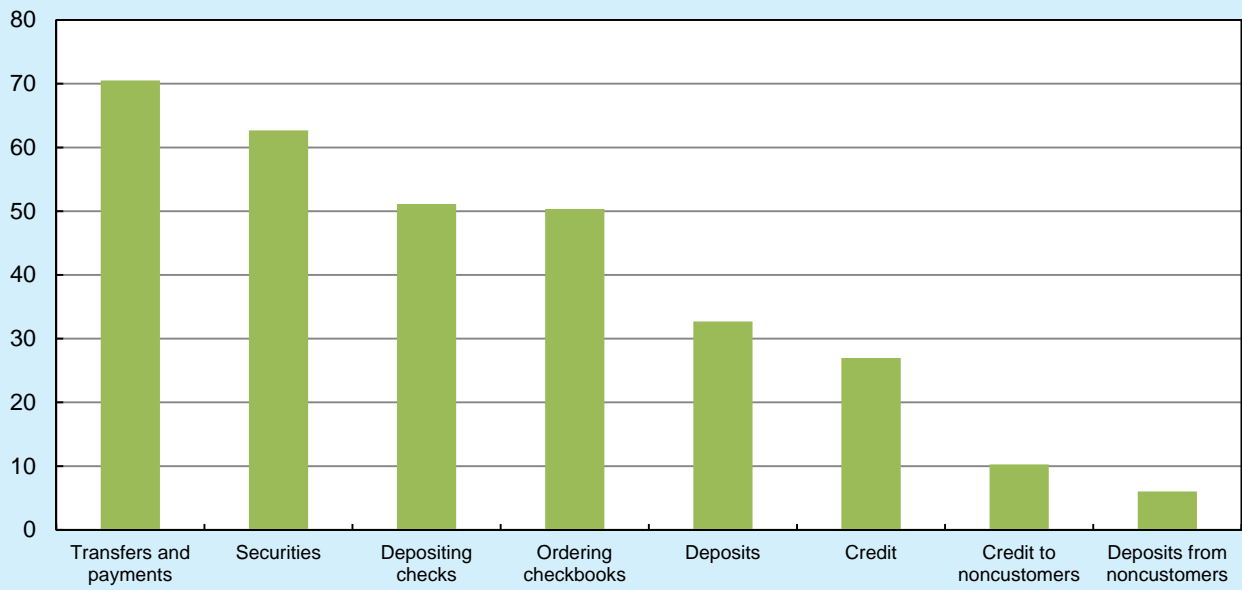


Figure 2.8
Percentage of Direct Channel Transactions^a, by Type of Transactions, the Five Banking Groups, 2016



^a Direct channel transactions include those executed via the Internet, cellular applications, automated self-service machines, and call centers including both human and automated response.

SOURCE: Based on reports to the Banking Supervision Department.