

# CORPORATE CARDS SURVEY REPORT

## MEDIA



# Contents

- 01 SUMMARY
- 02 CORPORATE CARDS QUESTIONNAIRE
- 03 BACKGROUND

**01**

# **SUMMARY**

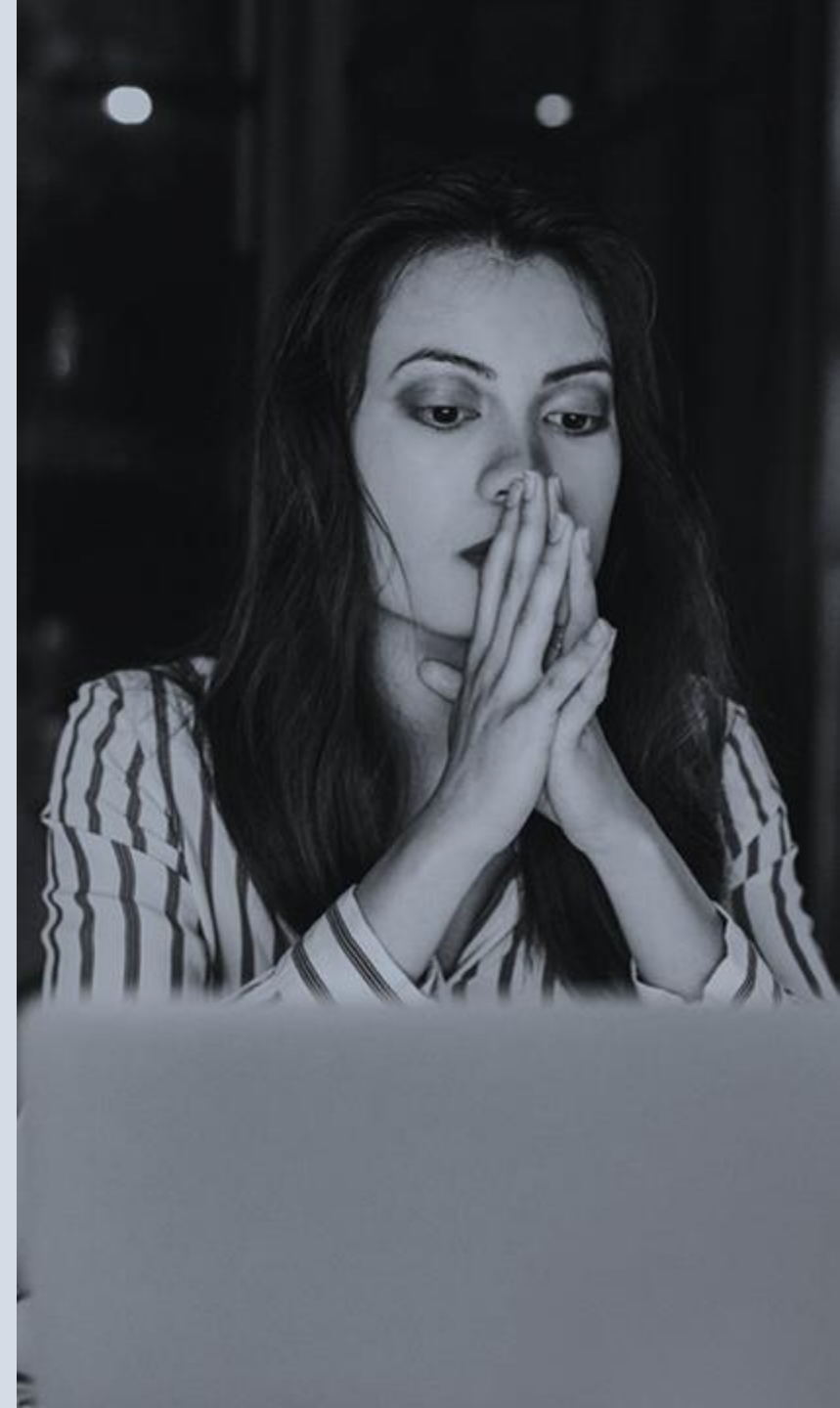
# ÖKAD KREDITRISK

- Totalt gör **3 av 5** personer jobbrelaterade utlägg som behöver återbetalas. **43%** använder sitt privata kort för att göra utlägg för jobbet, och ytterligare **10%** använder ett företagskort med personligt betalningsansvar.
- Anställda har lägre sannolikhet att bli erbjudna företagskort (**18%**) än chefer (**34%**).
- **29% (drygt 1 av 4)** av de som rapporterade jobbrelaterade utlägg under förra året blev inte återbetalda i tid eller inte alls. Yngre anställda rapporterade i högre utsträckning att deras utlägg inte godkändes (**35%**) eller att de återbetalades för sent (**41%**).
- **57%** av chefer och ansvariga uppskattade att denna siffra (anställda som inte återbetalas i tid eller inte alls) låg på **20% eller lägre**, att jämföras med resultatet från studien (**29%** återbetalades inte i tid eller inte alls).
  - Topp 3 anledningarna till att inte bli återbetald alls
    - a) Jag rapporterade inte utlägget i tid
    - b) Jag tappade bort kvittot
    - c) Utgiften ansågs inte vara jobbrelaterad (1 av 4 av dessa återbetalades ej)**
  - Topp 3 anledningarna till att inte bli återbetald i tid
    - a) Arbetsgivaren godkände inte utlägget i tid (3 av 5 av de utgifter som inte återbetalades i tid)**
    - b) Jag rapporterade inte utlägget i tid
    - c) Arbetsgivaren dröjde med återbetalningen av finansiella skäl (1 av 5 av de utgifter som inte återbetalades i tid)**



# OTILLRÄCKLIG KUNSKAP & SUPPORT

- **1 av 5** säger att de fortfarande rapporterar utlägg manuellt på jobbet (Excel, email, papper och penna etc).
- **27%** säger att de inte vet om deras arbetsgivare tillhandahåller ett korrekt system för att hantera utlägg och återbetalningar på. Anställda (**34%**) är mer benägna att inte veta detta, jämfört med chefer och ansvariga (**8%**).
- **1 av 4 (23%)** vet inte vilken policy som gäller för kostnader och utlägg på företaget. Andelen anställda (**26%**) är oproportionerlig mot andelen chefer (**15%**) som inte vet.
- Ungefär **1 av 3** vet inte vilken lösning som är mest förmånlig när det gäller olika alternativ för jobbutlägg.



# KREDITSTRESS

- Givet det nuvarande ekonomiska läget känner **36%** stress över att inte få tillbaka pengar för jobbrelaterade utlägg. Yngre anställda är mest stressade – **81%** av de som är under 25 år säger att de känner stress över detta.
- **31% (1 av 3)** känner sig nervösa för att arbetsgivaren inte ska ersätta dem i tid, vilket tvingar den anställda att betala krediten själv. Yngre anställda är mest nervösa – **78%** av de som är yngre än 25 år säger att de är nervösa.
- **1 av 4** som gör utlägg med privat kreditkort säger att deras jobbutlägg ansågs vara en del av deras personliga skuld i kreditbetyg när de ansökt om lån.



# LÖSNINGEN

- **43%** skulle välja ett företagskort för jobbrelaterade utlägg om de hade möjligheten. Andelen som svarade "Jag vet inte" var **52%**.
- Företagskort utses till det **bästa** alternativet jämfört med andra betalningsalternativ av följande anledningar :
  - Lägre kreditrisk för anställda
  - Företag får bättre kontroll och data för utlägg
  - Säkerställer att utlägg görs inom företagets policy
  - Sparar tid för anställda
  - Förebygger och upptäcker bedrägerier
  - Säkerställer att utlägg registreras i tid
- Privata kort och kreditkort tros endast vara bättre för belöningar och bonuspoäng för anställda.



