on back of TCH and instant payments (RTP) pick up.

Increase in mobile wallet transactions during the forecast period is expected to help **Europe's** non-cash transaction growth amidst high inflation rates and strong probability of recession.

**APAC** will contribute more than 50% to global non-cash transaction volumes by 2026, sparked by the popularity of mobile wallets

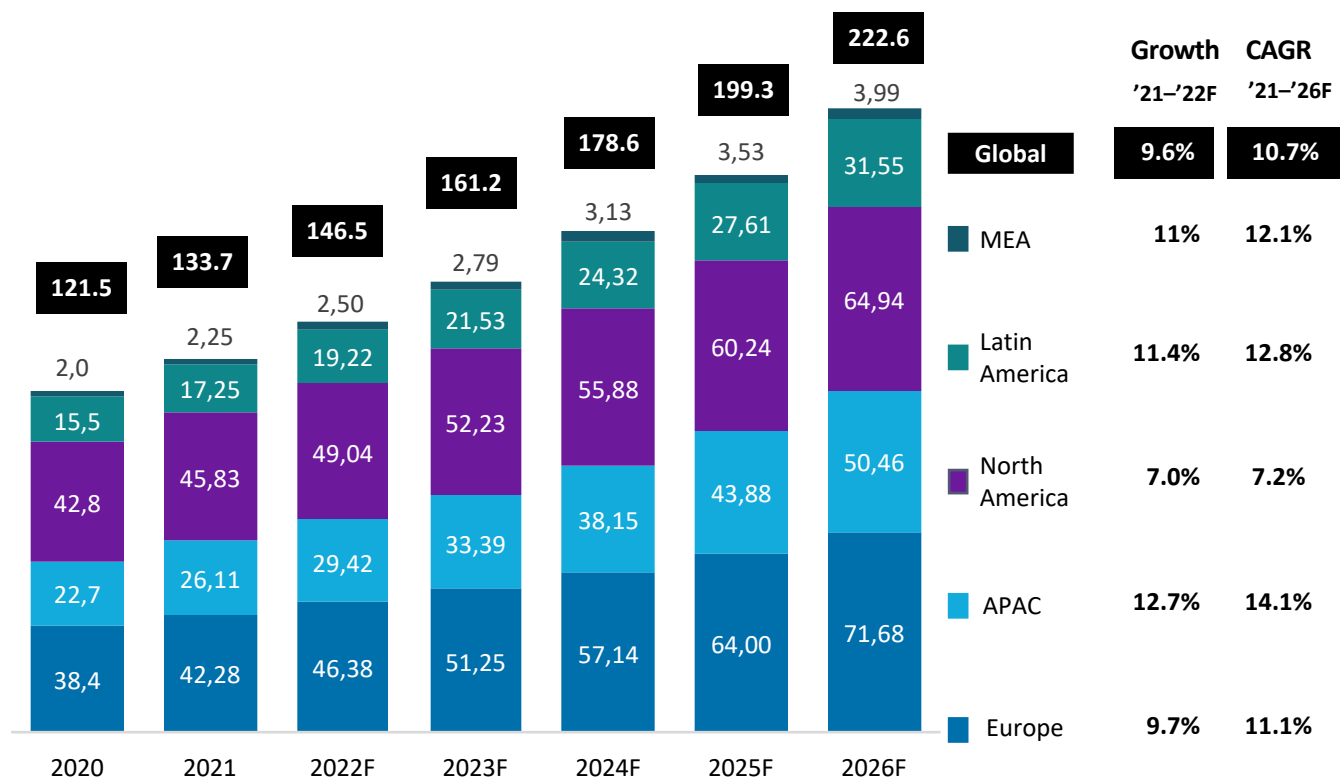
New and innovative payment methods are driving the growth trajectory

\* Optimistic scenario reflects the non-cash transaction growth forecast without factoring in the impact of recession and inflation.



# B2B PAYMENTS VOLUME IS EXPECTED TO REACH 222.6 BN IN 2026 WITH A CAGR OF 10.7% (2021-2026F)

World-wide B2B non-cash transactions volume (billions) 2021-2026F



**In Europe 42 billion B2B NCT volume is witnessed by 2021**  
Implementation of PSD2 regulation, instant and cross-border payments drives the growth

**2021 B2B NCT volume In APAC is at 26 billion and Latin America is at 45 billion**  
Increased adoption of digital payments by a multitude of MSMEs using digital invoicing, virtual cards, and cloud-based finance and accounting fuels growth

**North America's B2B NCT volume in 2021 is at 17 billion**  
Witness to have a steady pickup of non-cash B2B payments - around 7.2% from TCH and instant payments. Paper and offline-based transaction methods is facing slow decline.

