

HOW IS COVID-19 IMPACTING E-COMMERCE?

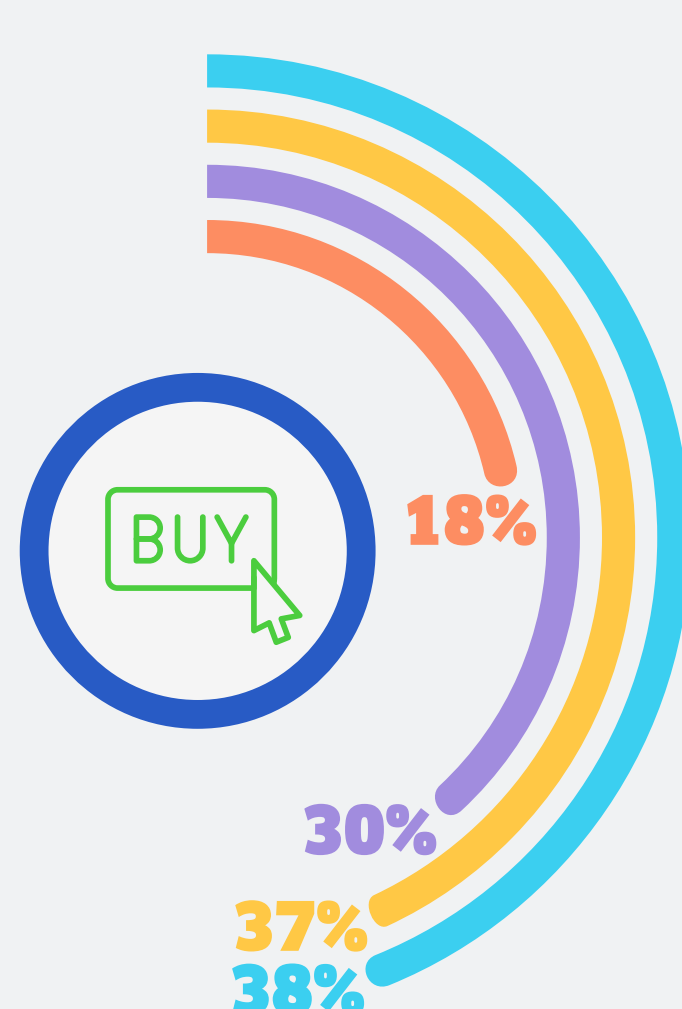
The COVID-19 pandemic has affected the way we shop, book, game, order and consume content online.

We asked **33,000 people** across **12 countries** how their e-commerce habits had changed, and what impact the global crisis was having. See our findings below.

