

# NORGES BANK PAPERS

Retail payment services 2017

NO 2 | 2018



NORGES BANK

# Norges Bank Papers NO 2 | 2018

Norges Bank

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# Retail payment services – 2017<sup>1</sup>

*In 2017, the average number of card transactions per inhabitant was 441, while the average value of card transactions was NOK 397. There was renewed strong growth in the use of international payment cards, reflecting sharp increases in internet and mobile payments.*

*There was a further decline in the use of the cash infrastructure, such as ATMs and point-of-sale (POS) cash-back. Sample-based surveys from Norges Bank indicate that cash is currently used in approximately every tenth payment made by private individuals at points of sale and for P2P (person-to-person) payment transactions.*

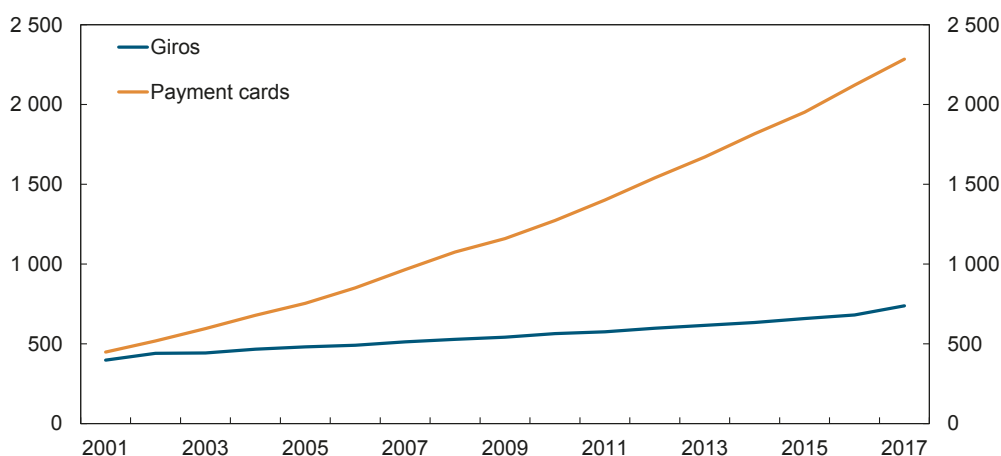
*Starting with the statistical year 2017, Norges Bank publishes figures for mobile payments, instant payments and contactless card payments.*

## 1 Use of payment instruments

There are two main types of means of payment: cash and bank deposits (in bank accounts). Means of payment can be accessed by using a payment instrument. Payment cards and debit and credit transfers are examples of payment instruments that provide access to bank accounts. Cash can be used without recourse to any other instrument and is therefore both a means of payment and a payment instrument.

Chart 1 shows the use of payment instruments excluding cash. In 2017, there were 2 284 million card payments and 738 million giro payments (debit and credit transfers)<sup>2</sup>.

**Chart 1 Use of payment instruments. In millions of payments. 2001–2017**



Source: Norges Bank

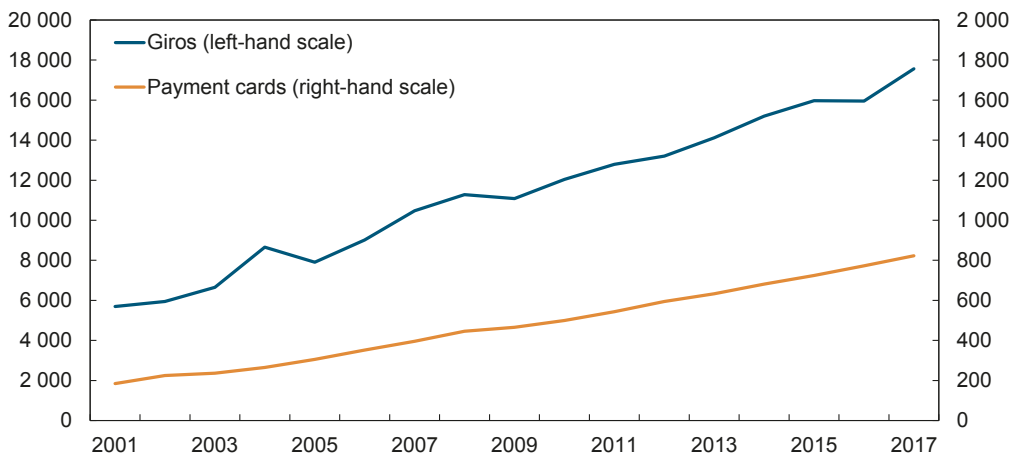
Cheques represent a third category of payment instrument. They continue to be used to some extent, even though the number is falling year by year. In 2017, slightly fewer than 39 000 cheque payments were made, with a total value of NOK 1.8 billion (see Annex Tables 8 and 12).

1 The statistics used in this document have been compiled by Statistics Norway on behalf of Norges Bank. Further details are provided in the tables and are also published on Norges Bank's website.

2 Debit and credit transfers are transfers between bank accounts. A debit transfer is initiated by the payee, while a credit transfer is initiated by the payer.

The value of debit and credit transfers totalled NOK 17 559 billion in 2017 (Chart 2). The value of card payments was 823 billion NOK.

**Chart 2 Use of payment instruments. In billions of NOK. 2001–2017**



Source: Norges Bank

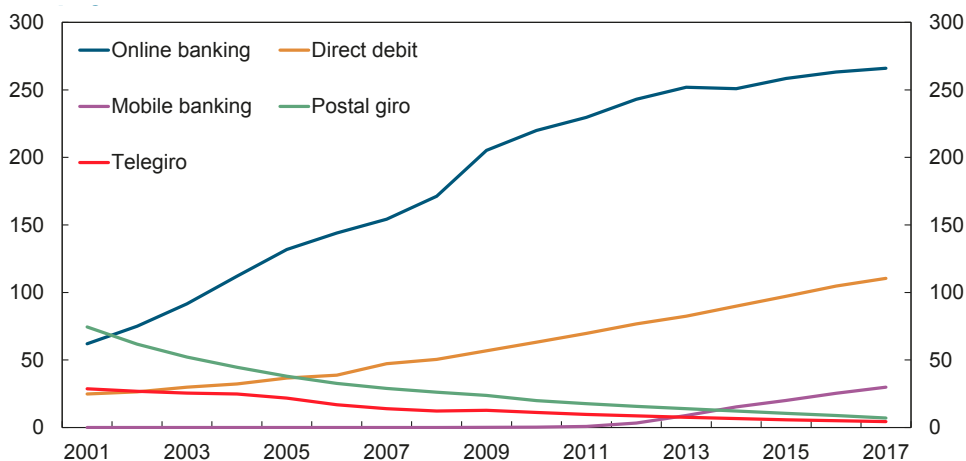
While giros are mainly used for bill and wage payments, payment cards are primarily used for the purchase of goods and services at points of sale. A typical giro payment is thus much larger than a typical card payment. In 2017, the average value of giro payments was NOK 23 787, while the average value of card payments was NOK 360.

### Giro payments by retail customers

Chart 3 shows debit and credit transfers by retail customers. Online banking transfers, direct debits and mobile banking payments have increased in recent years, and are the three most widely used money transfer services for retail customers.

The volume of postal giro and telegiro payments has been falling every year, and these solutions now are little used. In 2017, postal giros were used a total of 7.1 million times and telegiros were used 4.4 million times.

**Chart 3 Giro payments by retail customers. In millions of payments. 2001–2017**



Source: Norges Bank

From 2017, statistics for giro payments also include figures for instant payments<sup>3</sup> (Annex Tables 9 and 13). These are payments from the bank account of one retail customer to the account of another retail customer via a dedicated payment infrastructure. The funds are accessible by the payee a few seconds after the payer has initiated the payment. In 2017, approximately one million instant payments were made, a figure that is likely to rise in 2018 owing to the implementation of instant payments in the Vipps mobile payment solution.

## Mobile payments

Payments using mobile phones have increased sharply over the past years. Starting with the statistical year 2017, Norges Bank publishes mobile payment statistics. Mobile payment solutions/systems that could be used in Norway in 2017 included Vipps, MobilePay<sup>4</sup> and mCash<sup>5</sup>.

Mobile payments are payments made with a payment instrument that functions through a mobile phone app. These apps are often developed for use in a variety of payment situations, such as physical points of sale, online shopping and P2P. Payments are most often made with a payment card as the underlying payment instrument, but can also take place directly from a bank account (giro payment).

In 2017, approximately 90 million mobile payments were made. The total value of these payments was approximately NOK 40 billion. The average value of a mobile payment was thus just under NOK 450.

One-third of mobile payments were made directly from a bank account and two-thirds with a payment card. Of the different types of payment cards, only the international cards<sup>6</sup> can currently be used for mobile payments.

Most mobile payments, slightly over 80 percent, were payments between private individuals, so-called P2P payments.

### Overview 1 Mobile payments in 2017 by funding source and by type of payment<sup>7</sup>

	Payments (million)	Value (NOK billion)
<b>Mobile payments by funding source</b>	<b>89.5</b>	<b>40.0</b>
Payments made directly from a bank account	30.4	14.0
Payments with a payment card	59.1	26.0
<b>Mobile payments by type of payment</b>	<b>91.1</b>	<b>39.8</b>
Payments made in EFTPOS terminals	0.8	0.0
Online payments	7.9	1.4
Other payments to enterprises and organisations	7.3	1.4
Payments between private individuals	75.1	37.0

Source: Norges Bank

<sup>3</sup> <https://www.bits.no/bank/straksbetalinger>

<sup>4</sup> Discontinued from 11 January 2018

<sup>5</sup> Discontinued from 1 September 2017

<sup>6</sup> In the remainder of the text, the term *international card* is used for Norwegian payment cards issued by international card companies or under licence from them. These include Visa, Mastercard, American Express, Diners Club, JCB and China Union Pay.

<sup>7</sup> Mobile payments by funding source are reported by banks and card issuers, while mobile payments by type of payment are reported by system owners. There can be differences between these figures.

## 2 Card transactions

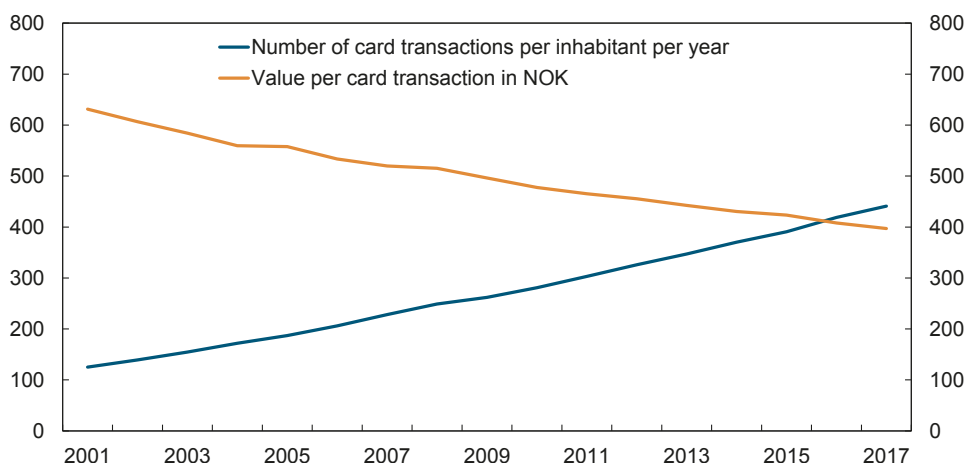
In 2017, 2 284 million payments and 52 million ATM and over-the-counter cash withdrawals<sup>8</sup> were made with Norwegian payment cards, a total of 2 336 million card transactions (see Annex Table 10a).

Payments made at physical payment terminals totalled 2 002 million, of which 22 million (1.1 percent) were made with contactless payment cards.<sup>9 10</sup> The number of contactless payments will likely increase in the years ahead since an ever increasing share of cards and terminals are adapted to make and receive such payments and as payers become more aware of this payment method.

Mobile and online payments represented 59 million (2.6 percent) and 221 million (9.7 percent), respectively, of total card payments.

The average number of card transactions per inhabitant in 2017 was 441 (Chart 4). The average value of card transactions continued to fall, and in 2017 was NOK 397.

**Chart 4 Card transactions per inhabitant per year and value per card transaction in NOK. 2001–2017**



Source: Norges Bank

### Number of payment cards

At end-2017, the total number of Norwegian payment cards issued stood at 16.1 million (Overview 2). Most new cards issued today feature functionalities for making contactless payments at payment terminals. From next year, the statistics will show the share of issued cards with a contactless payment feature.

<sup>8</sup> Cash withdrawals in connection with payments (cash-back) were registered as payments, which applied to 31 million payments in 2017.

<sup>9</sup> For contactless payment under a certain amount, the payer does not need to approve the payment with a PIN code. It is sufficient to hold the card close to the terminal.

<sup>10</sup> Most contactless payments were made with international cards such as Visa and Mastercard. Approximately one million of the payments were made with BankAxept.

## Overview 2 The number of issued Norwegian payment cards (in thousands)<sup>11</sup>

Card type	2015	2016	2017
Combined BankAxept/international debit cards	8 175	8 290	8 941
International credit cards	5 036	5 499	5 892
Combined international/domestic credit cards	540	611	629
International charge cards	450	431	357
Non-combined BankAxept cards	157	150	130
Combined BankAxept/domestic credit cards and domestic credit cards	68	87	103
E-money cards	278	127	94
<b>In total</b>	<b>14 704</b>	<b>15 195</b>	<b>16 147</b>

Source: Norges Bank

The most widely used card type is a card combining BankAxept with an international debit card (usually Visa or Mastercard) (Overview 2). Over half of cards issued are of this type. The next most widely used card type is international credit cards. Slightly more than one-third of cards are of this type.

### Card transactions by issuer and function

In 2017, 70.1 percent of all transactions with Norwegian cards were made using the national debit card system, BankAxept (Chart 5). These amounted to 1 639 million transactions, and the increase between 2016 and 2017 was 2.7 percent.

BankAxept's market share has declined in recent years, reflecting strong growth in online purchases and mobile payments linked to payment cards. For such payments, international cards must be used, and growth in the use of these cards has been strong. Currently, the BankAxept system cannot be used for these types of payment.

There were 692 million transactions using international cards in 2017. Growth between 2016 and 2017 was 19.1 percent. These cards' market share was 29.6 percent in 2017. Growth was clearly strongest for international debit cards, with a 26.5 percent increase in transactions over the past year.

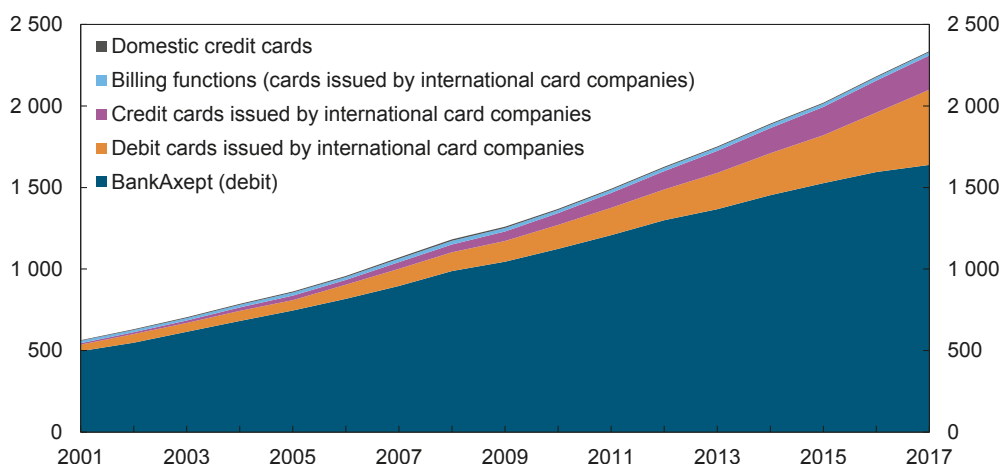
11 *Debit card*: Payment card enabling the card user to access deposits and credit from the bank account to which the card is linked. The user's account is debited each time the card is used.

