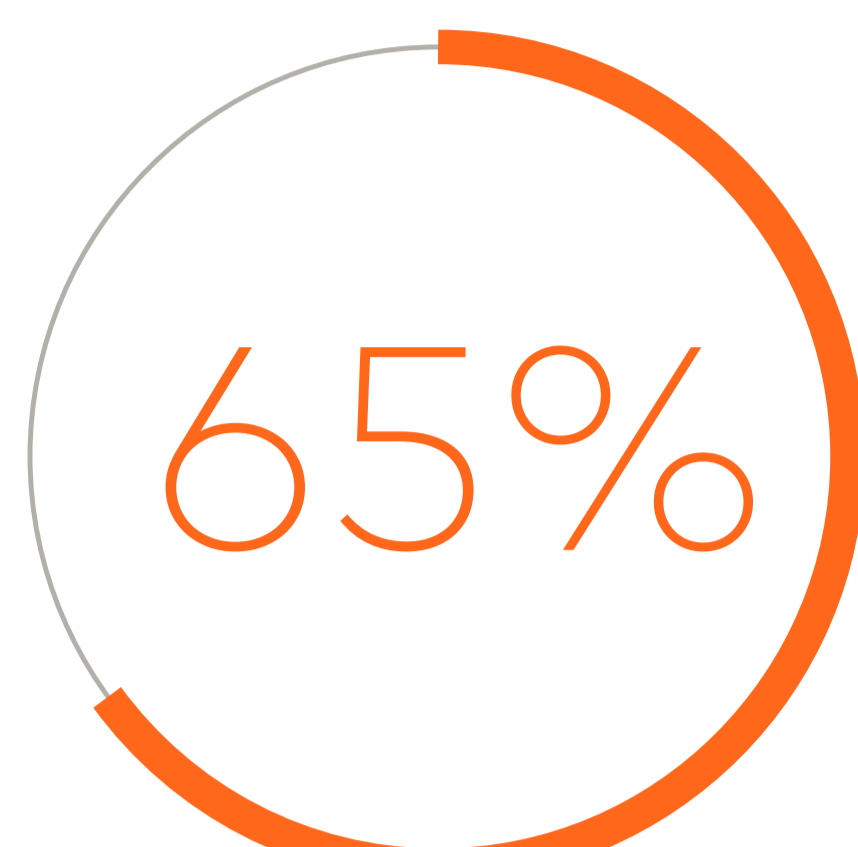
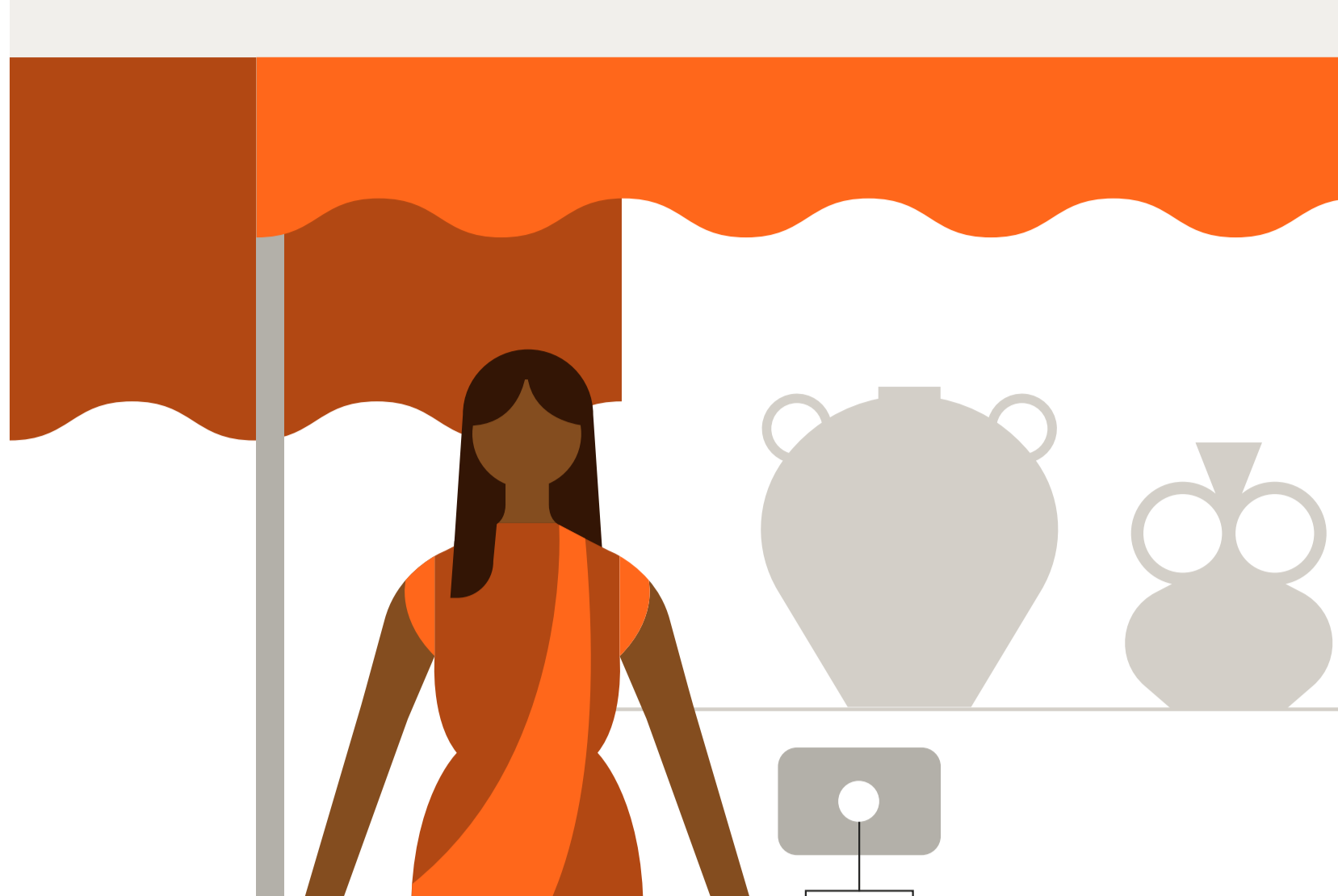