RETAIL SHOPPING HABITS THROUGHOUT THE PANDEMIC

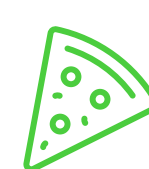
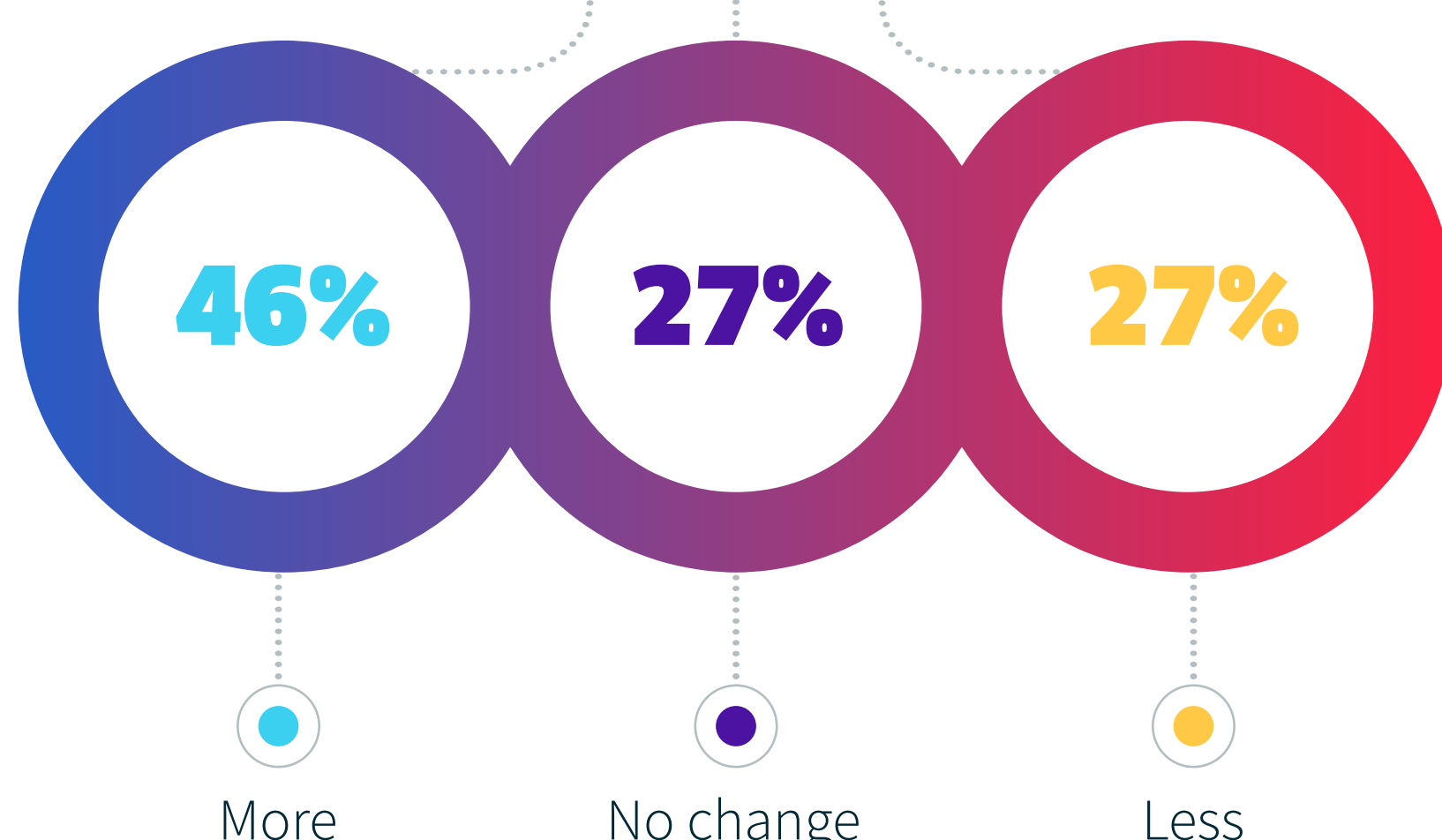
- Shopping more online
- Buying essentials only
- Buying less due to finances
- Shopping locally

10% of people's retail shopping habits have remained the same



80% OF SHOPPERS BELIEVE COVID-19 WILL TEMPORARILY CHANGE SHOPPER HABITS

FOOD DELIVERY ARE YOU MAKING ANY MORE OR LESS FOOD DELIVERY PURCHASES DURING THE CURRENT COVID-19 PANDEMIC?