*Credit card*: Payment card with a line of credit that in accordance with the cardholder agreement may be repaid regardless of when the card is used.

*Charge card*: The user of the card receives at certain intervals an invoice for total use.



**Chart 5 Use of Norwegian payment cards by issuer and function. In millions of transactions. 2001–2017**



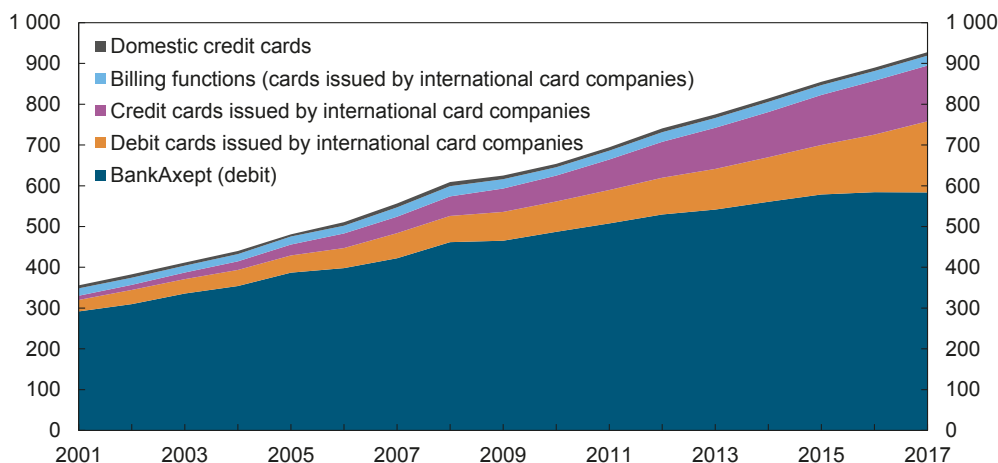
Source: Norges Bank

The total value of BankAxept transactions in 2017 was NOK 584 billion (Chart 6). The decline between 2016 and 2017 was 0.1 percent. BankAxept transactions accounted for 62.9 percent of the total value of card transactions.

The value of transactions using international cards was NOK 336 billion in 2017, an increase of 12.9 percent over the past year.

The average transaction value for BankAxept cards was NOK 356, NOK 378 for international debit cards, and NOK 650 for international credit cards.

**Chart 6 Use of Norwegian payment cards by issuer and function. In billions of NOK. 2001–2017**



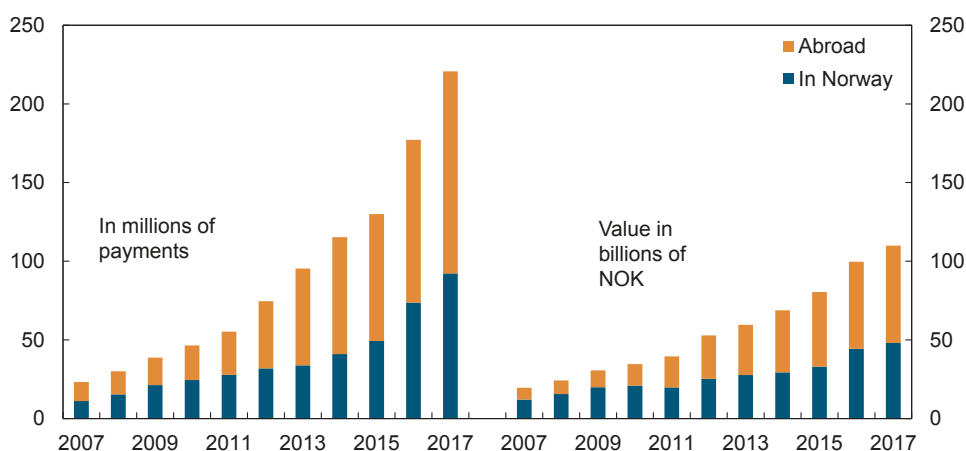
Source: Norges Bank

## Internet card payments (online shopping)

There has been a sharp increase in internet card payments over the past years (Chart 7). In 2017, there were 221 million such purchases made with Norwegian payment cards. Payments to websites abroad account for nearly 60 percent of total internet payments, and increased by 24.1 percent over the past year. Growth was somewhat lower than in the previous period.

The figures for internet payments in Norway showed an increase of as much as 25.2 percent over the past year. Real growth is even higher, since figures for mobile payments were separated from the figures for internet payments from 2017.

**Chart 7 Internet payments with Norwegian payment cards. 2007–2017**



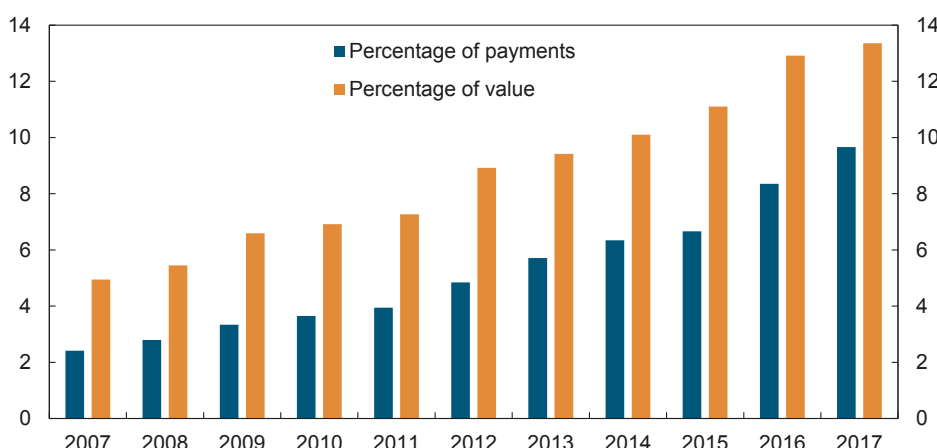
Source: Norges Bank

The total value of internet payments was NOK 110 billion. The growth in the value of internet payments was not as strong as growth in the number of such payments. In 2017, the average payment amount fell from NOK 563 in 2016 to NOK 498.

Customers abroad make fewer purchases at Norwegian online shops than Norwegians make at online shops abroad. Customers abroad accounted for 10.5 million such purchases, with a total value of NOK 22.3 billion (Tables 10c and 14c). Both the number and value of such purchases grew by over 30 percent between 2016 and 2017.

Internet payments are assuming an ever larger share of payments made with Norwegian payment cards. Chart 8 shows that in 2017 internet payments accounted for 9.7 percent of all payments using Norwegian cards. In value terms, internet payments accounted for 13.4 percent of the value of all card payments.

**Chart 8 Internet payments with Norwegian payment cards. Percentage of total card payments. 2007–2017**



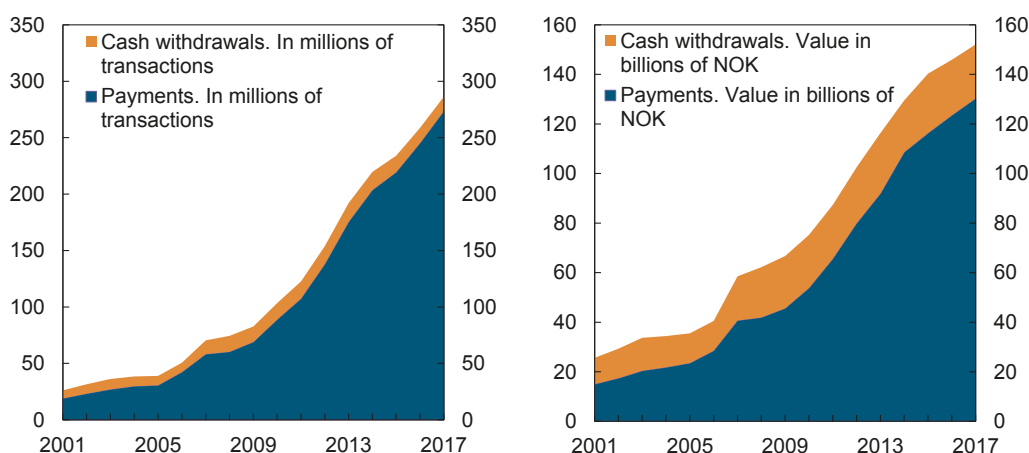
Source: Norges Bank

## Card payments abroad

Chart 9 shows the total use of Norwegian payment cards abroad, both at terminals and via the internet. The number of transactions abroad came to 286 million in 2017. 274 million transactions were payments of various kinds, while 13 million transactions were cash withdrawals. The number of payments increased by 11.6 percent between 2016 and 2017. Cash withdrawals declined by 5.2 percent.

Nearly the entire increase in the number of payments abroad reflects the increase in the number of internet payments. The number of payments at points of sale abroad only showed a slight increase, from 142 million to 145 million.

**Chart 9 Use of Norwegian payment cards abroad. 2001–2017**

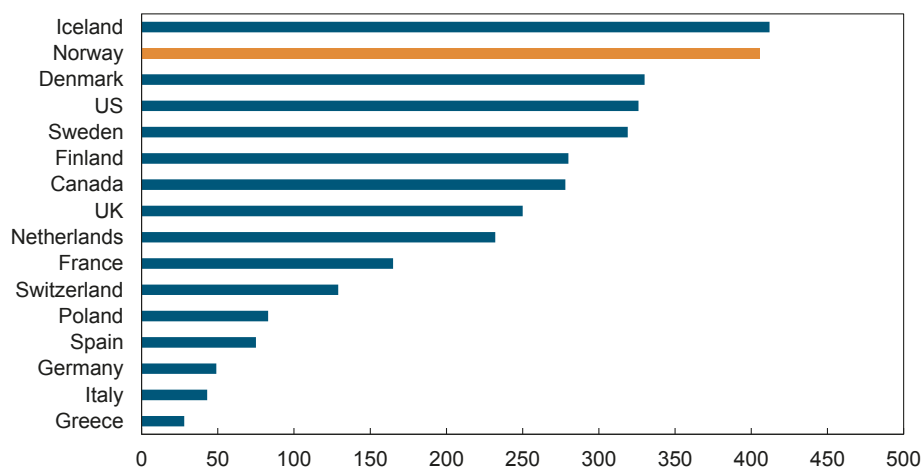


Source: Norges Bank

The value of card use abroad in 2017 totalled NOK 152 billion. The value of various kinds of payment transactions amounted to NOK 130 billion, while the value of cash withdrawals amounted to NOK 22 billion. The average value of cash withdrawals abroad in 2017 corresponded to NOK 1 717. The average value of payments at points of sale abroad corresponded to NOK 471.

Norway is among the countries with the highest use of cards as a means of paying for goods and services (Chart 10). Only Iceland ranks higher. Germany and a number of Mediterranean countries can be found at the other end of the scale. On average, Germans pay using a payment card less frequently than once a week.

**Chart 10 Number of card payments per inhabitant per year in selected countries. 2016**



Sources: BIS, Central Bank of Iceland, ECB and Norges Bank

## 3 Cash

### Cash infrastructure

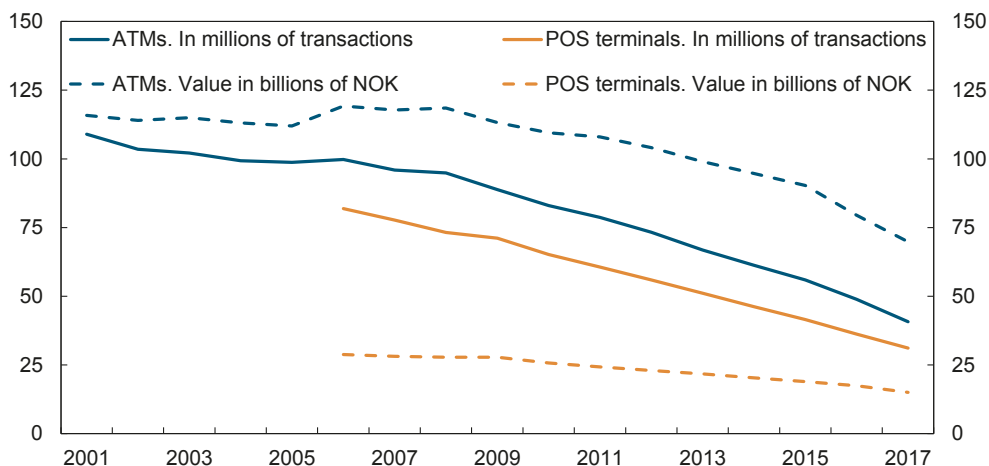
A user can withdraw cash at bank branches, from ATMs and at many POS terminals. Chart 11 shows the number and value of ATM and POS cash withdrawals.<sup>12</sup> There were 40.7 million withdrawals from ATMs in Norway in 2017, 16.8 percent fewer than in 2016. The value of ATM withdrawals totalled NOK 69.8 billion in 2017, 12.2 percent less than in 2016.

There were 31.1 million POS withdrawals in 2017, which is 14.1 percent fewer than in 2016. POS withdrawals totalled NOK 15.0 billion in 2017, and declined by 13.8 percent from 2016. The decline in ATM and POS cash withdrawals is not anything new, but has gained momentum in recent years.

In 2017, the average ATM withdrawal was NOK 1 715, while the average POS withdrawal was NOK 482.

<sup>12</sup> Statistics are not available for cash withdrawals at bank branches.

**Chart 11 Cash withdrawals from ATMs and POS terminals. 2001–2017**

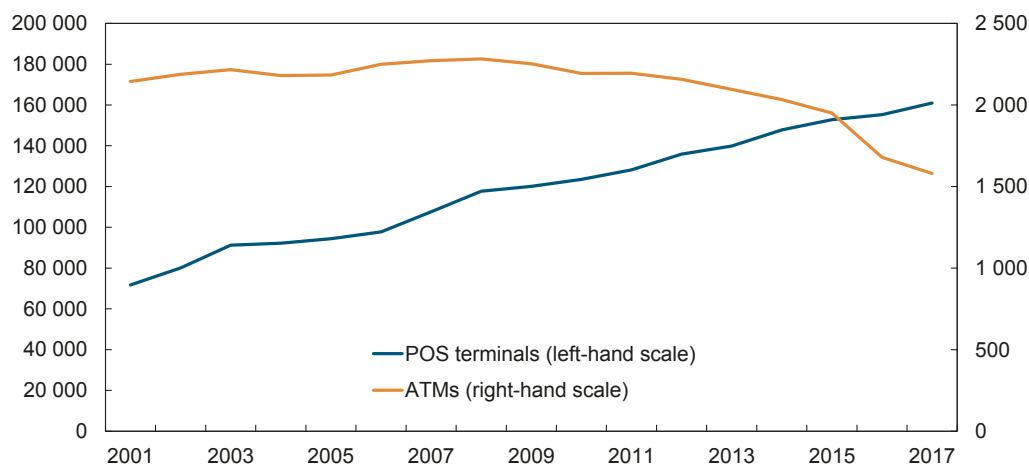


Source: Norges Bank

The number of ATMs declined from 1 679 in 2016 to 1 580 in 2017 (chart 12). The cash handling companies NOKAS and Loomis owned a total of 323 ATMs, while the banks owned the remaining 1 257. 995 of the banks' ATMs were operated by NOKAS and Loomis, while 262 ATMs were operated by the banks themselves.

The number of POS terminals is increasing. In 2017, a total of 161 005 payment terminals had been installed.

