

Credit Cards - Canada - 2022

Report Price: £3695 | \$4995 | €4400

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

This report looks at the following areas:

Some 90% of Canadians own a credit card, one of the highest card ownership rates in the world. Credit cards are the most popular method of payment, particularly for online purchases. The credit card market in Canada was estimated at \$569 billion at the end of 2020 (per Payments Canada). Canadians are highly motivated by the relatively generous rewards credit cards offer. In addition, consumer perceptions favour credit cards in areas such as perceived costs, convenience and security. The marketplace is extremely competitive and is dominated by the major banks, but smaller card companies and Fintech challengers offer multiple options to consumers.

Some specific points from this Report include:

- Credit cards are the preferred method of payment for 69% of Canadians.
- One in four (25%) spend more than \$3,000 on their credit card.
- Half of consumers (49%) use the app of their credit card company.



"Credit card spending is making a recovery after falling to pandemic-inspired lows. The generous rewards offered by credit card companies are a major motivation for regular credit card use while prepaid and secured cards remain important gateway products."

Sanjay Sharma, Senior
 Financial Services Analyst

| Visit | store.mintel.com |
|----------|----------------------|
| EMEA | +44 (0) 20 7606 4533 |
| Brazil | 0800 095 9094 |
| Americas | s +1 (312) 943 5250 |
| China | +86 (21) 6032 7300 |
| APAC | +61 (0) 2 8284 8100 |

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



Table of Contents

OVERVIEW

- What you need to know
- Definitions
- Key issues covered in this Report

EXECUTIVE SUMMARY

- Top takeaways
- Market overview
- Outlook on credit cards

Figure 1: Credit cards outlook, 2022-27

- Opportunities
- Bank branches remain the most important acquisition channel overall
- Two in five 18-54s interested in a Fintech credit card
- Strong demand for more innovation in rewards
- Challenges
- · The role of banks in promoting financial wellness

MARKET PERSPECTIVE

- Inflation will make consumers value rewards more
 Figure 2: Changes in Consumer Price Index, 2019-22
- Overall consumer spending trends
- Credit card spending still significantly below pre-pandemic levels
- New Canadians are a major growth market for credit card issuers

Figure 3: Distribution of foreign-born population, by region of birth, 1996-2036 (projected)

COMPETITIVE STRATEGIES

- BNPL news
- Apple creates its own Financing company to support new BNPL offering
- US Regulator warns against Big Tech entry into BNPL
- Rewards programs
- Empire becomes co-owner of Scene+
- Star Alliance plans credit card for redeeming points across
 26 airlines

MARKETING CAMPAIGNS

 Amex puts members 'front and centre' of in-person experiences

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

| Visit | store.mintel.com |
|----------|----------------------|
| EMEA | +44 (0) 20 7606 4533 |
| Brazil | 0800 095 9094 |
| Americas | +1 (312) 943 5250 |
| China | +86 (21) 6032 7300 |
| APAC | +61 (0) 2 8284 8100 |

MINTEL

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 4: Always a story to tell: 60, June 2022

 A campaign introducing "True Name" shows how a simple card can bring a lot of joy

Figure 5: True Name by MasterCard, April 2022

CREDIT CARDS – FAST FACTS CREDIT CARD OWNERSHIP

Most Canadians have a credit card

Figure 6: Credit card ownership, 2022

Regular card ownership spikes among over-35s

Figure 7: Credit card ownership, by age, 2022

Figure 8: KOHO Prepaid Facebook ad, May 2022

- · Income and ethnic differences in card ownership
- New Canadians are a natural market for prepaid and secured cards

Figure 9: Credit card ownership, by tenure in Canada, 2022

The prepaid and secured card market opportunity

REASONS FOR OBTAINING PRIMARY CARD

Rewards/perks are the top reason for obtaining primary card

Figure 10: Reasons for obtaining primary credit card, 2022

 Building credit is the main motivation for 18-34s while perks/rewards matter more to over-35s

Figure 11: Reasons for obtaining primary credit card, by age, 2022

- Paying bills is a reason for a third of 18-54s
- Financing large purchases is a motivation for a fifth of consumers

Figure 12: Scotia SelectPay: Credit Card Instalments Feature (TC): 60, December 2021

CHOICE FACTORS

More than half choose a primary card with no annual fee
 Figure 13: Factors influencing choice of primary card, 2022

Rewards are a major appeal

Figure 14: PC Financial MasterCard Facebook ad, July 2022

 No annual fee matters more to over-55s; many other factors influence 18-34s more

Figure 15: Factors influencing choice of primary card (select), by age, 2022

- Higher credit limit and free gift/services matter more to 18-34s
- Low APR and balance transfer rates influence 18-54s more

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

| Visit | store.mintel.com |
|----------|----------------------|
| EMEA | +44 (0) 20 7606 4533 |
| Brazil | 0800 095 9094 |
| Americas | +1 (312) 943 5250 |
| China | +86 (21) 6032 7300 |
| APAC | +61 (0) 2 8284 8100 |