COVID-19 HAS TEMPORARILY CHANGED FOOD DELIVERY PURCHASES

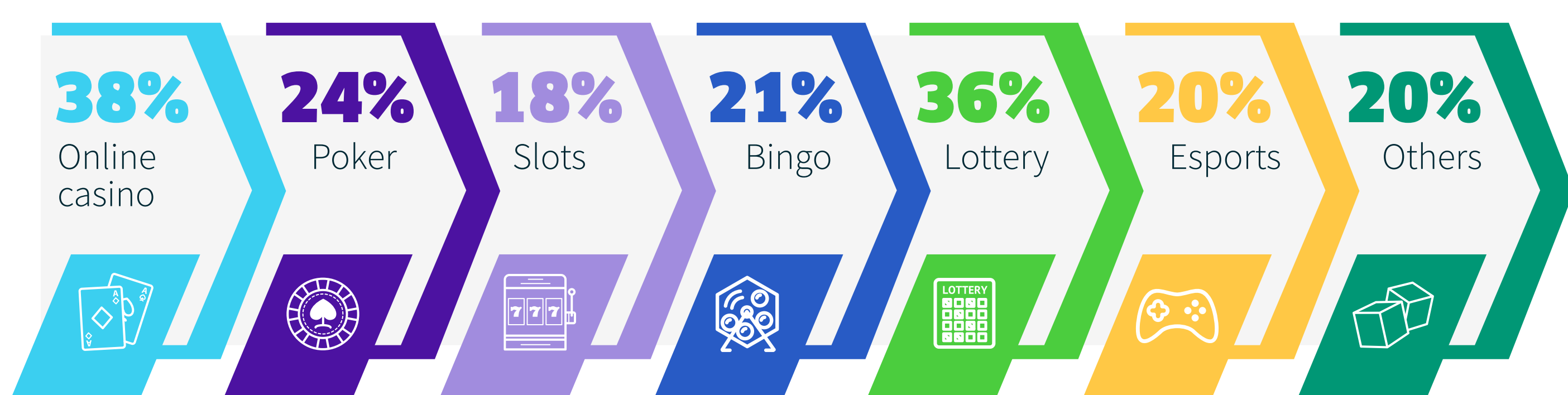
ONLINE SERVICES WILL YOU CONTINUE USING AND PAYING FOR A NEW SUBSCRIPTION SERVICE THAT YOU BOUGHT BECAUSE OF THE PANDEMIC?



47% OF PEOPLE WOULD DEFINITELY OR PROBABLY OPT TO PAY MORE FOR A MORE EXTENSIVE COVERAGE ON THEIR INSURANCE PREMIUM AS A RESULT OF THE COVID-19 PANDEMIC

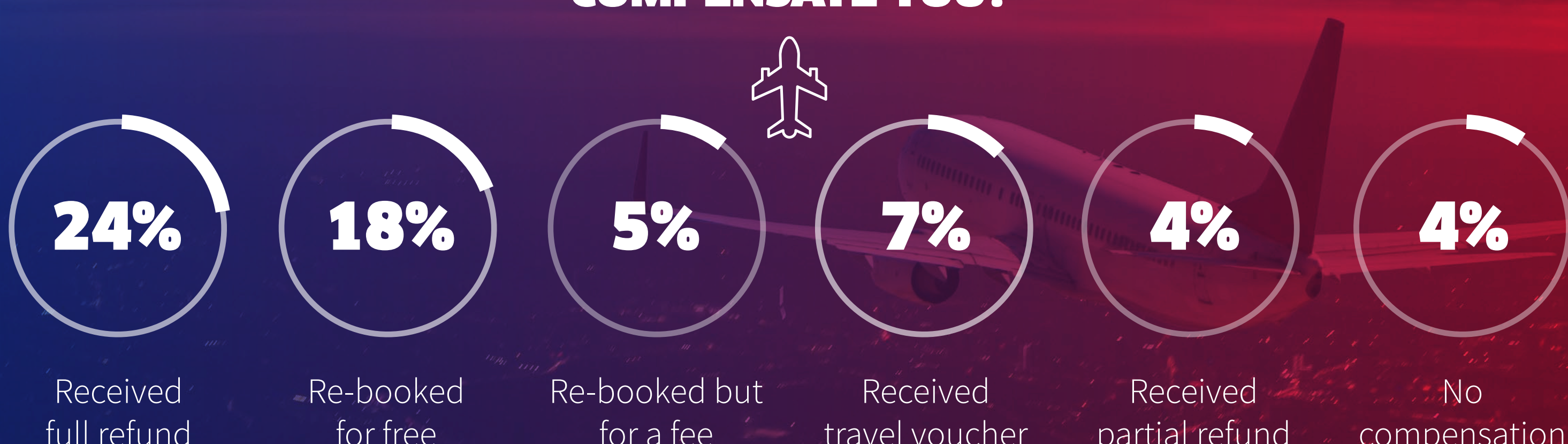
GAMING

WITH SPORTING EVENTS BEING POSTPONED OR CANCELLED, HAVE YOU TRIED ANY OTHER FORMS OF ONLINE BETTING AND GAMING?



23% haven't tried any other forms

TRAVEL & AIRLINES IF THE COVID-19 PANDEMIC AFFECTED YOUR TRAVEL PLANS, HOW DID YOUR PROVIDER COMPENSATE YOU?



28% weren't impacted and **11%** didn't get any compensation because they chose not to travel before official government restrictions were in place