

NORGES BANK PAPERS

Retail payment services 2018

NO 1 | 2019



NORGES BANK

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Contents

NORGES BANK PAPERS
NO 1 | 2019

Retail payment services 2018.....	4
1 Use of payment instruments	4
2 Card transactions	8
3 The cash and payment infrastructure	13
4 Cash in circulation	15
5 Prices for payment services	20
6 Banks' income from payment services	22
Tables	23
General data.....	23
Means of payment in Norway	23
Payment infrastructure	24
Retail payment services.....	27
Prices	35
Remittances	37
Sources and notes for the tables.....	39

The use of payment cards continues to increase. In 2018, the number of transactions using Norwegian payment cards totalled 2.5 billion and the average number of card transactions per inhabitant was 475. The average value of card transactions was NOK 382.

Internet payments with cards increased further and now account for 12 percent of all payments with Norwegian cards.

The increase in mobile payments was also pronounced, increasing from 91 million in 2017 to 141 million in 2018. A larger share of mobile payments are now directly debited from bank accounts, and most are made via the instant payments infrastructure. Approximately one million instant payments were made in 2017, a figure that had risen to 58 million in 2018.

There was a further decline in the use of the cash infrastructure. Between 2017 and 2018, the number of withdrawals from ATMs and points of sale (POS) declined by 13 and 18 percent, respectively. The decline in ATM and POS cash withdrawals is nothing new, but has been particularly pronounced in recent years. 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 person-to-person (P2P) payment transactions.

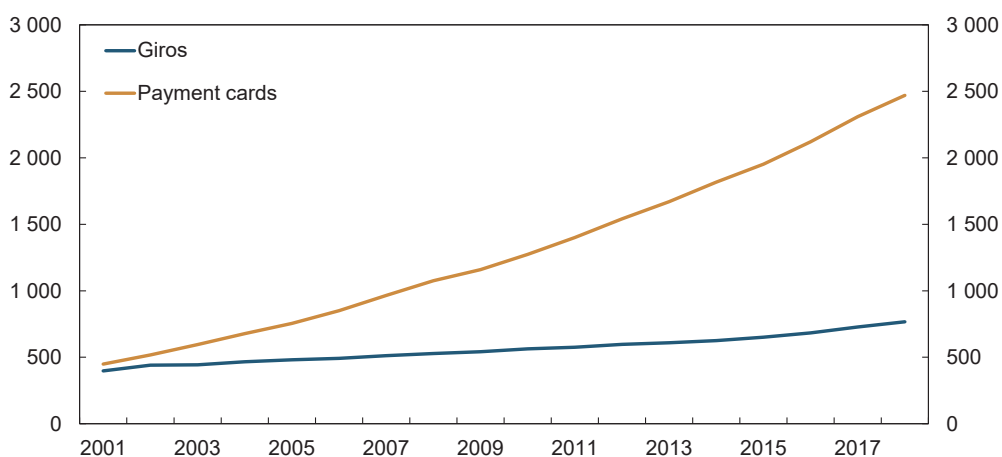
1 Use of payment instruments

There are primarily two main types of means of payment: cash and deposit money (in banks). Means of payment can be accessed by using a payment instrument. Payment cards and giros are examples of payment instruments that provide access to deposit money. 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 2018, there were 2470 million card payments and 767 million giro payments (bank transfers)¹.

¹ These may be either credit transfers or direct debit transfer. A direct debit transfer (eg AvtaleGiro) is initiated by the payee, while a credit transfer (eg an ordinary online banking transfer) is initiated by the payer

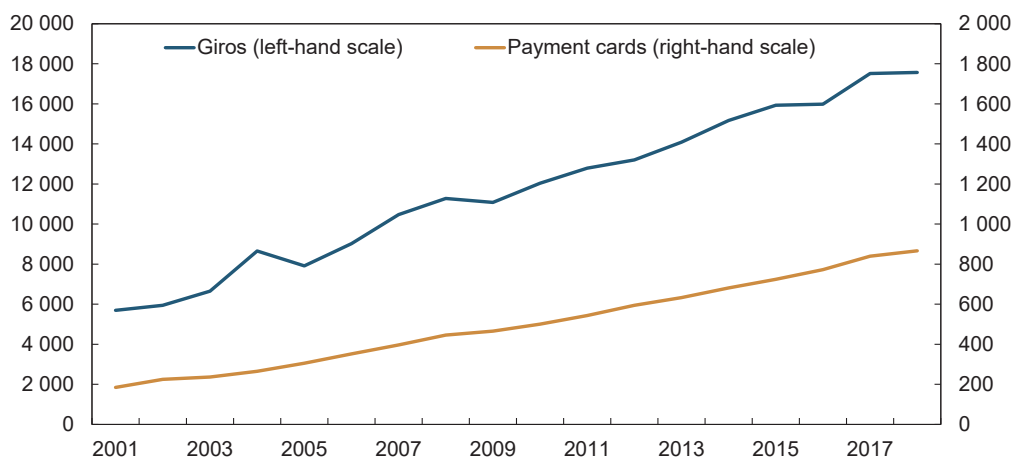
Chart 1 Use of payment instruments. In millions of payments. 2001–2018



Source: Norges Bank

The value of giro payments totalled NOK 17 572 billion in 2018 (Chart 2). The value of card payments was NOK 867 billion.