## BORDERLESS PAYMENTS

# Small business growth depends on fast and secure ways to pay international suppliers

### INTERNATIONAL MARKETPLACE

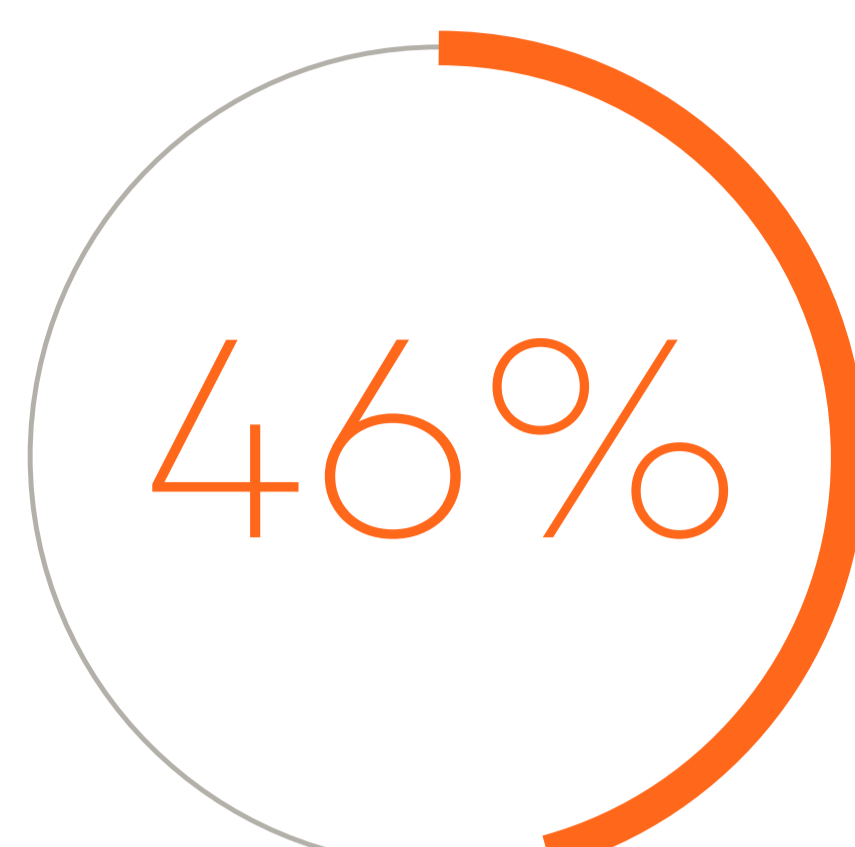
Just under half (47%) of small businesses are doing more international business than they were before the pandemic; a positive change that looks likely to stick



say 'The pandemic has opened options for new international suppliers'



say 'The pandemic has allowed us to source suppliers more competitively across borders'



say 'Using international suppliers reduces the level of risk for our business'



# 63%

of small businesses say 'We would always look globally now to source suppliers'

