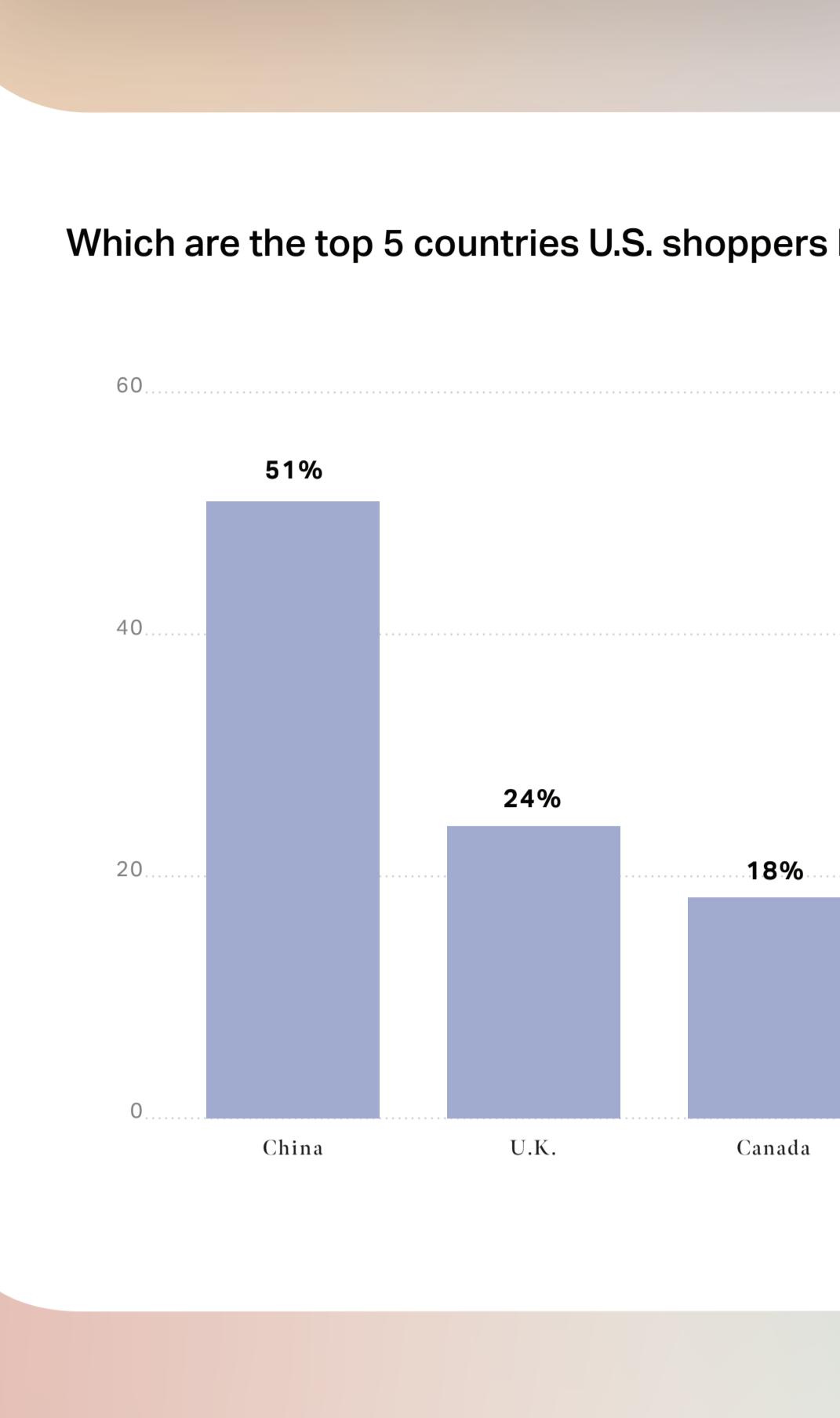


CROSS-BORDER AT A GLANCE

# U.S. Cross-Border Shopping Trends

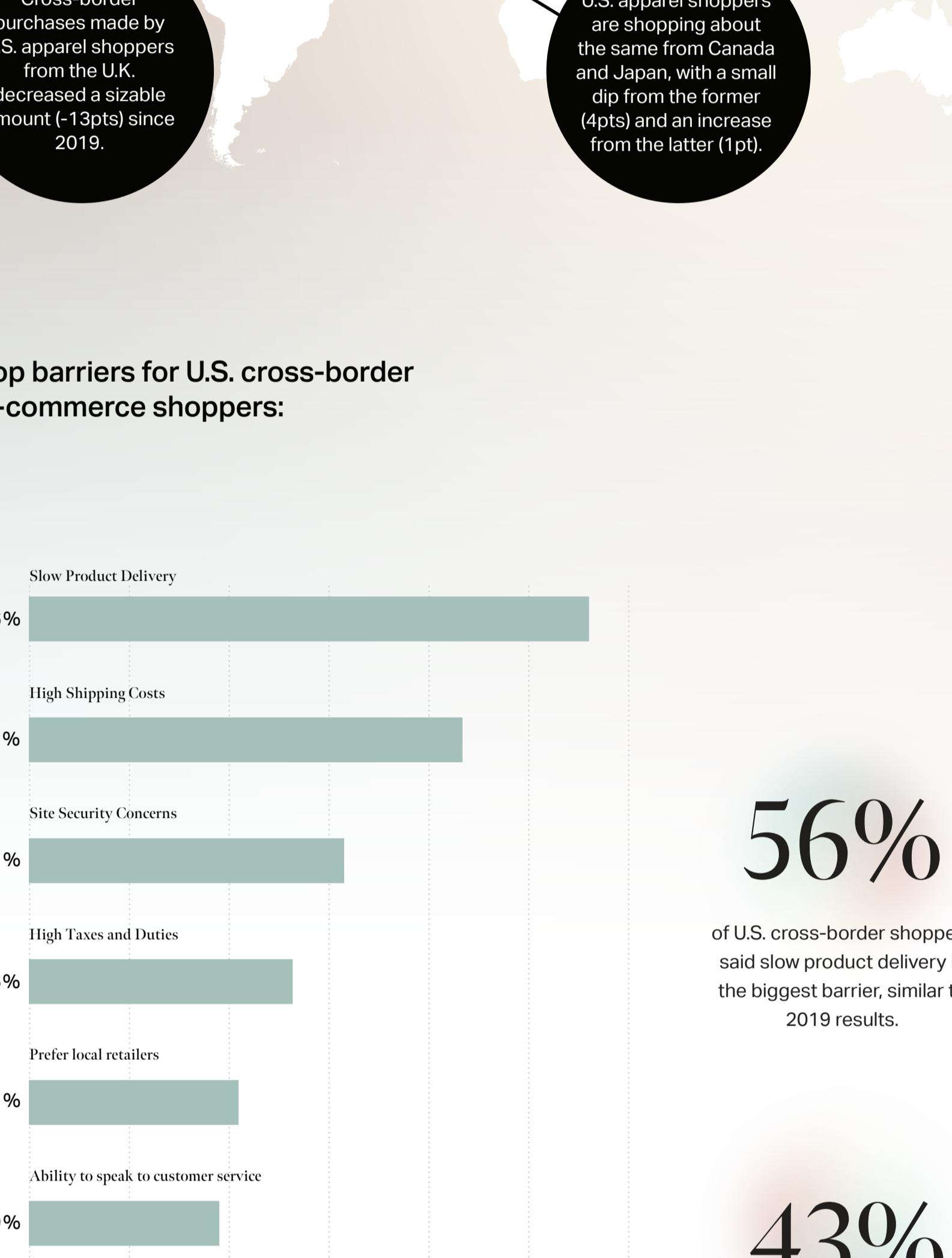
What are some of the preferences and expectations of U.S. cross-border shoppers? And what barriers to shopping do they face?



