

**Future-Ready Retail:**  
**Preparing for**  
**the Age of**  
*Agentic Commerce*

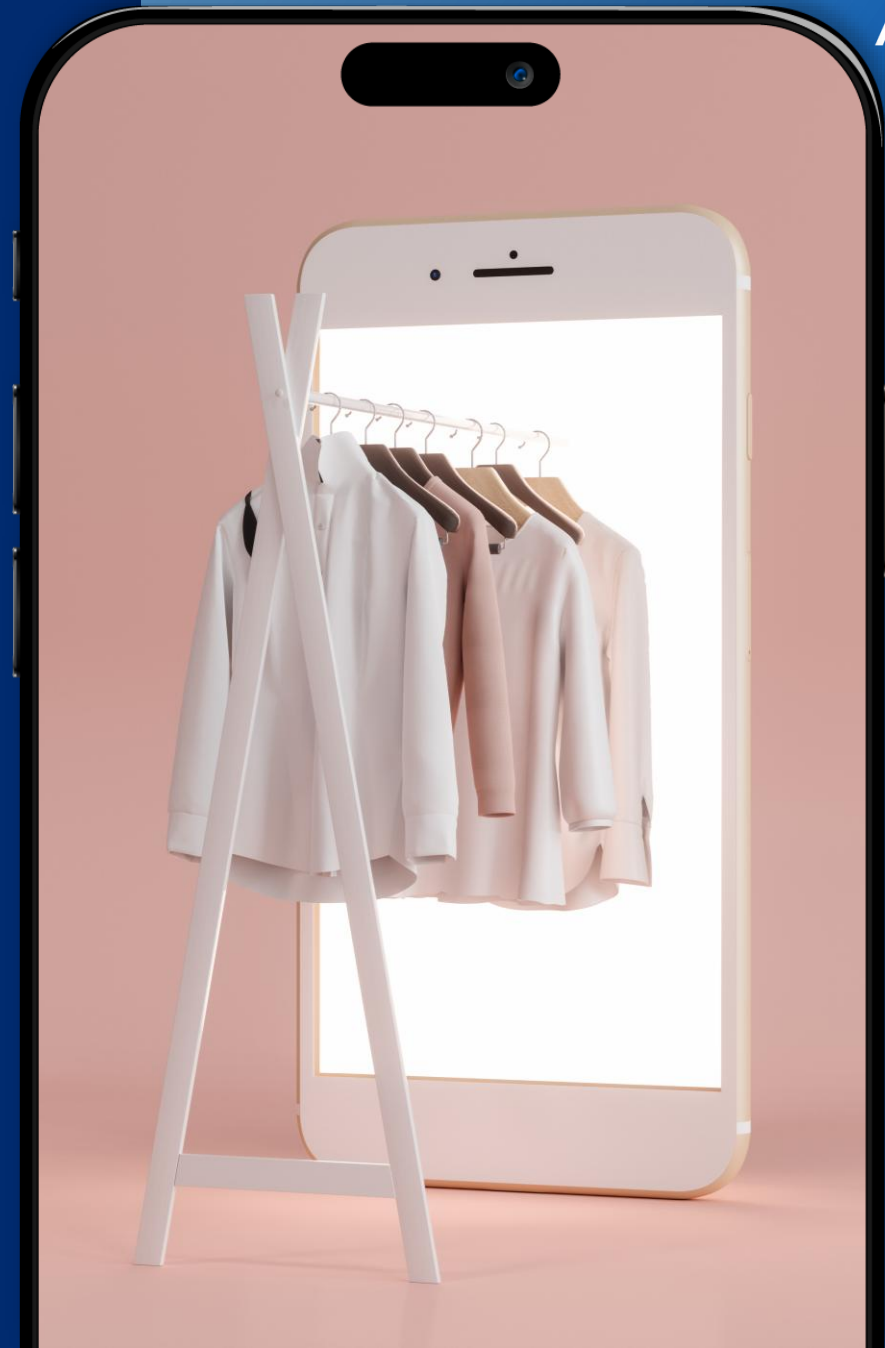
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*A fundamental shift*  
**is in how we shop.**

**39%** of consumers are  
likely to use an AI agent for  
shopping recommendations  
or purchases.



# Shoppers are *interested* in the potential.

**52%** are interested in using an AI agent to track price changes.

**39%** are excited by automated comparisons and deal finding.

**36%** say time savings make AI agent assisted shopping appealing.

# The next phase of *commerce* needs to be built on:

- Security*
- Accountability*
- Trust*



Meeting customer needs  
**can make you  
more discoverable.**



**49%** of consumers would  
be comfortable with trying new  
brands or products through  
**AI-powered recommendations.**

# Top drivers of *loyalty* are:

Product  
quality

54%

Brand trust or  
reputation

44%

Loyalty  
rewards

44%

Customer  
service

33%

# How to *succeed* no matter how the purchase is initiated:

**Build on a foundation of trust.**

**Focus on customer connection & loyalty.**

**Be adaptable.**

