

Banking on the Future: Risks and Rewards



UPS surveyed 100 bank executives at the American Bankers Association (ABA) Annual Convention. The survey was designed to gain a better understanding of key business focus areas, industry trends, and shipping preferences.



AREAS OF FOCUS

Top 5 areas of focus that are most important to respondents:

1



Risk Management

2



Technology Innovation

3

Cost Management



4

Customer Acquisition



5

New Market Expansion



KEY INDUSTRY TRENDS

Top 3 industry trends that are most concerning to respondents:



92%
Regulation



61%
Engaging with the Younger Generation



48%
Competitive Threats

BRANCH COURIER NETWORK

67% of respondents have not changed their branch courier network in the past two years.

48% haven't done so because of other projects taking priority.



22% do not see the value in switching.



61% reduced the number of pickup days per week in their branch courier network.



75% consider **delivery reliability and speed** the most important factors when it comes to shipping.



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