Chart 2 Use of payment instruments. In billions of NOK. 2001–2018



Source: Norges Bank

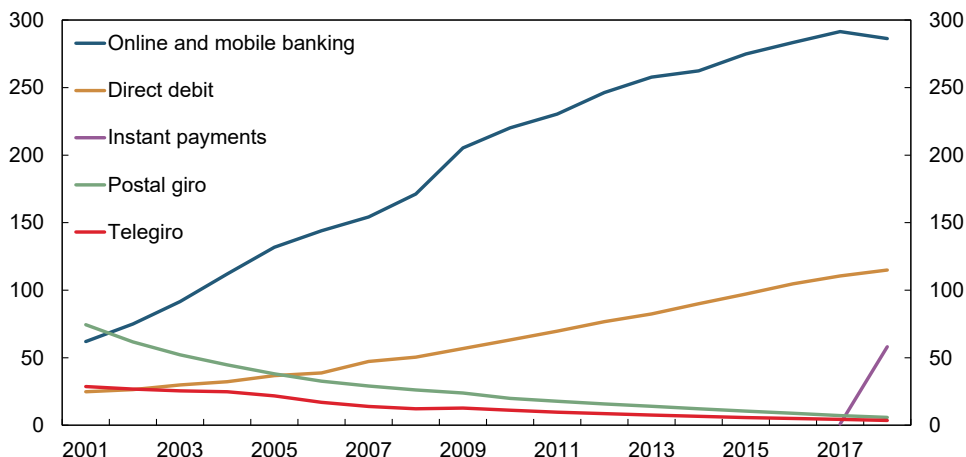
While giros are mainly used for bill and wage payments, payment cards are primarily used for the purchase of goods and services at points of sale. A typical giro payment is thus much larger than a typical card payment. In 2018, the average value of giro payments was NOK 22 921, while the average value of card payments was NOK 351.

Giro payments by retail customers

Chart 3 shows credit transfers and direct debits by retail customers. Online/mobile banking transfers and direct debits (AvtaleGiro) have long been increasing, and are the 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 2018, postal giros were used a total of 5.8 million times and telegiros were used 3.6 million times.

Chart 3 Giro payments by retail customers. In millions of payments. 2001–2018



Source: Norges Bank

Instant payments are payments from the bank account of one retail customer to the account of another retail customer via a dedicated payment infrastructure operated by Nets. 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, rising to 58 million in 2018. Most of these were instant payments made in the Vipps mobile payment solution (Annex Table 9). The value of instant payments made in 2018 was NOK 45 billion (Annex Table 13).

Direct debits and electronic invoicing

To execute direct debits, both the payee and the payer are required to enter into a direct debit agreement with their bank. At end-2018, there were 20 million direct debit agreements, between retail customers, corporate customers and banks. In total, 18 408 payees offered their customers AvtaleGiro² and 705 payees offered their customers Autogiro³.

Direct debits can be combined with electronic invoicing (e-invoicing). At end-2018, there were 8292 agreements registered with Nets offering the Norwegian banking industry's e-invoicing solution, (eFaktura), to retail and corporate customers. There were 23.5 million agreements with retail customers and 220 000 agreements with corporate customers to receive eFaktura. The figure for electronic invoice agreements with private individuals increased by 20 percent between 2017 and 2018.

In 2018, approximately 100 million eFaktura invoices were sent from businesses to retail customers and approximately 240 000 from businesses to businesses. Between 2017 and 2018, the number of eFaktura invoices sent to retail customers increased by 19 percent. In 2018, somewhat over 90 million EHF invoices⁴ were sent, an increase of 56 percent from 2017.

² Retail market

³ Corporate market

⁴ EHF invoices are the government's format for electronic invoicing.

Mobile payments⁵

Mobile payment solutions that could be used in Norway in 2018 and that use Norwegian payment cards or Norwegian bank accounts as the funding source, included Vipps, MobilePay⁶, Apple Pay and Google Pay. For the time being, it is not possible to identify mobile payments made using Apple Pay and Google Pay in the statistics, and payments using these platforms are therefore not included in Overview 1.⁷

The increase in the number of mobile payments was rapid (approximately 55 percent) between 2017 and 2018 (see Overview 1). In 2018, 141 million mobile payments were made. The total value of these payments was NOK 67 billion. The average value of a mobile payment was NOK 474.

Overview 1 Mobile payments in 2017 and 2018 by funding source and by type of payment⁸

	Payments (million)		Value (NOK billion)	
	2017	2018	2017	2018
Mobile payments by funding source	89.5	131.4	40.0	62.3
Payments made directly from a bank account	30.4	71.2	14.3	38.9
Payments with a payment card	59.5	60.2	26.0	23.4
Mobile payments by type of payment	91.1	141.3	39.8	66.9
Payments made in EFTPOS terminals	0.8	0.0	0.0	0.0
Online payments	3.1	16.9	0.6	3.2
Other payments to enterprises and organisations	15.7	16.6	3.0	3.6
Person-to-person payments	71.6	107.8	36.2	60.2

Source: Norges Bank

In 2018, a much larger share of mobile payments than in 2017 was debited from a bank account rather than made via a payment card. The primary reason for this change is that from March 2018, Vipps implemented the instant payment solution from Nets as a payment source, in addition to payment cards and ordinary payments from accounts (for DNB customers), for person-to-person payments. For mobile payments using a card, only some of the international⁹ payment cards may be used as a payment source. BankAxept cards may not yet be used.

Most mobile payments, approximately 75 percent, were person-to-person payments.

5 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 person-to-person. Payments may be made either using a payment card or directly from a bank account.

6 Discontinued from 11 January 2018

7 Payments using Apple Pay and Google Pay will likely become identifiable and categorised separately as mobile payments in the statistics starting from next year. In the statistics for 2018, these payments are part of contactless card payments.

8 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. For 2018, the differences are especially pronounced. It could be that some of the data for mobile payments using a payment card have instead been reported as online payments to Norwegian websites.

9 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 and Diners Club

2 Card transactions

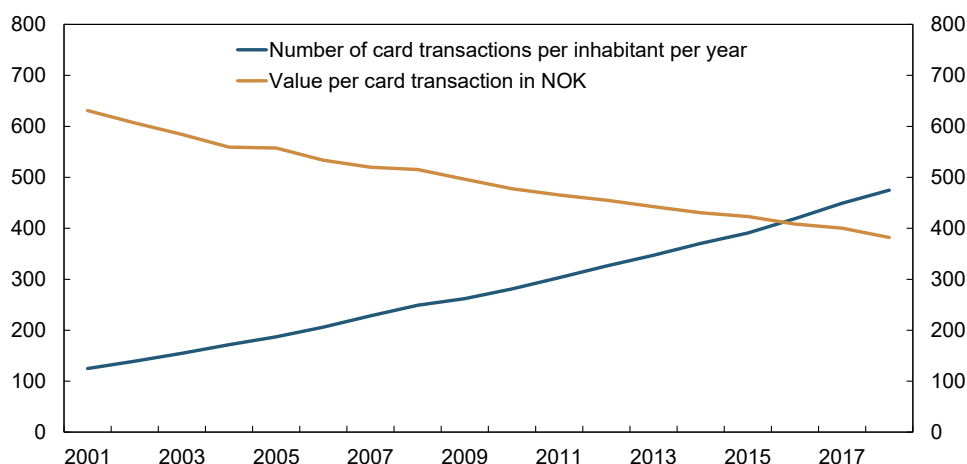
In 2018, 2470 million payments and 47 million ATM and over-the-counter cash withdrawals¹⁰ were made with Norwegian payment cards, a total of 2517 million card transactions (see Annex Table 10a).

