

Banking and Payments **BULLETIN**



The trends shaping banking and payments in 2024

Post-pandemic changes drive contactless payments growth

The importance of investment in payments technology

IADs continue to expand as cash remains essential

Fintechs to help meet rising demand for Islamic banking

Country profile: New Zealand

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Happy New Year!

I'm Wayne Mincey, CEO at Datos Insights. As I look at the year ahead, I see financial services at the centre of global change and opportunity in 2024.

As is often the case, opportunities are rooted in uncertainty. There are questions

about the world economy, especially surrounding the potential for a global recession. We're looking at contentious US elections and the most significant international conflict we've seen in decades. Technological innovation, climate change and economic disparity also continue to influence how leaders define priorities and strategies. When our clients are able to anticipate forces shaping the year ahead, they can respond faster and in smarter ways.

The need to respond to market changes extends to how we operate at Datos Insights, too. We will continue to help our clients ask the right questions and provide them with facts, insights and advice to equip them in making the best choices. In addition, based on what we've learned from our clients and what we see in the broader market, we're making several major investments in 2024.

One is to enhance our collection and delivery of data. RBR and other Datos Insights practices are a valuable source of unique data today. We plan to expand the scope, analytics and technology we deploy in our data strategy to improve the impact it has for our clients.

Another investment area is AI. At the same time that we provide in-depth insights to guide our clients' AI strategies, AI is helping us too. We believe it is a tool to help improve human performance, not replace it. It supports our research efforts, helps us derive better insights from data and expands how we can serve clients.

Readers of *Banking and Payments Bulletin* will be among the first to benefit from these investments as we will be including more proprietary research each month covering a broader range of topics and a greater analysis of the latest trends.

As I'm sure you'll agree, while 2024 has its share of uncertainty ahead, it is also rife with potential. We're proud to partner with clients so that they are prepared to thrive in any situation. Thank you for joining us on the journey.

Wayne Mincey
CEO, Datos Insights

- 2 CONTACTLESS PAYMENTS**
Post-pandemic changes drive contactless growth
- 3 GLOBAL ATMS**
IADs continue to expand as cash remains essential
- 5 UK PAYMENTS**
New report casts critical eye on UK payments strategy
- 7 EUROPEAN PAYMENTS**
Transform Payments explores changing payments landscape
- 8 BANKING AND PAYMENTS WORLDWIDE**
The trends shaping banking and payments in 2024
- 10 COMMERCIAL AND SMALL BUSINESS BANKING**
The importance of investment in payments technology
- 11 GERMAN BANKING**
German banks collaborate to provide in-person services
- 13 ISLAMIC BANKING**
Fintechs to help meet rising demand for Islamic banking
- 15 EL SALVADOR CRYPTOCURRENCY**
Bitcoin in El Salvador: two years on
- 16 NEWS BULLETIN**
Banking and payments news
- 17 COUNTRY PROFILE**
ATM and cards intelligence on New Zealand
- 21 CONFERENCE DIARY**
Upcoming industry events from around the world

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