

## 01 Pre-Covid

Percentage of the population 16-64 who said they purchased a product online in an average month in 2019.

## 03 Free & Reliable Delivery

Are both highly valued by consumers. 51% of consumers globally say free delivery & reliable delivery will be more important to them post-pandemic than they used to be.

## 05 Mobile Payment Services

34% of consumers globally say after the outbreak, they'll be using mobile payment services more frequently.

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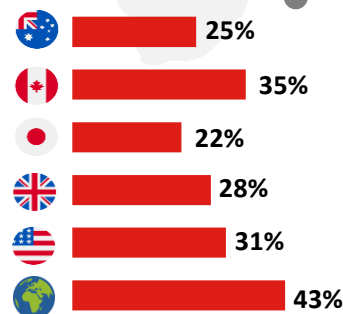
## 02 Post-Covid

43% of the global online population 16-64 say they'll be shopping online more frequently when the pandemic ends.



## 04 By Country

Percentage of the population 16-64 who say they will be shopping online more frequently post-Covid-19.



## 06 Type of Product

The type of product consumers globally say they are more likely to order online for home delivery or in-store pickup post-Covid-19. (Asked to those who said they would be shopping more online post-Covid.)

