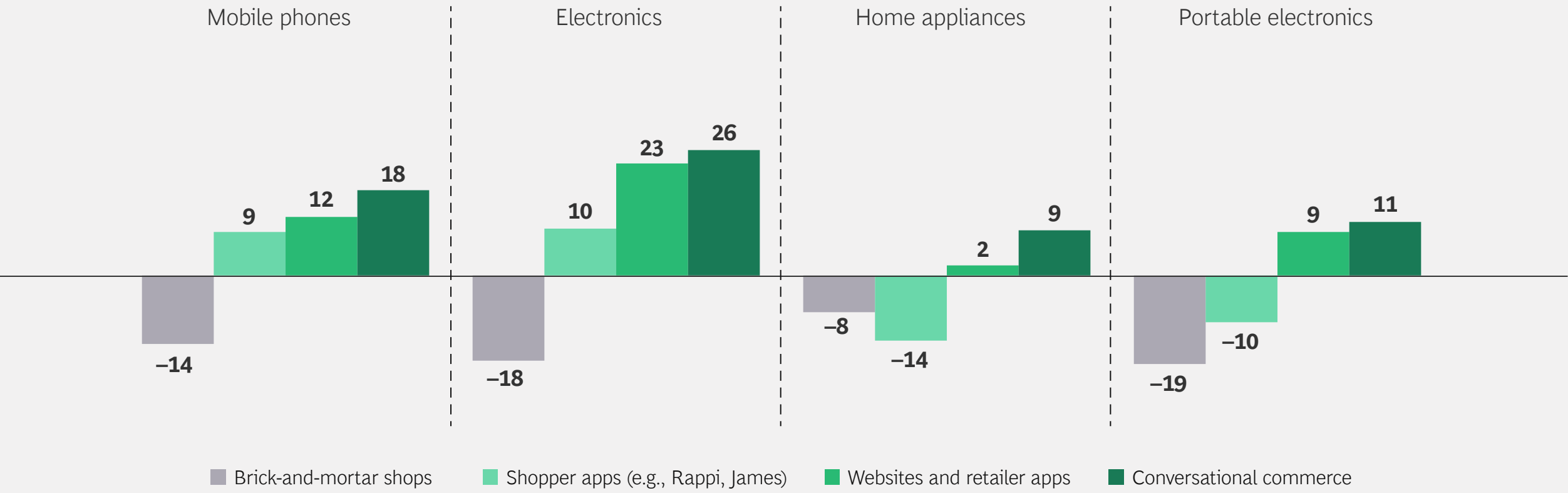


Did You Know: Even After Shops Reopen, Many Consumers in Brazil Plan to Use Conversational Commerce Instead

Intended net spending change in the next six months per channel
(percentage points)



Source: Consumer Sentiment Survey. May 10–11, 2020 (N = 1,318, weighted).
Note: Question was “In the next six months with a large-scale reopening of stores, how do you expect your spend to change in these channels?”