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"The credit card industry is a mature one and competition for new customers is fierce. Issuers have to find ways to make their card stand out from the others or risk moving down from the top of their customers' wallets."

- Jennifer White Boehm - Associate Director - Financial Services

# This report looks at the following areas:

Since growth will come primarily from young people, issuers have to find ways to appeal to this group – a difficult task since many are wary of taking on debt. Flexible incentives and embedded money management tools might help smooth the way.

- Outstanding credit crosses the \$1 trillion mark
- Young people don't like credit cards
- Trust is still an issue

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This report is part of a series of reports, produced to provide you with a more holistic view of this market



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Direct mail acquisition volume is trending down

Alternative payment options affect card use

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Uber targets Millennials

Chip cards are helping reduce in-store fraud, but increase online fraud

Moving cardholders to mobile wallets

Virtual credit cards

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Contactless cards are growing in popularity

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Retail cards are favored by female cardholders aged 45+

Most have little or no credit card debt

Qualifying is not the issue

Many use cards to pay bills

Most think cards are useful, but are wary of security

Hispanics are warier of credit

**Credit Card Ownership** 

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