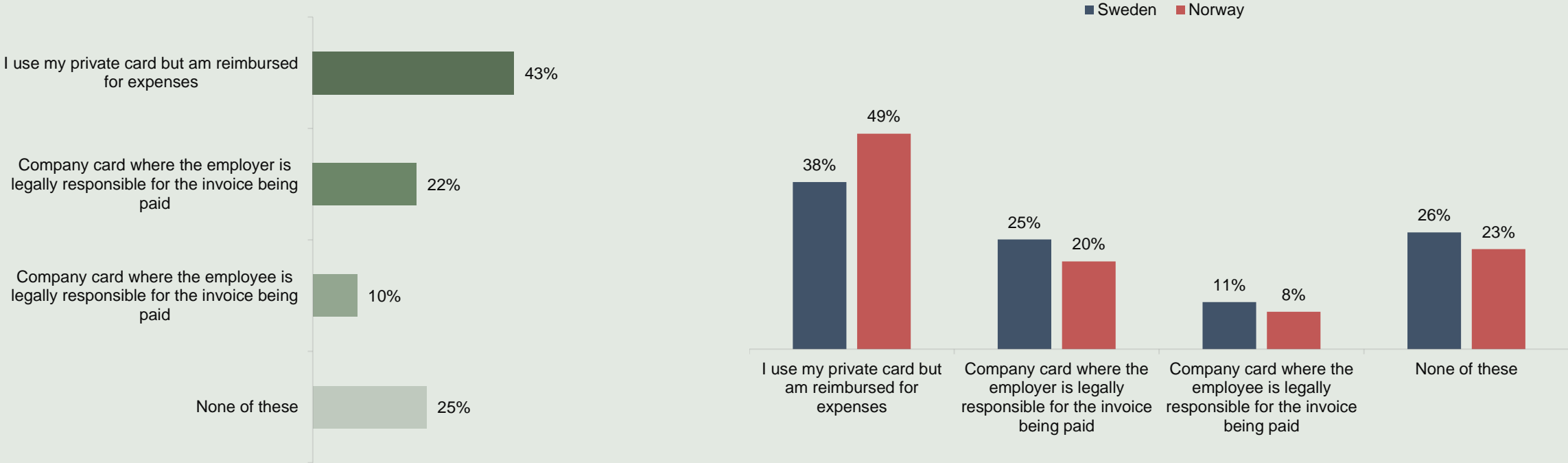
**02**

# **CORPORATE CARDS**



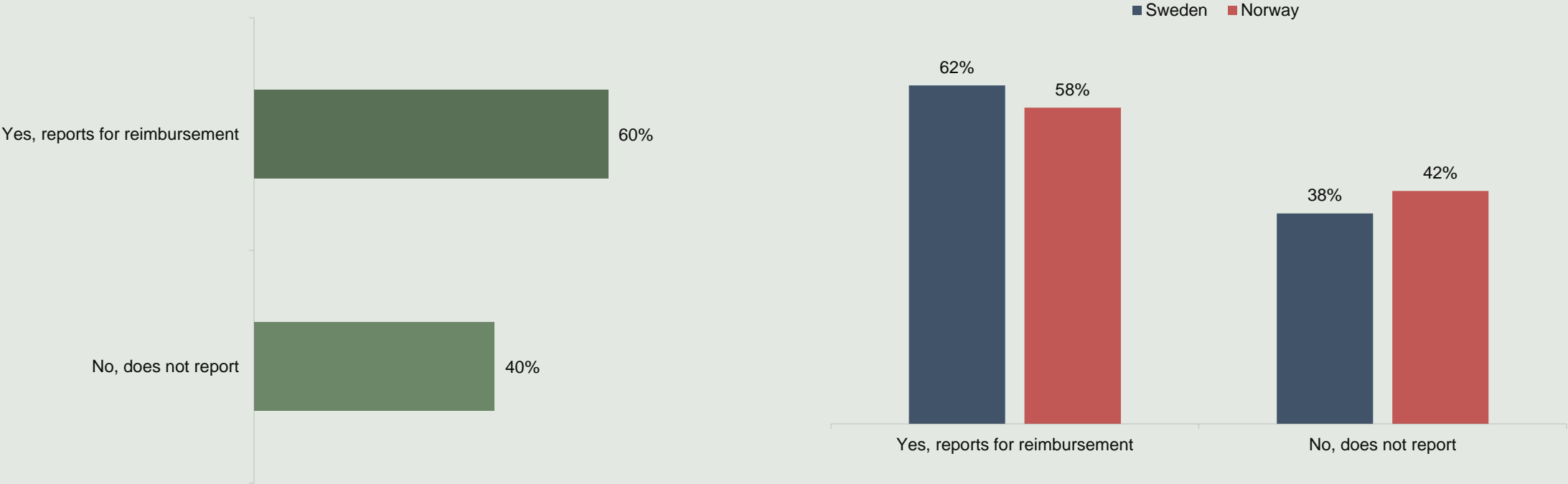
# Almost half use private cards for work expenses

More than 1 in 2 use cards that expose employees to credit risk at work – private cards (43%) and employee liability cards (10%). Norwegians are more likely to use private cards than Swedes.



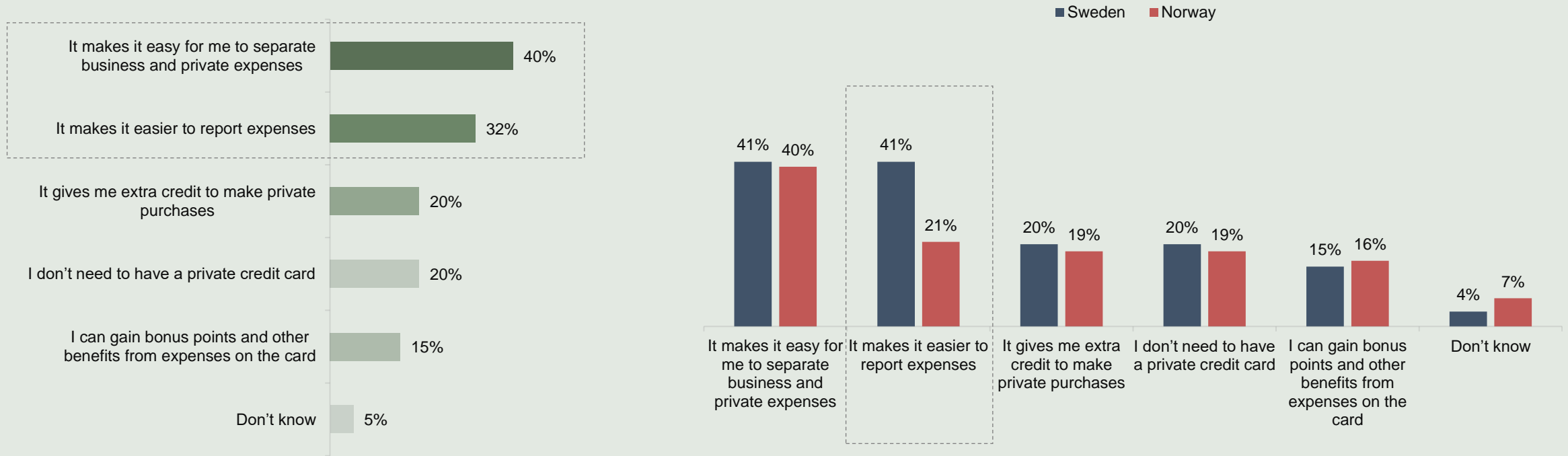
# 3 in 5 make reimbursable expenses at work

This group of respondents has been deemed relevant for further "credit risk at work" queries in the survey