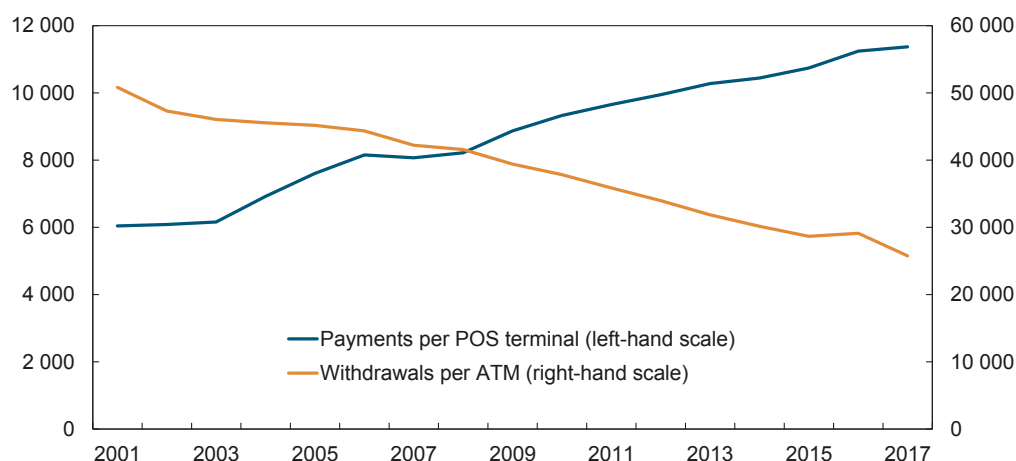
**Chart 12 Number of POS terminals and ATMs. 2001–2017**



Source: Norges Bank

In 2017, each ATM was used for an average of 25 759 cash withdrawals (Chart 13), or an average of 71 withdrawals per day. The average amount withdrawn from each ATM was NOK 44 million, or an average of approximately NOK 120 500 per day.

**Chart 13 Use of POS terminals and ATMs per year. 2001–2017**



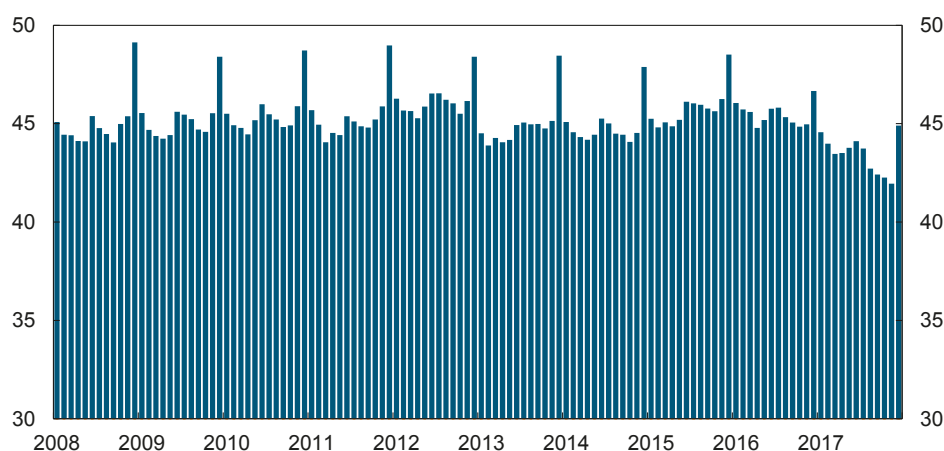
Source: Norges Bank

## Cash in circulation

The amount of cash in circulation does not necessarily provide any indication of the volume of cash payments. Cash is both a means of payment and a store of value. Banknotes or coins may often be used solely as a store of value. On the other hand, a banknote or coin could very well be used in multiple payments over the course of a year.

The value of cash in circulation among the public has long remained relatively stable around NOK 45 billion (Chart 14). The quantity of cash in circulation is affected by seasonal variations, with higher public demand in connection with summer and Christmas holidays. Since mid-2016, the value of cash in circulation has declined compared to the same periods in previous years. At year-end 2017, cash in circulation amounted to NOK 44.9 billion.<sup>13</sup>

**Chart 14 Cash in circulation among the general public. In billions of NOK. January 2008 – December 2017**

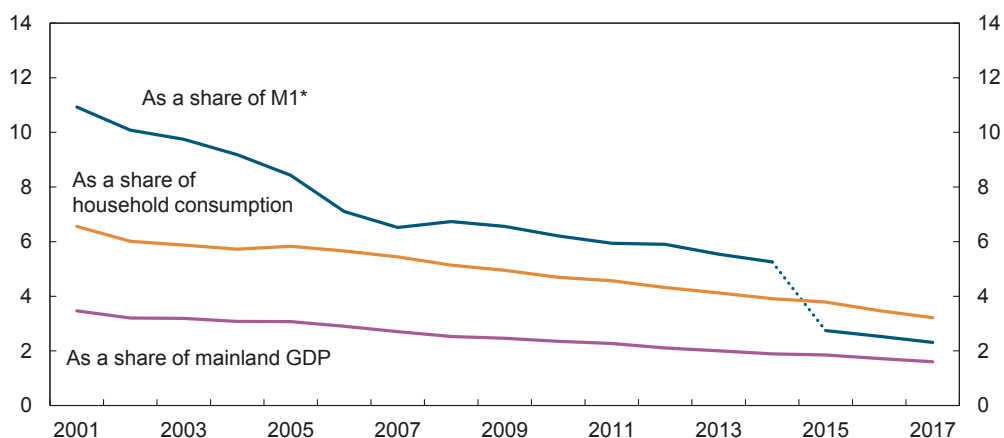


Source: Statistics Norway

<sup>13</sup> In addition to the cash held by the general public, banks also hold cash. At end-2017, banks' stock of cash was about NOK 3.5 billion. This includes cash stored in banks' ATMs, branches and depots.

Cash as a share of the monetary aggregate M1<sup>14</sup> fell from 2.5 percent in 2016 to 2.3 percent in 2017 (chart 15).<sup>15</sup> Cash as a share of GDP for mainland Norway amounted to 1.6 percent in 2017.

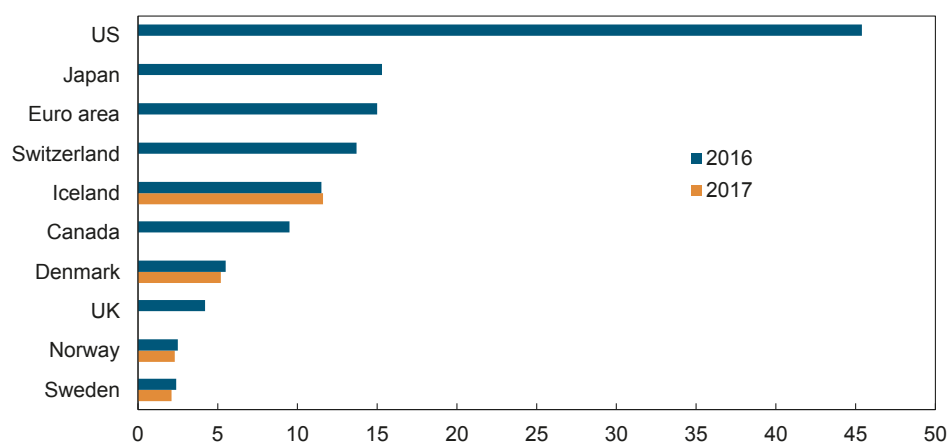
**Chart 15 Value of cash in circulation as a share of means of payment (M1), household consumption and mainland GDP. Percent. 2001–2017**



Sources: Statistics Norway and Norges Bank

The figures for Norway are low in an international context (Chart 16). Also in the other Nordic countries and the UK, the value of cash as a share of M1 is low. At the opposite end is the US, where cash in circulation accounts for close to half of this monetary aggregate. One reason for this is that USD banknotes and coins are also used in a number of countries other than the US.

**Chart 16 Cash as a share of means of payments in selected countries. 2016 and 2017 (Nordic countries)**



Sources: BIS, Central Bank of Iceland, Danmarks Nationalbank, ECB, Statistics Norway, Statistics Sweden and Norges Bank

14 M1 is the narrow monetary aggregate. This is money that is available and can be used immediately and comprises current accounts and cash in circulation. The definition of M1 was changed in 2015, leading to a break in the statistics.

15 Note that this is not an expression for the use of cash.

## BOX: USE OF CASH IN NORWAY AND OTHER COUNTRIES

Norges Bank aims to present facts and contribute to the public discussion regarding means of payment. This publication presents annual statistics on the use of electronic means of payment and on cash withdrawals from ATMs and POS terminals. However, statistics covering the actual use of cash are not published on a regular basis.

Norges Bank has launched a project to determine cash usage using different methods. These methods include household surveys, collaboration with the retail sector on the collection of point-of-sale transaction data<sup>16</sup> and analyses of other available data, including from cash centres.

In this paper, we present the results of three household surveys.<sup>17</sup> Other surveys and analyses in the project on the use of cash will be published at a later date.

The surveys examined payment situations in which cash could actually be used. These are mainly P2P payments and payments for the purchase of goods and services at a point of sale (POS)<sup>18</sup>. Payments related to online purchases and for paying bills are thus excluded from the survey and the presented results. Survey participants were asked to provide information about their most recent payment.

Data were collected by an external market analysis firm. In each survey, 2000 individuals over 15 years of age were queried using both phone- and internet-based interviews. The survey sample is representative of the wider population, which means that its composition is virtually identical to that of the population as a whole in terms of key variables such as sex, age and residence. Representativity allows survey results to be generalised to the whole population.

### **Main findings from the surveys**

The use of cash in the sample accounted for 11 percent of total POS and P2P payments (Chart 17). Cash use in P2P payments was 15 percent, and 11 percent for POS payments.

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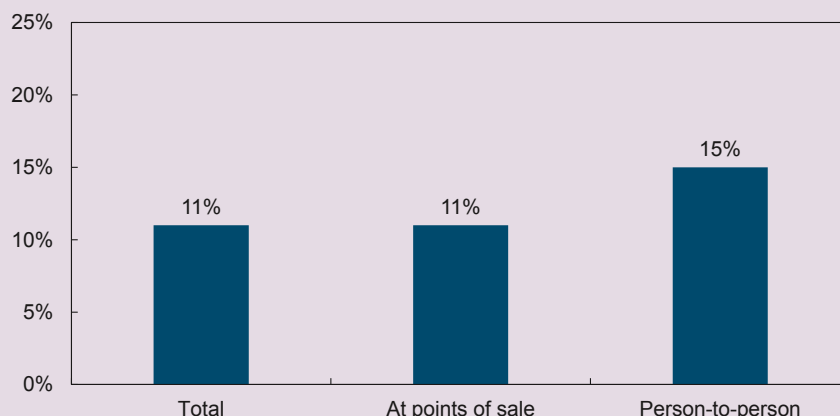
16 The use of cash is likely to vary between different sectors. Aera has conducted an analysis of actual grocery retailer transaction data for 2017 Q1 and found that 20–25 percent of these payments were made using cash. <https://static1.squarespace.com/static/562a32b0e4b0e6f4ec3104ae/t/5aaa5f5c53450a6f4dea99b7/1521114995286/Aera+Betalingskonferansen+Mars+2018+Light.pdf>

17 The surveys were conducted in the periods 9–14 May 2017, 7–12 November 2017 and 10–15 April 2018. Data from the three surveys have been averaged for this presentation.

18 Points of sale include retail outlets, restaurants, vending machines, hairdressing salons and public transport etc.



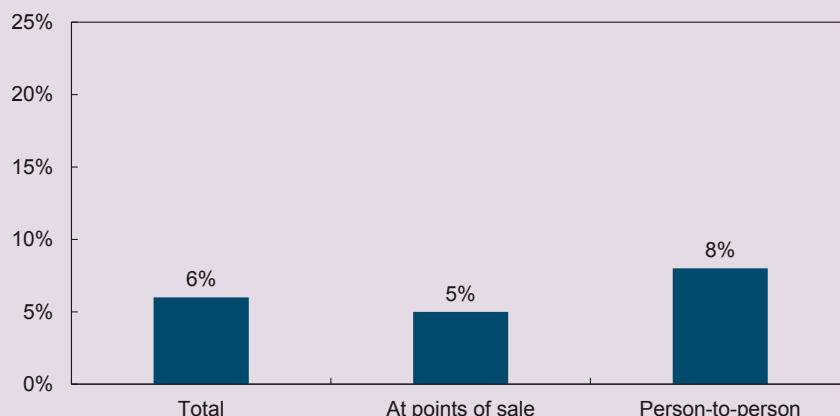
**Chart 17 Number of cash payments as a percentage of the total number of payments. 2017–2018**



Source: Norges Bank

In the sample, the value of cash payments accounted for 6 percent of the total value of payments (Chart 18). The value of cash payments accounted for 5 percent of the value of POS payments and 8 percent of the value of P2P payments.

**Chart 18 Value of cash payments as a percentage of total value. 2017–2018**



Source: Norges Bank

At *points of sale*, one can choose to pay

- cash,
- with a payment card (debit, credit or prepaid),
- using a mobile phone or
- in some other manner (eg, invoice).

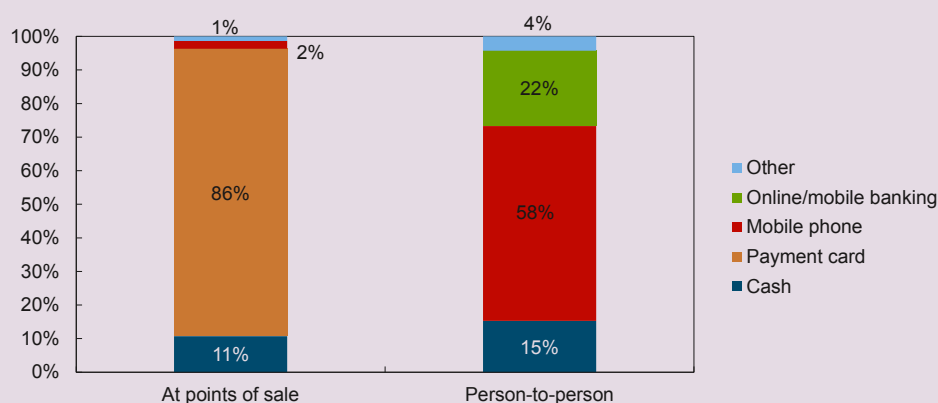
Payment cards are by far the most widely used method of payment at points of sale, with 86 percent of payments (Chart 19). Cash payments accounted for 11 percent, while mobile payments accounted for 2 percent.

For *P2P payments*, one can choose to pay

- cash,
- using a mobile phone,
- using online banking/mobile banking or
- in some other manner.

Mobile payments (Vipps, MobilePay etc.) accounted for 58 percent of P2P payments. Online or mobile banking transfers were the second most popular payment method, accounting for 22 percent of P2P payments. Cash payments, as mentioned earlier, accounted for 15 percent of these payments.

**Chart 19 Payment methods in different payment situations. 2017–2018**



Source: Norges Bank

### Surveys on the use of cash in selected countries

Cash usage in Nordic countries is comparatively very low. In some euro area countries, cash payments account for up to 90 percent of total POS payments.

Overview 3 summarises results from recent surveys of cash usage in selected countries. Some of the variation is related to survey methodology, the types of payment included in the surveys, and the dates when the surveys were conducted. The figures are therefore not necessarily fully comparable.

- Most of the figures have been obtained from sample-based household surveys. UK figures also include information from the retail sector and industry organisations.
- In most of the surveys, *payment diaries* were used in which respondents were asked to log all of the payments they made on a specified day. In Sweden and Norway, survey participants were asked about *the most recent* payment they made.
- Figures for the euro area, Denmark and Sweden only include only POS payments. Figures for the other countries also include P2P payments. Cash usage is generally higher for P2P payments than for POS payments.

- For online purchases and for paying bills it is unusual or not possible to pay cash. The surveys for the euro area, Denmark, Sweden and Norway omit such payments. The UK and US surveys include payments of these types.

### Overview 3 Cash usage in selected countries

Country	Period	Cash usage (% of transactions)	Cash usage (% of value)
Euro area total	2014–2016	79	54
Greece	2015–2016	88	75
Italy	2015–2016	86	68
Germany	2014	80	55
France	2015–2016	68	28
Finland	2015–2016	54	33
Netherlands	2016	45	27
UK	2016	44	15
US	2016	31	8
Denmark	2017	23	16
Sweden	2018	13	-
Norway	2017–2018	11	6

Sources: Danmarks Nationalbank, ECB, Federal Reserve Bank of San Francisco, Sveriges Riksbank, UK Finance, and Norges Bank

## 4 Prices for payment services

Overview 4 provides information on prices for different banking and card services. Prices are lower for customers belonging to a bank's loyalty programme than those not belonging to such a programme.

