We trust robots more than humans to manage money

We asked 9,000 people in 14 countries how their relationship with money is changing, and what impact technology and the COVID-19 pandemic is having on that relationship.

**The impact of COVID-19 on consumers and professionals has been considerable.**

Financial anxiety and sadness among consumers and business leaders more than doubled in 2020.

**Trust in humans has been broken. Robots are filling the gap.**

- 67% of people would trust robots more than humans to manage finance.
- 59% of people now say they would trust a robot to manage finances more than themselves.

**The role of finance teams and financial advisors will never be the same.**

- 85% of people believe robots will replace finance professionals.
- 46% believe robots will replace finance professionals in the next 5 years.

**It’s time to embrace AI to manage finance.**

- 87% of business leaders believe that organizations that don’t rethink finance processes will face risks, including:
  - Falling behind competitors 44%
  - More stressed workers 56%
  - Inaccurate reporting 36%
  - Reduced employee productivity 35%

To learn more about how you can embrace AI to manage finance, visit the Money & Machines page.