



## How COVID-19 Opens the Door to Video Banking

03 August 2020 By: Emmett Higdon

COVID-19 lockdowns have led consumers to search for alternatives to face-to-face interactions for different needs. For the first time, many have turned to video meetings for a range of tasks, including work meetings, calls with friends and family, or medical “e-visits.” Amid pandemic-driven changes to routine, consumers are now broadly familiar with video conferencing: 84% have used it before or during the pandemic, according to recent Javelin research.

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