Prices for bill paying vary widely according to form of payment. The prices are clearly highest for paper-based and manual payment services. Average prices for credit transfers made via cash payment over the counter are about NOK 100 for customers belonging to a loyalty scheme. Payments using AvtaleGiro (direct debit) or via an online banking service with CID are largely free of charge for customers belonging to a loyalty scheme, but cost other customers close to NOK 1.

At the beginning of 2018, the average annual fee for BankAxept cards combined with an international card (Visa or Mastercard) was NOK 234 for loyalty scheme customers and NOK 277 for non-loyalty scheme customers. The average fee for goods purchases using BankAxept was NOK 0.10 for loyalty scheme customers and NOK 1 for non-loyalty scheme customers.

ATM withdrawal fees have risen in the past year. A withdrawal using a debit card during opening hours from a bank's own ATM, now costs on average NOK 5.50. A year ago, such services were mostly free. Withdrawals using a debit card from an ATM belonging to another bank cost NOK 7.30 during opening hours both for customers belonging to a loyalty scheme and for customers not belonging to such a scheme. Withdrawals using an international credit card cost NOK 20.40 for customers belonging to a loyalty scheme and slightly below NOK 29 for customers not belonging to such a scheme. In addition, a fee is charged of approximately 1 percent of the amount withdrawn.

**Overview 4 Prices for domestic payment services, retail customers.  
Weighted average (NOK). 1 January each year**

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	Customers who do not belong to loyalty schemes			Customers who belong to loyalty schemes		
	2016	2017	2018	2016	2017	2018
<b>Payments</b>						
Online banking (with CID), per payment	1.50	0.90	0.90	0.00	0.00	0.00
Online banking – annual fee	14.50	14.10	14.40	0.90	1.30	1.40
Direct debit (AvtaleGiro), per payment	1.50	0.90	1.00	0.10	0.10	0.10
Mobile banking (with CID), per payment	1.50	0.90	1.00	0.06	0.00	0.00
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.30	0.00	0.00	0.00
Mobile banking – info by SMS	2.30	2.00	2.10	1.30	1.80	1.90
Credit transfer via postal giro, per payment	9.70	11.00	11.30	9.80	11.10	11.20
Giro over the counter – account debit, per payment	67.50	80.60	85.80	66.10	80.00	87.50
Giro over the counter – cash payment, per payment	89.50	99.70	99.20	95.60	102.70	100.20
BankAxept cards in payment terminals (EFTPOS), per payment	1.70	0.90	1.00	0.00	0.00	0.10
Credit card from international credit card company, annual fee	134.40	57.80	56.60	15.70	32.40	32.20
BankAxept cards (combined with debet card from int. card comp.), annual fee	271.90	275.80	276.70	204.80	208.60	234.00
<b>ATM withdrawals, debit cards</b>						
Own bank's ATMs during opening hours, per withdrawal	0.00	0.20	5.50	0.00	0.00	5.50
Own bank's ATMs outside opening hours, per withdrawal	2.80	4.80	5.90	0.00	4.20	5.60
Other bank's ATMs during opening hours, per withdrawal	5.60	6.90	7.30	5.00	6.50	7.30
<b>ATM withdrawals, international credit cards</b>						
Own bank's ATMs during opening hours, per withdrawal	24.90	24.80	28.60	16.20	17.50	20.40
Other bank's ATMs during opening hours, per withdrawal	25.00	24.90	28.70	16.40	17.50	20.40
Fee as a percentage of withdrawal amount	1.0	1.3	1.0	0.7	1.1	1.1

Sources: Finansportalen and Norges Bank

Overview 5 shows a comparison of prices from Finansportalen's "Sending money home" service, which "makes it cheaper, easier, and secure for immigrants in Norway and Norwegians with an immigrant background to send money to family and friends in their other home country".<sup>19</sup> Finansportalen lists prices for remittance services to 28 countries.<sup>20</sup> Banks, non-bank financial institutions and payment institutions provide remittance services to these countries. Prices for remittances are determined by various factors. As a percentage of the amount remitted, the price declines as the amount remitted increases. A remittance transaction in person is much more expensive than an online payment order. This pertains especially to banks, but also when the payment passes through a non-bank financial institution or payment institution. The fee comprises the exchange rate cost and other fees, where other fees comprise both a fixed portion and a portion that depends on the amount transferred. Fees for remittance

19 <https://www.finansportalen.no/andre-valg/artikler/om-sende-penger-hjem/>

20 Afghanistan, Bosnia-Herzegovina, Brazil, Chile, China, Eritrea, Ethiopia, Gambia, Ghana, India, Iraq, Kosovo, Latvia, Lithuania, Macedonia, Morocco, Nigeria, Pakistan, Palestine, Philippines, Poland, Romania, Russia, Serbia, Sri Lanka, Thailand, Turkey and Vietnam.

transactions in person have increased between 2017 and 2018, while online payment orders via banks have become less expensive. Online remittances made through banks have become more expensive but cheaper when made through non-bank financial or payment institutions. In general, foreign exchange margins have risen.

**Overview 5 Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2017 and 2018**

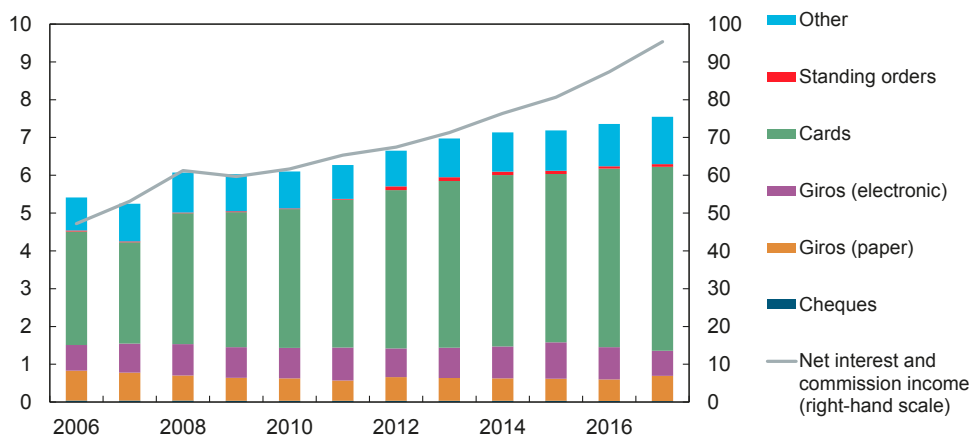
	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2017	2018	2017	2018	2017	2018	2017	2018
<b>Banks</b>	<b>28.1</b>	<b>28.6</b>	<b>6.1</b>	<b>6.6</b>	<b>5.5</b>	<b>5.8</b>	<b>1.6</b>	<b>2.0</b>
Exchange rate cost	0.6	1.1	0.6	1.1	0.7	1.0	0.7	1.0
Other fees	27.5	27.5	5.5	5.5	4.8	4.8	1.0	1.0
<b>Non-bank financial institutions and payment institutions</b>	<b>11.0</b>	<b>12.1</b>	<b>9.1</b>	<b>10.2</b>	<b>6.2</b>	<b>5.7</b>	<b>4.6</b>	<b>4.2</b>
Exchange rate cost	3.8	5.0	3.8	5.0	1.9	2.7	1.9	2.7
Other fees	7.2	7.1	5.3	5.2	4.3	3.0	2.7	1.5
<b>All providers</b>	<b>22.4</b>	<b>23.1</b>	<b>7.1</b>	<b>7.8</b>	<b>5.9</b>	<b>5.8</b>	<b>3.0</b>	<b>3.0</b>
Exchange rate cost	1.6	2.4	1.6	2.4	1.2	1.8	1.2	1.8
Other fees	20.7	20.7	5.4	5.4	4.6	4.0	1.7	1.2

Sources: Finansportalen and Norges Bank

## 5 Banks' income from payment services

In 2017, banks' income from payment services came to NOK 7.5 billion (Chart 21), an increase of 2.6 percent between 2016 and 2017. Income from payment cards as a share of the total income from payment services rose to 64.5 percent in 2017. The growth in income from payment services has been low compared to the growth in banks' total net interest and commission income.

**Chart 20 Banks' income from payment services and net interest and commission. In billions of NOK. 2006–2017**



Sources: Statistics Norway and Norges Bank

## General data

Table 1: General statistical data for Norway

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Population (as at 1 Jan., in millions)	4.69	4.75	4.81	4.87	4.92	4.99	5.05	5.11	5.17	5.21	5.30
GDP, market value (in billions of NOK)	2 351	2 609	2 431	2 594	2 796	2 968	3 076	3 147	3 118	3 117	3 279
Mainland GDP, market value (in billions of NOK)	1 830	1 943	1 965	2 074	2 158	2 295	2 419	2 533	2 620	2 717	2 804
Total household consumption (in billions of NOK)	911	956	978	1 038	1 072	1 121	1 175	1 224	1 281	1 343	1 396
EUR 1 in NOK (annual average)	8.02	8.22	8.73	8.01	7.79	7.47	7.81	8.35	8.95	9.29	9.33

## Means of payment in Norway

Table 2: Means of payment used by the public (at year-end, in millions of NOK)

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Money supply (M2)	1 319 799	1 374 095	1 416 088	1 507 041	1 593 137	1 671 765	1 793 673	1 907 974	1 920 065	2 017 427	2 138 664
Narrow money supply (M1)	760 448	729 838	737 822	784 613	824 760	820 075	874 546	910 322	1 766 857	1 842 654	1 944 698
Banknotes and coins	49 543	49 132	48 401	48 721	48 980	48 403	48 454	47 880	48 508	46 665	44 906
Deposits in current accounts	710 905	680 706	689 421	735 892	775 780	771 672	826 092	862 442	1 718 349	1 795 989	1 899 792
Other deposits	559 351	644 257	678 266	722 428	768 377	851 690	919 127	997 652	153 208	174 773	193 966

Table 3: Bank liquidity (in millions of NOK). Annual average

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Sight deposits	24 867	41 713	75 111	46 832	46 498	32 167	32 981	34 078	33 243	33 940	35 077
Banks' deposits at the central bank at the reserve rate	-	-	-	-	1 039 <sup>1</sup>	1 312	923	954	1 031	381	241
Deposits at the central bank (F-deposits)	-	-	-	-	26 344 <sup>1</sup>	11 402	9 527	28 744	22 778	8 814	28 199
Lending (F-loans + D-loans)	46 670	67 515	66 242	72 759	32 351	15 352	15 806	5 147	6 142	16 916	2 714

<sup>1</sup> Average from 3 October 2011

**Table 4: Banknotes and coins. Annual average (in millions of NOK)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Total</b>	<b>50 439</b>	<b>50 413</b>	<b>50 356</b>	<b>50 450</b>	<b>50 315</b>	<b>51 179</b>	<b>49 762</b>	<b>49 352</b>	<b>50 068</b>	<b>49 241</b>	<b>46 962</b>
<b>Total banknotes</b>	<b>45 858</b>	<b>45 838</b>	<b>45 704</b>	<b>45 676</b>	<b>45 463</b>	<b>46 379</b>	<b>45 509</b>	<b>44 995</b>	<b>45 605</b>	<b>44 725</b>	<b>42 426</b>
1000-krone	26 179	25 371	24 382	23 134	21 678	21 180	19 798	18 712	17 947	17 029	15 627
500-krone	11 213	11 882	12 722	13 623	14 542	15 633	16 306	17 101	18 355	18 445	17 689
200-krone	5 381	5 522	5 580	5 846	6 103	6 335	6 251	6 033	6 056	5 963	5 830
100-krone	2 121	2 083	2 029	2 062	2 099	2 149	2 118	2 096	2 154	2 172	2 161
50-krone	964	980	993	1 012	1 041	1 080	1 036	1 054	1 093	1 116	1 119
<b>Total coins</b>	<b>4 582</b>	<b>4 575</b>	<b>4 653</b>	<b>4 774</b>	<b>4 853</b>	<b>4 801</b>	<b>4 254</b>	<b>4 357</b>	<b>4 463</b>	<b>4 516</b>	<b>4 536</b>
20-krone	1 665	1 541	1 556	1 599	1 629	1 638	1 679	1 715	1 760	1 775	1 775
10-krone	1 214	1 259	1 276	1 307	1 323	1 317	1 150	1 174	1 194	1 201	1 205
5-krone	630	654	664	674	679	662	502	515	529	539	542
1-krone	845	884	912	941	962	943	767	799	826	847	861
0.5 krone	228	237	245	253	260	241	156	155	154	154	153

## Payment infrastructure

**Table 5: Institutional infrastructure**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Number of banks</b>	<b>149</b>	<b>149</b>	<b>149</b>	<b>145</b>	<b>142</b>	<b>138</b>	<b>137</b>	<b>137</b>	<b>134</b>	<b>137</b>	<b>136</b>
Savings banks	123	121	118	113	111	109	107	106	104	104	99
Commercial banks	16	18	20	20	19	17	18	19	20	23	25
Number of foreign bank branches in Norway	10	10	11	12	12	12	12	12	10	10	12
<b>Electronic money institutions</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>6</b>



**Table 6: Number of agreements**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Online banking agreements</b>	<b>4 438 137</b>	<b>4 841 244</b>	<b>5 251 874</b>	<b>5 496 535</b>	<b>5 712 911</b>	<b>6 020 427</b>	<b>6 218 674</b>	<b>6 690 106</b>	<b>7 213 825</b>	<b>7 655 106</b>	<b>7 999 729</b>
Online banking agreements – retail customers	4 089 644	4 471 351	4 865 720	5 097 505	5 300 353	5 595 545	5 759 449	6 207 945	6 606 198	7 027 261	7 343 957
Online banking agreements – corporate customers	348 493	369 893	386 154	399 030	412 558	424 882	459 225	482 161	607 627	627 845	655 772
<b>Mobile banking agreements</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>98 609</b>	<b>569 028</b>	<b>675 619</b>	<b>771 958</b>	<b>780 291</b>
Mobile banking agreements – retail customers	-	-	-	-	-	-	98 609	560 070	664 895	759 326	767 482
Mobile banking agreements – corporate customers	-	-	-	-	-	-	-	8 958	10 724	12 632	12 809
Agreements to offer electronic invoicing (eFaktura) – retail customers	460	532	648	770	945	1 071	1 220	1 378	1 490	1 611	1 577
Agreements to offer electronic invoicing (eFaktura) – corporate customers	-	-	-	-	-	132	123	125	129	131	125
Agreements on receipt of electronic invoicing (eFaktura) – retail customers	2 914 946	4 074 429	5 249 722	6 358 929	7 932 093	9 713 391	10 485 529	14 206 011	14 547 500	17 447 887	19 581 987
Agreements on receipt of electronic invoicing (eFaktura) – corporate customers	-	-	-	-	-	58 278	84 126	120 004	154 165	183 602	208 359
Agreements on receipt of electronic invoicing – EHF-format	-	-	-	-	-	2 005	7 760	31 064	48 927	65 218	96 158
Company terminal giro agreements	28 707	29 127	32 983	33 466	26 153	15 129	15 963	16 534	18 362	22 193	27 822
Postal giro agreements	1 152 349	906 957	810 818	759 995	723 867	681 023	626 342	596 126	508 134	461 177	343 855
Direct debit agreements (AvtaleGiro and Autogiro)	8 544 208	9 523 732	10 707 639	11 933 080	13 162 659	14 393 988	15 597 964	17 218 355	18 496 228	19 964 802	19 514 813
AvtaleGiro – payees	10 373	11 135	11 945	12 619	13 130	13 572	16 417	15 520	15 940	16 215	17 627
Autogiro – payees	1 350	1 170	1 342	716	708	690	654	618	587	627	705

