In preparation for the implementation of the EU Digital ID Wallet in 2023, Thales conducted a survey to better understand EU habits when it comes to identification and proof of rights, as well as citizens’ perceptions of the EU Digital ID Wallet. Our online survey ran in seven EU countries, with 1,835 respondents chosen to reflect a representative range of age groups, genders, and nationalities.

Survey’s key take-aways

- 60% of respondents would use the EU Digital ID wallet.
- 60% believe that the wallet should be provided by Government or Banks (32%) - OEM (29%) only.
- 73% of respondents have a form of digital ID/doc on their phone (scan or picture).
- 27% of them already have an official digital ID.
- 65% Security is paramount, even stronger +8 pts amongst official digital ID owners.
- 66% of respondents would use the EU Digital ID wallet.
- 67% think it is quite important or essential to be able to use it anywhere within the EU.
- 34% of users have a form of digital ID/doc on their phone (scan or picture).
- 3% of users are happy and don’t seem to have difficulties in proving their ID or a right.
- 73% Security is paramount, even stronger +8 pts amongst official digital ID owners.
- 54% of users of OEM wallet (for payment) keep Gov as most legitimate (34%) but tend to favour much more OEM (34%).
- Official IDs and health related uses drive the usage and users favour a single wallet for all documents with easy access and various compartments.
- Myths to kill: mID / Wallet is not just for young tech savvy users anymore.
- 67% Security first but convenience 2x more important amongst under 45 years old.
- 2x Security first but convenience 2x more important amongst under 45 years old.