# Corporate cards make it easy to separate and report business expenses

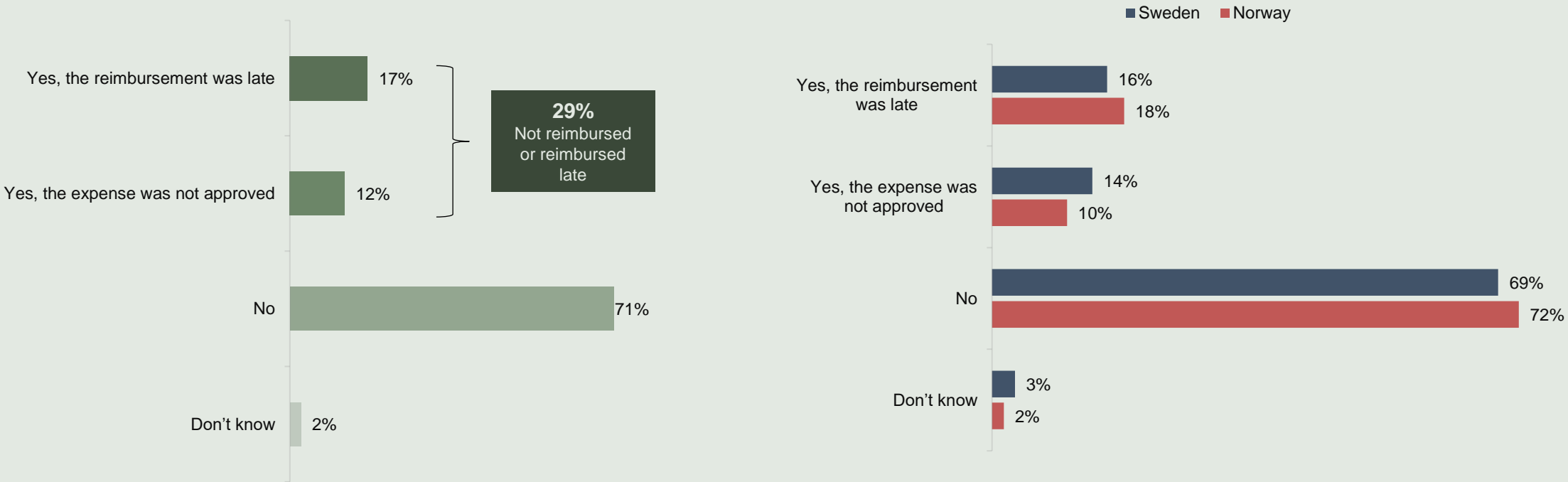
Norwegians less likely to vouch for 'ease of reporting expenses' as a benefit of employee liability cards



Question: What benefits of corporate card with employee liability do you value?  
Base: Employee liability card holders

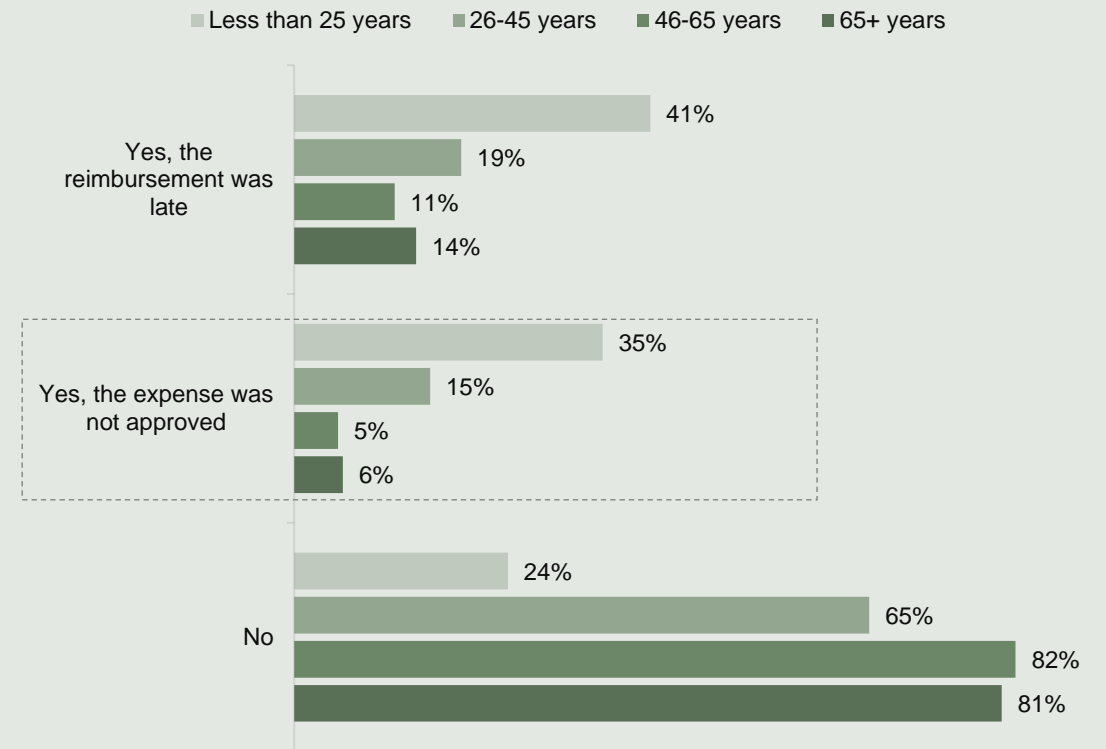
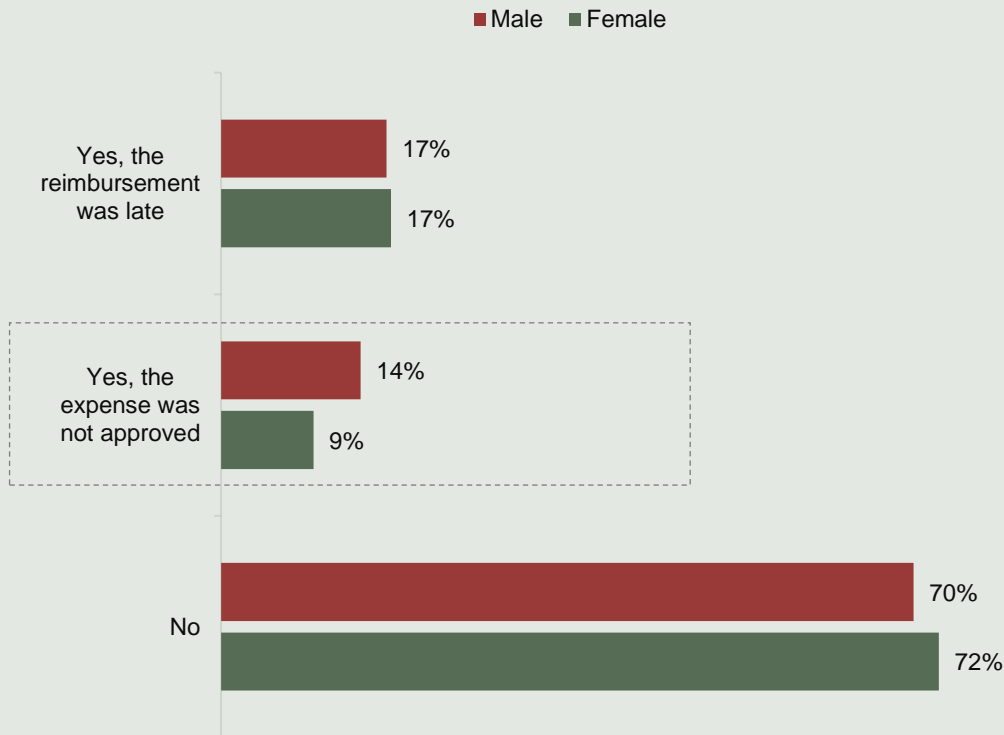
# Almost 1 in 3 not reimbursed in time or at all in the last year

Small difference between Sweden and Norway



Question: In the last 12 months, has there been an occasion where a work-related expense was not reimbursed or not reimbursed in time?  
Base: Those who report expenses for reimbursement at work

# Male and younger employees more likely to say expenses were not approved

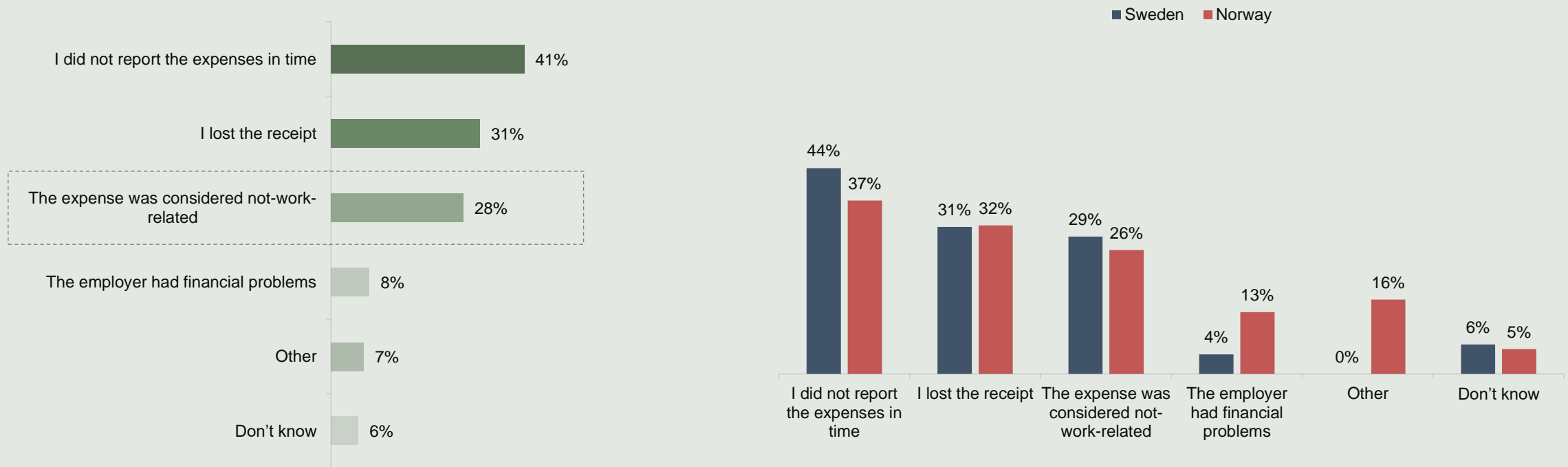


Question: In the last 12 months, has there been an occasion where a work-related expense was not reimbursed or not reimbursed in time?