Payments made at physical payment terminals totalled 2116 million, of which 103 million (4.5 percent) were made with contactless payment cards.^{11 12} The number of contactless payments will likely continue to 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. The average value of contactless payments in 2018 was NOK 164.

Mobile card payments and card payments related to online shopping represented 2.4 and 11.8 percent of total card payments (60 and 292 million), respectively.

The average number of card transactions per inhabitant (for payments and cash withdrawals) in 2018 was 475 (Chart 4). The average value of card transactions continued to fall, and was NOK 382 in 2018.

Chart 4 Card transactions per inhabitant per year and value per card transaction in NOK, 2001–2018



Source: Norges Bank

Number of payment cards

At end-2018, the total number of Norwegian payment cards issued stood at 14.6 million (Overview 2).

The most widely used card type is a card combining BankAxept with an international debit card, usually Visa or Mastercard (Overview 2). 47 percent of cards issued are of this type. The next most widely used card type is international credit cards, which

¹⁰ At ATMs and over the counter (with a card). Cash withdrawals in connection with payments (cash-back) were registered as payments, which applied to 25 million payments in 2018.

¹¹ For contactless payments 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.

¹² A small majority of the contactless payments were made with international cards, primarily Visa and Mastercard. 41 million of the payments (around 40 percent) were made with BankAxept.

account for 43 percent of cards. Other card types account for only small percentages of the total number of cards.

Overview 2 The number of issued Norwegian payment cards at the end of the period (in thousands)^{13 14}

Card type	2015	2016	2017	2018
Combined BankAxept/international debit cards	8 175	8 290	8 941	6 890
International credit cards	5 036	5 148	5 503	6 268
Combined international/domestic credit cards	540	611	629	580
International charge cards	450	431	357	404
Non-combined BankAxept cards	157	148	127	116
Other debit and credit cards ¹	68	87	103	291
E-money cards	278	127	94	64
In total	14 704	14 841	15 755	14 613

1 Combined BankAxept debit cards/domestic credit cards, combined BankAxept credit cards/international credit cards, domestic credit cards and international credit cards on mobile phones.

Source: Norges Bank

Card transactions by issuer and function

In 2018, 68 percent of all transactions with Norwegian cards were made using the national debit card system, BankAxept (Chart 5). These amounted to 1708 million transactions, and the increase between 2017 and 2018 was 4.2 percent.

BankAxept's market share has declined by around ten percentage points over the past five years. This decline reflects the strong growth in online purchases and mobile payments linked to payment cards. For such payments, international cards must be used. Currently, the BankAxept system cannot be used.

There were 803 million transactions using international cards in 2018. Growth between 2017 and 2018 was 11.8 percent. These cards' market share was 32 percent in 2018, with growth also clearly strongest for international debit cards, with a 13.5 percent increase in transactions over the past year.

Growth for international cards slowed somewhat in 2018 compared with previous years, primarily reflecting a greater share of mobile payments made directly from bank accounts instead of from international payment cards.

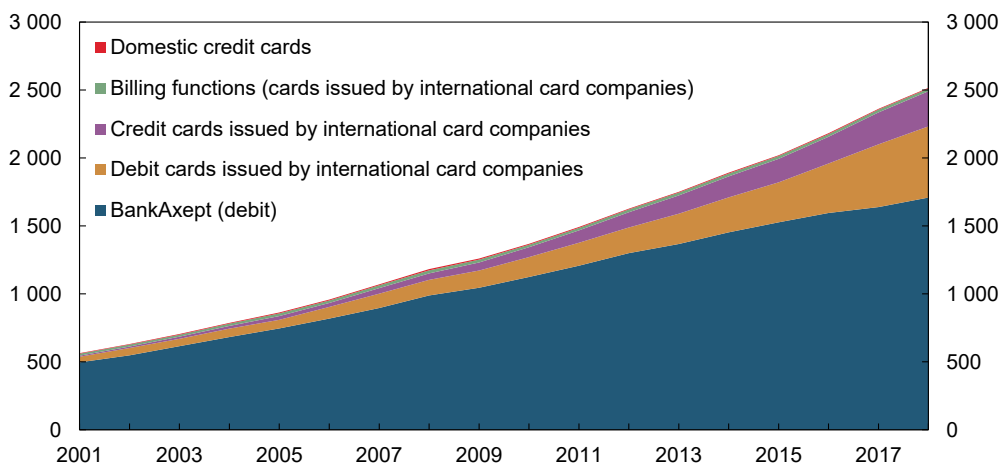
13 *Debit card:* Payment card enabling the card user to access deposits and credit from the bank account to which the card is linked. The user's account is debited each time the card is used.

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.

14 The decline from 2017 and 2018 was due to reporting changes and does not indicate a real decline in issued cards of this type.