### A CONNECTED ECONOMY

Most small businesses agree that using digital payment solutions, such as apps and websites, to send money abroad has helped them grow and survive



# 79%

agree sending digital cross-border payments would improve the efficiency of any business

# 72%

agree sending digital cross-border payments has helped the business grow

# 69%

agree sending digital cross-border payments improved the business' cash flow

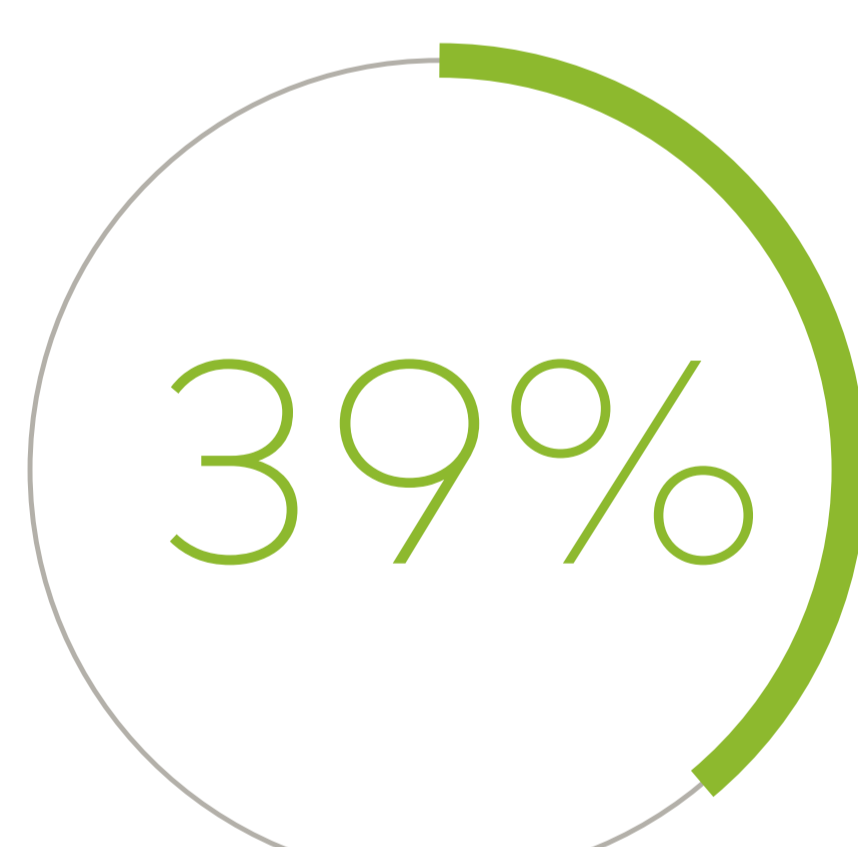
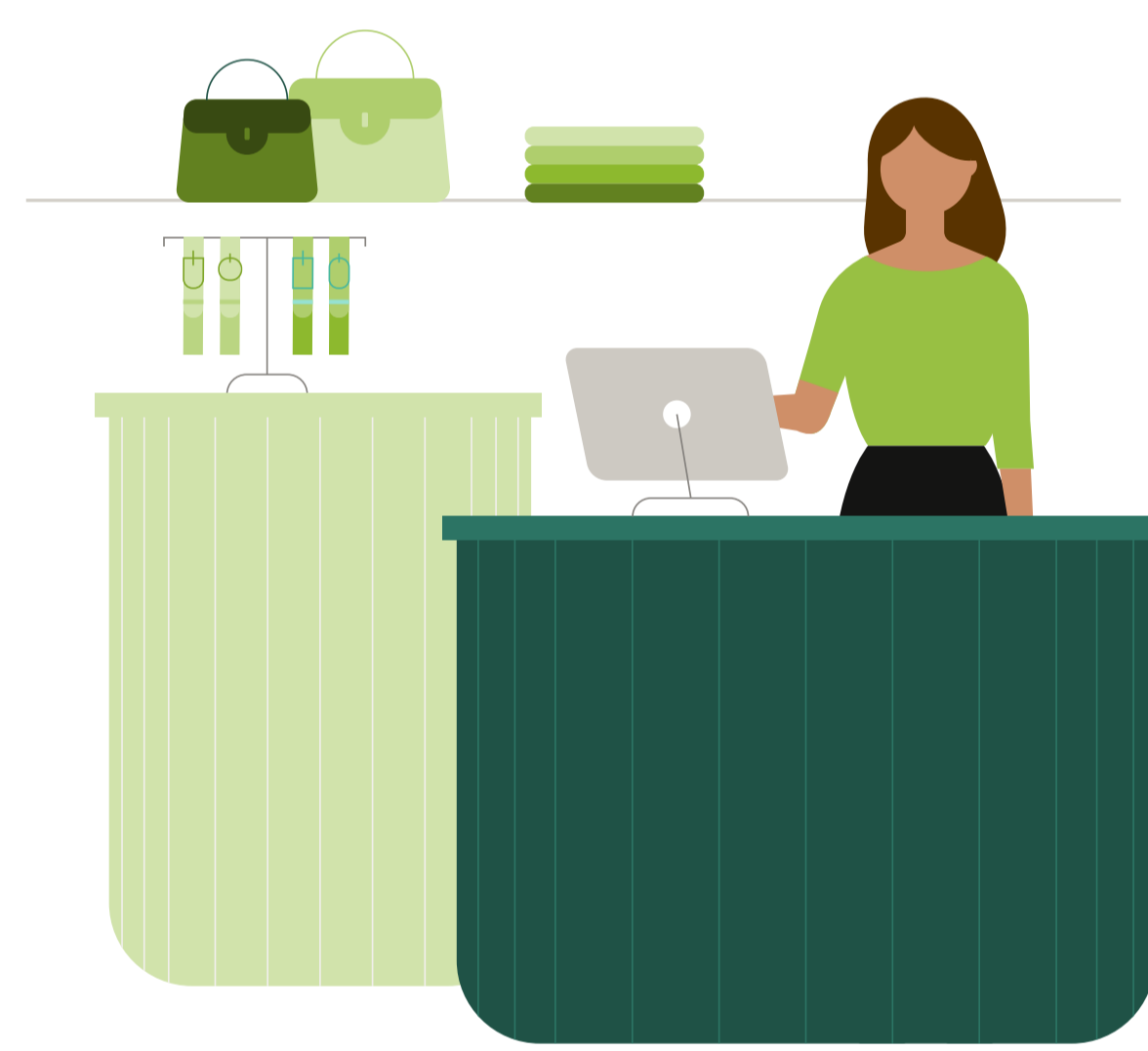