Base: Those who report expenses for reimbursement at work

# Not reporting expenses in time is the biggest cause of expenses not being reimbursed

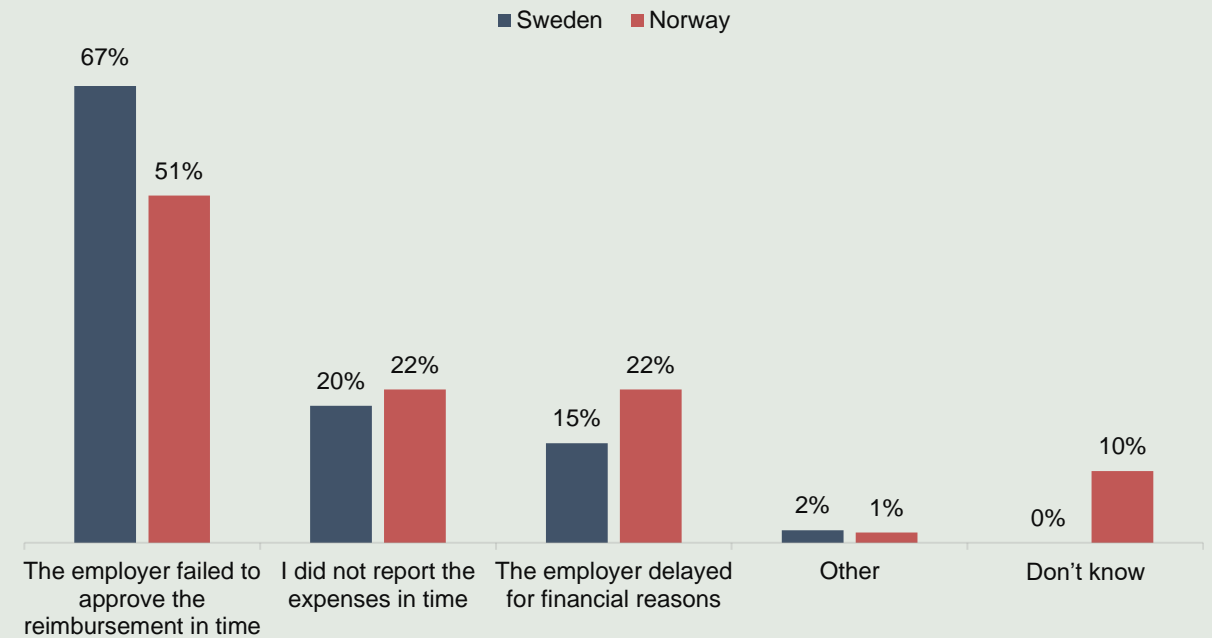
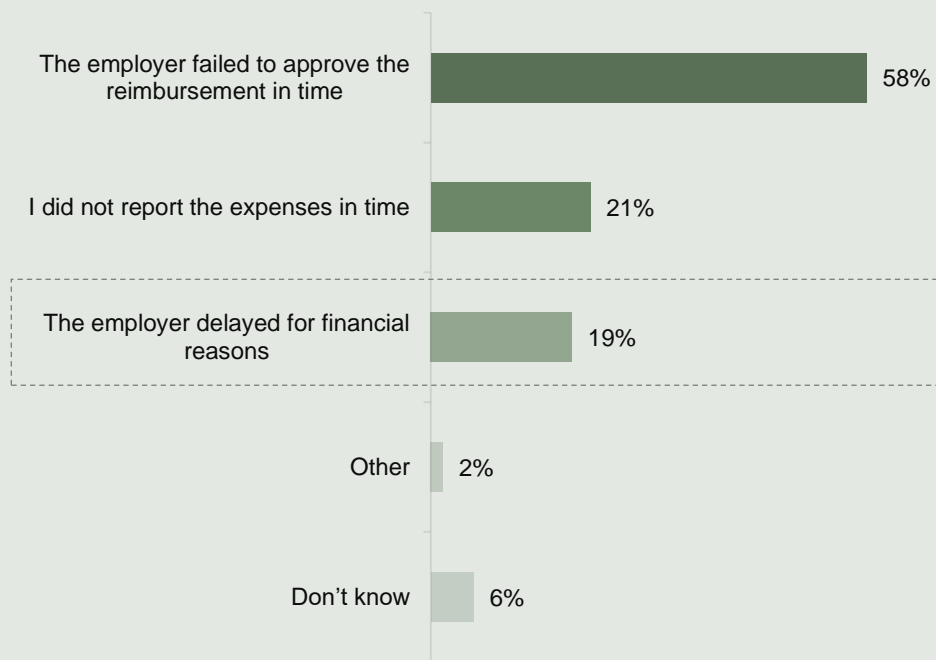
Of those not reimbursed - 2 in 5 say they did not report in time, and 1 in 4 say the expense was considered not work-related



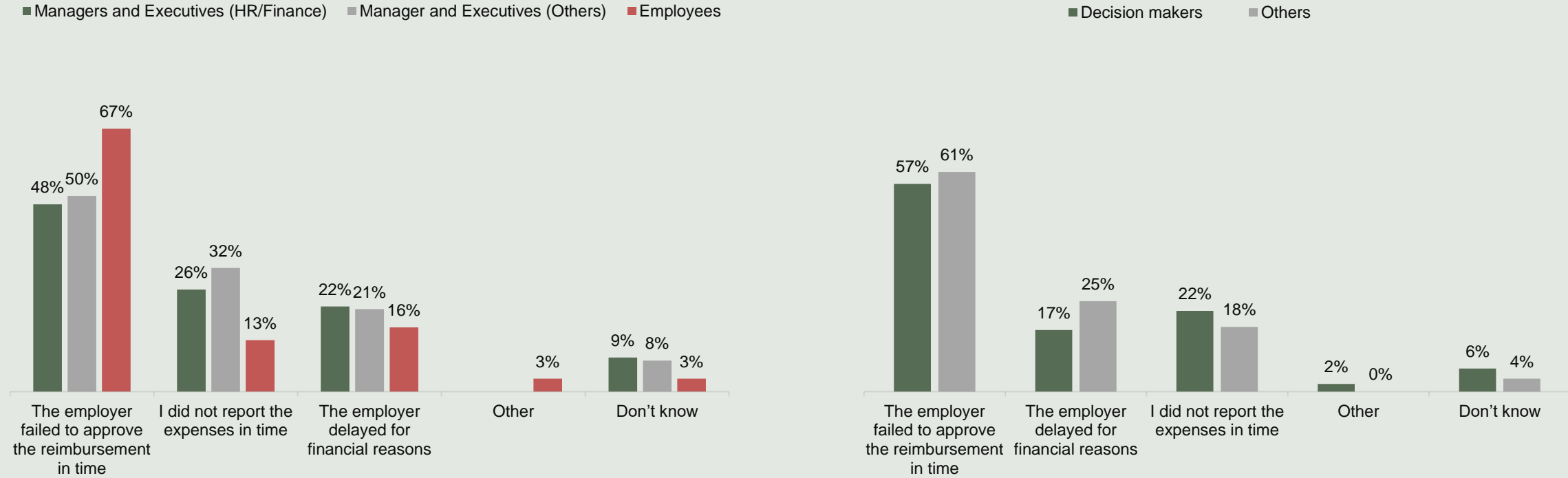
Question: What was the reason you were not reimbursed for a work-related expense?  
Base: Those who were not reimbursed

