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TRUST IN TECHNOLOGY – THE FACTS

79% believe that technology makes their lives easier but 73% still rely on dated passwords for access and security

A lack of understanding and trust in technology is stalling mainstream adoption of innovative new services in the UK which could make millions of people's daily lives simpler, easier and more secure, new HSBC research reveals.

The *Trust in Technology* report, shows that exciting technologies such as fingerprint recognition, voice recognition and robo-advice hold enormous potential for users, offering advancements in bank security, mobile payments and investment advice, yet people shy away from using them as they do not understand the security benefits.

The study of more than 2,000 people in the UK reveals four in five people (79%) believe that technology makes their lives easier but only half (50%) would use new secure fingerprint recognition to replace their password, despite it being recognised to be at least five¹ times more secure and significantly more convenient than traditional passwords.

The data also shows that people believe that protection of their personal data security is as important as the security for their finances (93%). However, the majority of people still rely on traditional passwords to confirm their identity (76%) with only a fifth (19%) using fingerprint recognition and just 4% using voice recognition, regardless of the security benefits.

In response to the study in the HSBC is developing its educational programme that will support the launch and adoption of new banking technology including training over 8,500 HSBC employees in the UK by the end of 2017 to equip them to have positive conversations with customers about the positive changes that digital is enabling.

Raman Bhatia, Head of Digital, UK & Europe at HSBC UK comments:

"We want to ensure that new and exciting technologies are improving our customers' lives and make their banking experience simpler, better, faster and more secure."

Customers don't always appreciate that adopting new technologies can provide increased security that can help them to protect them. At HSBC we have a role to play in building our customers' knowledge and trust so that they see the value in adopting the most up-to-date and smart solutions such as a new payments app or the latest biometric security which is why we are investing in training for our staff."

-ENDS-

Media enquiries:

For more information or to arrange an interview, please contact HSBCDigitalCampaign@bellpottinger.com

¹ The probability of two single fingerprints being similar enough to match for Touch ID is 1 in 50,000 for one enrolled finger. This is in comparison to 1 in 10,000 odds of guessing a typical 4-digit passcode [\[Apple Support\]](#)

Notes to editors:

[Trust in Technology](#) is a seminal piece of global thought leadership into global technology perceptions and habits, conducted independently and commissioned by HSBC. It provides authoritative insights into people's perceptions of technology, their current uses and how they expect to use digital services in the future, around the world.

This report identifies the key attitudes of 2,000 people in the UK towards trust in technology, both in their daily lives and in managing their money.

Populus conducted the qualitative research in March and April. All respondents answered all questions and their contributions have been made available separately for use in the media. Populus also consulted twice with a panel of experts to research in-depth opinions and expertise on the topic.

Ipsos MORI conducted quantitative research and the quantitative findings based people of aged 18 and over, the research was conducted in March/April 2017.

HSBC UK

HSBC serves c17 million customers in the UK and employs approximately 43,000 people. In the UK, HSBC offers a complete range of personal, premier and private banking services including bank accounts and mortgages. It also provides commercial banking for small to medium businesses and corporate and institutional banking services. HSBC Bank plc is a wholly owned subsidiary of HSBC Holdings plc.

For the latest updates, visit the **HSBC UK newsroom**: <http://www.aboutshbc.co.uk/news-and-media>

HSBC Holdings plc

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For more information about Trust in Technology visit www.hsbc.com/digital-and-innovation