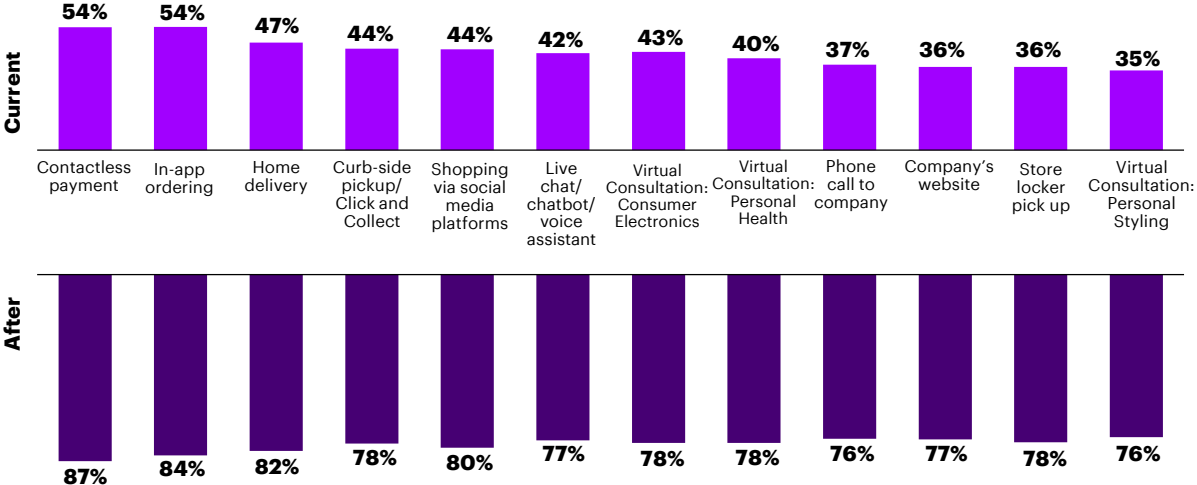


# Consumers using omnichannel services are likely to continue doing so

## Proportion of consumers who have increased usage of digitally-enabled services during the COVID-19 outbreak

Consumers who have increased or significantly increased usage



Proportion of consumers who expect to sustain increased level of usage