

NEW TECH THAT STICKS

**64%**  
 HAD TECHNOLOGY  
 FIRSTS IN THE  
 LAST YEAR

**81%**  
 WILL CONTINUE TO  
 USE NEW TECH  
 SKILLS POST-COVID

VIDEO  
 CONFERENCING



**57%**  
 67%

TELEHEALTH  
 SERVICE



**23%**  
 26%

ORDERED  
 GROCERIES



**19%**  
 29%

READ QR  
 CODE MENU



**16%**  
 17%

TAKEOUT  
 APP



**15%**  
 33%

MOBILE  
 BANKING



**12%**  
 48%

SCHEDULED  
 APPOINTMENT



**10%**  
 41%

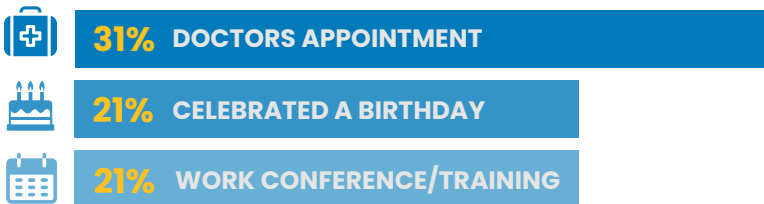
PAID  
 BILLS



**10%**  
 53%

VIRTUAL EXPERIENCES WERE EMBRACED

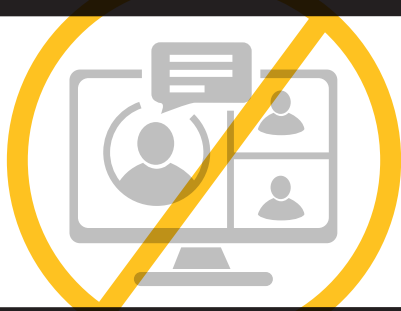
**69%**  
 ATTENDED MAJOR  
 LIFE EVENTS VIRTUALLY



**38%**  
 EXPERIENCED MAJOR  
 MILESTONES VIRTUALLY



BUT EXPERIENCING LIFE "IRL" IS BETTER. POST-COVID, NOT MANY PLAN TO EXPERIENCE VIRTUAL:



**8%**  
 MAJOR LIFE  
 EVENTS

**5%**  
 MAJOR  
 MILESTONES

METHODOLOGY:

This omnibus survey was conducted by Ipsos Observer among a sample of 1,005 adults 18 years of age and older from February 18-19, 2021.