# 68%

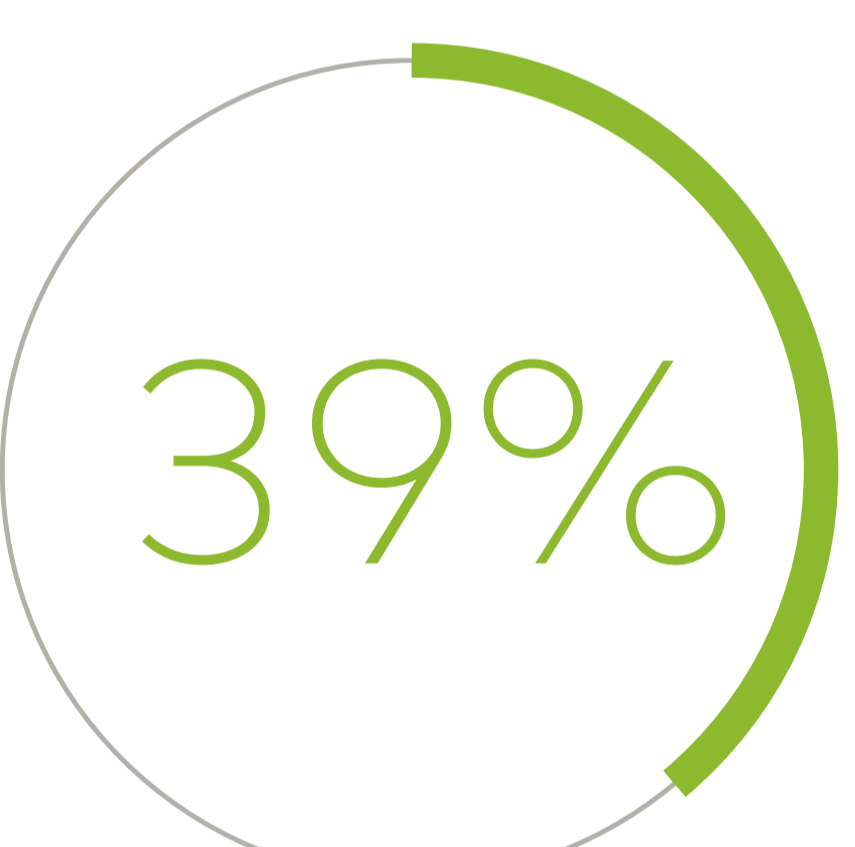
of small businesses agree 'The fact that the global payment network has been functioning throughout the pandemic has enabled the business to survive'

