

# Innovations in Banking - Canada - February 2020

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## This report looks at the following areas:

- Consumers are open to help with their financial lives
- Bank employees are trusted by young and old
- Online, Branch ATM and bank mobile apps are perceived as most convenient/easy to use



“As innovation advances, concerns around security persist. Although these concerns will not hinder the pace of innovation, this might slow adoption levels of new features among older consumers.”

– **Sanjay Sharma, Senior Financial Services Analyst**

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- Security is a key area of focus for Canadian banks

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