



UKGCVA & PR AGENCY ONE PRESS & MEDIA COVERAGE

MARCH

### Fashion Network – BDO Coverage

Title: Fashion Network Date: 05.03.19 Link: <u>https://uk.fashionnetwork.com/news/Gift-card-sales-continue-to-rise-in-UK-despite-weak-</u>

consumer-environment,1074928.html#.XMGbr-hKjOh



# Gift card sales continue to rise in UK, despite weak consumer environment

EASILION By Sandra Halliday

The UK gift card market is continuing to grow and support the UK retail market, despite the challenging retail conditions, according to the latest industry report from the UK Gift Card & Voucher Association (UKGCVA).



Gift cards are continuing to rise in popularity in the UK

Produced by accountancy and business advisory firm BDO, the report shows an "overall promising picture" with year-on-year growth of 10.73%.

Gift card sales rose across retail, experiential and third-party supplier sectors, with store branded cards showing "particularly impressive growth at 16.64% for the period." This was driven by an increase of 33% through the business-tobusiness (B2B) channel and 4.5% through the consumer sales channel.

Within the consumer sales channel, which includes gift card malls, online sales and sales of store branded gift cards sold direct from retailers' own stores, gift card malls once again saw the greatest increase, although no figure was given.

But that's no surprise as direct sales from retailers' own stores are still where the majority of gift cards are purchased, accounting for 75.62% of all consumer sales. So growth of 'only' 4.7% for this part of the sector in the period is understandable as it's harder to expanded fast when the channel already accounts for most sales.

Digital gift cards are also increasing in popularity and experienced the highest growth in the second half of 2018, when compared to paper and physical cards, the report said, although again, it didn't give an exact figure.

By Sandra Halliday



### Engage CX Marketing – SOTN Coverage

Title: Engage CX Marketing Date: 05.03.19 Link: <u>https://engagecxmarketing.com/gift-card-industry-continues-to-thrive/</u> DA: 19



## GIFT CARD INDUSTRY CONTINUES TO THRIVE

The UK gift card market is continuing to grow and support the UK retail market, despite the challenging environment, according to latest industry data published by the UK Gift Card & Voucher Association(UKGCVA)

Produced by accountancy and business advisory firm BDO, on behalf of the UKGCVA, the report provides insight into the gift card and voucher market's performance in the second half (H2) of 2018. It paints an overall promising picture, finding that overall growth has increased by 10.73% year on year.

Gift card sales have increased across retail, experiential and third party supplier sectors, with store branded gift cards demonstrating particularly impressive growth at 16.64% for the period. This growth is being driven from an increase of 33% through the business-to-business (B2B) channel and a growth of 4.5% through the consumer sales channel.

Within the consumer sales channel, which includes gift card malls, online sales and sales of store branded gift cards sold direct from retailers' own stores, gift card malls have once again seen the greatest increase, comfortably exceeding online consumer sales. However direct sales from retailers' own stores, with a lower growth rate of 4.7% in the period, is still where the majority of gift cards are purchased, accounting for 75.62% of all gift card consumer sales.

Business-to-business (B2B) sales account for the largest percentage of growth in H2, up by 22%, as more companies utilise gift cards for incentive and reward schemes. In comparison, consumer sales increased by 3.94% in what is historically their better-performing period, leading to an almost equal share of the market in this period between B2B and consumer sales.

Digital gift cards are also increasing in popularity and experienced the highest growth in the second half of 2018, when compared to paper and physical cards.

The report analyses data submitted by UKGCVA \*participating members which include leading high street retailers, department stores, supermarkets, online retailers, and is the most authoritative report compiled for this industry.

Gail Cohen, director general for the UKGCVA, said: "It's great to see the gift card industry bucking the trend in the retail sector and sustaining its growth. Overall the results have remained positive for the industry, with retail growth a particular highlight, demonstrating the strong resiliance and continued relevance of gift cards in the UK today."



### Incentive & Motivation – BDO Coverage

Title: Incentive and Motivation Date: 05.03.19 Link: http://incentiveandmotivation.com/gift-card-industry-continuing-thrive-despite-widerretail-woes/





### Gift card industry continuing to thrive despite wider retail woes

The UK gift card market is continuing to grow and support the UK retail market, despite the challenging environment, according to latest industry data published by the UK Gift Card & Voucher Association UKGCVA)

Produced by accountancy and business advisory firm BDO, on behalf of the UKGCVA, the report provides insight into the gift card and vaucher market's performance in the second half (H2) of 2018. It paints an overall promising picture, finding that overall growth has increased by 10.73% year on year.