Chart 5 Use of Norwegian payment cards by issuer and function. In millions of transactions. 2001–2018



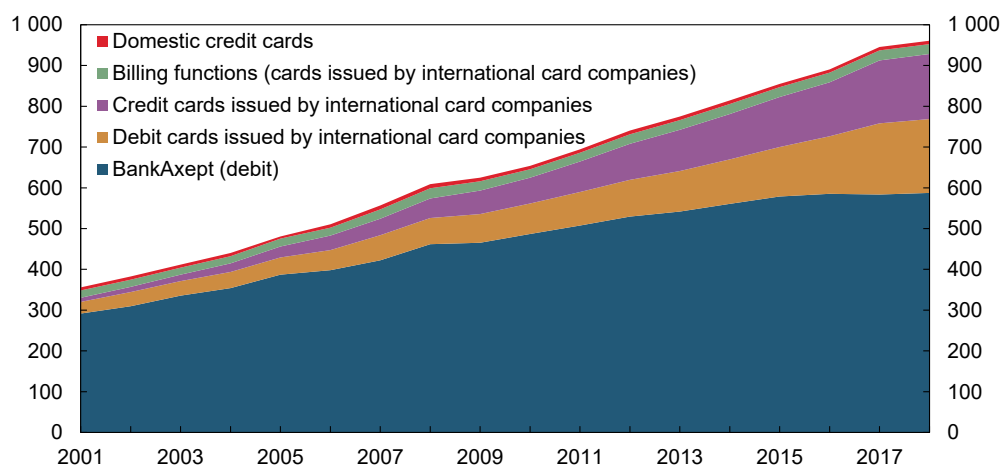
Source: Norges Bank

The total value of BankAxept transactions in 2018 was NOK 587 billion (Chart 6). The growth between 2017 and 2018 was 0.6 percent. BankAxept transactions accounted for 61 percent of the total value of card transactions.

The value of transactions using international cards was NOK 365 billion in 2018, an increase of 3.3 percent over the past year.

The average transaction value for BankAxept cards was NOK 344, NOK 347 for international debit cards, and NOK 616 for international credit cards.

Chart 6 Use of Norwegian payment cards by issuer and function. In billions of NOK. 2001–2018



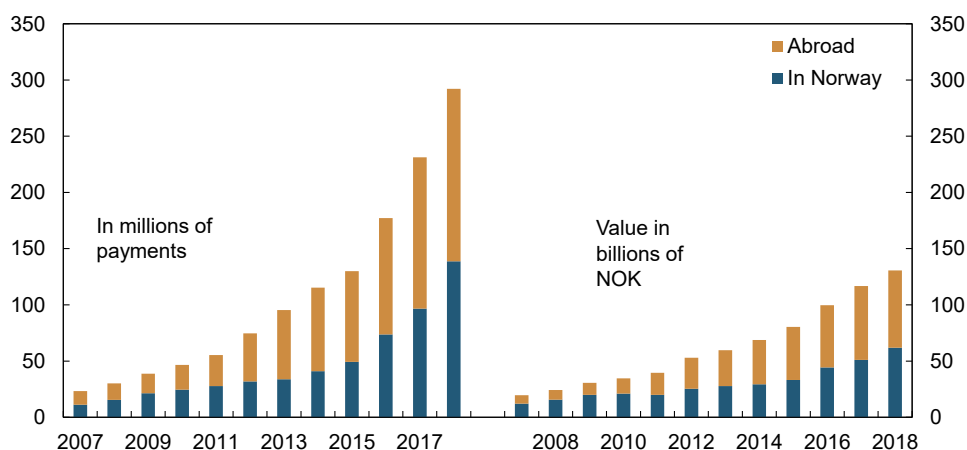
Source: Norges Bank

Internet card payments (online shopping)

There has been a sharp increase in internet card payments over the past years (Chart 7). In 2018, there were 292 million such purchases made with Norwegian payment cards. Payments to websites in Norway and abroad each account for approximately half of total online shopping payments.

Payments to Norwegian websites increased by as much as 43.5 percent between 2017 and 2018, while the number of online shopping payments to foreign websites increased by 13.9 percent.¹⁵

Chart 7 Internet payments with Norwegian payment cards. 2007–2018



Source: Norges Bank

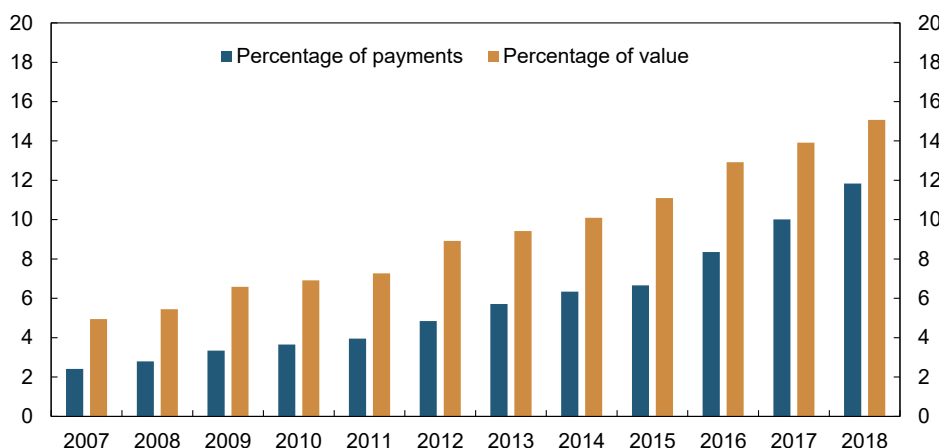
In 2018, the total value of internet payments was NOK 131 billion. The growth in the value of internet payments was not as strong as growth in the number of such payments. In 2018, the average payment amount fell from NOK 489 in 2017 to NOK 449.

Customers abroad make fewer purchases at Norwegian online shops than Norwegians make at online shops abroad. Customers abroad accounted for 9.8 million such purchases, with a total value of NOK 20.3 billion. Both the number and total value of such purchases declined between 2017 and 2018.

Internet payments are assuming an ever larger share of payments made with Norwegian payment cards. Chart 8 shows that in 2018, internet payments accounted for 11.8 percent of all payments using Norwegian cards. In value terms, internet payments accounted for 15.1 percent of the value of all card payments.

¹⁵ Reported figures for internet payments to Norwegian websites are somewhat uncertain. Some of these payments may instead be mobile payments with payment cards as the funding source. See also footnote 9.