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



Figure 16: BMO Preferred rate MasterCard, July 2022

Figure 17: MBNA True Line credit card, August 2022

ACQUISITION CHANNELS

In-person channels are still the most important distribution method

Figure 18: Credit card acquisition channels, 2022

- Bank branches remain the most important acquisition channel overall
- Branch relationships facilitate credit card sales
 Figure 19: Regular credit card acquisition channels, 2022
- · Retail locations are used by one in eight consumers
- Other public locations used by one in 20 consumers
- Online is a close second to in-person overall and equally important to in-person for prepaid cards
- Credit card company websites are used by two in five card holders overall

Figure 20: Prepaid credit card acquisition channels, 2022

- Around one in seven use a credit card comparison site or app
- Some one in 20 apply through social media platforms
- Phone calls more used for prepaid and secured cards
 Figure 21: Secured credit card acquisition channels, 2022

REWARDS PREFERENCES AND ATTITUDES

- Strong demand for more innovation in rewards
 Figure 22: Rewards attitudes and preferences, 2022
- Two thirds of consumers are less attracted to travel cards due to fees...

Figure 23: TD Aeroplan Visa Card Facebook ad, July 2022

- ...while close to a similar number prefer cashback rewards
 Figure 24: BMO CashBack Card Facebook ad, May 2022
- Mixed opinions on the value of rewards
 Figure 25: Attitudes towards credit card rewards, 2022

DIGITAL ATTITUDES

Most prefer physical cards over digital
 Figure 26: "I prefer using a physical card to a digital version"
 (% agree), by age, 2022

 Three in four 18-34s use the app of their credit card company

Figure 27: "I use the app of my credit card company" (% agree), by age, 2022

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

| Visit | store.mintel.com |
|----------|----------------------|
| EMEA | +44 (0) 20 7606 4533 |
| Brazil | 0800 095 9094 |
| Americas | +1 (312) 943 5250 |
| China | +86 (21) 6032 7300 |
| APAC | +61 (0) 2 8284 8100 |

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



Figure 28: "My credit card is part of my digital wallet" (% agree), by age, 2022

Two in five 18-54s interested in a Fintech credit card

Figure 29: "I am open to applying for a credit card issued by a Fintech company" (% agree), by age and gender, 2022 Figure 30: Neo Financial credit card Facebook ad, March 2022

Figure 31: Brim Financial Instagram post, November 2021

 Social media discussion on credit cards is strongly agedependent

Figure 32: "I discuss credit cards on social media" (% agree), by age, 2022

Figure 33: "I have applied for a credit card through an app in the past" (% agree), by age, 2022

GENERAL ATTITUDES TOWARDS CREDIT CARDS

Rewards are a major driver of credit card usage
 Figure 34: General attitudes towards personal finances, 2022

 Young men most likely to use personal finance sites to get free credit scores

Figure 35: "I have used a personal finance site that offers free credit scores" (% agree), by age and gender, 2022 Figure 36: Borrowell desktop display, April 2022

· A quarter of credit card users are high-value spenders

Figure 37: "My monthly credit card bills typically exceed \$3,000" (% agree), by age, 2022

Figure 38: American Express ad, August 2022

Figure 39: Premium credit card landscape in Canada, 2022

Three in 10 are influenced to apply by advertisements

Figure 40: "Advertisements have influenced me to apply for a credit card in the past" (% agree), by age and gender, 2022 Figure 41: Neo Financial credit card Facebook ad, July 2022 Figure 42: American Express Facebook ad, July 2022

One in four have done a balance transfer in the past year
 Figure 43: "I have done a balance transfer on my credit card in the past year" (% agree), by age, 2022

Switching behaviour declines with age
 Figure 44: General credit card attitudes (% agree), by age,
 2022

- Half of men aged 18-34 have withdrawn cash using credit card
- Half prefer paying with cash/debit to retain spending control

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

| Visit | store.mintel.com |
|----------|----------------------|
| EMEA | +44 (0) 20 7606 4533 |
| Brazil | 0800 095 9094 |
| Americas | +1 (312) 943 5250 |
| China | +86 (21) 6032 7300 |
| APAC | +61 (0) 2 8284 8100 |

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



IMPROVING THE CREDIT CARD EXPERIENCE

 Reward maximization information is the top ask of consumers

Figure 45: Improving the credit card experience, 2022

- Younger consumers more enthusiastic about improvements
 Figure 46: Improving the credit card experience, by age,
 2022
- One in five 18-34s would like more investment in community initiatives

Figure 47: Bounce back stronger with Desjardins, September 2021

 Two in five new Canadians are looking for education on financial literacy

Figure 48: Improving the credit card experience, by tenure in Canada, 2022

 The role of banks and credit card companies in promoting financial wellness

APPENDIX - DATA SOURCES AND ABBREVIATIONS

- Data sources
- Consumer survey data
- · Consumer qualitative research
- Abbreviations and terms

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

| Visit | store.mintel.com |
|----------|----------------------|
| EMEA | +44 (0) 20 7606 4533 |
| Brazil | 0800 095 9094 |
| Americas | +1 (312) 943 5250 |
| China | +86 (21) 6032 7300 |
| APAC | +61 (0) 2 8284 8100 |



About Mintel

Mintel is the **expert in what consumers want and why.** As the world's leading market intelligence agency, our analysis of consumers, markets, product innovation and competitive landscapes provides a unique perspective on global and local economies. Since 1972, our predictive analytics and expert recommendations have enabled our clients to make better business decisions faster

Our purpose is to help businesses and people grow. To find out how we do that, visit mintel.com.