



## PRESS RELEASE

### SURVEY ON USAGE AND AWARENESS OF DIGITAL PAYMENTS

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1. Brunei Darussalam Central Bank (BDCB), in collaboration with Bank Islam Brunei Darussalam (BIBD), Baiduri Bank Berhad (BBB), Standard Chartered Bank (SCB), and Perbadanan Tabung Amanah Islam Brunei (TAIB) will be conducting a survey as part of the preparatory efforts to develop the Digital Payment Roadmap (2026-2030). The survey will run from 21 July to 10 September 2025.
2. This survey will assess the **public's** usage, preferences, challenges, and awareness regarding digital payments. The results will assist in shaping the development of strategies for the upcoming roadmap, ensuring digital payments in Brunei Darussalam are convenient, secure, and aligned with consumer needs.
3. The survey will be distributed **both online via BDCB's official website and in person**. Participating banks will distribute the surveys to walk-in or selected customers. In supporting the initiative and in order to achieve the outcome of the survey, **banks' customers are encouraged to provide their honest** experiences when completing the survey.
4. BDCB would also like to share that all responses will be kept confidential. Further, BDCB will not collect any personal information except the following demographic data: age group, place of residence (kampong only), gender, employment status, and monthly income. As such, the public is advised to be wary of any surveys that may impersonate BDCB and attempt to collect personal and financial information beyond those stated above, such as bank account details, credit/debit card details, and so on.
5. For further enquiries and information regarding the survey, please contact BDCB at 2381373 or email [psa@bdcdb.gov.bn](mailto:psa@bdcdb.gov.bn).

Brunei Darussalam Central Bank

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