Chart 8 Internet payments with Norwegian payment cards. Percentage of total card payments. 2007–2018



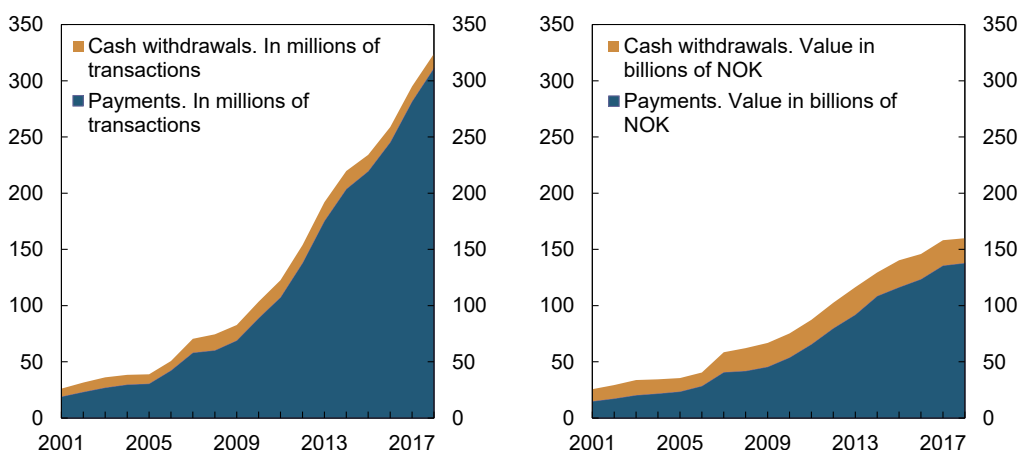
Source: Norges Bank

Card transactions 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 324 million in 2018. 311 million transactions were payments of various kinds, while 13 million transactions were cash withdrawals. The number of payments increased by 10.5 percent between 2017 and 2018. Cash withdrawals declined by 3.8 percent.

The increase in the number of payments abroad was largely distributed evenly between the increases in internet payments and payments at points of sale abroad. The number of payments at points of sale abroad increased from 147 to 158 million.

Chart 9 Use of Norwegian payment cards abroad. 2001–2018



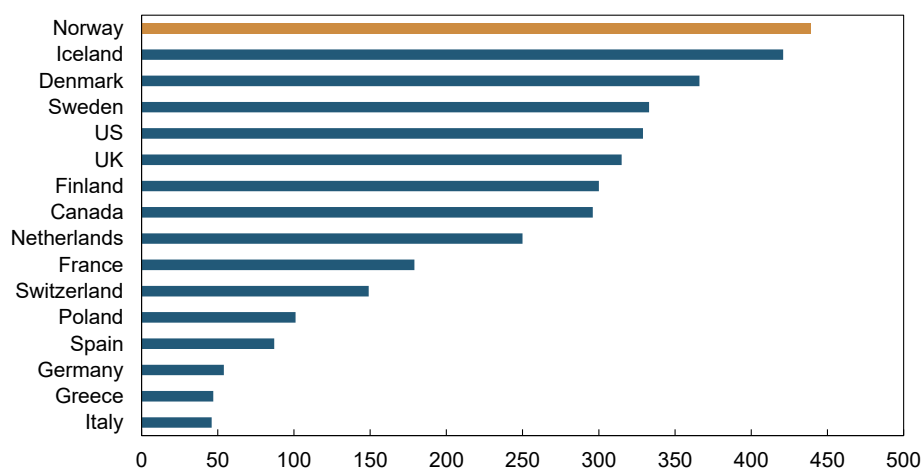
Source: Norges Bank

The value of card use abroad in 2018 totalled NOK 160 billion. The value of various kinds of payment transactions amounted to NOK 138 billion, while the value of cash withdrawals amounted to NOK 22 billion. The average value of cash withdrawals abroad in 2018 corresponded to NOK 1746. The average value of payments at points of sale abroad corresponded to NOK 443.

In card transactions abroad, international cards are primarily used. The statistics indicate that in 2018 international debit cards were used for the majority of these payments, around three-fourths. International credit cards were used for most of the remaining payments.

Chart 10 shows that Norway is among the countries with the highest use of cards as a means of paying for goods and services. On average, Norwegians pay using a card more than once a day. 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 approximately once a week.

Chart 10 Number of card payments per inhabitant per year in selected countries. 2017



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

3 The cash and payment infrastructure

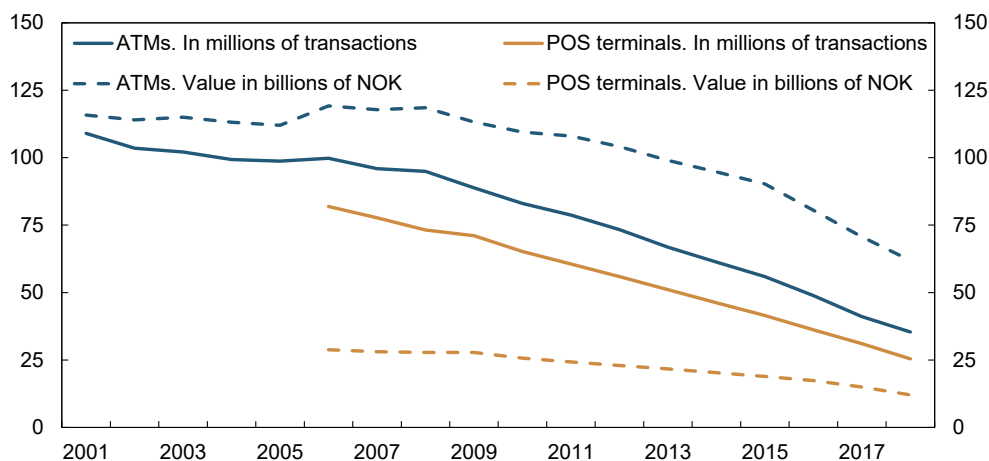
A user can withdraw cash at bank branches, from ATMs and at POS terminals. Chart 11 shows the number and value of ATM and POS cash withdrawals.¹⁶ There were 35 million withdrawals from ATMs in Norway in 2018, 13.9 percent fewer than in 2017. The value of ATM withdrawals totalled NOK 62 billion in 2018, 12.4 percent less than in 2017.

There were 25 million POS withdrawals in 2018, which is 18.3 percent fewer than in 2017. POS withdrawals totalled NOK 12 billion in 2018, and declined by 19.3 percent from 2017. The decline in ATM and POS cash withdrawals is nothing new, but has been particularly pronounced in recent years.