Gift card sales have increased across retail, experiential and third party supplier sectors, with store branded gift cards demonstrating particularly impressive growth at 16.64% for the period. This growth is being driven from an increase of 33% through the business-to-business (B2B) channel and a growth of 4.5% through the consumer sales channel.

Within the consumer sales channel, which includes gift card malls, online sales and sales of store branded gift cards sold direct from retailers' own stores, gift card malls have once again seen the greatest increase, comfortably exceeding online consumer sales. However direct sales from retailers' own stores, with a lower growth rate of 4.7% in the period, is still where the majority of gift cards are purchased, accounting for 75.62% of all gift card consumer sales.

Business-ta-business (B2B) sales account for the largest percentage of growth in H2, up by 22%, as more companies utilise gift cards for incentive and reward schemes. In comparison, consumer sales increased by 3.94% in what is historically their better-performing period, leading to an almost equal share of the market in this period between B2B and consumer sales.

Digital gift cards are also increasing in popularity and experienced the highest growth in the second half of 2018, when compared to paper and physical cards.

The report analyses data submitted by UKGCVA \*participating members which include leading high street retailers, department stores, supermarkets, online retailers, and is the most authoritative report compiled for this industry.

Gail Cohen, director general for the UKGCVA, said: "It's great to see the gift card industry bucking the trend in the retail sector and sustaining its growth. Overall the results have remained positive for the industry, with retail growth a particular highlight, demonstrating the strong resiliance and continued relevance of gift cards in the UK today."

The UKGCVA announces the industry's half yearly results, ahead of it's annual flagship event for the gift card and voucher industry, UKGCVA Conference 2019. The Future is Now.

Taking place at the Grange Tower Bridge Hotel in London on 6thand 7thMarch 2019, the event will bring together industry leaders from around the globe to discuss ongoing trends and developments within the gift card industry.



### Retail Times – BDO Coverage

Title: Retail Times Date: 05.03.19 Link: <u>http://www.retailtimes.co.uk/gift-card-industry-continuing-to-thrive-despite-wider-retail-woes/</u>



#### Gift card industry continuing to thrive despite wider retail woes

Published on 05/03/2019 by Fiona Briggs in Retail News, Retailer News



The UK gift card market is continuing to grow and support the UK retail market, despite the challenging environment, according to latest industry data published by the UK Gift Card & Voucher Association UKGCVA)

Produced by accountancy and business advisory firm BDO, on behalf of the UKGCVA, the report provides insight into the gift card and voucher market's performance in the second half (H2) of 2018. It paints an overall promising picture, finding that overall growth has increased by 10.73% year on year.

Gift card sales have increased across retail, experiential and third party supplier sectors, with store branded gift cards demonstrating particularly impressive growth at 16.64% for the period. This growth is being driven from an increase of 33% through the business-to-business (B2B) channel and a growth of 4.5% through the consumer sales channel.

Within the consumer sales channel, which includes gift card malls, online sales and sales of store branded gift cards sold direct from retailers' own stores, gift card malls have once again seen the greatest increase, comfortably exceeding online consumer sales. However direct sales from retailers' own stores, with a lower growth rate of 4.7% in the period, is still where the majority of gift cards are purchased, accounting for 75.62% of all gift card consumer sales.

Business-to-business (B2B) sales account for the largest percentage of growth in H2, up by 22%, as more companies utilise gift cards for incentive and reward schemes. In comparison, consumer sales increased by 3.94% in what is historically their better-performing period, leading to an almost equal share of the market in this period between B2B and consumer sales.

Digital gift cards are also increasing in popularity and experienced the highest growth in the second half of 2018, when compared to paper and physical cards.

The report analyses data submitted by UKGCVA \*participating members which include leading high street retailers, department stores, supermarkets, online retailers, and is the most authoritative report compiled for this industry.

Gail Cohen, director general for the UKGCVA, said: "It's great to see the gift card industry bucking the trend in the retail sector and sustaining its growth. Overall the results have remained positive for the industry, with retail growth a particular highlight, demonstrating the strong resiliance and continued relevance of gift cards in the UK today."

The UKGCVA announces the industry's half yearly results, ahead of it's annual flagship event for the gift card and voucher industry, UKGCVA Conference 2019: The Future is Now.