### ROOM FOR IMPROVEMENT

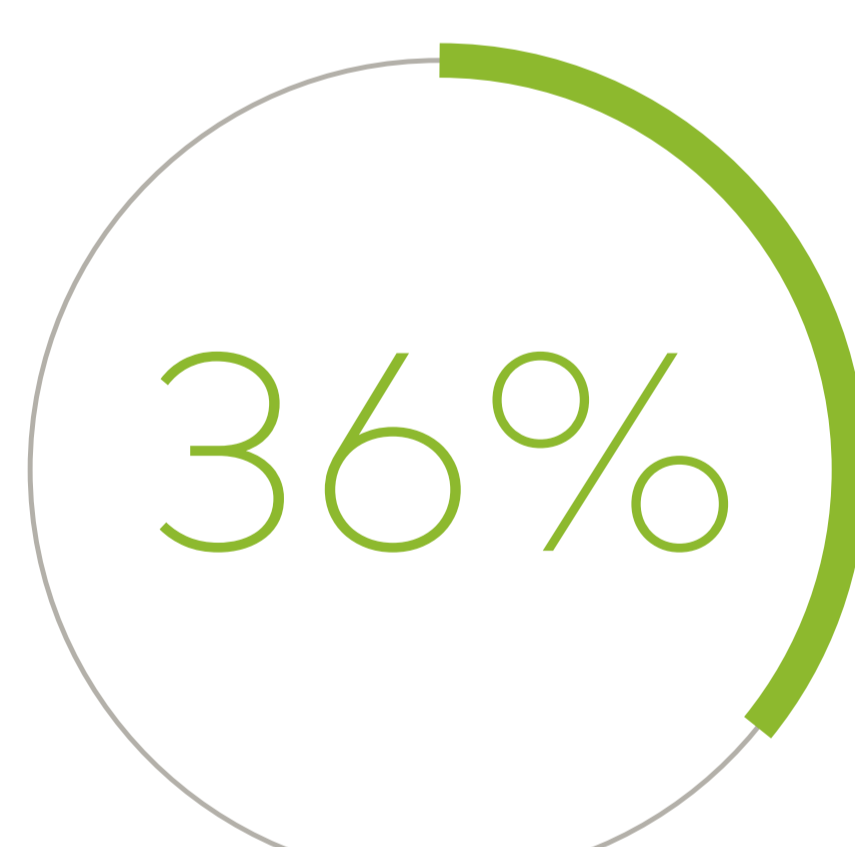
Eighty-five percent of small business owners feel confident using online cross-border payment solutions, but they still face challenges



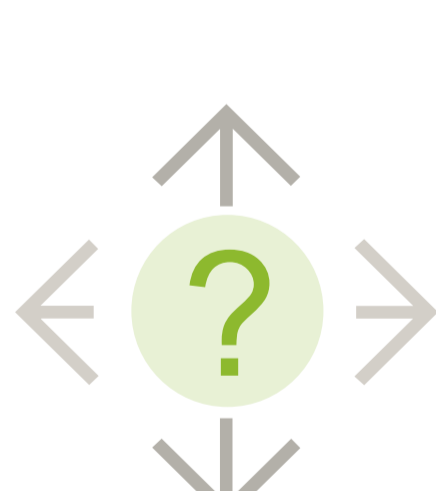
say 'Cross-border payments slow down our supply chain'



of online senders agree they don't always get a receipt confirmation



say there's 'No transparency about how much money we lose in foreign exchange'



# 25%

of small businesses say suppliers 'Refused to work with us because of uncertainty over payment times'

### THE FUTURE OF BORDERLESS PAYMENTS

Cross-border payment providers should focus on six areas for improvement to meet people's needs for sending and receiving money around the world



Tighten security and educate users



Continue to improve pricing



Grow network reach



Broaden payout options and channels

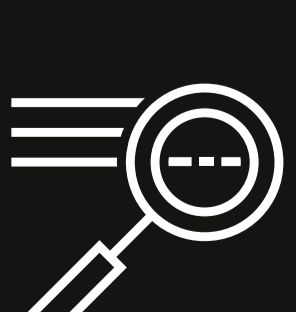


Enhance transparency



Speed up digital payments

Through a single, secure point of access, **Mastercard Cross-Border Services** allow consumers and businesses to send and receive money securely and with certainty.



For more information, visit [mastercard.com/news/borderlesspayments](https://mastercard.com/news/borderlesspayments)

Source: Mastercard 2022. Research with 7586 consumers and 3074 SMEs, from Dec. 2, 2021 through Jan. 7, 2022.

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