In 2018, the average ATM withdrawal was NOK 1746, while the average POS withdrawal was NOK 478.

¹⁶ Statistics are not available for cash withdrawals at bank branches.

Chart 11 Cash withdrawals from ATMs and POS terminals. 2001–2018

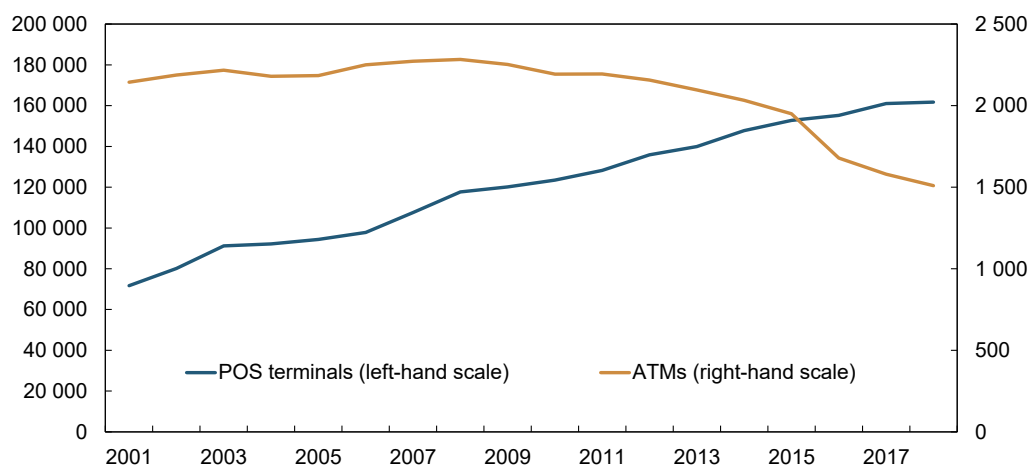


Source: Norges Bank

The number of ATMs continued to decline further, falling from 1580 in 2017 to 1510 in 2018 (Chart 12). Banks themselves own most of the ATMs, but the cash handling companies Nokas and Loomis also own ATMs. Nokas and Loomis operate both their own ATMs and most of the ATMs owned by the banks.

The number of POS terminals increased somewhat also last year. At year-end 2018, a total of 161 709 payment terminals had been installed.

Chart 12 Number of POS terminals and ATMs. 2001–2018

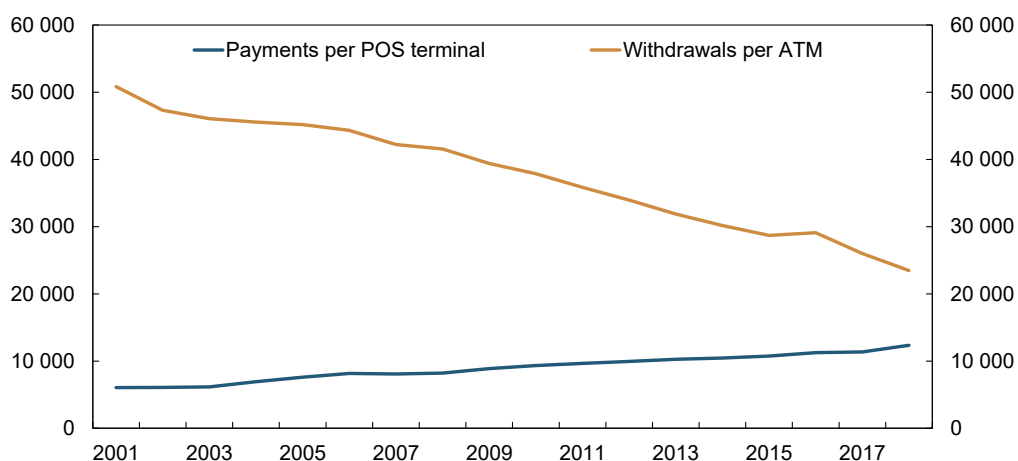


Source: Norges Bank

In 2018, each ATM was used for an average of 23 476 cash withdrawals (Chart 13), or an average of 64 withdrawals per day. The average amount withdrawn from each ATM was NOK 41 million, or an average of approximately NOK 112 000 per day.

On average, each payment terminal was used 12 353 times in 2018, or 34 times a day (purchases with and without cashback).

Chart 13 Use of POS terminals and ATMs per year. 2001–2018



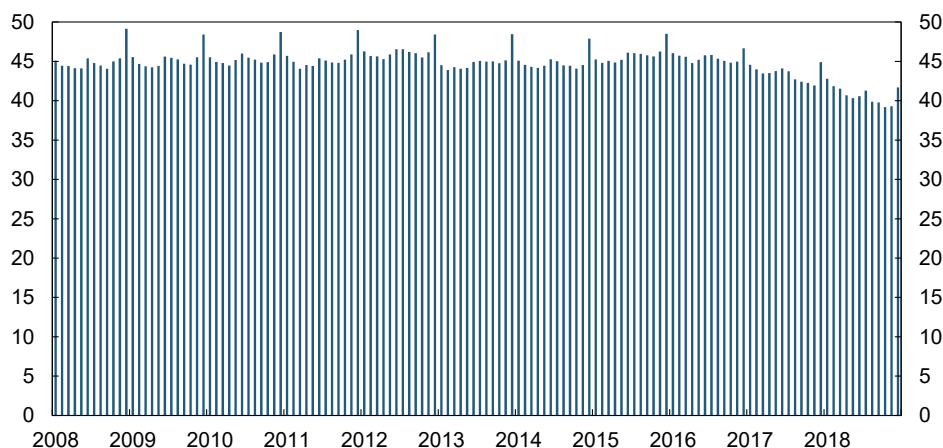
Source: Norges Bank

4 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.