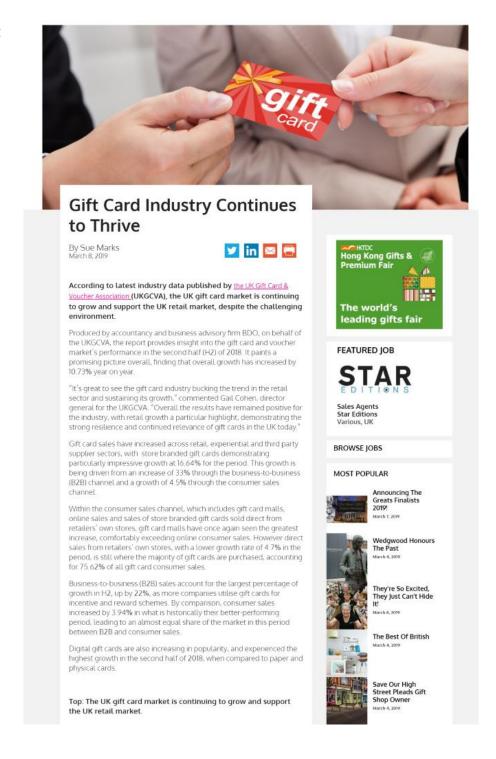
Taking place at the Grange Tower Bridge Hotel in London on 6thand 7thMarch 2019, the event will bring together industry leaders from around the globe to discuss ongoing trends and developments within the gift card industry.



### Gifts & Home – BDO Coverage

Title: Gifts and Home Date: 08.03.19 Link: <u>https://www.giftsandhome.net/gift-card-industry-continues-to-thrive/</u> DA: 10

### GiftsandHome.net



oucher association

### Insight DIY – SOTN Coverage

Title: Insight DIY Date: 08.03.19 Link: <u>http://www.insightdiy.co.uk/news/study-shows-consumer-demand-for-gift-cards-remains-high-driven-by-millennials/7002.htm</u>



#### Study Shows Consumer Demand for Gift Cards Remains High; Driven By Millennials



Gift cards continue to be a growing and powerful consumer gifting method, according to the latest research published by the UK Gift Card & Voucher Association (UKGCVA), compiled by GlobalData.

The State of the Nation report, sponsored by First Data, a global leader in commerce-enabling technology and solutions, delves into current attitudes towards gift cards. Out of the 2,000 UK consumers surveyed, it was found that 84% have purchased a gift card at some point in their lifetime, and of those that have, 87% are purchasing gift cards at least once a year.

Reflecting the age-agnostic appeal of gift cards, purchasing penetration was high across all age generations, with 89% of Generation X (35-54) and 86% of Generation Z/Millennial (16-34s) shoppers revealing they have purchased a gift card at some point in their lifetime, compared to a slightly lower 78% of Baby Boomers (55+).

Perhaps more surprisingly, it is the youngest generation (Generation Z/Millennial) of consumers driving the frequency of gift card purchasing, with 44% of Generation Z/Millennials admitting to buying a gift card at least once every two months, compared to 35% of Generation X and just 16% of Baby Boomers.

When purchased as a present, consumers spend an average of  $\pounds 27.64$  when purchasing gift cards, yet - in what is unquestionably good news for retailers - 67% of respondents said they normally spend a higher amount than the value originally loaded onto the card, during redemption.

Demonstrating how the true value of gift cards can be felt well beyond the initial outlay, upon redemption, shoppers are spending an average £18.55 more than the actual gift card value, equating to a 67% uplift on stated average load on a gift card purchase (£27.64). And 98.6% of gift card recipients are spending them within a year of receiving them.

While the majority of gift card shoppers (50.1%) are most likely to purchase gift cards from a retailer in a physical store, a growing proportion of shoppers cited online as their preferred purchasing channel, compared to when this research was last undertaken in 2017. The rising influence of digital channels is also evidenced by the factors that influence the purchase of gift cards; 58.6% of respondents said that the ability to redeem online is an influential factor, with over one in 10 (12.5%) saying the same for availability of the gift card on mobile.

Gail Cohen, director general of the UKGCVA, commented: "The 2019 research confirms the growing importance and relevance of the gift card as a consumer proposition across each generation of UK shoppers. However, with Generation Z and Millennials leading the way in terms of gift card purchasing frequency, it is now more essential than ever that the gift card industry evolves to meet the changing needs and desires of the modern consumer."

Dom Morea, senior vice president, head of gift solutions at First Data and sponsor of the State of the Nation report, commented: "This research reaffirms our belief in the sustainable nature of the rapidly evolving gifting market. Furthermore, it clearly underscores the key opportunities that we, as an industry, need to embrace to ensure our products and services are highly relevant and deliver benefits across the entire ecosystem. First Data is proud to support this research project."

Source : Insight DIY Team and UK Gift Card & Voucher Association (www.ukgcva.co.uk)

For all the very latest news and intelligence on the UK's largest home improvement and garden retailers, sign up for the Insight DIY weekly newsletter.