# Employers failing to approve in time is biggest cause of employees not being reimbursed in time

Of those not reimbursed in time - 3 in 5 say the employer failed to approve in time, 1 in 5 say employer delayed for financial reasons



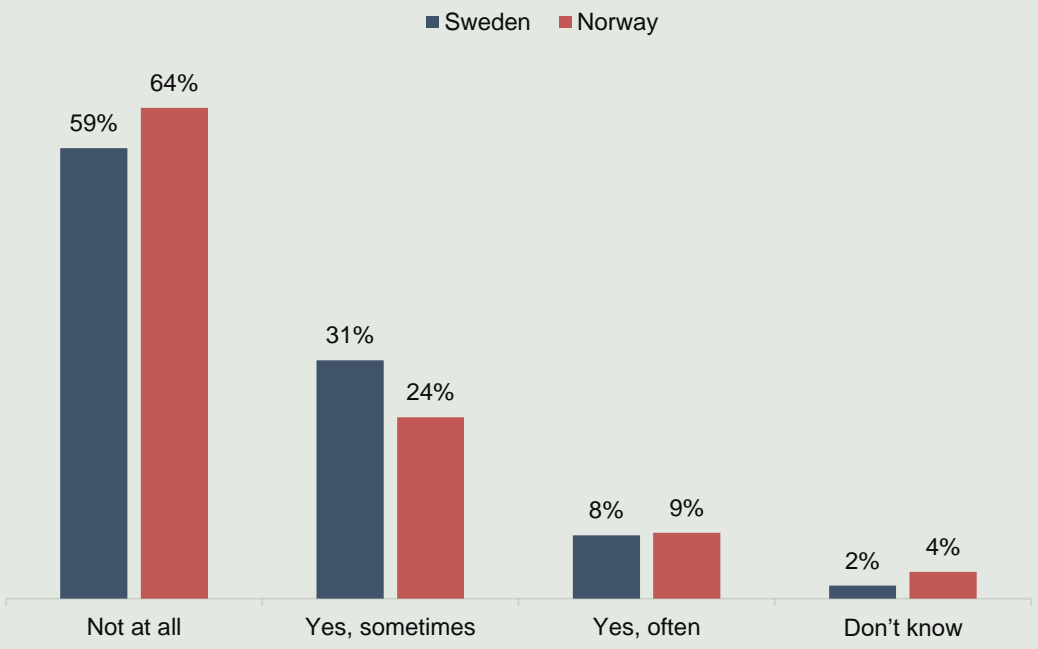
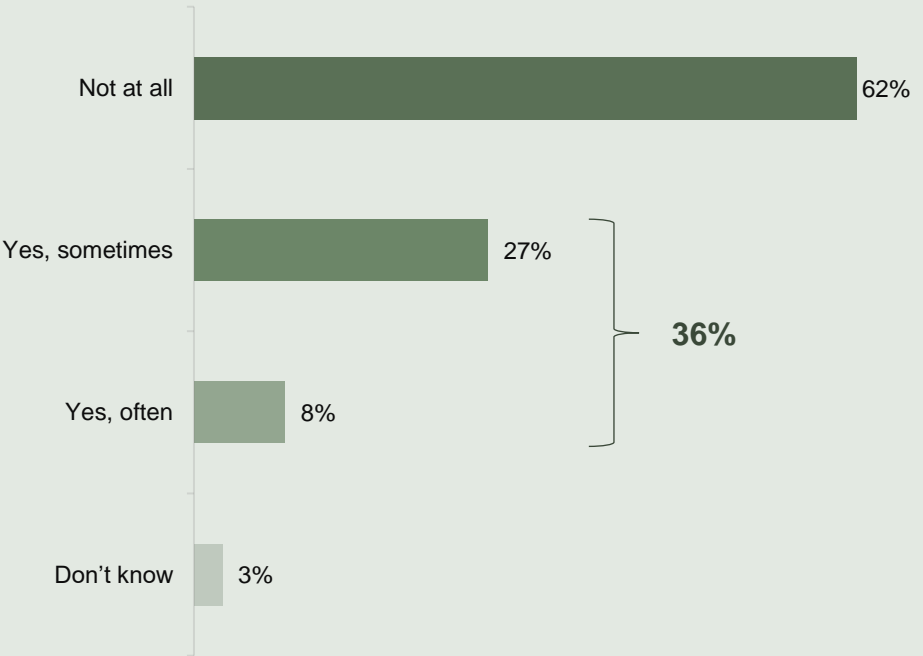
# Employees more likely to not get reimbursed in time due to delays in approval than managers



Question: What was the reason you were not reimbursed in time for a work-related expense?  
 Base: Those who were not reimbursed in time