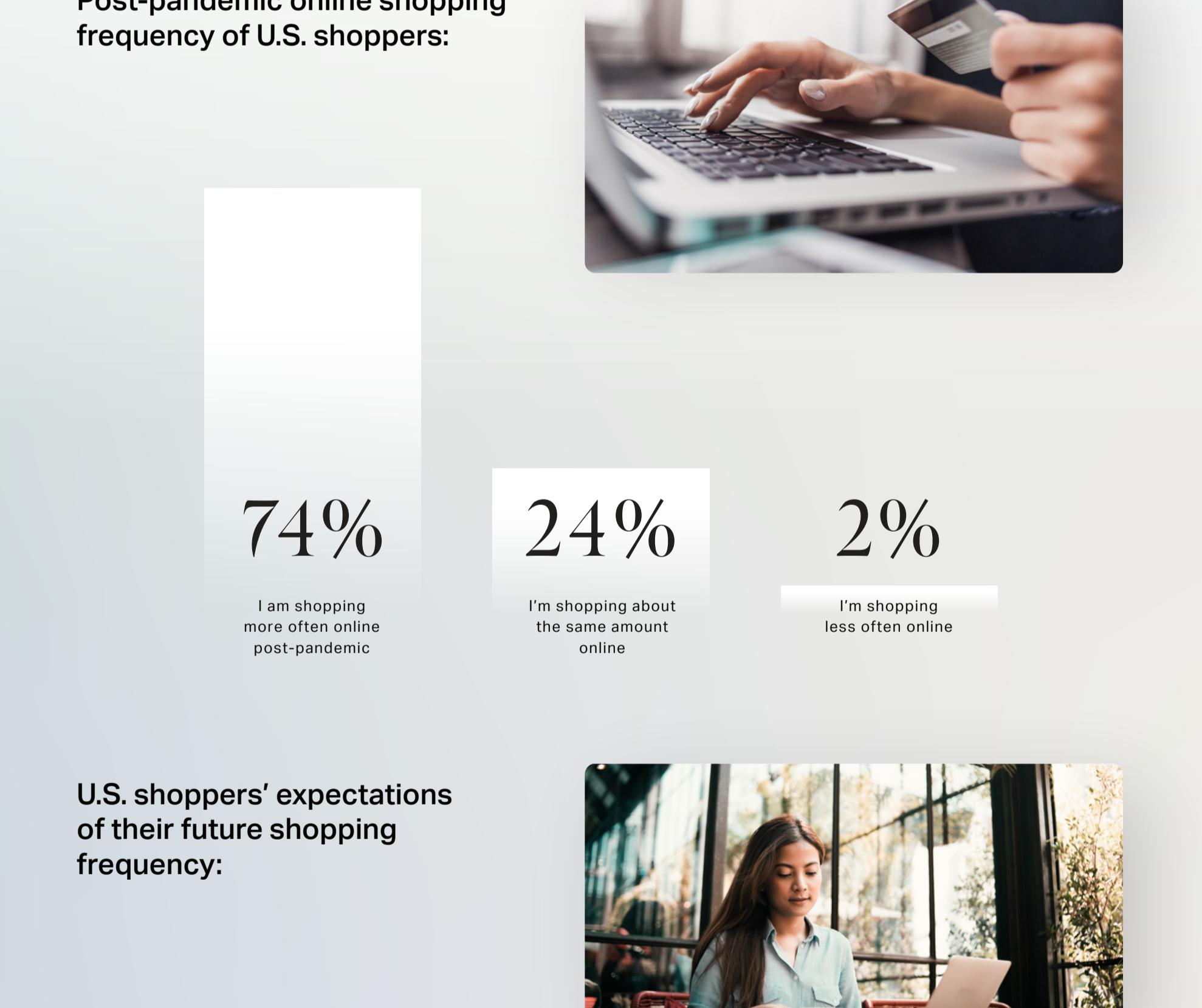
# 64%

of shoppers have made a cross-border purchase, up from 61% in 2019.

