

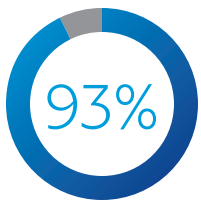
Payments for the people.

PayPal's first report on giving citizens the digital payment options they want.

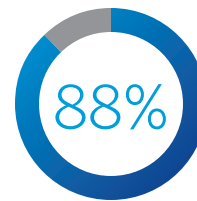


In 2018, PayPal commissioned the "Citizen Preferences for Government Payments" study with Koski Research* to help federal, state, and local agencies better understand how their citizens want to make essential government payments. We surveyed 2,000 US adults (age 18-75) who made a government payment in the last 12 months.

Citizens want more digital payments.



think the government should offer digital and online payment options.



would be likely to pay digitally and online if government offered the option.

Online transactions provide convenience, accuracy, and security.



82%

think life would be easier if they could pay all government bills and taxes online.



67%

worry about losing payments in the mail.



45%

would save time by avoiding trips to an office if they could pay for everything online.

More than 3X as many citizens would use digital payment methods, if offered.

Court fines or traffic tickets



Public transit



Local income tax

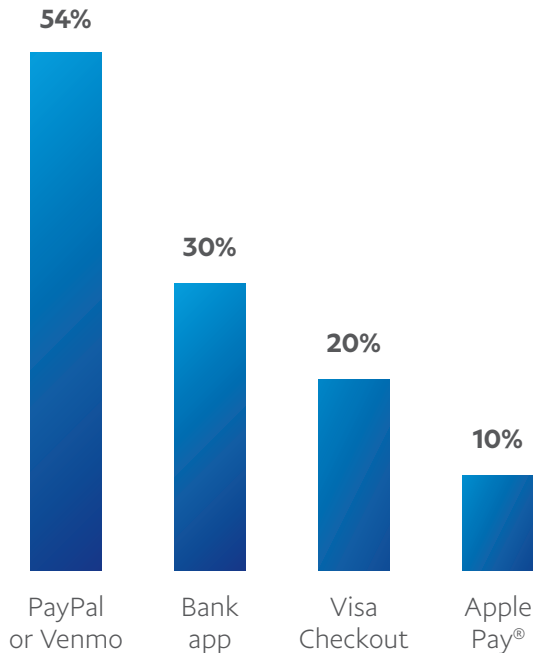


■ Currently use a digital payment method ■ Would use, if available

How digital payments help serve you – and your citizens.

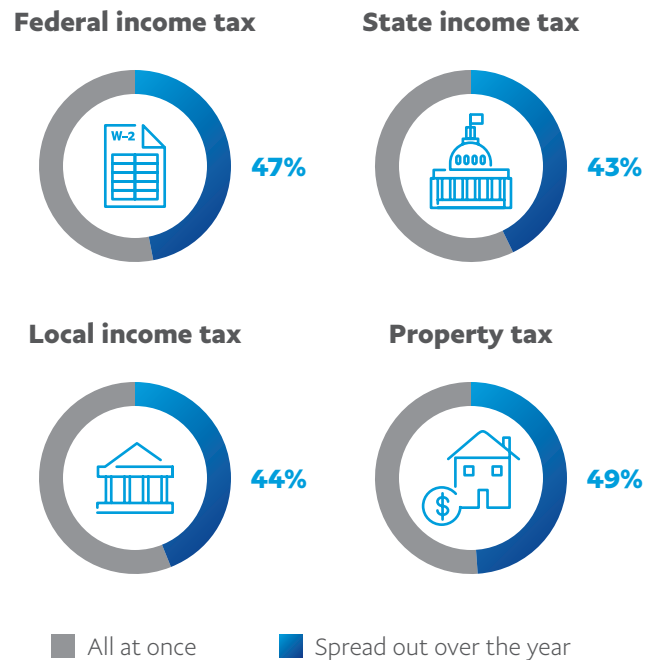
PayPal or Venmo are most likely to be used by citizens for payments.

Over half of US citizens surveyed replied PayPal or Venmo when asked what payment method they would use to make a government payment.



Almost 50% of US citizens would like to pay their taxes over time.

Whether paying federal, state, local, or property taxes, many citizens would like to spread out their tax payments over the year. Offering an installment-based solution such as PayPal Credit** may provide easier financing options that let your citizens pay over time, while you get paid upfront.



Contact PayPal to learn more about how digital payments can make your agency more efficient – and your citizens happier.

Learn more at paypal.com/government or contact us at GovernmentSolutions@paypal.com.

About PayPal Government Solutions

PayPal helps power payments for hundreds of government agencies at the federal, state, and local levels across the US. Through partners, government agencies get integrated solutions tailored to meet a variety of citizen use cases. Our open payments platform – including Braintree, Venmo, and Xoom – gives PayPal’s 230+ million active account holders the confidence to connect and transact in new and powerful ways – online, on a mobile device, in an app, or in person.

* Study commissioned by PayPal and conducted by Koski Research. Koski Research online study administered in March 2018 to 2,000 US citizens aged 18-75 who have made a government payment in the past 12 months. In this study “digital payments” are defined as those payments using a smartphone or computer such as PayPal, Apple Pay®, or other digital payment method.
 ** PayPal Credit is subject to consumer credit approval.