**Table 7: Number of cards issued (in thousands), number of functions in cards issued (in thousands) and number of terminals**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Number of cards issued</b>	<b>9 908</b>	<b>10 629</b>	<b>11 644</b>	<b>12 190</b>	<b>12 313</b>	<b>12 583</b>	<b>12 626</b>	<b>13 698</b>	<b>14 704</b>	<b>15 195</b>	<b>16 147</b>
Chip cards	2 540	3 848	6 516	10 066	11 568	12 029	11 862	12 764	13 859	14 743	15 968
Magnetic stripe cards	7 368	6 781	5 127	2 124	745	553	761	928	839	445	166
Virtual cards	-	-	-	-	-	-	3	6	6	6	13
<b>Number of functions in cards issued</b>	<b>15 335</b>	<b>16 772</b>	<b>17 837</b>	<b>19 015</b>	<b>19 447</b>	<b>19 795</b>	<b>20 289</b>	<b>21 988</b>	<b>23 464</b>	<b>24 144</b>	<b>25 772</b>
<b>Debit functions</b>	<b>10 519</b>	<b>11 899</b>	<b>11 789</b>	<b>12 968</b>	<b>13 564</b>	<b>13 620</b>	<b>14 449</b>	<b>15 650</b>	<b>16 552</b>	<b>16 779</b>	<b>18 067</b>
Bank cards/BankAxept	5 569	6 218	6 057	6 620	6 897	6 945	7 332	7 931	8 377	8 489	9 126
Payment cards issued by international card companies	4 949	5 681	5 732	6 349	6 667	6 675	7 117	7 719	8 175	8 290	8 941
<b>Billing functions (payment cards issued by international card companies)</b>	<b>522</b>	<b>535</b>	<b>542</b>	<b>528</b>	<b>593</b>	<b>572</b>	<b>569</b>	<b>557</b>	<b>450</b>	<b>431</b>	<b>357</b>
<b>Credit functions</b>	<b>4 294</b>	<b>4 338</b>	<b>5 506</b>	<b>5 519</b>	<b>5 290</b>	<b>5 603</b>	<b>5 054</b>	<b>5 504</b>	<b>6 185</b>	<b>6 808</b>	<b>7 253</b>
Domestic credit cards	647	625	629	642	662	630	600	635	609	698	732
Payment cards issued by international card companies	3 647	3 713	4 877	4 877	4 628	4 973	4 454	4 869	5 577	6 110	6 521
<b>E-money</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>218</b>	<b>277</b>	<b>278</b>	<b>127</b>	<b>94</b>
<b>Number of terminals that accept BankAxept cards</b>	<b>109 821</b>	<b>119 953</b>	<b>122 359</b>	<b>125 684</b>	<b>130 397</b>	<b>138 034</b>	<b>141 980</b>	<b>149 817</b>	<b>154 707</b>	<b>156 891</b>	<b>162 585</b>
ATMs	2 272	2 283	2 253	2 193	2 194	2 157	2 096	2 033	1 950	1 679	1 580
Payment terminals (EFTPOS)	107 549	117 670	120 106	123 491	128 203	135 877	139 884	147 784	152 757	155 212	161 005
<b>Number of locations with payment terminals (EFTPOS) that accept BankAxept cards</b>	<b>85 490</b>	<b>94 708</b>	<b>96 152</b>	<b>97 722</b>	<b>100 758</b>	<b>105 726</b>	<b>110 282</b>	<b>111 401</b>	<b>114 227</b>	<b>115 750</b>	<b>108 684</b>

**Table 8: Use of payment instruments (in millions of payments)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Total</b>	<b>1 478.0</b>	<b>1 604.3</b>	<b>1 701.4</b>	<b>1 837.1</b>	<b>1 976.1</b>	<b>2 137.7</b>	<b>2 286.6</b>	<b>2 451.3</b>	<b>2 610.0</b>	<b>2 801.7</b>	<b>3 022.4</b>
<b>Giros (debit and credit transfers)</b>	<b>512.4</b>	<b>528.3</b>	<b>541.6</b>	<b>563.4</b>	<b>575.3</b>	<b>597.2</b>	<b>615.7</b>	<b>633.9</b>	<b>658.3</b>	<b>680.5</b>	<b>738.2</b>
Electronic	462.3	483.9	503.6	533.5	550.0	575.1	596.1	616.9	643.3	668.1	728.6
Paper-based	50.2	44.5	38.1	29.9	25.3	22.1	19.6	17.0	15.0	12.4	9.6
<b>Payment cards (payments)</b>	<b>965.1</b>	<b>1 075.6</b>	<b>1 159.5</b>	<b>1 273.5</b>	<b>1 400.6</b>	<b>1 540.4</b>	<b>1 670.8</b>	<b>1 817.3</b>	<b>1 951.6</b>	<b>2 121.2</b>	<b>2 284.2</b>
Electronic	960.3	1 073.2	1 157.7	1 271.8	1 398.9	1 538.3	1 668.8	1 815.3	1 949.2	2 120.6	2 283.7
Manual	4.8	2.4	1.9	1.7	1.8	2.1	2.0	2.1	2.5	0.6	0.5
<b>Cheques</b>	<b>0.5</b>	<b>0.4</b>	<b>0.3</b>	<b>0.2</b>	<b>0.2</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.0</b>

**Table 9: Giros (debit and credit transfers) (in millions of payments)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Total</b>	<b>512.4</b>	<b>528.3</b>	<b>541.6</b>	<b>563.4</b>	<b>575.3</b>	<b>597.2</b>	<b>615.7</b>	<b>633.9</b>	<b>658.3</b>	<b>680.5</b>	<b>738.2</b>
<b>Credit transfers</b>	<b>455.1</b>	<b>468.8</b>	<b>476.0</b>	<b>492.7</b>	<b>499.3</b>	<b>514.7</b>	<b>528.0</b>	<b>538.9</b>	<b>556.1</b>	<b>571.4</b>	<b>623.9</b>
<b>Electronic</b>	<b>412.7</b>	<b>430.5</b>	<b>443.6</b>	<b>467.1</b>	<b>477.1</b>	<b>495.4</b>	<b>510.8</b>	<b>524.1</b>	<b>543.4</b>	<b>560.7</b>	<b>615.4</b>
Company terminal giro	46.1	43.2	44.1	44.9	47.1	14.5	14.5	15.7	15.1	16.7	18.8
Telegiros	13.9	12.2	12.7	11.1	9.7	8.6	7.6	6.6	5.7	5.0	4.4
Online banking	318.8	340.4	349.6	371.3	378.1	427.1	435.8	440.8	455.1	466.4	482.7
Online banking solutions for retail customers	154.2	171.2	205.2	220.0	229.6	243.0	251.9	250.9	258.5	263.2	266.0
Online banking solutions for corporate customers	164.6	169.2	144.4	151.4	148.4	184.1	183.8	189.9	196.6	203.2	216.6
Mobile banking	-	-	0.1	0.2	0.8	3.3	9.0	15.4	20.1	25.6	30.0
Mobile banking solutions for retail customers	-	-	0.1	0.2	0.8	3.3	8.9	15.2	20.0	25.3	29.8
Mobile banking solutions for corporate customers	-	-	-	-	-	0.0	0.1	0.2	0.1	0.3	0.3
Instant payments	-	-	-	-	-	-	-	-	-	-	1.0
Mobile payments from a bank account	-	-	-	-	-	-	-	-	-	-	30.4
Miscellaneous other electronic credit transfers	33.8	34.7	37.1	39.5	41.5	41.9	43.9	45.7	47.4	47.1	48.0
<b>Paper-based</b>	<b>42.4</b>	<b>38.3</b>	<b>32.4</b>	<b>25.6</b>	<b>22.1</b>	<b>19.3</b>	<b>17.2</b>	<b>14.8</b>	<b>12.7</b>	<b>10.7</b>	<b>8.5</b>
Company terminal giros and online banking as money order	1.7	1.3	1.2	0.9	0.7	0.6	0.5	0.5	0.4	0.4	0.3
Postal giros	29.0	26.1	23.8	19.9	17.7	15.7	14.0	12.2	10.5	8.9	7.1
Giros delivered at the counter – account debits	11.7	10.9	7.4	4.8	3.8	3.0	2.6	2.1	1.7	1.4	1.1
<b>Direct debits</b>	<b>49.6</b>	<b>53.4</b>	<b>59.9</b>	<b>66.4</b>	<b>72.8</b>	<b>79.7</b>	<b>85.2</b>	<b>92.8</b>	<b>99.9</b>	<b>107.4</b>	<b>113.3</b>
<b>Giros delivered at the counter – cash payments</b>	<b>7.8</b>	<b>6.2</b>	<b>5.7</b>	<b>4.3</b>	<b>3.2</b>	<b>2.8</b>	<b>2.4</b>	<b>2.2</b>	<b>2.3</b>	<b>1.7</b>	<b>1.1</b>

Table 10a: Use of payment cards (in millions of transactions)

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Total use of Norwegian cards (in Norway and abroad)</b>	<b>1 070.7</b>	<b>1 182.0</b>	<b>1 259.7</b>	<b>1 368.8</b>	<b>1 492.2</b>	<b>1 627.3</b>	<b>1 752.3</b>	<b>1 892.9</b>	<b>2 020.8</b>	<b>2 182.1</b>	<b>2 336.4</b>
<b>Payments</b>	<b>965.1</b>	<b>1 075.6</b>	<b>1 159.5</b>	<b>1 273.5</b>	<b>1 400.6</b>	<b>1 540.4</b>	<b>1 670.8</b>	<b>1 817.3</b>	<b>1 951.6</b>	<b>2 121.2</b>	<b>2 284.2</b>
Payments in EFTPOS terminals	937.0	1 043.1	1 119.0	1 225.3	1 343.6	1 463.4	1 572.8	1 698.8	1 818.1	1 942.1	2 002.6
Of which: contactless payments	-	-	-	-	-	-	-	-	-	-	22.4
Payments without cash-back	859.3	969.9	1 047.9	1 160.1	1 283.0	1 407.5	1 521.7	1 652.6	1 776.6	1 905.9	1 971.5
Payments with cash-back	77.7	73.2	71.1	65.2	60.6	55.9	51.1	46.2	41.5	36.2	31.1
Internet payments	23.3	30.1	38.7	46.5	55.3	74.6	95.4	115.3	130.0	177.2	220.7
Mobile payments using a card	-	-	-	-	-	-	-	-	-	-	59.1
Other electronic payments	-	-	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3
Manual payments	4.8	2.4	1.9	1.7	1.8	2.1	2.0	2.1	2.5	0.6	0.5
<b>Cash withdrawals</b>	<b>105.6</b>	<b>106.4</b>	<b>100.1</b>	<b>95.3</b>	<b>91.5</b>	<b>86.9</b>	<b>81.5</b>	<b>75.5</b>	<b>69.1</b>	<b>60.9</b>	<b>52.2</b>
<b>Use of Norwegian cards by function</b>	<b>1 070.6</b>	<b>1 181.9</b>	<b>1 259.7</b>	<b>1 368.8</b>	<b>1 492.2</b>	<b>1 627.3</b>	<b>1 752.3</b>	<b>1 892.8</b>	<b>2 020.6</b>	<b>2 182.1</b>	<b>2 336.4</b>
<b>Debit functions</b>	<b>1 001.3</b>	<b>1 102.8</b>	<b>1 172.1</b>	<b>1 270.6</b>	<b>1 375.4</b>	<b>1 487.7</b>	<b>1 589.2</b>	<b>1 709.9</b>	<b>1 820.1</b>	<b>1 959.4</b>	<b>2 099.7</b>
BankAxept	896.1	987.7	1 045.0	1 123.6	1 207.7	1 299.1	1 366.8	1 452.7	1 526.4	1 594.8	1 638.5
Payment cards issued by international card companies	105.3	115.1	127.1	146.9	167.7	188.6	222.3	257.2	293.8	364.6	461.1
<b>Billing functions (payment cards issued by international card companies)</b>	<b>20.5</b>	<b>22.6</b>	<b>21.4</b>	<b>19.1</b>	<b>19.5</b>	<b>20.8</b>	<b>21.0</b>	<b>21.6</b>	<b>20.2</b>	<b>20.3</b>	<b>20.5</b>
<b>Credit functions</b>	<b>48.8</b>	<b>56.5</b>	<b>66.2</b>	<b>79.1</b>	<b>97.3</b>	<b>118.5</b>	<b>141.2</b>	<b>160.0</b>	<b>179.2</b>	<b>201.8</b>	<b>215.8</b>
Domestic credit cards	7.8	8.8	8.0	6.7	6.2	6.3	5.9	5.9	5.6	5.7	5.5
Payment cards issued by international card companies	40.9	47.8	58.2	72.4	91.1	112.3	135.2	154.1	173.6	196.1	210.3
<b>E-money</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.2</b>	<b>1.1</b>	<b>1.3</b>	<b>1.1</b>	<b>0.6</b>	<b>0.4</b>
<b>Use of Norwegian cards in Norway</b>	<b>1 000.3</b>	<b>1 107.6</b>	<b>1 177.0</b>	<b>1 265.4</b>	<b>1 369.5</b>	<b>1 473.3</b>	<b>1 560.3</b>	<b>1 673.1</b>	<b>1 786.6</b>	<b>1 923.4</b>	<b>2 050.0</b>
Payments without cash-back	829.2	942.1	1 019.5	1 119.4	1 232.6	1 346.5	1 444.4	1 567.5	1 690.7	1 839.7	1 979.4
Payments with cash-back	77.7	73.2	71.0	65.2	60.5	55.9	51.1	46.2	41.4	36.2	31.0
Cash withdrawals	93.4	92.3	86.5	80.8	76.4	71.0	64.9	59.5	54.5	47.6	39.5
<b>Use of Norwegian cards abroad</b>	<b>70.4</b>	<b>74.4</b>	<b>82.7</b>	<b>103.4</b>	<b>122.7</b>	<b>153.9</b>	<b>192.0</b>	<b>219.7</b>	<b>234.2</b>	<b>258.8</b>	<b>286.4</b>
Payments	58.2	60.3	69.0	88.9	107.4	138.0	175.4	203.7	219.5	245.3	273.7
Cash withdrawals	12.2	14.1	13.7	14.5	15.2	15.9	16.6	16.0	14.6	13.4	12.7
<b>Use of foreign cards in Norway</b>	<b>14.3</b>	<b>16.3</b>	<b>17.5</b>	<b>19.3</b>	<b>22.5</b>	<b>27.2</b>	<b>31.6</b>	<b>36.6</b>	<b>40.2</b>	<b>48.3</b>	<b>54.7</b>
Payments	11.7	13.5	15.1	17.0	20.1	24.9	29.6	34.7	38.5	46.7	53.2
Cash withdrawals	2.7	2.8	2.4	2.3	2.4	2.3	2.0	1.9	1.6	1.7	1.5

