

Consumer Interest In Unattended Retail

August 2021



Top drivers of increased pandemic usage are...



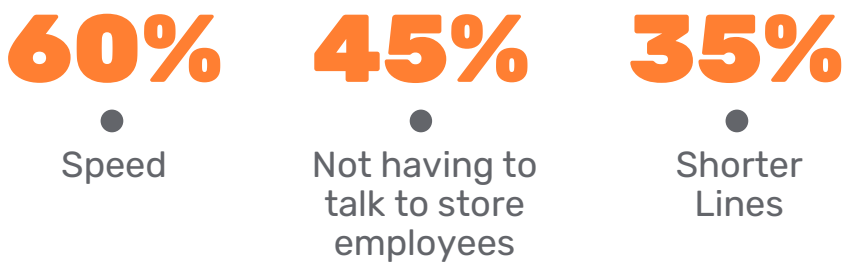
90%
of consumers used unattended retail as much or more during the pandemic

This was led by younger consumers 18-34 who were significantly more likely to report an increase

23%
of 18-34 year olds increased unattended retail shopping


Improvements in data security is significantly more likely to be a driver among this younger group (30%)

Top drivers of interest in unattended retail are...



Unattended retail offerings can help businesses bottom line even post-pandemic

Consumers overall have at least some interest in purchasing non-traditional items from a vending machine – a statistically significant increase



Those who shopped unattended retail in the last 3 months said they purchase through this channel once a month or more frequently



Those who shopped unattended retail in the last 3 months said it will make them more likely to shop other channels from that retailer in the future



Consumers

are most interested in purchasing...

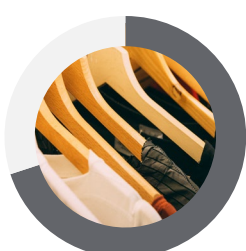


81% | VEHICLE SERVICES



71% | HEALTH AND BEAUTY PRODUCTS

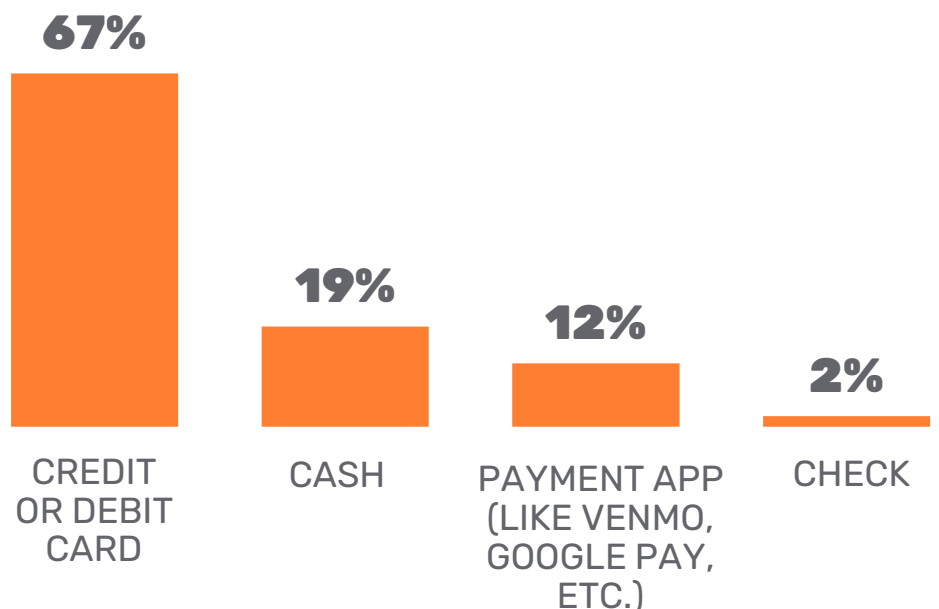
Interest in purchasing these categories from vending machines has increased significantly



70% | CLOTHING PRODUCTS

Cash

remains important to younger consumers



While credit and debit are the most preferred payment overall, cash is especially important among those 18-34, where 25% prefer cash.