For many years, the value of cash in general circulation remained relatively stable around NOK 45 billion (Chart 14). But since mid-2016, the value has declined. At year-end 2018, cash in circulation amounted to NOK 41.7 billion.¹⁷

Chart 14 Cash in circulation among the general public. In billions of NOK. January 2008 – December 2018

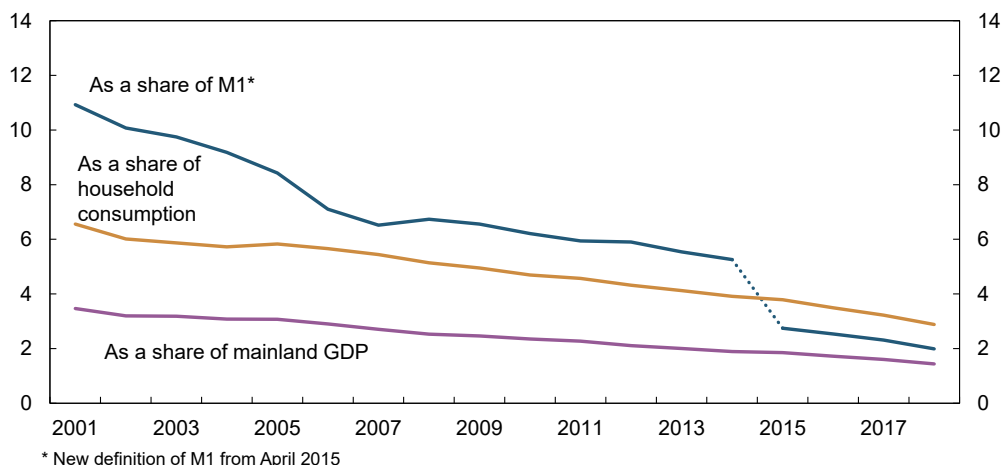


Source: Statistics Norway

¹⁷ In addition to the cash held by the general public, banks also hold cash. At end-2018, banks' stock of cash was about NOK 3.1 billion. This includes cash stored in banks' ATMs, branches and depots.

Cash as a share of the monetary aggregate M1¹⁸ fell from 2.3 percent at end-2017 to 2.0 percent at end-2018 (chart 15). Cash as a share of GDP for mainland Norway amounted to 1.4 percent in 2018. This percentage has fallen steadily over the entire period

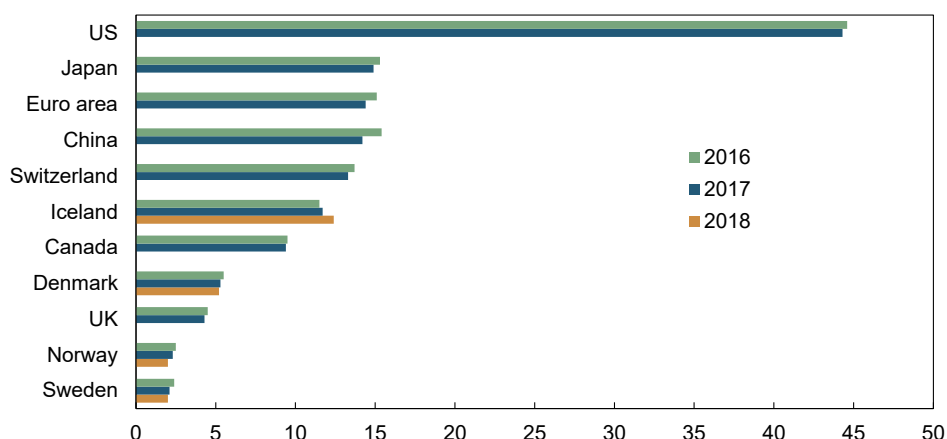
Chart 15 Cash in circulation as a share of means of payments (M1), household consumption and mainland GDP. Percent. 2001–2018



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. A reason for this is that USD notes and coins are also widely used outside the US. With the exception of Iceland, the value of cash as a share of M1 has declined over the past year in all countries included in the chart.

Chart 16 Cash in circulation as a share of means of payments in selected countries. Percent. 2016, 2017 and 2018 (Nordic countries)



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

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

USE OF CASH IN NORWAY

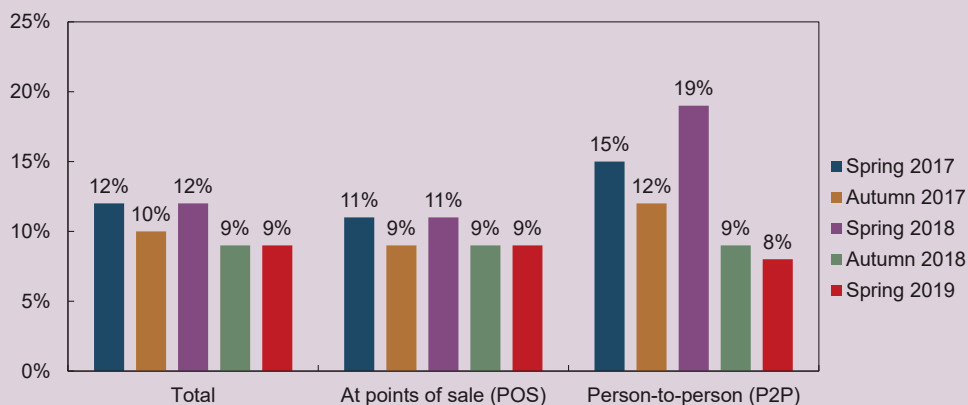
Norges Bank conducts semi-annual household surveys on cash usage. The surveys examined payment situations in which cash could actually be used. These are mainly person-to-person (P2P) payments and payments for the purchase of goods and services at a point of sale (POS)¹⁹. Payments related to online purchases 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 years²⁰ 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. At the same time, there is reason to point out that the results of sample surveys of this kind will always be shrouded in uncertainty and may also show some survey-to-survey variability.

Main findings from the surveys

In the most recent survey, cash accounted for 9 percent of total POS and P2P payments (Chart 17). Cash use for POS payments was 9 percent and 8 percent for P2P payments.