**Table 10b: Payment cards. Use of terminals (in millions of transactions)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Use of Norwegian and foreign cards in Norwegian terminals</b>	<b>1 035.1</b>	<b>1 146.3</b>	<b>1 222.2</b>	<b>1 309.4</b>	<b>1 413.0</b>	<b>1 531.3</b>	<b>1 623.5</b>	<b>1 739.7</b>	<b>1 855.2</b>	<b>1 997.4</b>	<b>2 072.4</b>
Cash withdrawals from ATMs	95.9	94.9	88.8	83.0	78.7	73.3	66.8	61.3	55.9	48.9	40.7
Payments in EFTPOS terminals that accept BankAxept	868.1	967.5	1 065.2	1 152.0	1 237.6	1 351.9	1 437.7	1 543.2	1 641.3	1 745.5	1 831.0
Of which BankAxept payments with cashback	77.7	73.2	71.1	65.2	60.6	55.9	51.1	46.2	41.5	36.2	31.1
Of which: contactless payments	-	-	-	-	-	-	-	-	-	-	15.1
Payments in other Norwegian payment terminals	71.0	84.0	68.2	74.4	96.7	105.8	118.4	133.9	156.8	201.8	199.4
Payments in other EFTPOS terminals	58.2	66.8	44.4	47.2	65.5	70.2	79.9	87.1	100.9	120.2	96.6
Internet payments	12.8	17.2	23.8	27.1	31.3	35.6	38.5	46.8	55.9	81.6	102.8
Other payments in domestic terminals	-	-	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3
<b>Use of Norwegian cards in Norwegian terminals</b>	<b>1 021.9</b>	<b>1 130.1</b>	<b>1 204.7</b>	<b>1 290.1</b>	<b>1 390.5</b>	<b>1 504.2</b>	<b>1 591.9</b>	<b>1 703.1</b>	<b>1 815.5</b>	<b>1 951.2</b>	<b>2 018.1</b>
Cash withdrawals from ATMs	93.3	92.1	86.4	80.7	76.3	70.9	64.8	59.4	54.3	47.2	39.2
BankAxept	86.7	84.5	78.9	74.6	70.5	65.3	59.5	54.4	49.7	43.3	36.0
Domestic credit cards	0.9	0.8	0.7	0.7	0.6	0.6	0.6	0.5	0.4	0.4	0.3
Cards issued by international card companies	5.6	6.8	6.7	5.4	5.2	5.0	4.8	4.5	4.1	3.5	2.8
E-money cards	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0
Payments in payment terminals	928.5	1 038.0	1 118.3	1 209.4	1 314.2	1 432.9	1 526.5	1 642.5	1 760.0	1 902.7	1 977.6
BankAxept – payments in EFTPOS terminal (including payments with cash-back)	809.4	903.1	966.1	1 048.9	1 137.1	1 233.6	1 307.1	1 398.2	1 476.5	1 551.3	1 602.4
BankAxept	-	0.0	0.0	0.1	0.2	0.2	0.2	0.2	0.2	0.2	0.2
Domestic credit cards	6.7	7.8	7.1	5.8	5.3	5.3	5.1	5.1	5.0	5.1	4.9
Cards issued by international card companies	90.9	105.9	119.5	133.5	154.1	165.8	184.9	211.0	250.7	320.0	344.4
Cards issued by oil companies	21.6	21.1	24.8	20.3	16.7	22.4	24.5	23.1	23.3	21.9	21.8
Cards issued by retail chains	0.1	0.1	0.8	0.8	0.8	5.3	4.1	4.4	3.8	3.8	3.7
E-money cards	-	-	-	-	-	0.2	0.6	0.6	0.5	0.4	0.3
Other payments in Norwegian terminals	-	-	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3
<b>Use of foreign cards in Norwegian terminals</b>	<b>13.2</b>	<b>16.2</b>	<b>17.5</b>	<b>19.3</b>	<b>22.5</b>	<b>27.0</b>	<b>31.6</b>	<b>36.6</b>	<b>39.7</b>	<b>46.2</b>	<b>54.3</b>

**Table 10c: Use of cards for transactions on the internet (in millions of transactions)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Use of Norwegian cards (in Norway and abroad)</b>	<b>23.3</b>	<b>30.1</b>	<b>38.7</b>	<b>46.5</b>	<b>55.3</b>	<b>74.6</b>	<b>95.4</b>	<b>115.3</b>	<b>130.0</b>	<b>177.2</b>	<b>220.7</b>
Norwegian cards in Norway	11.2	15.4	21.3	24.5	27.8	31.9	33.8	41.0	49.3	73.7	92.3
Norwegian cards abroad	12.1	14.7	17.4	22.0	27.5	42.7	61.6	74.3	80.7	103.5	128.4
<b>Use of foreign cards in Norway</b>	<b>1.6</b>	<b>1.8</b>	<b>2.5</b>	<b>2.6</b>	<b>3.5</b>	<b>3.8</b>	<b>4.7</b>	<b>5.8</b>	<b>6.6</b>	<b>7.9</b>	<b>10.5</b>

**Table 11: Cross-border transfers registered in the Register of Crossborder Transactions and Currency Exchange (transactions in millions)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Transfers from Norway</b>	<b>6.3</b>	<b>6.5</b>	<b>6.8</b>	<b>7.3</b>	<b>8.1</b>	<b>9.0</b>	<b>10.0</b>	<b>10.3</b>	<b>10.9</b>	<b>11.2</b>	<b>11.5</b>
SWIFT	5.9	5.9	6.1	6.6	7.3	8.0	8.7	9.3	9.9	10.1	10.3
Foreign currency cheques	0.1	0.2	0.2	0.2	0.2	0.1	0.1	0.1	0.1	0.1	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.3	0.4	0.5	0.6	0.7	0.9	1.2	0.8	0.9	1.0	1.1
<b>Transfers to Norway</b>	<b>2.8</b>	<b>2.9</b>	<b>2.9</b>	<b>3.1</b>	<b>3.4</b>	<b>3.6</b>	<b>4.3</b>	<b>4.9</b>	<b>5.3</b>	<b>5.9</b>	<b>7.1</b>
SWIFT	2.7	2.8	2.9	3.1	3.3	3.5	4.2	4.7	5.3	5.9	7.1
Foreign currency cheques	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	-	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.0	0.0

**Table 12: Use of payment instruments (in billions of NOK)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Total</b>	<b>10 884.7</b>	<b>11 735.1</b>	<b>11 558.4</b>	<b>12 547.3</b>	<b>13 339.3</b>	<b>13 802.8</b>	<b>14 751.9</b>	<b>15 889.8</b>	<b>16 694.3</b>	<b>16 726.9</b>	<b>18 384.3</b>
<b>Giros (debit and credit transfers)</b>	<b>10 475.7</b>	<b>11 278.0</b>	<b>11 080.7</b>	<b>12 036.9</b>	<b>12 788.2</b>	<b>13 201.0</b>	<b>14 112.8</b>	<b>15 203.6</b>	<b>15 966.6</b>	<b>15 951.8</b>	<b>17 559.4</b>
Electronic	10 212.2	11 042.9	10 868.5	11 854.7	12 607.6	13 055.0	13 974.3	15 076.8	15 827.9	15 801.2	17 433.3
Paper-based	263.5	235.0	212.2	182.3	180.6	146.0	138.5	126.9	138.7	150.6	126.1
<b>Payment cards (payments)</b>	<b>396.1</b>	<b>445.8</b>	<b>465.8</b>	<b>500.1</b>	<b>543.4</b>	<b>594.1</b>	<b>632.7</b>	<b>681.3</b>	<b>724.3</b>	<b>772.7</b>	<b>823.1</b>
Electronic	390.2	442.2	463.3	497.6	540.5	590.0	628.8	677.4	720.3	769.7	820.0
Manual	6.0	3.5	2.5	2.5	2.9	4.1	3.9	3.9	4.1	3.0	3.1
<b>Cheques</b>	<b>12.9</b>	<b>11.3</b>	<b>12.0</b>	<b>10.3</b>	<b>7.7</b>	<b>7.7</b>	<b>6.5</b>	<b>4.8</b>	<b>3.4</b>	<b>2.5</b>	<b>1.8</b>

**Table 13: Giros (debit and credit transfers) (in billions of NOK)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Total</b>	<b>10 475.7</b>	<b>11 278.0</b>	<b>11 080.7</b>	<b>12 036.9</b>	<b>12 788.2</b>	<b>13 201.0</b>	<b>14 112.8</b>	<b>15 203.6</b>	<b>15 966.6</b>	<b>15 951.8</b>	<b>17 559.4</b>
<b>Credit transfers</b>	<b>10 188.6</b>	<b>11 032.4</b>	<b>10 840.8</b>	<b>11 783.7</b>	<b>12 535.2</b>	<b>12 942.9</b>	<b>13 843.6</b>	<b>14 932.6</b>	<b>15 675.6</b>	<b>15 655.0</b>	<b>17 285.6</b>
<b>Electronic</b>	<b>9 992.5</b>	<b>10 859.6</b>	<b>10 681.2</b>	<b>11 636.4</b>	<b>12 377.1</b>	<b>12 816.3</b>	<b>13 725.1</b>	<b>14 822.4</b>	<b>15 560.7</b>	<b>15 533.4</b>	<b>17 171.9</b>
Company terminal giro	2 921.4	2 102.9	2 576.2	2 904.7	3 225.4	1 042.6	1 073.0	977.0	958.0	1 016.3	1 123.5
Telegiros	31.0	29.7	32.8	29.0	26.1	23.1	20.3	18.0	16.0	13.7	12.0
Online banking	6 496.3	8 239.4	7 567.5	8 052.0	8 492.0	11 163.2	11 910.0	12 978.4	13 695.8	13 681.4	15 227.5
Online banking solutions for retail customers	650.1	775.6	966.8	1 078.0	1 184.6	1 286.3	1 373.4	1 424.7	1 405.7	1 457.3	1 513.5
Online banking solutions for corporate customers	5 846.2	7 463.8	6 600.7	6 974.1	7 307.4	9 876.8	10 536.6	11 553.8	12 290.1	12 224.1	13 714.0
Mobile banking	-	-	0.2	0.3	1.0	12.6	34.8	58.4	57.9	83.7	109.0
Mobile banking solutions for retail customers	-	-	0.2	0.3	1.0	12.6	34.7	58.2	57.7	82.0	106.5
Mobile banking solutions for corporate customers	-	-	-	-	-	-	0.1	0.2	0.2	1.7	2.5
Instant payments	-	-	-	-	-	-	-	-	-	-	4.2
Mobile payments from a bank account	-	-	-	-	-	-	-	-	-	-	14.3
Miscellaneous other electronic credit transfers	543.8	487.6	504.5	650.2	632.6	574.8	687.0	790.6	832.9	738.4	681.4
<b>Paper-based</b>	<b>196.0</b>	<b>172.9</b>	<b>159.6</b>	<b>147.3</b>	<b>158.1</b>	<b>126.6</b>	<b>118.5</b>	<b>110.2</b>	<b>114.9</b>	<b>121.6</b>	<b>113.7</b>
Company terminal giros and online banking as money order	15.7	10.5	13.8	11.4	7.7	7.4	6.9	6.3	5.7	5.1	3.6
Postal giros	72.0	62.6	53.1	43.5	38.0	32.0	28.3	24.4	20.7	17.3	13.9
Giros delivered at the counter – account debits	108.4	99.7	92.6	92.3	112.4	87.2	83.3	79.4	88.4	99.2	96.2
<b>Direct debits</b>	<b>219.7</b>	<b>183.4</b>	<b>187.3</b>	<b>218.3</b>	<b>230.5</b>	<b>238.7</b>	<b>249.2</b>	<b>254.3</b>	<b>267.2</b>	<b>267.8</b>	<b>261.4</b>
<b>Giros delivered at the counter – cash payments</b>	<b>67.4</b>	<b>62.2</b>	<b>52.6</b>	<b>34.9</b>	<b>22.5</b>	<b>19.4</b>	<b>20.0</b>	<b>16.7</b>	<b>23.8</b>	<b>28.9</b>	<b>12.4</b>

**Table 14a: Use of payments cards (in billions of NOK)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Total use of Norwegian cards (in Norway and abroad)</b>	<b>556.6</b>	<b>609.0</b>	<b>625.1</b>	<b>653.7</b>	<b>694.4</b>	<b>740.9</b>	<b>775.3</b>	<b>814.6</b>	<b>855.3</b>	<b>889.9</b>	<b>927.8</b>
<b>Payments</b>	<b>396.1</b>	<b>445.8</b>	<b>465.8</b>	<b>500.1</b>	<b>543.4</b>	<b>594.1</b>	<b>632.7</b>	<b>681.3</b>	<b>724.3</b>	<b>772.7</b>	<b>823.1</b>
Payments in EFTPOS terminals	370.6	417.9	432.6	462.9	501.1	536.6	568.1	606.5	637.9	667.7	681.9
Of which: contactless payments	-	-	-	-	-	-	-	-	-	-	3.1
Internet payments	19.6	24.3	30.7	34.6	39.5	53.0	59.6	68.8	80.4	99.8	109.9
Mobile payments using a card	-	-	-	-	-	-	-	-	-	-	25.8
Other electronic payments	-	-	-	-	-	0.5	1.1	2.0	1.9	2.3	2.3
Manual payments	6.0	3.5	2.5	2.5	2.9	4.1	3.9	3.9	4.1	3.0	3.2
<b>Cash-back from EFTPOS terminals</b>	<b>28.1</b>	<b>27.8</b>	<b>27.8</b>	<b>25.7</b>	<b>24.3</b>	<b>23.0</b>	<b>21.7</b>	<b>20.3</b>	<b>18.9</b>	<b>17.4</b>	<b>15.0</b>
<b>Other cash withdrawals</b>	<b>132.4</b>	<b>135.5</b>	<b>131.4</b>	<b>128.0</b>	<b>126.7</b>	<b>123.7</b>	<b>120.9</b>	<b>113.0</b>	<b>112.1</b>	<b>99.8</b>	<b>89.7</b>
<b>Use of Norwegian cards by function</b>	<b>556.6</b>	<b>609.0</b>	<b>625.1</b>	<b>653.8</b>	<b>694.6</b>	<b>740.9</b>	<b>775.4</b>	<b>814.6</b>	<b>855.2</b>	<b>889.9</b>	<b>927.9</b>
<b>Debit functions</b>	<b>483.7</b>	<b>525.9</b>	<b>535.8</b>	<b>561.4</b>	<b>589.5</b>	<b>619.7</b>	<b>641.3</b>	<b>669.9</b>	<b>699.9</b>	<b>725.4</b>	<b>758.1</b>
BankAxept	422.2	461.7	465.2	487.0	507.6	529.6	541.6	560.7	578.6	584.2	583.6
Payment cards issued by international card companies	61.5	64.3	70.6	74.4	81.9	90.1	99.7	109.2	121.4	141.2	174.5
<b>Billing functions (payment cards issued by international card companies)</b>	<b>22.9</b>	<b>25.1</b>	<b>22.9</b>	<b>20.5</b>	<b>21.7</b>	<b>23.6</b>	<b>24.0</b>	<b>24.9</b>	<b>24.1</b>	<b>23.8</b>	<b>24.3</b>
<b>Credit functions</b>	<b>50.0</b>	<b>58.0</b>	<b>66.4</b>	<b>71.9</b>	<b>83.2</b>	<b>97.4</b>	<b>109.6</b>	<b>119.4</b>	<b>130.8</b>	<b>140.4</b>	<b>145.2</b>
Domestic credit cards	9.5	10.1	8.9	8.3	8.4	9.3	8.8	8.5	8.2	8.2	8.5
Payment cards issued by international card companies	40.4	47.9	57.4	63.5	74.8	88.1	100.9	110.9	122.7	132.2	136.7
<b>E-money</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.1</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.3</b>	<b>0.3</b>
<b>Use of Norwegian cards in Norway</b>	<b>498.1</b>	<b>546.8</b>	<b>558.3</b>	<b>578.6</b>	<b>607.1</b>	<b>638.4</b>	<b>658.9</b>	<b>685.1</b>	<b>715.0</b>	<b>744.0</b>	<b>775.8</b>
Payments	355.5	403.9	420.2	446.3	477.8	514.3	540.8	572.7	608.1	649.2	692.8
Cash-back from EFTPOS terminals	28.1	27.8	27.8	25.6	24.3	23.0	21.7	20.3	18.9	17.4	15.0
Other cash withdrawals	114.5	115.2	110.3	106.7	105.0	101.2	96.5	92.1	88.1	77.4	67.9
<b>Use of Norwegian cards abroad</b>	<b>58.5</b>	<b>62.2</b>	<b>66.8</b>	<b>75.1</b>	<b>87.3</b>	<b>102.4</b>	<b>116.3</b>	<b>129.5</b>	<b>140.2</b>	<b>145.9</b>	<b>152.1</b>
Payments	40.7	41.9	45.6	53.8	65.6	79.9	91.9	108.6	116.3	123.5	130.3
Cash withdrawals	17.8	20.3	21.1	21.4	21.7	22.6	24.4	20.9	24.0	22.4	21.8
<b>Use of foreign cards in Norway</b>	<b>10.0</b>	<b>12.2</b>	<b>12.6</b>	<b>13.7</b>	<b>15.5</b>	<b>18.7</b>	<b>21.8</b>	<b>27.9</b>	<b>33.1</b>	<b>38.7</b>	<b>44.4</b>
Payments	6.3	8.4	9.3	10.6	12.3	15.5	19.1	25.2	30.6	36.1	42.0
Cash withdrawals	3.7	3.8	3.3	3.1	3.2	3.1	2.7	2.7	2.5	2.6	2.4