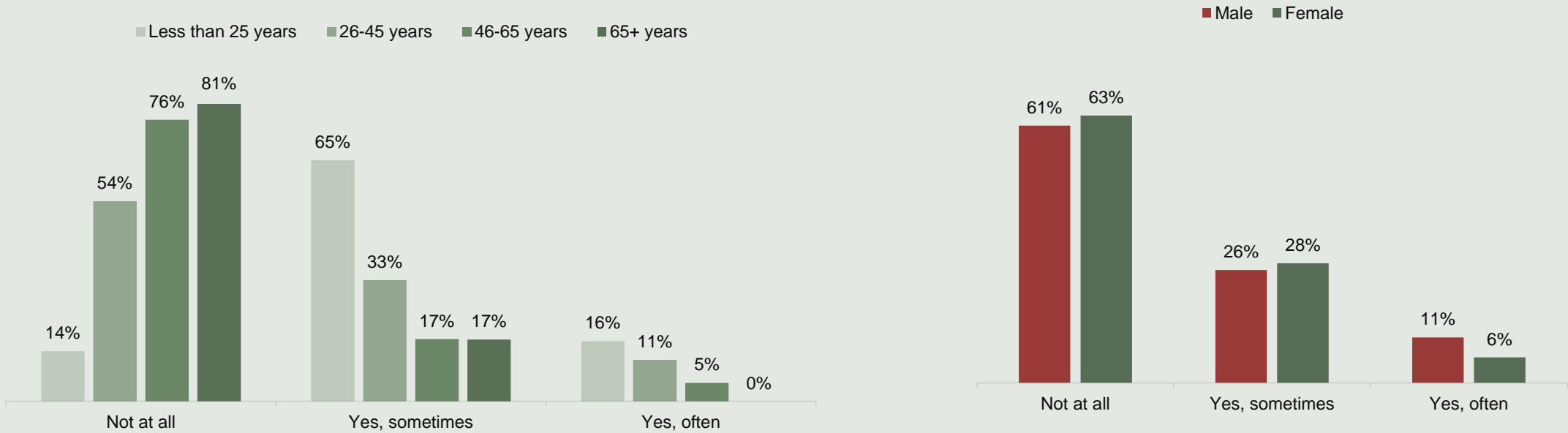


# More than 1 in 3 stressed about not getting reimbursed in time



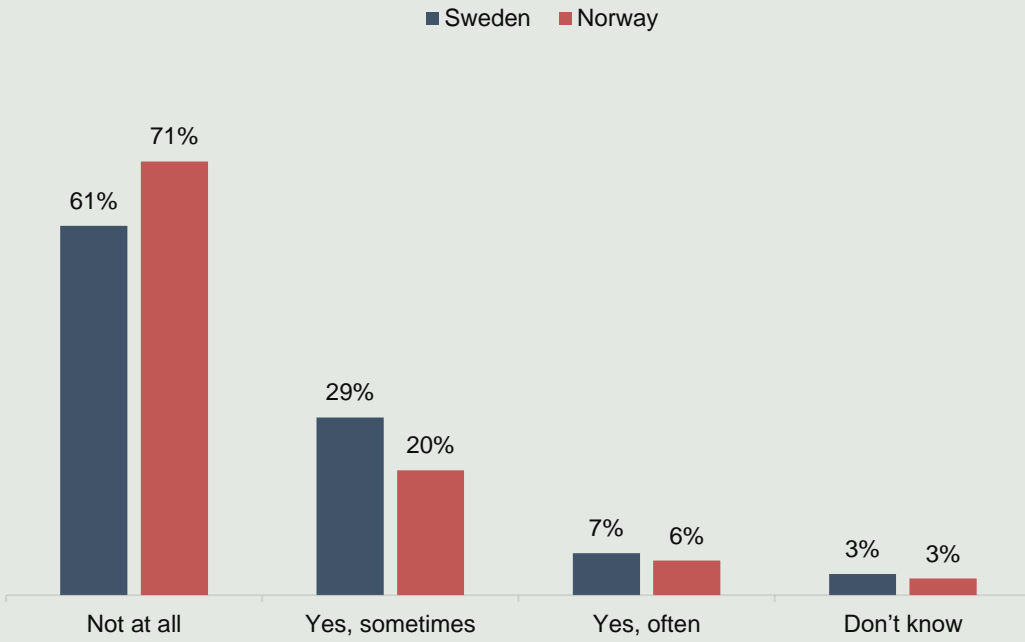
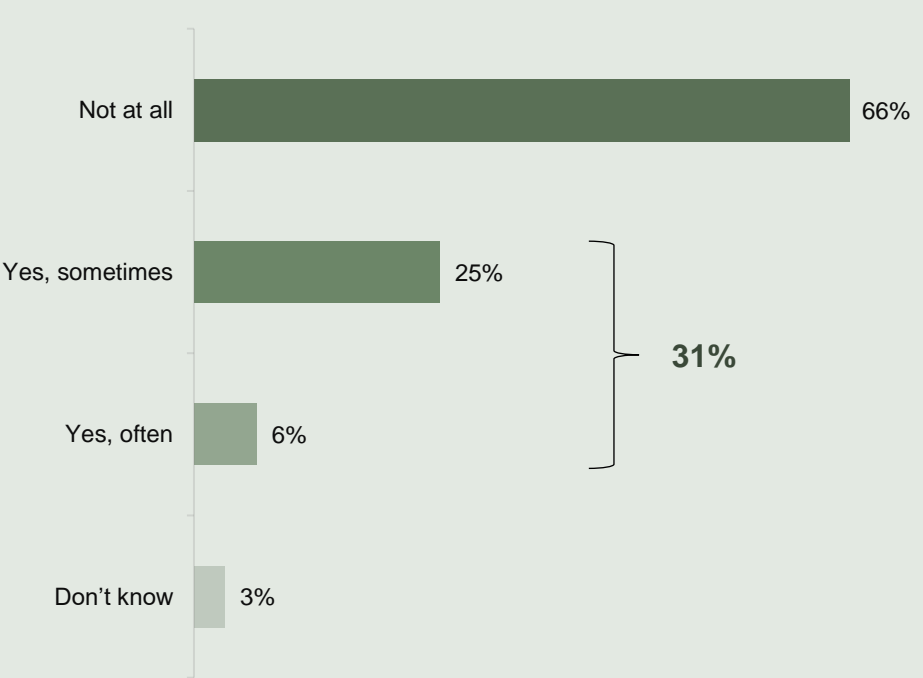
Question: Given the current economic situation, have you felt stressed about not getting a work-related expense paid by your employer?  
Base: Those who report expenses for reimbursement at work

# Younger employees more likely to say they are stressed



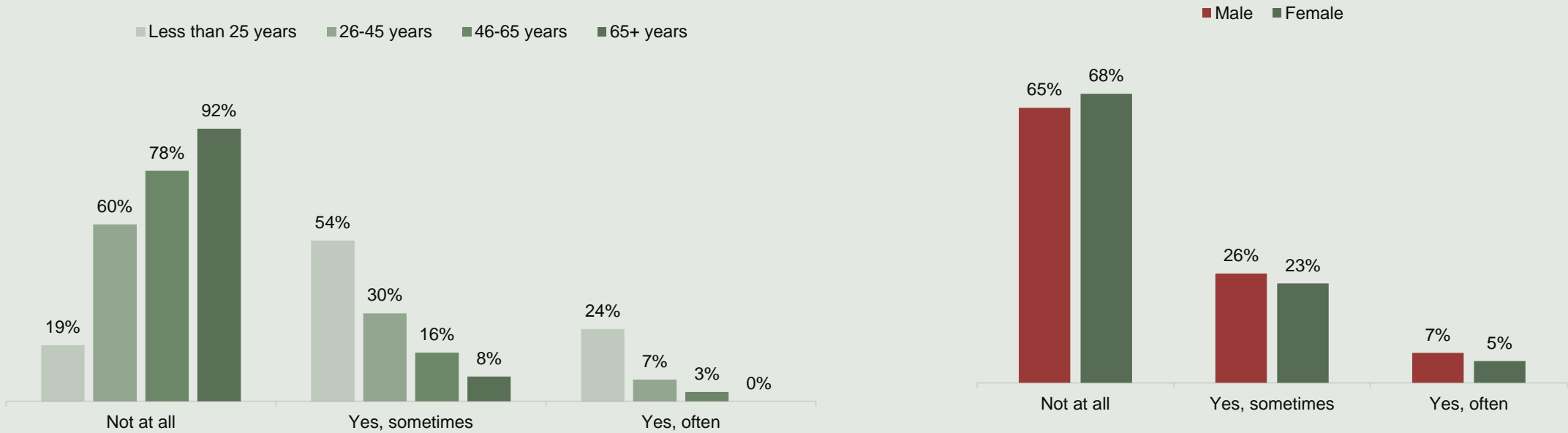
Question: Given the current economic situation, have you felt stressed about not getting a work-related expense paid by your employer?  
 Base: Those who report expenses for reimbursement at work

# 3 in 10 nervous about not getting reimbursed in time and being forced to pay themselves



Question: Are you nervous that your company would not reimburse you for the purchases in time and that you would end up paying the credit-card company?  
Base: Those who report expenses at work for reimbursement

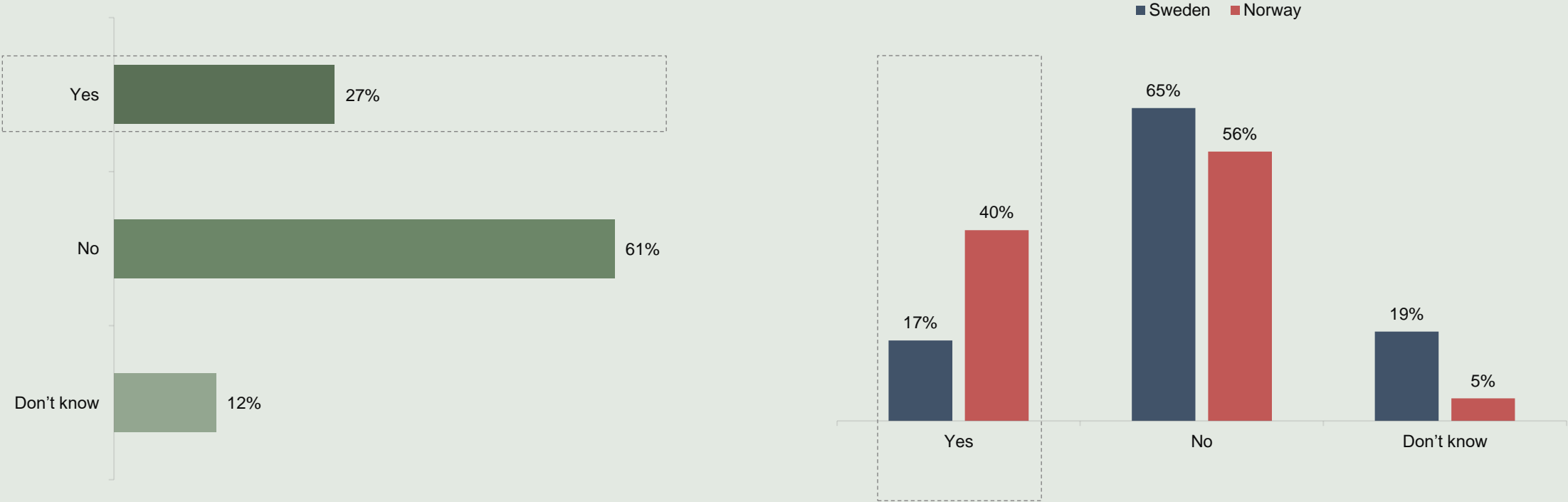
# Younger employees most likely to say they are nervous