### Fashion United – SOTN Coverage

Title: Fashion United Date: 11.03.19 Link: <u>https://fashionunited.uk/news/retail/gift-cards-still-in-strong-demand-for-young-</u> consumers/2019031142051?PageSpeed=noscript

### FASHIONUNITED

#### RETAIL

### Gift cards still in strong demand for young consumers

Danielle Wightman-Stone | Monday, 11 March 2019

Gift cards continue to be a growing and powerful consumer gifting method, especially for younger consumers, according to the latest research published by the UK Gift Card and Voucher Association (UKGCVA), compiled by GlobalData.

The research found that young consumers are driving the frequency of gift card purchasing, with 44 percent of Generation Z/Millennials (16-34 years old) admitting to buying a gift card at least once every two months, compared to 35 percent of Generation X (35-54 years old) and just 16 percent of Baby Boomers (aged over 55).

The 'State of the Nation' report, sponsored by First Data, a global leader in commerce-enabling technology and solutions, also noted that gift cards also drive consumers to spend more, as when they redeem shoppers spend on average 18.55 pounds more than the actual gift card value, equating to a 67 percent uplift on stated average load on a gift card purchase, which is 27.64 pounds.

While the majority of gift card shoppers (50.1 percent) are most likely to purchase gift cards from a retailer in a physical store, a growing proportion of shoppers cited online as their preferred purchasing channel, compared to when this research was last undertaken in 2017.

The rising influence of digital channels also influences the purchase of gift cards, with 58.6 percent of the 2,000 UK consumers who responded stating that the ability to redeem online is an influential factor, with 12.5 percent saying the same for availability of the gift card on mobile.

Gail Cohen, director general of the UKGCVA, said in a statement: "The 2019 research confirms the growing importance and relevance of the gift card as a consumer proposition across each generation of UK shoppers. However, with Generation Z and Millennials leading the way in terms of gift card purchasing frequency, it is now more essential than ever that the gift card industry evolves to meet the changing needs and desires of the modern consumer."



### A1 Retail – SOTN Coverage

Title: A1 Retail Date: 12.03.19 Link: <u>https://www.a1retailmagazine.com/latest-news/new-research-reveals-consumer-demand-for-gift-cards-remains-high/</u> DA: 35



New research reveals consumer demand for gift cards remains high



Gift cards continue to be a growing and powerful consumer gifting method, according to the latest research published by the UK Gift Card & Voucher Association (UKGCVA), compiled by GlobalData.

The State of the Nation report, sponsored by First Data, a global leader in commerceenabling technology and solutions, delves into current attitudes towards gift cards. Out of the 2,000 UK consumers surveyed, it was found that 84% have purchased a gift card at some point in their lifetime, and of those that have, 87% are purchasing gift cards at least once a year.

Reflecting the age-agnostic appeal of gift cards, purchasing penetration was high across all age generations, with 89% of Generation X (35-54) and 86% of Generation Z/Millennial (16-34s) shoppers revealing they have purchased a gift card at some point in their lifetime, compared to a slightly lower 78% of Baby Boomers (55+).

Perhaps more surprisingly, it is the youngest generation (Generation Z/Millennial) of consumers driving the frequency of gift card purchasing, with 44% of Generation Z/Millennials admitting to buying a gift card at least once every two months, compared to 35% of Generation X and just 16% of Baby Boomers.

When purchased as a present, consumers spend an average of £27.64 when purchasing gift cards, yet – in what is unquestionably good news for retailers – 67% of respondents said they normally spend a higher amount than the value originally loaded onto the card, during redemption.

Demonstrating how the true value of gift cards can be felt well beyond the initial outlay, upon redemption, shoppers are spending an average £18.55 more than the actual gift card value, equating to a 67% uplift on stated average load on a gift card purchase (£27.64). And 98.6% of gift card recipients are spending them within a year of receiving them.

While the majority of gift card shoppers (50.1%) are most likely to purchase gift cards from a retailer in a physical store, a growing proportion of shoppers cited online as their preferred purchasing channel, compared to when this research was last undertaken in 2017. The rising influence of digital channels is also evidenced by the factors that influence the purchase of gift cards; 58.6% of respondents said that the ability to redeem online is an influential factor, with over one in 10 (12.5%) saying the same for availability of the gift card on mobile.

Gail Cohen, director general of the UKGCVA, commented: "The 2019 research confirms the growing importance and relevance of the gift card as a consumer proposition across each generation of UK shoppers. However, with Generation Z and Millennials leading the way in terms of gift card purchasing frequency, it is now more essential than ever that the gift card industry evolves to meet the changing needs and desires of the modern consumer."