## Which are the top 5 countries U.S. shoppers buy from?



## Looking at U.S. cross-border shopping trends:



## Top barriers for U.S. cross-border e-commerce shoppers:



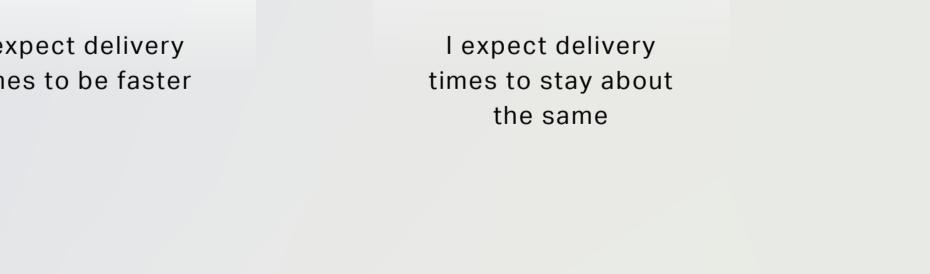
# 56%

of U.S. cross-border shoppers said slow product delivery is the biggest barrier, similar to 2019 results.

# 43%

of U.S. cross-border shoppers stated expensive shipping as the second largest concern.

## Post-pandemic online shopping frequency of U.S. shoppers:



# 74%

I am shopping more often online post-pandemic

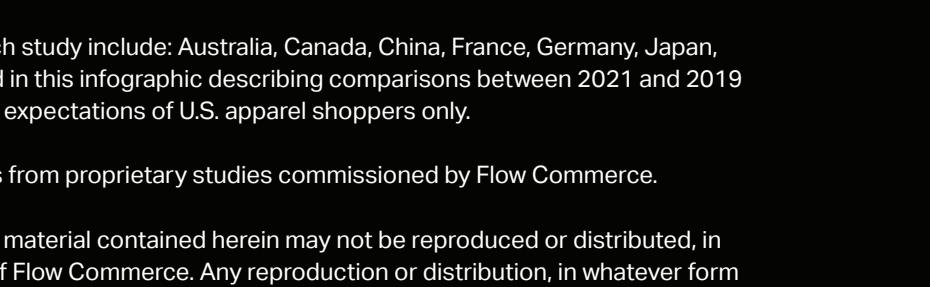
# 24%

I'm shopping about the same amount online

# 2%

I'm shopping less often online

## U.S. shoppers' expectations of their future shopping frequency:



# 41%

I expect I will shop online more often than I do now

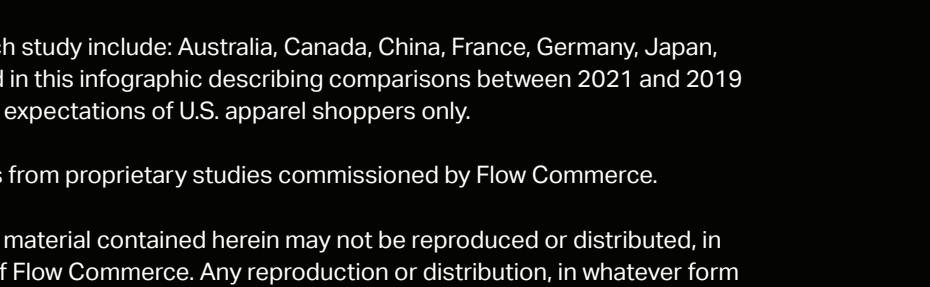
# 51%

I expect I will shop online about the same as I do now

# 8%

I expect I will shop online less often than I do now

## U.S. shoppers' expectations of delivery times post-pandemic:



# 41%

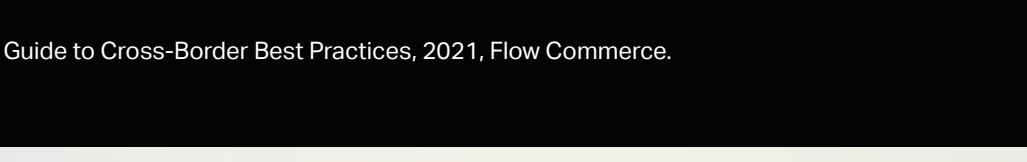
I expect delivery times to be slower

# 21%

I expect delivery times to be faster

# 38%

I expect delivery times to stay about the same



I expect delivery times to stay about the same

I expect delivery times to be faster

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