

Paperless bill payments are increasing across all generations

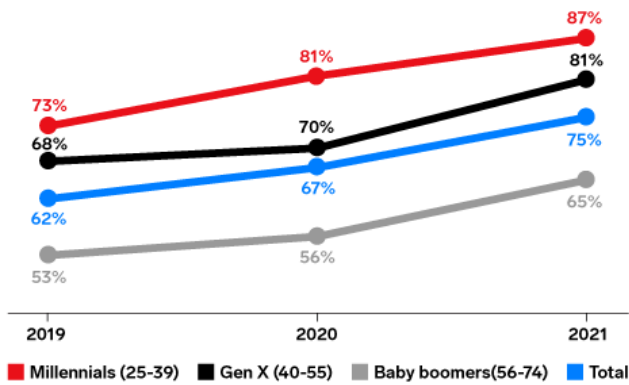
Article

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Approximately **3 in 4** adults in the US and Canada across all generations will switch at least one bill to paperless payment in 2021. Millennials are leading the trend—**87%** will pivot to pay at least one bill digitally this year.

Consumers in North America Switching at Least One Bill to Paperless, by Generation, 2019-2021

% of respondents in each group



Source: Broadridge, "2021 CX Insights: Engaging the Savvy Consumer," March 3, 2021

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