Dom Morea, senior vice president, head of gift solutions at First Data and sponsor of the State of the Nation report, commented: "This research reaffirms our belief in the sustainable nature of the rapidly evolving gifting market. Furthermore, it clearly underscores the key opportunities that we, as an industry, need to embrace to ensure our products and services are highly relevant and deliver benefits across the entire ecosystem. First Data is proud to support this research project."



### Retail Tech – SOTN Coverage

Title: Retail Tech Innovation Hub Date: 12.03.19 Link: <u>https://retailtechinnovationhub.com/press-releases/2019/3/12/new-research-reveals-</u> <u>consumer-demand-for-gift-cards-remains-high</u> DA: 37





New research reveals consumer demand for gift cards remains high

THEY CARDS

12th March 2019 - Gift cards continue to be a growing and powerful communer gifting, method, according to State of the Nation <u>seearch</u> published by <u>the UK Gift Card R</u>. <u>Voncher Association</u> (UKGCVA), compiled by GlobalData.

Out of the 2,000 UK consumers surveyed, it was found that 84% have punchased a gift could at source point in their lifeting, and of those that have, 87% are punchasing gift could least once a year. Punchasing percentations was high across all age generations, with 89% of Generation X (55–54) and 80% of Generation Z/Millennial (16–34c) shoppern revealing they have punchased a gift card at some point in their lifetime, compared to a slightly hower 75% of Baler Roomen (54).

Perhaps more surprisingly, it is the reoragent generation (Generation 22Millammid) of consumers driving the frequency of gfft card purchasing, with 44% of Generation 22Milleminds admitting to buying a gfft card at least ouce every two munths, compared to 35% of Generation X and just 16% of Baby Boomers.

When purchased as a present, commerci speed on average of £27.64 when purchasing gift order, yet - in what is imquisitionably good news for retailers - 67% of respondents with they normally spend a higher amount than the value originally loaded onto the core during referencement.

Desanatiziting have the true value of gift carels can be falt well beyond the initial outlay, upor referention, shoppers are specificity an average 133.55 more than the actual gift card value, equating to a 67% uplift on stated average load on a gift card purchase (127.64). And 98.0% of gift card recipients are speading them within a year of receiving them.

While the majority of gift card shoppers (50,1%) are most likely to parchase gift cards from a retuler in a physical store, a growing grouportion of dioppers cited online as their preferred parchasing channel, compared to when their research was last vulneraken, in 2017. The rating influence of digital channels is also evalenced by the factors that influence the parchase of gift cards 50.6% of respondents soid that the ability to redeem online is an influential factors, with over one in 10 (12.5%) saying the same for semiability of the gift cards on holds.

Gail Cohen, Director Guenni of the URGCVA, commeries "The 2019 research confirms the growing importance and relevance of the gift card as a commer proportion across ook generation of UK shoppers. However, with Generation Z and Millermink leading the way in terms of gift card purchasing frequency, it is now more essential than ever that the gift card industry evolves to meet the changing useds and desizes of the modern communit."

Dom Moreo, Senior Vice President, Head ef Giff Schnitoss at First Das and sponse of the State of the Notion report, community "This research reafficms one bollef in the matunable nature of the spolly evoluting gifting market. Furthermore, it dealty underscores the kirg sportnimities that we, we an industry need to markets to ensure our products and services are highly relevant and deliver benefits across the eatire ecosystem. First Data is prend to unport this research posics."

#### Scott Thompson

Latest Article



Yet more big retail technology plays in 2019

Follow Us



ADVERTISE WITH RTIH





### Talking Retail – SOTN Coverage

Title: Talking Retail Date: 18.03.19 Link: <u>https://www.talkingretail.com/news/industry-news/consumer-demand-gift-cards-remains-high-research-reveals-18-03-2019/</u>



### Consumer demand for gift cards remains high, research reveals

上 By Liz Wells 🛛 🖿 in Industry News 🕐 18th March 2019



Gift cards continue to be a growing and powerful consumer gifting method, according to research published by the UK Gift Card & Voucher Association (UKGCVA), compiled by GlobalData.



The State of the Nation report – which surveyed 2,000 UK consumers – found that 84% have purchased a gift card at some point in their lifetime, and of those that have, 87% are purchasing gift cards at least once a year.

The research found that purchasing penetration was high across all age generations, with 89% of Generation X (35-54) and 86% of Generation Z/Millennial (16-34s) shoppers revealing they have purchased a gift card at some point in their lifetime, compared to a slightly lower 78% of Baby Boomers (55+).

