

# IATA Global Passenger Survey

IATA  
WORLD  
FINANCIAL  
SYMPOSIUM

- ✓ **3 of 4** satisfied with payment experience
- ✓ **Credit Card** remains preferred form of payment
  - Some regional preferences
- ✓ **24%** demand installments
- ✓ **20%** of customers did not purchase additional services because the "right" form of payment was not offered
- ✓ **14%** of the respondents experienced payment transaction failure