

3 in 4 (75%) of small businesses are optimistic about their business recovery following rapid digital adoption during pandemic

DID YOU KNOW?



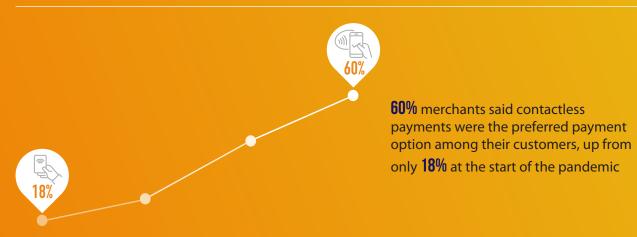
COVID-19 business environment: Prominent spending trends seen by UAE small merchants







Contactless payments as top choice for more UAE consumers



UAE small businesses' response to pandemic in 2020



offered home delivery and pickup services



established digital presence



implemented in-store self-help signage



1 in 2 ran offers and promotions

Steps being considered by UAE small businesses to future-proof their business

20% of UAE merchants who don't have online presence plan to build an eCommerce platform and a third plan to offer contactless payments and digital prepayment options to their customers

UAE merchants' views on digital payments



Need for low-cost acceptance solutions



While the majority of merchants recognize the importance of digital acceptance, more than half (51%) of surveyed merchants showed interest in low-cost acceptance solutions.