It is the youngest generation (Generation Z/Millennial) of consumers driving the frequency of gift card purchasing, according to the research, with 44% of Generation Z/Millennials admitting to buying a gift card at least once every two months, compared to 35% of Generation X and just 16% of Baby Boomers.

When purchased as a present, consumers spend an average of £27.64 when purchasing gift cards, the survey found.

The research revealed that while the majority of gift card shoppers (50%) are most likely to purchase gift cards from a retailer in a physical store, a growing proportion of shoppers cited online as their preferred purchasing channel, compared to when this research was last undertaken in 2017.

Gail Cohen, director general of the UKGCVA, said: "The 2019 research confirms the growing importance and relevance of the gift card as a consumer proposition across each generation of UK shoppers. However, with Generation Z and Millennials leading the way in terms of gift card purchasing frequency, it is now more essential than ever that the gift card industry evolves to meet the changing needs and desires of the modern consumer."



### InTouch Rugby – SOTN Coverage

Title: InTouch Rugby Date: 22.03.19 Link: <u>https://www.intouchrugby.com/magazine/feature-segment-mothers-day-gifts-ideas-the-perfect-chance-to-tell-mum-we-love-her-look-at-all-the-gifts-we-got-for-you-what-a-great-day/</u>

#### INTOUCH RUGBY

New research reveals consumer demand for gift cards remains high



Gift cards continue to be a growing and powerful consumer gifting method, according to the latest research published by the UK Gift Card & Voucher Association (UKGCVA), compiled by Global Data.

The State of the Nation report, sponsored by First Data, a global leader in commerce-enabling technology and solutions, delves into current attitudes towards gift cards. Out of the 2,000 UK consumers surveyed, it was found that 84% have purchased a gift card at some point in their lifetime, and of those that have, 87% are purchasing gift cards at least once a year.

Reflecting the age-agnostic appeal of gift cards, purchasing penetration was high across all age generations, with 89% of Generation X (35-54) and 86% of Generation Z/Millennial (16-34s) shoppers revealing they have purchased a gift card at some point in their lifetime, compared to a slightly lower 78% of Baby Boomers (55+).

Perhaps more surprisingly, it is the youngest generation (Generation Z/Millennial) of consumers driving the frequency of gift card purchasing, with 44% of Generation Z/Millennials admitting to buying a gift card at least once every two months, compared to 35% of Generation X and just 16% of Baby Boomers.

When purchased as a present, consumers spend an average of £27.64 when purchasing gift cards, yet – in what is unquestionably good news for retailers – 87% of respondents said they normally spend a higher amount than the value originally loaded onto the card, during redemption.

Demonstrating how the true value of gift cards can be felt well beyond the initial outlay, upon redemption, shoppers are spending an average £18,55 more than the actual gift card value, equating to a 67% uplift on stated average load on a gift card purchase (£27,64). And 98,6% of gift card recipients are spending them within a year of receiving them.

While the majority of gift card shoppers (50.1%) are most likely to purchase gift cards from a retailer in a physical store, a growing proportion of shoppers cited online as their preferred purchasing channel, compared to when this research was last undertaken in 2017. The rising influence of digital channels is also evidenced by the factors that influence the purchase of gift cards; 58.6% of respondents said that the ability to redeem online is an influential factor, with over one in 10 (12.5%) saying the same for availability of the gift card on mobile.

Gail Cohen, director general of the UKGCVA, commented: "The 2019 research confirms the growing importance and relevance of the gift card as a consumer proposition across each generation of UK shoppers. However, with Generation Z and Millennials leading the way in terms of gift card purchasing frequency, it is now more essential than ever that the gift card industry evolves to meet the changing needs and desires of the modern consumer."

Dom Morea, senior vice president, head of gift solutions at First Data and sponsor of the State of the Nation report, commented: "This research reaffirms our belief in the sustainable nature of the rapidly evolving gifting market. Furthermore, it clearly underscores the key opportunities that we, as an industry, need to embrace to ensure our products and services are highly relevant and deliver benefits across the entire ecosystem. First Data is proud to support this research project."

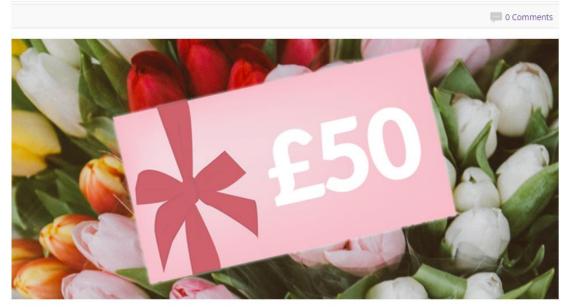


## The Florist – SOTN Coverage

Title: The Florist Date: 22.03.19 Link: <u>https://theflorist.co.uk/the-florist-magazine-news/2747-gift-cards-vouchers-for-retail-</u> <u>continue-to-grow-in-popularity</u>



### Gift cards & vouchers soar in popularity



The UK gift card market is continuing to grow and support the UK retail market, despite the challenging environment, according to latest industry data published by the **UK Gift Card & Voucher Association** (UKGCVA).

