

REAL CLIENT RESULTS

HOW MODERN LOAN PAYMENTS DRIVE THE MOST COST-EFFICIENT BORROWER PAYMENTS

The Need for Modernized Repayment

Today's lending landscape is dominated by nonbanks and neobanks. Non-traditional competitors are not relying solely on competitive interest rates to win greater market share. As Brian Riley, Director of Mercator Advisory Group's Credit Advisory Service notes,

"The top reason that consumers choose to get a loan from an online lender instead of a bank is that lenders offer a better, more convenient experience than going to a bank."

The Advantages of Paymentus Loan Payments

Paymentus Loan Payments allows banks and credit unions to deliver the fast and flexible payment experience demanded by today's borrowers. Consumers can choose intuitive, self-serve payment channels including IVR and responsive web/mobile. Borrowers can quickly and securely access their loans through a one-time guest payment experience or log in via Customer Portal, which offers AutoPay, saved payment methods, paperless eBills, and more.



Today's Consumers Want Modern Experiences:

89% of consumers want more real-time payment options from their digital banking experience¹

80% of bill payers prefer digital payment methods²

Paymentus Loan Payments Delivers³

- **92% of borrowers** use self-serve payment options, including IVR and web
- **More than 1/3 of borrowers** choose AutoPay
- **A healthy payment mix from ACH, to debit, and digital wallets**, with 69% of digital wallet users choosing Apple Pay

¹ U.S. Bank Bill Pay: It's Time for Resuscitation, Aite Novarica, November 2021

² Why Holistic Payment Experiences Will Win the Payment Platform War, May 2023

³ Paymentus Loan Payment Clients

⁴ PYMNTS Intelligence, Tracking the Digital Payments Takeover, February 2024

Loan Payments also delivers maximum repayment flexibility through an expanded menu of payment options, including:



Debit cards and ACH



Digital wallets:
Apple Pay, PayPal,
Venmo, and Google Pay



In-store retail cash payments
accepted at Walmart, CVS, and
many others



Pay-by-Text and 24/7 chatbot

Paymentus Loan Payments also makes it simple to send proactive notifications and automated reminders to ensure borrowers have everything they need to make their payments on time.

The Power of Modernized Repayment

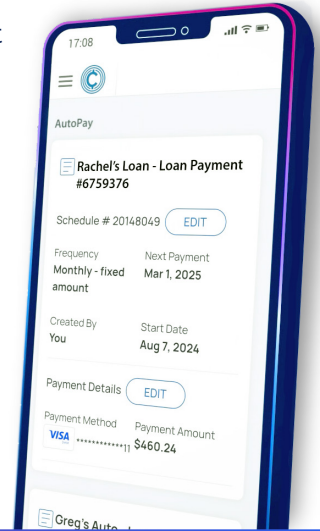
Paymentus Loan Payments client data showcases the power of choice offered to borrowers. **92%** of all client payments are made through self-serve channels (IVR, web, mobile, AutoPay)—the most cost-efficient options that also drastically reduce staff time focused on processing repayments.

41% of Loan Payments borrowers pay using one-time guest pay while **36%** pay using AutoPay. For financial institutions (FIs), this plurality demonstrates the need for maximum payments optionality. The mix of one-time payments and AutoPay means that borrowers can make quick and easy payments without having to register, while AutoPay delivers steady monthly on-time cash flow. Each borrower can choose what's best for them.

Additionally, **55%** of payments are made with ACH, while **42%** are paid using debit cards. These payment options provide a unique opportunity for

FIs to convert indirect borrowers into full-fledged consumers through the adoption of bank accounts and debit cards.

Digital wallets round out the payment offerings and continue to grow in adoption. Data shows **79%** of Gen Z consumers are avid digital wallet users.⁴ The ability to offer digital wallet payments is a strong differentiator for traditional banks and credit unions as they look to make inroads against nonbanks with this growing borrower base. It's not surprising our client data shows, **69%** of Loan Pay digital wallet users choose Apple Pay, followed by PayPal.



Average Paymentus Loan Payments Client Results:

92% Payments made through self-serve channels

41% Payments made using one-time guest pay

36% Payments made using AutoPay

“ [Paymentus Loan Pay] Services allow us to stay competitive in our marketplace. The payment platform is a game changer... ”

VP, Leading Credit Union,
Paymentus Client

Paymentus

For more information, please visit www.paymentus.com/contact

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