

# Rise of Digital Everything *with a payment lens*

Gaurang Shah, Mastercard

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# change is here.

the coming together of powerful technologies and transformative trends will lead to quantum leap change in the payments ecosystem.

- ✓ new channels and interfaces
- ✓ new payment types
- ✓ new business models

## emerging technologies.

- distributed ledger technology
- artificial intelligence / machine learning
- internet of things
- open platforms and APIs
- cloud and edge computing

## consumer trends.

- ownership aversion – want it, don't want to own it
- minimalism – simple, seamless experiences
- privacy and control driven

## macroeconomic & regulatory

- nationalism
- open banking
- emerging economies

**“we always overestimate change in 2 years, and always underestimate change in the next 10 years”  
B.Gates**

**my five year predictions**



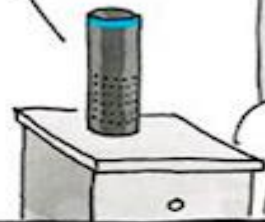
- 70% of digital commerce volume pass through the top 5 platforms (marketplaces, aggregators and super-apps)
- intelligent commerce assistants become mainstream; Voice commerce swells to \$100B / year market
- open banking will formalize “front-ending” of banking services; Incumbents will reinvent their entry points and play to win
- digital ID will be the battle ground for the consumer, birthing ID-as-a-platform
- subscription economy and on-demand models will represent over 50% of digital commerce
- 200M gig workers will open the doors to up to \$2T in annual micro-disbursements and a \$500BN value added services market
- fast ACH becomes ubiquitous in [most] markets
- p2p becomes the highest driver of customer usage and engagement in digital payments
- point of sale financing will take share from traditional credit card and consumer finance lending
- digital currencies, particularly stable coins, are here to stay

# THE FUTURE OF E-COMMERCE

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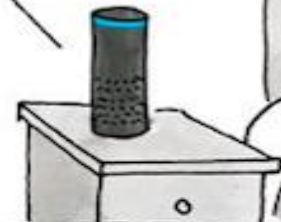
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