Context of paper

- FinTech research takes an institutional perspective (banks or platforms)

- Drivers of change are economic and technological

    – Increasing financialisation (pay for everything eg. public and private services)

    – Increasing servitisation (subscribe for everything, stream not buy)

    – Increasing digitalisation (register online for everything)

- Technology integrates financial capability from physical to digital

- Decision support can protect citizen from over-spending

PFM = Personal Financial Management

- Financial well-being is about behaviour, behaviour can be "nudged"

A mixed method approach

- Survey (n=154)

- Focus groups (9 participants)

- Financial well-being component measures identified (Kempson and Poppe, 2018)

  – Meeting commitments

  – Being comfortable

  – Resilience for the future

- IT factors in decision support

  – Internet usage in money management

  – Mobile phone usage in in money management

Findings

- Access to bank balance correlated to financial well-being

- Using a mobile phone to pay bills negatively correlated to financial well-being

Table 5. Correlation between IT factors and being financial comfortable.

	Being financially comfortable	
	Have money left over at the end of the week or month	(Not) have financial difficulties
IT factors – using Internet Check my bank balance		0.718*
IT factors – using mobile phone Pay a bill	−0.703**	

Table 6. Correlation between IT factors and resilience for the future.

	Resilience for the future	
	Make ends meet after an unexpected shock	Have regular savings
IT factors – using mobile phone Access the bank account	0.758*	0.864**
Pay a bill		−0.862**

Additional Findings: age

Table 7 the relationship between digital factors (using Internet) and sociodemographic factors

	Pay bills online	Purchase an item online	Check my bank balance	Pay another person	Other
Gender:					
Male	0.294	0.225	0.187	0.07	0.088
Female	0.339*	0.212	0.279	0.217	0.084
Age:					
18-24	-0.403	0.749	0.182	0.492	-0.069
25-34	-0.537	0.535	0.357	0.47	-0.018
35-44	-0.726	0.488	0.241	0.246	0.023
45-54	-0.625	0.552	0.324	0.442	0.04
55-64	-0.800*	0.368	0.066	0.275	0.1
65+	-0.761	0.595	0.219	0.406	0.29

Table 8 the relationship between digital factors (using mobile phone) and sociodemographic factors

	Access bank account	Check balance online	Transfer money between accounts	Make payments to other people	Make a payment at a till	Pay a bill	Shop online	Manage your finances
Gender:								
Male	0.342*	0.064	-0.243	-0.023	-0.053	0.102	0.191	0.151
Female	0.439**	0.203	-0.001	0.085	0.006	0.106	0.237	0.264
Age:								
18-24	0.488	0.475	0.972*	0.471	0.275	0.393	0.442	0.103
25-34	0.529	0.386	0.782	0.519	0.305	0.421	0.481	-0.006
35-44	0.277	0.282	0.524	0.281	0.207	0.399	0.396	0.059
45-54	0.233	0.33	0.656	0.416	0.261	0.377	0.451	0.068
55-64	-0.036	0.04	0.645	0.288	0.074	0.245	0.298	0.001
65+	0.175	0.364	0.746	0.333	0.134	0.301	0.382	0.191

Paying bills and living off remainder

- "Likewise, I don't have a household budget, I pay most of things online. Money goes into the bank, and I get the rent and anything else that needs to be paid out of the way, so I have peace of mind that everything is done, and don't have to be worrying about the bills."

- ". . . but with the lockdown down now, as well, 'cos you've nothing to do, you're just like, oh look at that now, I'm on the phone, oh sure look at that now . . . and I done all my Christmas shopping on the credit card, everything's done, but I have all the bills to pay . . ."

Discussion

- FinTech reduces '**friction**' in buying decisions (payment and access to credit)

- Increasing **embeddedness** of payments in social activities (in-app experience)

- **Responsibilities** blurred: banks, tech platforms, consumer decision process

- PFM apps use **consumer data** with algorithms to **nudge** behaviour

- exposure to PFM apps improves **financial liter**acy (French et al. 2020)

- nudges and boosts influence **propensity to save** (Timmons et al. 2022)

a data driven and personalised financial advisor?

automation of FWB behaviours
(consumer decision process)

Questions / comments?