**Table 14b: Payment cards. Use of terminals (in billions of NOK)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Use of Norwegian and foreign cards in Norwegian terminals</b>	<b>515.4</b>	<b>570.6</b>	<b>583.7</b>	<b>605.2</b>	<b>637.2</b>	<b>673.6</b>	<b>696.4</b>	<b>728.0</b>	<b>761.6</b>	<b>794.9</b>	<b>807.7</b>
Cash withdrawals from ATMs	117.8	118.5	113.2	109.5	108.0	104.1	99.0	94.7	90.3	79.5	69.8
Cash-back from EFTPOS terminals	28.1	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0
Payments in EFTPOS terminals that accept BankAxept	319.7	364.7	395.7	422.8	454.4	487.2	511.2	543.6	575.3	602.5	627.3
Of which: contactless payments	-	-	-	-	-	-	-	-	-	-	2.1
Payments in other Norwegian payment terminals	49.8	59.6	47.0	47.3	50.6	58.9	63.4	67.5	75.2	93.2	93.2
Payments in other EFTPOS terminals	36.7	42.3	24.6	23.1	27.0	27.9	28.1	26.7	27.2	31.9	22.7
Internet payments	13.1	17.3	22.4	24.1	23.6	31.0	35.3	40.8	48.0	61.3	70.5
Other payments in Norwegian terminals	-	-	-	-	-	0.4	1.1	2.0	1.9	2.3	2.3
<b>Use of Norwegian cards in Norwegian terminals</b>	<b>505.9</b>	<b>558.5</b>	<b>571.5</b>	<b>591.5</b>	<b>621.7</b>	<b>655.0</b>	<b>674.7</b>	<b>700.3</b>	<b>729.2</b>	<b>757.6</b>	<b>764.3</b>
Cash withdrawals from ATMs	114.1	114.8	109.9	106.4	104.8	101.0	96.3	92.0	87.8	76.9	67.4
BankAxept	103.2	102.8	98.4	96.8	95.4	91.7	87.4	83.3	79.6	69.8	61.6
Domestic credit cards	1.4	1.4	1.2	1.1	1.0	1.0	0.9	0.8	0.7	0.6	0.5
Cards issued by international card companies	9.5	10.6	10.4	8.5	8.3	8.2	8.0	7.8	7.5	6.5	5.2
E-money cards	-	-	-	-	-	-	0.0	0.1	0.1	0.1	0.1
Cash-back from EFTPOS terminals	28.1	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0
Payments in payment terminals	363.6	416.0	433.7	459.5	492.6	530.6	555.5	586.1	620.5	661.0	679.6
BankAxept – payments in EFTPOS terminal	290.9	331.0	338.9	364.3	387.4	414.3	432.1	456.7	479.7	496.4	506.4
BankAxept	-	0.0	0.1	0.2	0.5	0.5	0.5	0.4	0.4	0.5	0.6
Domestic credit cards	6.8	7.7	6.7	6.0	5.8	5.8	5.2	5.1	5.1	5.1	5.2
Cards issued by international card companies	55.1	63.9	74.3	76.1	84.2	92.0	100.7	107.2	119.5	143.6	150.7
Cards issued by oil companies	10.8	13.3	13.4	12.5	14.4	15.4	15.2	14.6	14.0	13.6	14.9
Cards issued by retail chains	0.0	0.1	0.3	0.3	0.3	2.4	1.6	1.8	1.5	1.6	1.5
E-money cards	-	-	-	-	-	0.1	0.3	0.3	0.2	0.2	0.2
Other payments in Norwegian terminals	-	-	-	-	-	0.4	1.1	2.0	1.9	2.3	2.3
<b>Use of foreign cards in Norwegian terminals</b>	<b>9.5</b>	<b>12.1</b>	<b>12.2</b>	<b>13.7</b>	<b>15.5</b>	<b>17.2</b>	<b>20.5</b>	<b>27.7</b>	<b>32.4</b>	<b>37.3</b>	<b>43.4</b>



**Table 14c: Use of cards for transactions on the internet (in billions of NOK)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Use of Norwegian cards (in Norway and abroad)</b>	<b>19.6</b>	<b>24.3</b>	<b>30.7</b>	<b>34.6</b>	<b>39.5</b>	<b>53.0</b>	<b>59.6</b>	<b>68.8</b>	<b>80.4</b>	<b>99.8</b>	<b>109.9</b>
Norwegian cards in Norway	12.1	15.6	20.0	21.0	19.9	25.3	27.7	29.4	33.1	44.3	48.1
Norwegian cards abroad	7.5	8.7	10.7	13.6	19.6	27.6	31.9	39.4	47.3	55.4	61.8
<b>Use of foreign cards in Norway</b>	<b>1.0</b>	<b>1.7</b>	<b>2.4</b>	<b>3.0</b>	<b>3.7</b>	<b>5.7</b>	<b>7.5</b>	<b>11.5</b>	<b>14.9</b>	<b>17.0</b>	<b>22.3</b>

**Table 15: Cross-border transfers registered in the Register of Crossborder Transactions and Currency Exchange (in billions of NOK)**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Transfers from Norway</b>	<b>5 791.4</b>	<b>6 503.1</b>	<b>6 549.5</b>	<b>7 124.4</b>	<b>9 909.7</b>	<b>9 206.3</b>	<b>8 225.7</b>	<b>8 683.7</b>	<b>10 748.0</b>	<b>7 655.6</b>	<b>8 196.4</b>
SWIFT	5 153.2	5 818.3	5 544.9	5 496.8	7 929.0	7 274.5	6 299.8	6 521.4	8 103.7	6 802.8	7 458.5
Foreign currency cheques	636.9	683.0	1 002.6	1 625.5	1 978.4	1 928.6	1 921.8	2 159.3	2 641.0	849.3	727.8
Other transfers (MoneyGram, Western Union, etc.)	1.3	1.7	2.0	2.2	2.3	3.3	4.1	3.0	3.3	3.6	10.0
<b>Transfers to Norway</b>	<b>4 047.0</b>	<b>4 578.1</b>	<b>4 377.5</b>	<b>4 366.1</b>	<b>5 023.6</b>	<b>5 634.6</b>	<b>6 413.2</b>	<b>6 739.4</b>	<b>8 266.3</b>	<b>6 933.5</b>	<b>7 066.2</b>
SWIFT	4 039.8	4 574.0	4 376.5	4 365.0	5 022.9	5 633.9	6 412.5	6 738.8	8 265.8	6 933.0	7 058.2
Foreign currency cheques	7.2	3.9	0.9	0.9	0.6	0.5	0.4	0.3	0.3	0.3	0.2
Other transfers (MoneyGram, Western Union, etc.)	0.1	0.1	0.1	0.1	0.1	0.2	0.2	0.2	0.2	0.2	7.8

**Table 16: Sending electronic invoices (in millions)**

	2013	2014	2015	2016	2017
eFaktura from businesses to retail customers (B2C)	49.0	59.0	69.7	80.8	83.8
eFaktura from businesses to businesses (B2B)	-	0.8	1.2	1.4	0.3
EHF format	2.7	12.6	33.9	69.2	58.0

**Table 17: Prices for domestic payment services, retail customers. Weighted average (NOK).  
1 January each year**

	Customers who do not belong to loyalty schemes						Customers who belong to loyalty schemes					
	2013	2014	2015	2016	2017	2018	2013	2014	2015	2016	2017	2018
<b>Payments</b>												
Online banking (with CID), per payment	1.30	1.50	1.50	1.50	0.90	0.90	0.00	0.00	0.00	0.00	0.00	0.00
Online banking – annual fee	14.20	20.30	20.50	14.50	14.10	14.40	1.50	1.40	0.40	0.90	1.30	1.40
Direct debit (AvtaleGiro), per payment	1.40	1.60	1.50	1.50	0.90	1.00	0.00	0.10	0.10	0.10	0.10	0.10
Mobile banking (with CID), per payment	1.30	1.50	1.50	1.50	0.90	1.00	0.00	0.00	0.00	0.06	0.00	0.00
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.10	0.10	0.10	0.30	0.00	0.00	0.00	0.00	0.00	0.00
Mobile banking – info by SMS	2.10	2.10	2.20	2.30	2.00	2.10	1.10	1.20	1.30	1.30	1.80	1.90
Credit transfer via postal giro, per payment	8.80	8.80	8.90	9.70	11.00	11.30	9.20	9.50	9.50	9.80	11.10	11.20
Giro over the counter – account debit, per payment	63.30	61.00	60.20	67.50	80.60	85.80	61.30	59.00	59.30	66.10	80.00	87.50
Giro over the counter – cash payment, per payment	81.80	84.60	77.00	89.50	99.70	99.20	80.50	85.10	88.90	95.60	102.70	100.20
BankAxept cards in payment terminals (EFTPOS), per payment	1.50	1.70	1.70	1.70	0.90	1.00	0.00	0.00	0.00	0.00	0.00	0.10
Credit card from international credit card company, annual fee	145.80	147.50	145.10	134.40	57.80	56.60	14.30	27.35	22.60	15.70	32.40	32.20
BankAxept cards (combined with debet card from int. card comp.), annual fee	268.20	276.60	278.20	271.90	275.80	276.70	218.80	207.00	208.90	204.80	208.60	234.00
Cheques – retail customers, per cheque booklet	17.80	17.80	18.40	18.60	13.10	-	18.40	17.50	19.60	2.60	2.60	-
Cheques – retail customers, per cheque payment	44.00	45.40	45.60	46.00	46.50	-	38.70	41.70	42.30	40.10	40.00	-
<b>ATM withdrawals, debit cards</b>												
Own bank's ATMs during opening hours, per withdrawal	0.10	0.10	0.00	0.00	0.20	5.50	0.00	0.00	0.00	0.00	0.00	5.50
Own bank's ATMs outside opening hours, per withdrawal	2.70	3.10	3.00	2.80	4.80	5.90	0.00	0.10	0.00	0.00	4.20	5.60
Other bank's ATMs during opening hours, per withdrawal	4.90	5.60	5.50	5.60	6.90	7.30	4.80	5.20	5.10	5.00	6.50	7.30
<b>ATM withdrawals, international credit cards</b>												
Own bank's ATMs during opening hours, per withdrawal	23.90	27.70	28.00	24.90	24.80	28.60	30.10	28.50	28.40	16.20	17.50	20.40
Other bank's ATMs during opening hours, per withdrawal	24.00	27.70	28.10	25.00	24.90	28.70	30.20	28.60	28.40	16.40	17.50	20.40
Fee as a percentage of withdrawal amount	0.9	1.1	1.0	1.0	1.3	1.0	1.2	1.2	1.2	0.7	1.1	1.1

**Table 18: Prices for domestic payment services, corporate customers. Weighted average (NOK).  
1 January each year**

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>Payments</b>											
<b>Electronic giro services</b>											
Online banking – without notification	1.50	1.50	1.50	1.50	1.50	1.60	2.60	2.80	2.50	3.10	2.90
Online banking – with notification	4.20	4.10	4.20	4.20	4.20	4.20	4.30	4.40	4.40	4.40	4.50
Online banking – with CID	1.10	1.10	1.10	1.10	1.10	1.10	1.20	1.10	1.30	1.30	1.40
<b>Paper-based giro services</b>											
Corporate online banking sent as money order	50.20	75.30	75.60	73.00	74.80	75.10	84.00	89.30	92.00	98.70	100.10
<b>Receipt of payments</b>											
<b>Electronic giro services</b>											
Direct debits (Autogiro) without notification	1.30	1.40	1.20	1.30	1.30	1.30	1.40	1.40	1.60	1.50	1.60
Optical Character Recognition (OCR) – File	1.30	1.30	1.30	1.40	1.40	1.50	1.50	1.50	1.70	1.80	2.00
<b>Paper-based giro services</b>											
Optical Character Recognition (OCR) – Return	3.30	3.20	3.90	4.40	3.20	3.10	3.40	4.30	4.60	4.60	5.80

**Table 19: Prices for transfers from Norway to EU/EEA countries. Weighted average (NOK) for a sample of banks.  
1 January each year**

	Electronic payment order/ automated processing						Manual payment order					
	2013	2014	2015	2016	2017	2018	2013	2014	2015	2016	2017	2018
<b>SEPA (SWIFT) transfers</b>												
With BIC and IBAN, NOK 2 500	-	-	-	29.30	28.50	28.20	-	-	-	-	-	-
<b>Ordinary SWIFT transfer in NOK</b>												
Without BIC and IBAN, NOK 2 500	61.50	70.20	85.80	89.50	73.40	70.90	164.00	175.60	249.00	293.10	290.00	298.70
With BIC and IBAN, NOK 2 500	56.80	64.10	66.40	66.40	63.80	64.00	153.20	165.30	193.90	229.40	225.90	231.40
<b>Ordinary SWIFT transfer in EUR</b>												
Without BIC and IBAN, NOK 2 500 equivalent	59.80	50.10	63.30	67.00	53.50	52.30	164.00	175.60	249.00	293.10	290.00	298.70
With BIC and IBAN, NOK 2 500 equivalent	28.90	29.40	29.30	52.20	50.00	50.40	148.90	161.30	193.90	229.40	225.90	297.40
<b>SWIFT express transfer in NOK</b>												
Without BIC and IBAN, NOK 150 000	339.80	362.60	388.70	388.60	373.10	371.80	404.10	425.30	526.70	535.40	520.90	511.90
With BIC and IBAN, NOK 150 000	308.20	330.90	339.20	358.10	357.40	358.40	393.40	413.60	446.80	483.10	469.30	468.20
<b>SWIFT express transfer in EUR</b>												
Without BIC and IBAN, NOK 150 000 equivalent	333.10	350.60	376.00	373.90	359.70	358.70	404.10	425.30	526.70	535.40	520.90	511.90
With BIC og IBAN, NOK 150 000 equivalent	295.90	326.50	334.80	352.70	352.30	353.80	393.40	413.60	446.80	483.10	469.30	468.20
<b>Cheques to other countries</b>												
Equivalent to NOK 2 500	-	-	-	-	-	-	227.00	225.40	255.10	254.20	223.00	262.50

**Table 20: Prices for receipt of payments from EU/EEA countries. Weighted average (NOK) for a sample of banks. 1 January each year**

	Receipt of payments from EU/EEA countries											
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>Receipt of SEPA (SWIFT) payments</b>												
With BIC and IBAN, NOK 2 500 equivalent	-	-	-	-	-	-	-	-	-	21.30	23.20	21.50
With BIC and IBAN, NOK 150 000 equivalent	-	-	-	-	-	-	-	-	-	21.70	23.60	21.90
<b>Receipt of payments in EUR</b>												
Without BIC and IBAN, NOK 2 500 equivalent	80.00	80.80	59.90	63.00	61.10	60.80	61.50	64.30	54.20	55.10	57.00	65.20
Without BIC and IBAN, NOK 150 000 equivalent	85.10	84.60	62.80	66.00	64.40	81.60	83.40	86.50	77.70	70.20	73.90	82.90
With BIC and IBAN, NOK 2 500 equivalent	12.60	10.40	16.00	17.20	18.50	18.60	20.20	20.60	20.80	51.40	51.70	55.00
With BIC and IBAN, NOK 150 000 equivalent	12.60	10.40	16.00	17.20	18.50	18.60	20.20	20.60	20.80	56.80	58.30	62.50
<b>Receipt of payments in other currencies</b>												
Without BIC and IBAN, NOK 2 500 equivalent	92.90	90.60	70.20	71.60	70.50	70.20	69.00	71.00	71.30	77.10	75.30	77.60
Without BIC and IBAN, NOK 150 000 equivalent	98.00	96.40	96.70	93.20	92.20	91.40	90.40	97.00	97.90	93.20	93.10	95.40
With BIC and IBAN, NOK 2 500 equivalent	92.30	90.20	69.60	71.10	70.50	70.20	68.90	71.00	71.30	71.10	70.00	70.40
With BIC and IBAN, NOK 150 000 equivalent	95.20	94.50	74.20	73.90	73.30	90.40	89.10	95.80	96.80	95.90	95.50	96.00

