

How e-wallets bridge the gap between banks and ‘boomers’

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Wilfrido T. Gonzales, a 74-year-old retiree, has no intention of using an electronic wallet (e-wallet) and is strongly against it. However, physically queuing and traveling to places have become quite a challenge for his day and age.

“I don’t use e-wallets or any online financial apps. I don’t intend to use them either. I still go to the bank and line up in bayad centers to pay bills. However tiresome it can be at my age, at least I know that the money is directly handed to the receiver,” Mr. Gonzales said in an interview with *BusinessWorld*.

However, in the case of 60-year-old interior designer Marite D. Medez, e-wallets have become a game changer for her.

“I only started using e-wallets because I needed them for one of my businesses back in 2022,” Ms. Medez said in a separate interview.

“I didn’t like the idea of using an e-wallet at first. And then one day, I had about 10 customers paying through e-wallets and only my staff had an account at the time. Until I had the app myself, I didn’t need to rely on anything else like going to the bank or cashing cheques,” she said.



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