- Per Pymnts report, **80% of B2B Transactions Expected to be Digital by 2025**. Firms are drawn to digital B2B solutions such as virtual cards because they can help businesses process payments faster, reduce manual input and offer real-time visibility into where payments are in the transaction process
- With 80% of B2B transactions expected to go digital, businesses are facing increased pressure to adopt digital payment solutions or lose their competitive edge in this evolving market

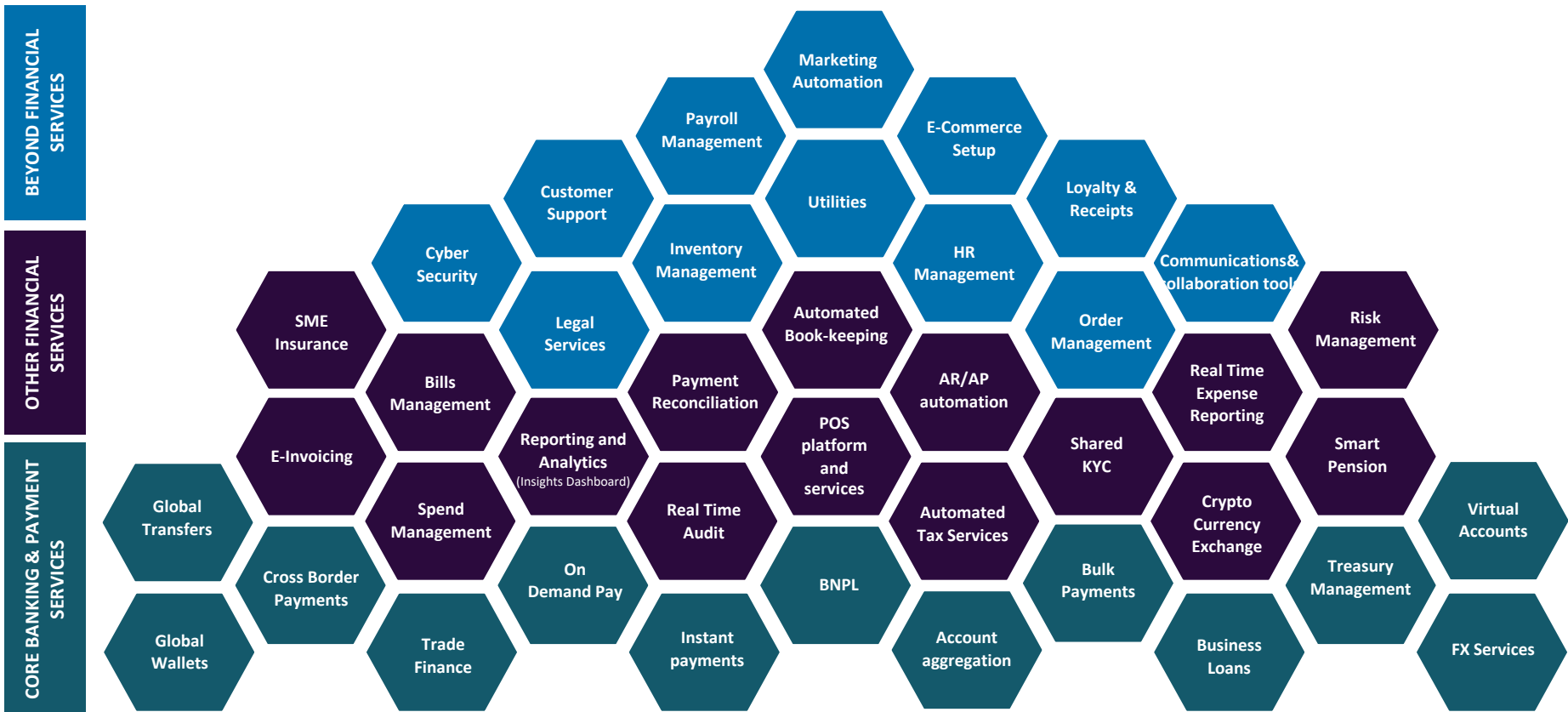
Note: B2B Non-cash transactions data for 2020 may be slightly different from the estimated figures published in World Payments Report 2021 edition  
Sources: Capgemini Financial Services Analysis, 2022

# NEW-AGE PLAYERS ARE BUILDING B2B ECOSYSTEMS

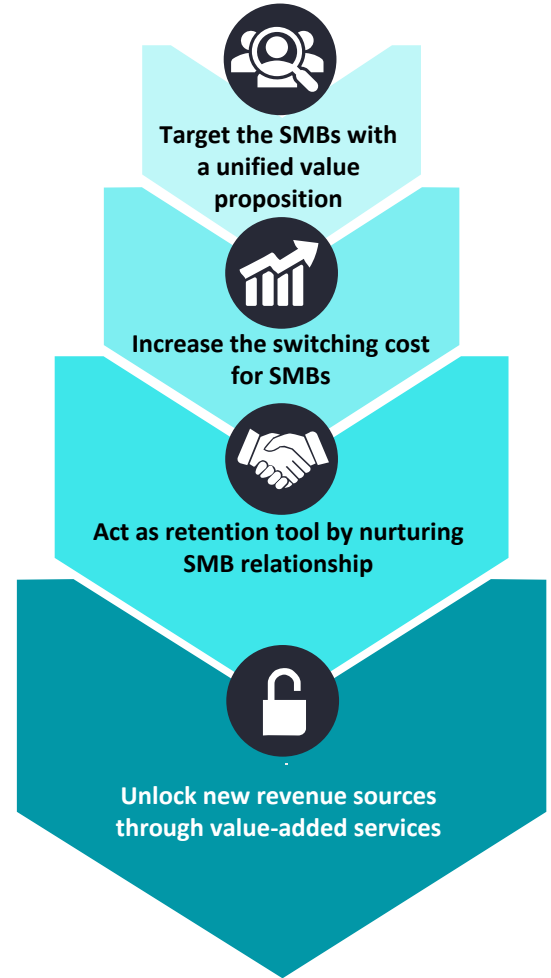


## How new-age players leverage the ecosystem play?

New-age players are bundling financial and non-FS services



## Recipe for success



## How can incumbent banks and payment service providers step-up their game?