With research covering the second half of 2018, the report showed overall growth has increased by 10.73% year on year. Gift card sales have increased across retail, experiential and third-party supplier sectors, with store branded gift cards demonstrating particularly impressive growth at 16.64% for the period. This growth is being driven from an increase of 33% through the business-to-business (B2B) channel and a growth of 4.5% through the consumer sales channel.

Within the consumer sales channel, which includes gift card malls, online sales and sales of store branded gift cards sold direct from retailers' own stores, gift card malls have once again seen the greatest increase, comfortably exceeding online consumer sales. However direct sales from retailers' own stores, with a lower growth rate of 4.7% in the period, is still where the majority of gift cards are purchased, accounting for 75.62% of all gift card consumer sales.

Business-to-business (B2B) sales account for the largest percentage of growth, up by 22%, as more companies utilise gift cards for incentive and reward schemes. In comparison, consumer sales increased by 3.94% in what is historically their better-performing period, leading to an almost equal share of the market in this period between B2B and consumer sales.

Digital gift cards are also increasing in popularity and experienced the highest growth in the second half of 2018, when compared to paper and physical cards.



### Rugby Rep – SOTN Coverage

Title: Rugby Rep Date: 22.03.19 Link: <u>http://rugbyrep.com/feature-segment-mothers-day-gifts-ideas-the-perfect-chance-to-tell-</u> mum-we-love-her-look-at-all-the-gifts-we-got-for-you-what-a-great-day/

### **RUGBY REP**

New research reveals consumer demand for gift cards remains high



Gift cards continue to be a growing and powerful consumer gifting method, according to the latest research published by the UK Gift Card & Voucher Association (UKGCVA), compiled by GlobalData.

The State of the Nation report, sponsored by First Data, a global leader in commerce-enabling technology and solutions, delves into current attitudes towards gift cards. Out of the 2,000 UK consumers surveyed, it was found that 84% have purchased a gift card at some point in their lifetime, and of those that have, 87% are purchasing gift cards at least once a year.

Reflecting the age-agnostic appeal of gift cards, purchasing penetration was high across all age generations, with 89% of Generation X (35-54) and 86% of Generation Z/Millennial (16-34s) shoppers revealing they have purchased a gift card at some point in their lifetime, compared to a slightly lower 78% of Baby Boomers (55+).

Perhaps more surprisingly, it is the youngest generation (Generation Z/Millennial) of consumers driving the frequency of gift card purchasing, with 44% of Generation Z/Millennials admitting to buying a gift card at least once every two months, compared to 35% of Generation X and just 16% of Baby Boomers.

When purchased as a present, consumers spend an average of £27.64 when purchasing gift cards, yet – in what is unquestionably good news for retailers – 67% of respondents said they normally spend a higher amount than the value originally loaded onto the card, during redemption.

Demonstrating how the true value of gift cards can be felt well beyond the initial outlay, upon redemption, shoppers are spending an average £18.56 more than the actual gift card value, equating to a 67% uplift on stated average load on a gift card purchase (£27.64). And 98.6% of gift card recipients are spending them within a year of receiving them.

While the majority of gift card shoppers (50.1%) are most likely to purchase gift cards from a retailer in a physical store, a growing proportion of shoppers cited online as their preferred purchasing channel, compared to when this research was last undertaken in 2017. The rising influence of digital channels is also evidenced by the factors that influence the purchase of gift cards; 58.8% of respondents said that the ability to redeem online is an influential factor, with over one in 10 (12.5%) saying the same for availability of the gift card on mobile.

Gail Cohen, director general of the UKGCWA, commented: "The 2019 research confirms the growing importance and relevance of the gift card as a consumer proposition across each generation of UK shoppers. However, with Generation Z and Millennials leading the way in terms of gift card purchasing frequency, it is now more essential than ever that the gift card industry evolves to meet the changing needs and desires of the modern consumer."

Dom Mores, senior vice president, head of gift solutions at First Data and sponsor of the State of the Nation report, commented: "This research reaffirms our betief in the sustainable nature of the rapidly evolving gifting market. Furthermore, it clearly underscores the key opportunities that we, as an industry, need to embrace to ensure our products and services are highly relevant and deliver benefits across the entire ecosystem. First Data is proud to support this research project."



