

# State of Online Payments

A snapshot of today's digital payment habits, from preferences to pain points and opportunities for adoption.



More Americans are using mobile devices to pay bills.

**68% vs 65%**  
2025 2024

Preferences for mobile payments are growing.

**45% vs 29%**  
2025 2024

**58%** now use their phones or watches to make everyday purchases.



**How you can use this data:** Optimize your payment experience for mobile. Offer a range of digital wallets for bill payment and ensure all screens along the payment route are optimized for a mobile-first experience.

**Debit cards** are the most popular way to pay bills digitally.

**44%** of Americans use debit cards for bill payments.

**Credit card** usage dropped to **27%** from **37%** in 2022.



## Top Digital Bills

Phone  
**70%**

Internet  
**67%**

Utility  
**59%**

Credit Card  
**57%**

P&C Insurance  
**52%**



## Lower Rates of Digital Payments

Healthcare  
**34%**

Loans  
**25%**

Taxes  
**22%**

## Why do American bill payers prefer digital payments?



### Convenience & Flexibility

**28%** say it's the top reason for going digital.



### Sustainability

Preference for less paper doubled to **20%** in 2025.



### Avoiding the Mailbox

**19%** love skipping the hassle of mailing a check.



### Fears of Mail Fraud

Nearly two-thirds of Americans who pay by mail express concern about mail fraud, with **1-in-4** very concerned.



**How you can use this data:** Position digital payments as the solution to these concerns in customer communications and in-office promotional materials.

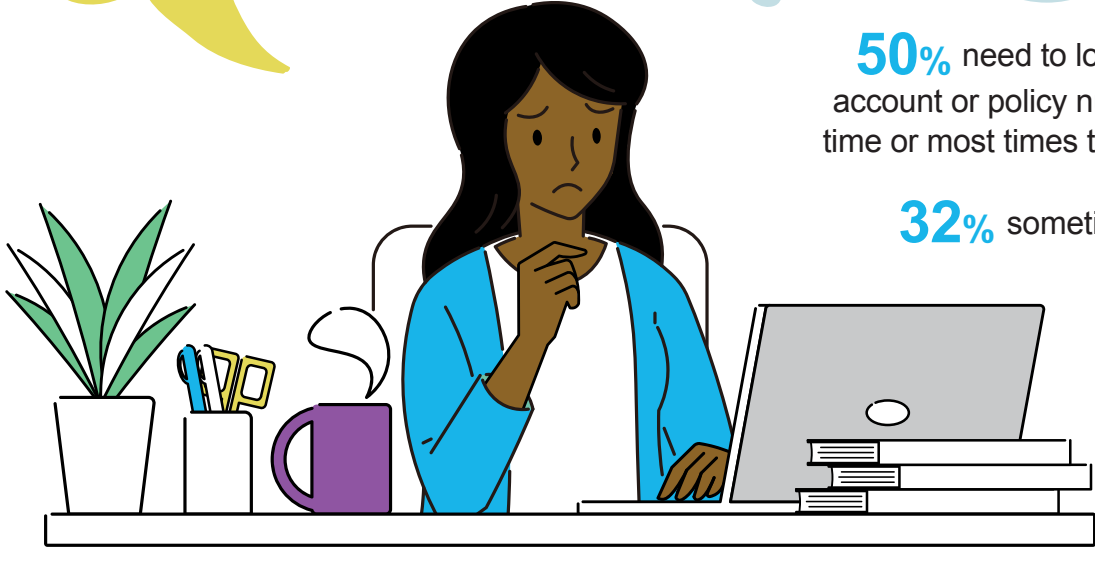
## Biggest Frustrations with Digital Payments

**18%** Slow Processing

**14%** Missing Bill Details or Confirmation

**22%** No Payment Reminders

**21%** Forgot Login Info



**50%** need to look up their account or policy number every time or most times they pay a bill

**32%** sometimes do



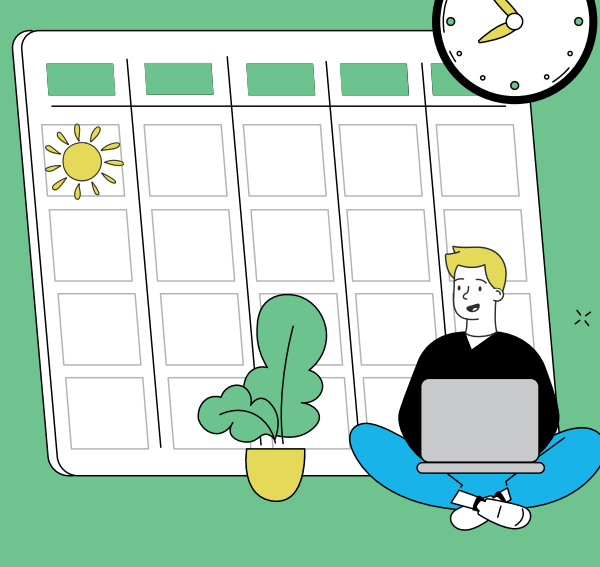
**How you can use this data:** Enable branded, personalized payment reminders that include a link to a guest checkout option, so customers can pay directly from the communication without needing login information. Don't forget to enable payment confirmations to avoid an influx of calls!

**60%** pay all bills at the same time each month.

Most popular time to pay:  
**Sunday Morning**

**65%** have enrolled in paperless billing for at least half of their bills.

1-in-4 of those who have not enrolled in paperless billing for any bills have not signed up because there is **no option to enroll**.



**How you can use this data:** Just offering paperless billing unlocks more adoption. Adoption efforts are most effectively paired with a billing and payment platform that's designed to actively drive customers to paperless billing options and make enrollment easy.

**64%** have enrolled in **AutoPay** for at least half of their bills.

**Top reason for skipping AutoPay:** Preference for manual control over payments

**60%** of AutoPay holdouts would enroll if they knew payments wouldn't process without funds available.



**How you can use this data:** Boost AutoPay numbers by giving customers the power. Allow them to select payment dates, frequency, and customized start and end dates. Opt for a billing and payment solution that won't process a payment without funds, so billers are completely in control.

Want more insights and demographic breakdowns? Our **2026 State of Online Payments** report offers a more detailed look at the data.

[Access the Full Research Report Here](#)