Question: Are you nervous that your company would not reimburse you for the purchases in time and that you would end up paying the credit-card company?  
 Base: Those who report expenses at work for reimbursement

# 1 in 4 of those with employee liability cards say their expenses were considered as a part of personal debt when requesting a loan

Norwegians twice as likely as Swedes to say they faced the situation

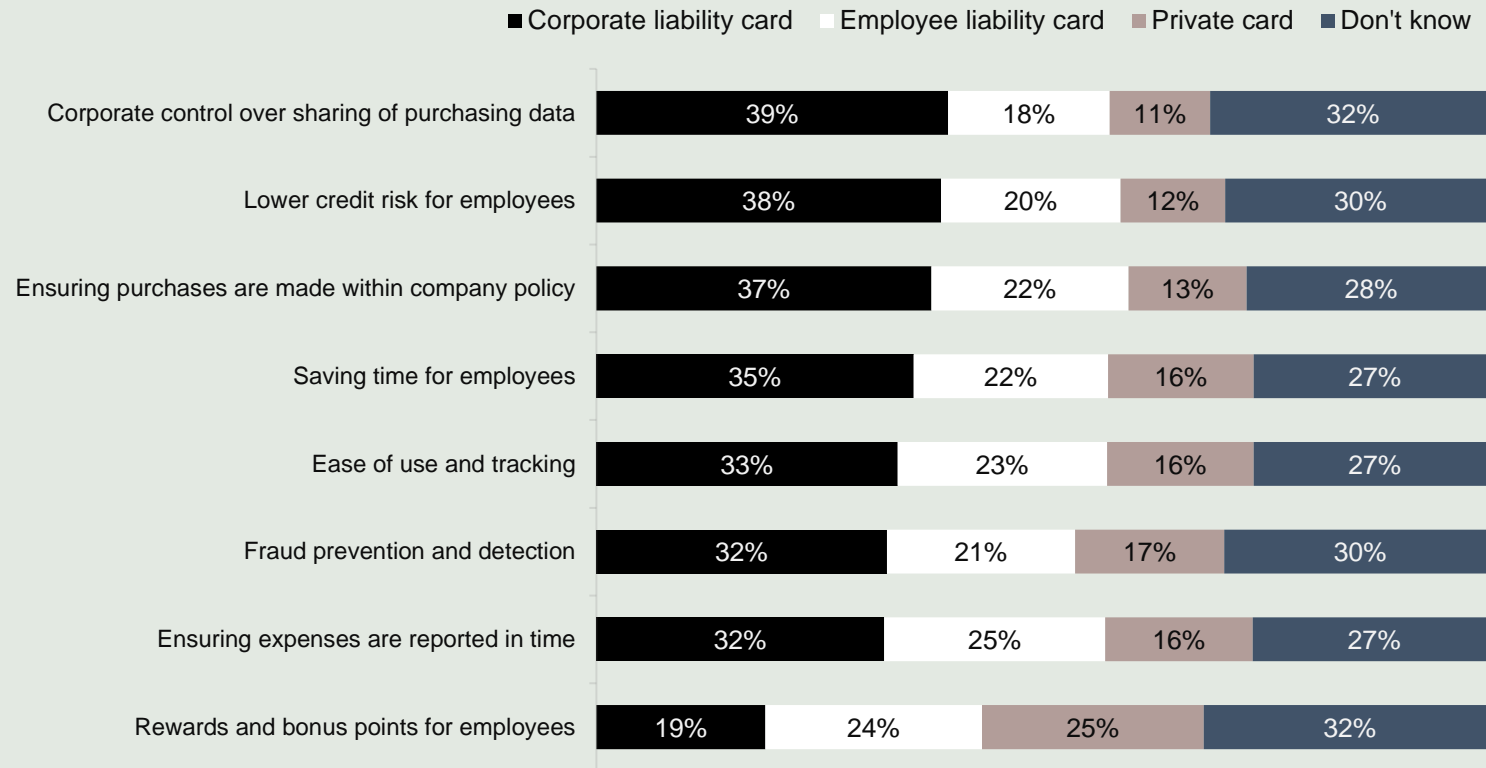


Have you ever experienced that the spend on your corporate card with employee liability was considered as a part of your personal debt when requesting a loan e.g., from the bank?

Base: Employee liability card holders

# Corporate liability cards are deemed best for all benefits except rewards and bonus points

Private cards and employee liability cards are deemed best for rewards and bonus points for employees. Roughly 1 in 3 say they do not know which alternative is the best

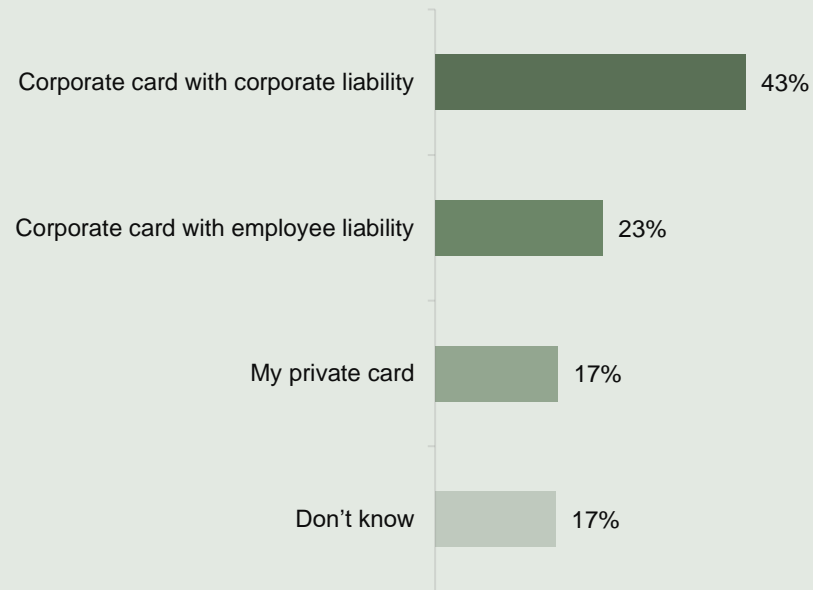


**NOTE**

A high share of "Don't know" could:

- Point to the lack of awareness among employees or complexity of the solutions
- Significantly push up the demand of Corporate liability cards once we exclude/convert the group that chose "Don't know"

# More than 2 in 5 would prefer a Corporate liability card if they could choose any

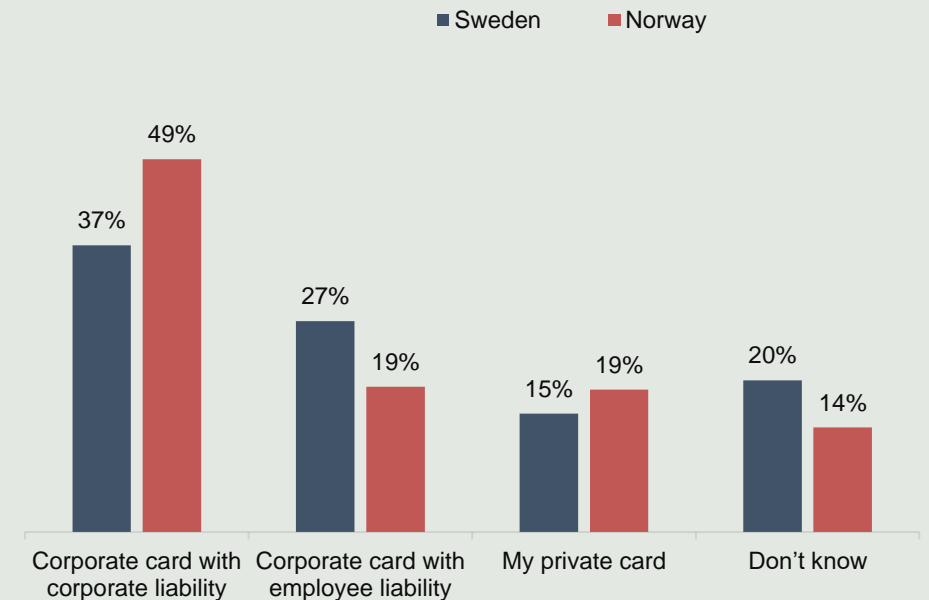


## NOTE

A high share of "Don't know" could:

- Point to the lack of awareness among employees or complexity of the solutions
- Significantly push up the preference for Corporate liability cards once we exclude/convert the group that chose "Don't know"

The preference for Corporate liability cards is higher in Norway as compared to Sweden



**03**

**BACKGROUND**



# BACKGROUND



The quantitative survey has been conducted by **Prime & United Minds**, on behalf of Eurocard, among employees and decision makers in Norway and Sweden.