## Sending money home

**Table 21: Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2017 and 2018**

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2017	2018	2017	2018	2017	2018	2017	2018
<b>Banks</b>	<b>28.1</b>	<b>28.6</b>	<b>6.1</b>	<b>6.6</b>	<b>5.5</b>	<b>5.8</b>	<b>1.6</b>	<b>2.0</b>
Exchange rate cost	0.6	1.1	0.6	1.1	0.7	1.0	0.7	1.0
Other fees	27.5	27.5	5.5	5.5	4.8	4.8	1.0	1.0
<b>Non-bank financial institutions and payment institutions</b>	<b>11.0</b>	<b>12.1</b>	<b>9.1</b>	<b>10.2</b>	<b>6.2</b>	<b>5.7</b>	<b>4.6</b>	<b>4.2</b>
Exchange rate cost	3.8	5.0	3.8	5.0	1.9	2.7	1.9	2.7
Other fees	7.2	7.1	5.3	5.2	4.3	3.0	2.7	1.5
<b>All providers</b>	<b>22.4</b>	<b>23.1</b>	<b>7.1</b>	<b>7.8</b>	<b>5.9</b>	<b>5.8</b>	<b>3.0</b>	<b>3.0</b>
Exchange rate cost	1.6	2.4	1.6	2.4	1.2	1.8	1.2	1.8
Other fees	20.7	20.7	5.4	5.4	4.6	4.0	1.7	1.2

**Table 22: Prices for remittances to selected countries. Banks and other providers.  
In percent of amount transferred. At 1 January 2017 and 2018**

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2017	2018	2017	2018	2017	2018	2017	2018
<b>Europe (EU)</b>	<b>22.8</b>	<b>22.4</b>	<b>7.3</b>	<b>7.0</b>	<b>4.4</b>	<b>3.9</b>	<b>2.5</b>	<b>2.0</b>
Latvia	23.0	22.3	7.7	6.9	4.4	3.7	2.6	1.8
Lithuania	22.8	22.7	7.5	7.4	4.4	3.8	2.6	2.1
Poland	22.7	22.3	6.8	6.5	4.4	3.9	2.3	1.9
Romania	22.7	22.2	7.4	6.9	4.5	4.2	2.6	2.0
<b>Other Europe</b>	<b>23.4</b>	<b>23.6</b>	<b>8.0</b>	<b>8.4</b>	<b>6.4</b>	<b>6.3</b>	<b>3.3</b>	<b>3.2</b>
Bosnia-Herzegovina	23.6	23.6	8.3	8.3	6.0	6.2	3.4	3.4
Kosovo	22.9	23.0	7.5	7.7	7.1	6.4	3.0	2.6
Macedonia	23.3	24.6	8.0	6.8	6.6	4.7	3.2	1.2
Russia	24.0	20.6	8.6	8.7	7.4	7.9	4.2	4.5
Serbia	22.9	24.8	7.6	9.5	6.0	6.7	2.9	3.7
Turkey	23.5	24.3	8.2	9.0	5.8	5.7	3.0	2.8
<b>Asia</b>	<b>22.7</b>	<b>23.4</b>	<b>7.1</b>	<b>7.6</b>	<b>6.5</b>	<b>6.5</b>	<b>3.1</b>	<b>3.2</b>
Afghanistan	22.9	22.9	6.9	6.8	7.4	7.1	3.4	3.0
Philippines	22.3	22.0	7.3	6.8	6.5	6.2	3.2	3.0
India	23.1	22.7	7.3	6.9	6.8	5.6	3.3	2.4
Iraq	21.1	23.7	5.6	8.2	4.8	7.0	1.5	3.2
China	23.3	23.5	8.0	8.2	6.5	6.1	3.5	3.0
Pakistan	22.3	22.8	6.5	7.0	6.1	6.3	2.7	3.0
Palestine	23.1	25.1	7.0	6.7	7.0	7.1	3.6	3.3
Sri Lanka	22.9	24.0	7.1	8.2	6.8	7.3	3.4	4.1
Thailand	23.4	23.5	8.0	8.1	6.4	7.2	3.3	4.3
Vietnam	22.1	24.1	6.8	8.7	6.6	6.0	3.1	2.7
<b>Americas</b>	<b>23.6</b>	<b>24.4</b>	<b>8.3</b>	<b>9.0</b>	<b>6.6</b>	<b>6.4</b>	<b>3.4</b>	<b>3.3</b>
Brazil	23.6	24.4	8.3	9.0	6.4	6.0	3.4	3.1
Chile	23.5	24.4	8.2	9.0	6.9	6.9	3.5	3.6
<b>Africa</b>	<b>20.9</b>	<b>22.4</b>	<b>6.2</b>	<b>7.7</b>	<b>6.1</b>	<b>6.3</b>	<b>2.5</b>	<b>3.0</b>
Eritrea	22.2	22.0	7.7	7.4	7.6	6.2	3.7	2.6
Ethiopia	21.8	22.1	7.2	7.5	7.1	6.3	3.2	3.1
Gambia	21.9	23.5	7.3	8.9	7.0	7.2	3.2	3.6
Ghana	22.6	22.8	8.1	8.2	7.3	6.5	3.5	3.1
Morocco	22.5	22.8	6.9	7.2	6.3	5.9	3.1	2.8
Nigeria	14.3	21.3	-0.3	6.7	1.8	5.8	-2.0	2.5

**Table 23: Prices for remittances to selected countries. In percent of amount transferred.  
At 1 January 2017 and 2018**

Transfer times	2017	2018
Less than one hour	10.7	8.6
Next day	4.0	5.1
2 days	3.8	4.4
3–5 days	11.3	11.0
6 days or more	10.5	11.1

# Explanations and sources for the tables

Source material for the data, an overview of data quality and averaging methods are presented below. Further details on table contents are also provided. Statistics on general data and means of payment in Norway have been compiled by Norges Bank, while other statistical data have been compiled by Statistics Norway.

## Sources:

- General data: Statistics Norway and Finanstilsynet (Financial Supervisory Authority of Norway).
- Information on banknotes and coins in Norway: Statistics Norway (SSB).
- Information on giros, cheques, payment cards, ATMs, payment terminals and mobile payments: Finance Norway; Nets Branch Norway; Teller Branch Norway; EVRY Norge AS; SDC AS; Eika Gruppen AS; DNB Bank ASA; Nordea Bank Norge ASA; Danske Bank; Skandinaviska Enskilda Banken AB (publ.) Oslo branch; Cultura Sparebank; Visa Norge FLI; Eurocard branch of Eurocard AB; SEB Kort AB Oslo branch; Diners Club Norge branch of Diners Club Nordic AB; Ikano Bank AB (publ.) Norway Branch; Handelsbanken; Elavon Financial Services DAC Norway Branch; American Express Services Europe Limited Branch; Swedbank Norge; Santander Consumer Bank AS; Entercard Norge AS; Kortaccept Nordic AB; Bambora Norge NUF; Bank Norwegian AS; Circle K Norge AS; WEX Europe Services AS; Esso Norway AS; A/S Norske Shell; YX-Norge AS; ST1 Norge AS and Blue Energy AS; Sparebank1 Mobilbetaling and Vipps AS.
- Information on electronic invoices: Nets Branch Norway and DIFI (Agency for Public Management and eGovernment).
- Information on cross-border payments other than by card: Register of Crossborder Currency Transactions and Currency Exchange (Norwegian Directorate of Customs and Excise).
- Information on fees for retail customer services as from 2009 is based on a selection of 86 banks. Prices have been collected from Finansportalen. These banks had a market share of 88 percent in terms of current account deposits at end-November 2017. Previous fees for retail customer services, corporate customer services and fees for cross-border payments are collected from banks' price lists and forms from 12 banks. These banks had a market share of 78 percent in terms of deposits. All fees are as at 1 January each year.
- "Sending money home" prices have been collected from Finansportalen and are based on reports from six banks, three non-bank financial institutions/payment institutions and three foreign institutions. All prices are as at 1 January 2017 and 1 January 2018. The prices are based on information from 12 institutions. Six of them are banks and the remainder are non-bank financial institutions, payment institutions or foreign institutions. Reporting institutions represent a sample of a larger group of Norwegian and foreign institutions that provide remittance services in Norway.

## Comments on some of the tables:

### Table 6 – Number of agreements

- The number of agreements for sending or receiving e-invoices refers to agreements relating to sending e-invoices directly to an online bank etc. The number of agreements to receive EHF invoices refers to agreements to receive electronic invoices in EHF-format transmitted via access points in the PEPPOL infrastructure.

Table 7 – Number of cards issued, number of functions in cards issued and number of terminals

- The table shows the number of cards issued in Norway by banks and finance companies. Figures as from 2013 include e-money cards (Visa and Mastercard, pre-paid cards) and accounts in card systems that are not linked to physical cards.
- Physically the cards are broken down by technology type. They may come with contactless technology and have a chip and a magnetic stripe, only have a chip and a magnetic stripe or only a magnetic stripe or they can be virtual, such as travel accounts in card systems not linked to physical cards. Cards with contactless technology are included in the figures for cards with chip and magnetic stripe in the table, but will be presented separately from next year.
- The functions in the card are broken down by settlement method, ie whether card use entails immediate debit of a bank account (debit function), whether the user receives an invoice that is paid in full a few weeks later (billing function), whether the use has a credit that is repaid in instalments (credit function) or whether the user pays with a prepaid card (e-money).
- The number of physical cards is lower than the number of functions in the cards owing to the large number of combined cards.
- The statistics for the number of payment terminal only include EFTPOS terminals that accept BankAxept cards.

Tables 8 and 12 – Use of payment services

- Table 12 includes cash-back in the amount for electronic goods purchases for the years 2006–2011 in previous publications, but not publications as from and including 2013 (with figures up to and including 2012).

Tables 9 and 13 – Giros (debit and credit transfers)

- The figures for online banking transactions from 2007 also include mobile payments via online banking solutions. The figures for mobile banking only include dedicated mobile banking solutions. The figures for a new service, mobile payments from a bank account, are included in the tables from 2017.

Tables 10a and 14a – Payment cards. Card use

- The tables show all use of payment cards issued in Norway and included in Table 7.
- As from 2017, the tables show the figures for contactless payments at EFTPOS terminals in Norway and abroad.
- The figures for POS cash withdrawals include cash back at EFTPOS terminals that accept BankAxept cards, while the figures for other cash withdrawals refer to over-the-counter and ATM withdrawals.
- Mobile payments based on payment cards are included in 2014, 2015 and 2016 figures for payments at EFTPOS terminals and online payments, but are listed under a separate category from 2017.
- Figures for “other electronic payments” are payments from accounts linked to domestic credit cards, without the use of physical cards, and payments from travel accounts in offline card systems.
- The figures for prepayments/e-money include registered use of NAV (Norwegian Labour and Welfare Administration) cash cards, universal gift cards in Norway and prepaid Visa and Mastercard issued by banks in Norway. The figures for 2012 only include use of prepaid cards in EFTPOS terminals that accept BankAxept cards. The figures as from 2013 include all cards in Norway and abroad.

- The figures for use of Norwegian cards abroad and foreign cards in Norway primarily refer to cards issued by international card companies, including Visa, Eurocard, Mastercard, Diners, American Express, JCB cards (Japan Credit Bureau) and China Union Pay.
- The use of BankAxept cards in Norwegian-owned EFTPOS terminals abroad has been included in the figures for use of Norwegian cards abroad. In 2017, such use of cards abroad accounted for 1 percent of transactions and turnover.

#### Tables 10b and 14b – Payment cards. Use of payment terminals

- The tables refer to use of Norwegian and foreign payment cards in all Norwegian-owned EFTPOS terminals installed in Norway and abroad. Note that this applies even if payments using Norwegian cards in terminals abroad are included as use of Norwegian cards abroad in Tables 10a and 14a.
- In order to show how the terminals are used, use of cards issued by retail chains are included, even though such cards are not defined as payment cards and included in Tables 10a and 14a.
- The tables also show the online use of Norwegian and foreign cards on Norwegian websites. Mobile payments (Vipps, mCash and MobilePay) are included in the 2014, 2015 and 2016 figures for payments in EFTPOS terminals and for online card payments, but are listed under a separate category from 2017.
- From 2017, the tables show the number of contactless payments in Norwegian EFTPOS terminals.
- “Other payments in Norwegian terminals” are payments from accounts linked to Norwegian credit cards, without the use of physical cards, and payments from travel accounts in offline card systems.
- The figures for cash withdrawals from ATMs using e-money refers to use of NAV cash cards. The figures for payments using e-money include registered use of universal gift cards in Norway and prepaid Visa and Mastercard cards issued by banks in Norway. The figures for 2012 only include prepaid cards used in EFTPOS terminals that accept BankAxept cards. The figures as from 2013 include all use of such cards in Norway.

#### Tables 10c and 14c – Use of cards online

- Figures for 2014, 2015 and 2016 include mobile payments using Vipps, mCash and MobilePay, but these payments are listed under a separate category as from 2017.

#### Tables 11 and 15 – Cross-border transfers registered in the Register of Crossborder Currency Transactions and Currency Exchange (SWIFT, foreign currency cheque, foreign currency giro, MoneyGram and Western Union)

- The statistics refer to payments registered in the Register of Crossborder Currency Transactions and Currency Exchange in the period 2007–2017.

#### Table 16 – Sending electronic invoices

- The table shows the number of sent eFaktura, ie banks’ electronic invoice solution, and electronic invoices in EHF format.

#### Tables 17 to 20 – Prices for domestic payment transactions, cash withdrawals and payment receipt, and prices for cross-border transactions

- Information on prices for retail customer services (Table 17) is from 86 banks with prices collected from Finansportalen. These banks accounted for 88 percent of the market measured by deposits and current accounts. There are two average prices



for each service, one for customers belonging to a loyalty scheme and one for those who do not. Average prices are calculated by weighting the price in each bank based on the bank's share of deposits in current accounts. In cases where a bank has several loyalty schemes, the median price is used to calculate the average price for all banks' of the services in the loyalty scheme.

- The prices for corporate services are collected from price lists on the internet and statistics on prices for cross-border payments are reported on forms. The prices are collected from price lists and forms from 21 banks that had a market share of 78 percent in terms of deposits in transaction accounts. The prices only include customers that do not belong to loyalty schemes or receive other types of discount. Average prices are calculated by compiling average prices for commercial and savings banks by weighting the price at each bank based its share of deposits in transaction accounts. The average prices for all banks are then calculated by weighting the prices for banking groups by market share measured by the number of transactions during the statistical year.
- The price of postal giros is for each form posted. Postage for each form posted comes in addition.
- The price of annual fees for online banking for 2007 and 2008 refers to the annual fee for Digipass, while subsequent prices include general annual fees.
- The price of direct debit (AvtaleGiro) receipt refers to receipt without notification.
- The average prices for international credit cards in customer loyalty schemes in 2016 and 2017 include prices for a number of membership cards that were not previously included in the statistics. From 2017, banks have posted information to Finansportalen on prices for a number of credit cards for customers who do not belong to loyalty schemes, and not, as previously, only the price of one credit card. The median of the prices of each bank for the various credit cards has therefore been used in calculating the average prices of credit cards for customers who do not belong to loyalty schemes in 2017 and 2018.
- Cross-border fees refer to fixed sum transfers in the EEA with or without BIC and IBAN information and excluding exchange rate cost. Fees do not include additional costs for cash payments, third country currency, confirmations or costs that the payer must cover for the payee.

Tables 21 to 23 – Prices for remittances to selected countries (“Sending money home”).

- Average prices are calculated by first calculating an arithmetic average for each of the reporting institutions that charge more than one price per service/service variable. Then an arithmetic average is calculated of the prices from all providers of the service/service variable.
- Banks' prices refer to prices for SWIFT transfers, while the prices reported by the other institutions refer to transfers over proprietary networks.

Standard symbols in the tables:

- Incomplete information or zero
- 0 Less than 0.05 of the unit used



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