

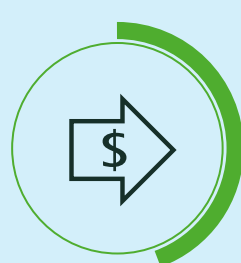
Moving On

AN ENCOURAGING FUTURE FOR SMALL BUSINESSES



Small Businesses Stable Despite Pandemic

Despite the challenges and restrictions brought on by the pandemic:



45%
of SBOs anticipate their business' revenue/sales will stay the same



41%
of SBOs anticipate they will grow in size

Small Business Owners (SBOs) Are Ambitious

37%

of SBOs are considering expanding product lines/services to grow business revenue or increase profits. Other considerations include:



Improving cash flow management (30%)



Expanding current production levels (25%)



2021: A Shot In The Arm For Business?



57% of SBOs will expand operations and hours in the next 12 months

SBO business closure plans are slim:



3% plan to close their business in the next year



2% plan to sell their business



Cash Is Still King

66%

of SBOs still process payments by collecting checks and cash, despite the surge in the use of contactless payment solutions.

Other preferred methods of payment include:



Person-to-person payment apps (33%)



eCommerce/Online (28%)



Electronic transfer such as ACH (28%)



Retail point of sale system (19%)