## Entirely Retail – SOTN Coverage

Title: Entirely Retail

Date: 22.03.19

Link: <u>https://www.entirelyretail.com/news/southeast/sussex/new-research-reveals-consumer-</u> demand-for-gift-cards-remains-high1945

**DA:** 19



New research reveals consumer demand for gift cards remains high

#### 1511 f 🗾 😵 in 🕰 🖓 付 t 📼



Gift cards continue to be a growing and powerful consumer gifting method, according to the latest research published by the UK Gift Card & Voucher Association (UKGCVA), compiled by GlobalData.

The State of the Nation report, sponsored by First Data, a global leader in commerce-enabling technology and solutions, delvies into current attitudes towards gft cards. Out of the 2,000 UK consumers surveyed, it was found that 84% have purchased a gft card at some point in their lifetime, and of those that have, 87% are purchasing gft cards at least once a year.

Reflecting the age-agnostic appeal of gift cards, purchasing penetration was high across all age generations, with 89% of Generation X (36-54) and 88% of Generation Z/Milennial (16-34s) shoppers revealing they have purchased a gift card at some point in their illetime, compared to a slightly lower 78% of Baby Boomers (55-1).

Perhaps more surprisingly, it is the youngest generation (Generation ZMIIIennial) of consumers driving the trequency of gift card purchasing, with 44% of Generation ZMIIIennials admitting to buying a gift card at least once every two months, compared to 35% of Generation X and just 16% of Baby Boomers.

When purchased as a present, consumers spend an average of E27.64 when purchasing gift cards, yet - in what is unquestionably good news for relatiens - 67% of respondents said they normally spend a higher amount than the value onjimaly loaded onto the card, during redemption.

Demonstrating how the true value of gift cards can be felt well beyond the initial outlay, upon redemption, shoppers are spending an average \$18.55 more than the actual gift card value, equating to a 67% uplit on stated average load on a gift card purchase (527.56). And 98.6% of gift card recipients are spending them within a year of receiving them.

While the majority of gift card shoppers (50.1%) are most likely to purchase gift cards from a retailer in a physical store, a growing proportion of shoppers cited online as their preferred purchasing channel, compared to when this research was last undertaken in 2017. The rising influence of digital channels is also evidenced by the factors that influence the purchase of gift cards; 58.6% of respondents said that the ability to redeem online is an influential factor, with over one in 10 (12.5%) seying the same for availability of the gift card on mobile.

Gail Cohen, director general of the UKGCVA, commented: "The 2019 research confirms the growing importance and relevance of the gift card as a consumer proposition across each generation of UK shoppers. However, with Generation Z and Millennials leading the way in terms of gift card purchasing frequency; it is now more essential than ever that the gift card industry evolves to meet the changing needs and desires of the modern consumer."

Dom Morea, senior vice president, head of gift solutions at First Data and sponsor of the State of the Nation report, commented, "This research reafitms our belief in the sustainable nature of the rapidly evolving gifting market. Furthermore, it clearly underscores the key opportunities that we, as an industry, need to embrace to ensure our products and services are highly relevant and deliver benefits across the entire ecosystem. First Data is proud to support this research project."

"With Generation Z and Millennials leading the way in terms of gift card purchasing frequency, it is essential that the industry evolves to meet the changing needs and desires of the modern consumer."

Gail Cohen, director general of the UKGCVA



SOUTH EAST

YORKSHIRE



Builtinar Optical Supplies Landing represent manufacturer and metagene. The Internet Optical Socies the a partition of out-of (300 Tarenet for the out-off) and the sentence of the out-off outdation of special expression manufactures. A the UK's languat expression manufactures to UK's expressions in rating languates autoestate out of a species of the sentence of the sentence out-off out-off out-off outtoor of the sentence out-off out-off outtoor off out-off out-off out-off outfor appear out the sentence out-off outfor out-off out-off out-off out-off outformation and the sentence out-off out-off outformation and the sentence out-off out-off outboard out-off out-off out-off out-off out-off outoff out-off out-off out-off out-off out-off outoff out-off out-off out-off out-off out-off out-off out-off outoff out-off out-off out-off out-off out-off out-off out-off outoff out-off ou



**Nastic Card Services** 

Plotts: Card Services is one of the LKe coding manufacturers and suppress of plants: cards and associated services. The approximation behaviours, as card namidity, other processing, arthorit and mailing, data processing, arthorit and unified, bits processing, arthorit and automatic facility for the stocage and issue summouse facility for the stocage and issue

