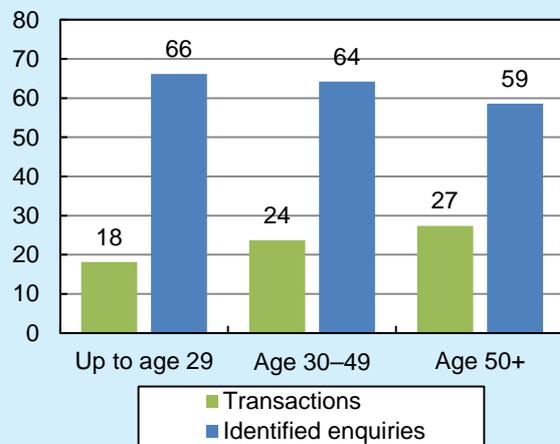


Figure 2.9
Digital Channel^a Identified Enquiries as a Share of Total Identified Enquiries, and Digital Channel Transactions as a Share of Total Transactions, Total Banking System, 2016^b (percent)



^a Digital channels: websites and cellular applications.

^b The figures relate to the last three quarters of 2016.

SOURCE: Based on reports to the Banking Supervision Department.