The **aim** of the survey is to understand attitudes towards expense management and subsequent credit risks from work related expenses.



**1013 responses** were collected between November 24,2022 and December 10,2022 through digital questionnaires distributed by email using the web panel provider - CINT.



**National quotas** have been used to obtain accurate representation of age and gender for both countries.

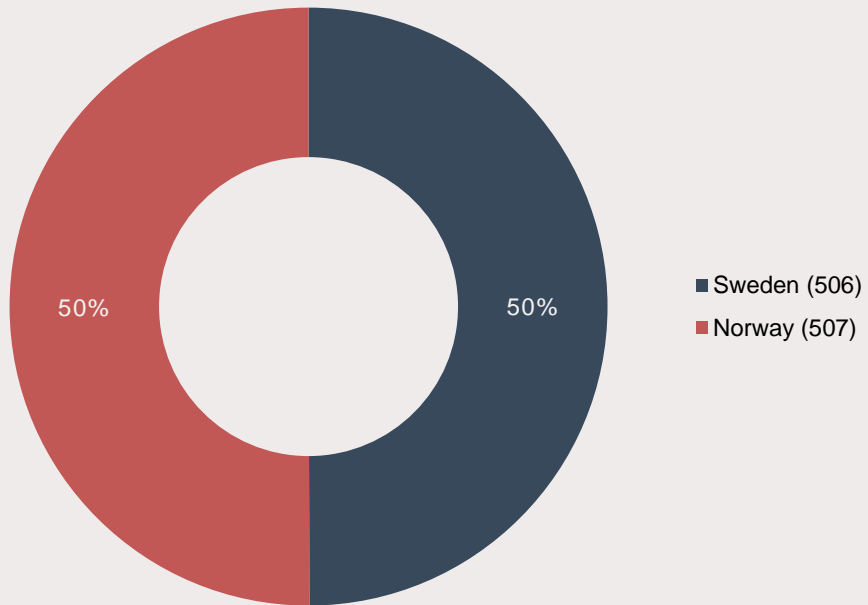


This report presents the **overall results as a mean average** of the answers for both countries.

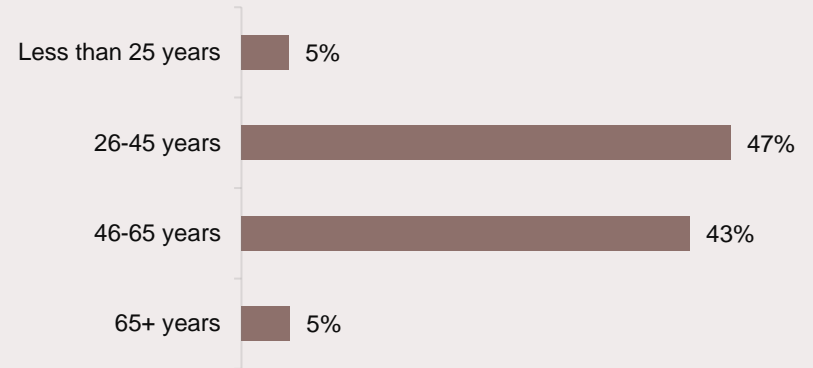


# BACKGROUND

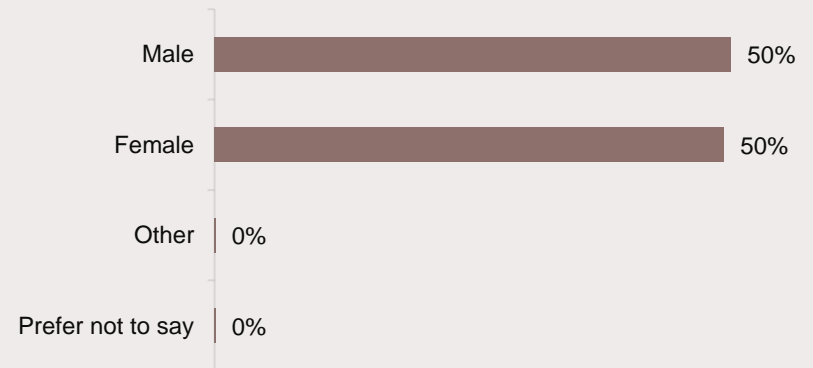
## Country



## Age



## Gender

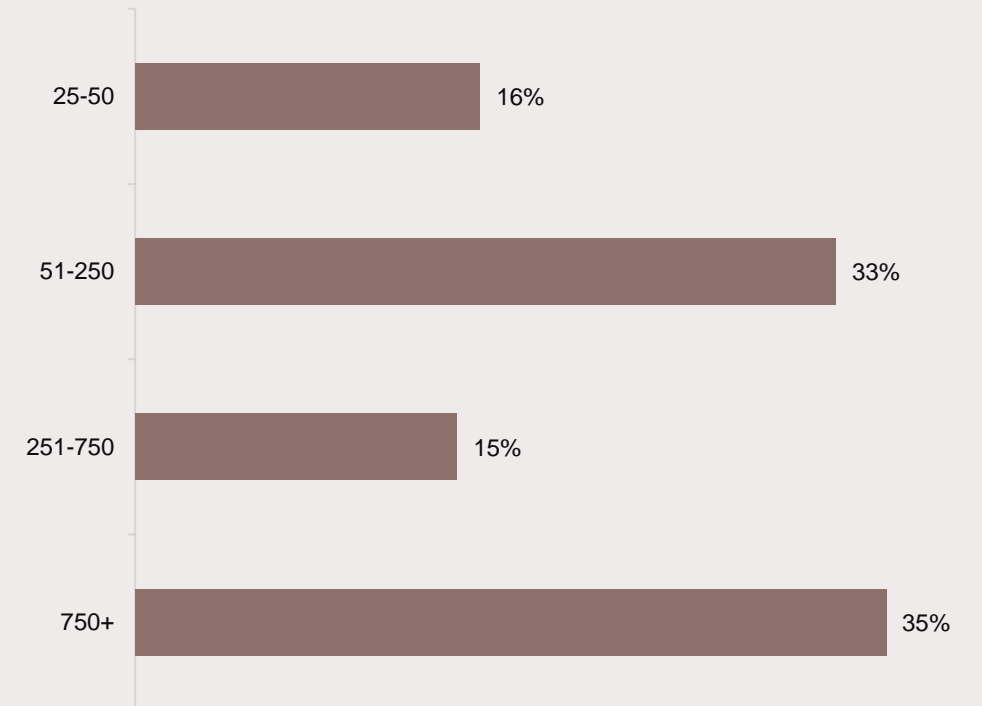


# BACKGROUND

## Type of company



## Number of employees

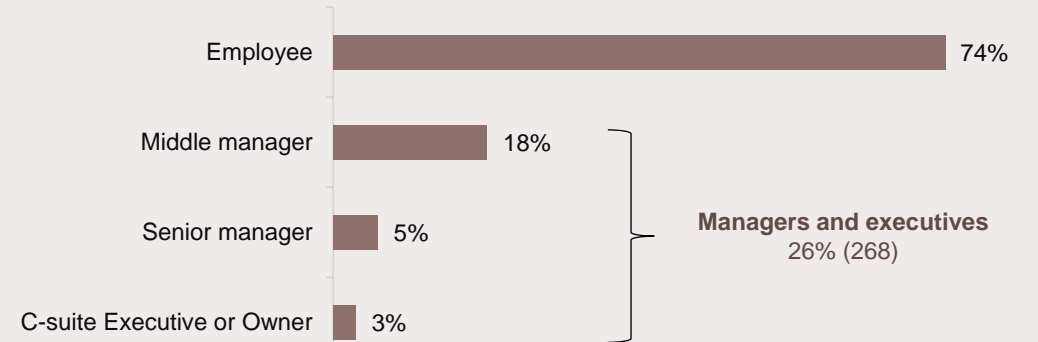


# BACKGROUND

## Function



## Role



## Decision makers in expense management