Chart 17 Number of cash payments as a percentage of the total number of payments



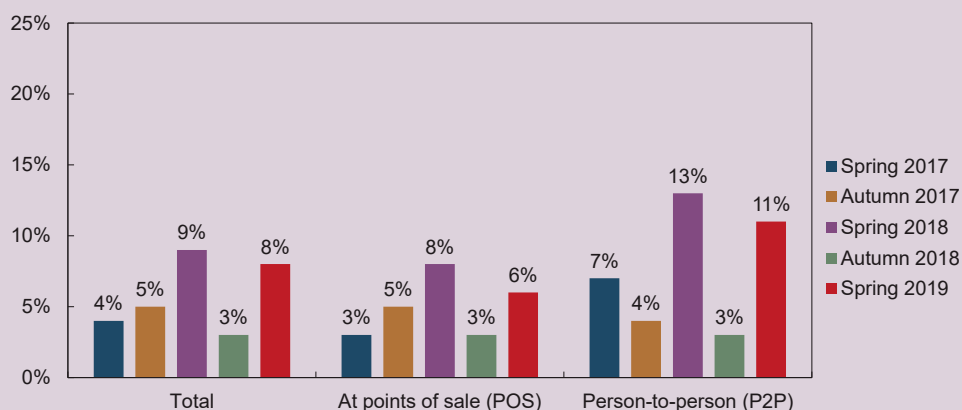
Source: Norges Bank

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

20 Minimum age limit for the phone-based interviews. The minimum age for the internet-based interviews was 18 years.

The value of cash payments as a percentage of total value of payments varies much more than cash payments as a percentage of the total number of payments. In this survey, the value of cash payments accounted for 8 percent of the total value of payments (Chart 18). The value of cash payments accounted for 6 percent of the value of POS payments and 11 percent of the value of P2P payments.

Chart 18 Value of cash payments as a percentage of total value of payments



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 (e.g. Vipps, Apple Pay or Google Pay)
- in some other manner (e.g. invoice)

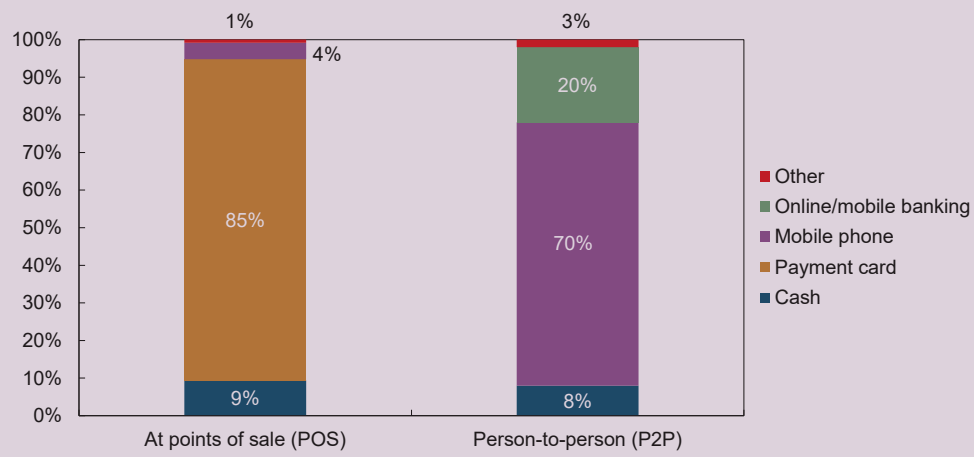
Payment cards are by far the most widely used method of payment at points of sale, with 86 percent of payments (Chart 19). Cash payments, as mentioned earlier, accounted for 9 percent, while mobile payments accounted for 4 percent.

For *P2P payments*, one can choose to pay

- cash
- using a mobile phone (mainly Vipps)
- using online/mobile banking
- in some other manner

Mobile payments accounted for 70 percent of P2P payments. Online or mobile banking transfers were the second most popular payment method, accounting for 20 percent of P2P payments. Cash payments, as mentioned earlier, accounted for 8 percent of these payments.

Chart 19 Payment methods in different payment situations. Spring 2019



Source: Norges Bank

5 Prices for payment services

Overview 3 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. Prices for paper-based and manual payment services are clearly highest and continue to rise. Prices for credit transfers made via cash payment over the counter are now NOK 107 for both loyalty scheme customers and other customers. 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 NOK 0.80.

At the beginning of 2019, the average annual fee for BankAxept cards combined with an international card (Visa or Mastercard) was NOK 232 for loyalty scheme customers and NOK 283 for non-loyalty scheme customers. The average fee for goods purchases using BankAxept was NOK 0.10 for loyalty scheme customers and NOK 0.90 for non-loyalty scheme customers.

ATM withdrawal fees have also risen somewhat further in the past year. A withdrawal using a debit card during opening hours from a bank's own ATM, now costs on average NOK 5.60. A few years ago, such services were mostly free. Withdrawals using a debit card from an ATM belonging to another bank during opening hours cost NOK 7.40 for loyalty scheme customers and NOK 7.80 for other customers. Withdrawals using an international credit card cost NOK 22.20 for loyalty scheme customers and NOK 30.70 for other customers. In addition, a fee is charged of somewhat over 1 percent of the amount withdrawn.

**Overview 3 Prices for domestic payment services, retail customers.
Weighted average (NOK). 1 January each year**

NORGES BANK PAPERS
NO 1 | 2019

	Customers who do not belong to loyalty schemes			Customers who belong to loyalty schemes		
	2017	2018	2019	2017	2018	2019
Payments						
Online banking (with CID), per payment	0.90	0.90	0.80	0.00	0.00	0.00
Online banking – annual fee	14.10	14.40	14.50	1.30	1.40	2.30
Direct debit (AvtaleGiro), per payment	0.90	1.00	0.80	0.10	0.10	0.10
Mobile banking (with CID), per payment	0.90	1.00	0.80	0.00	0.00	0.00
Mobile banking – transfers between own accounts, per transfer	0.10	0.30	0.10	0.00	0.00	0.00
Mobile banking – info by SMS	2.00	2.10	2.20	1.80	1.90	1.90
Credit transfer via postal giro, per payment	11.00	11.30	12.10	11.10	11.20	12.10
Giro over the counter – account debit, per payment	80.60	85.80	98.20	80.00	87.50	98.20
Giro over the counter – cash payment, per payment	99.70	99.20	107.40	102.70	100.20	107.40
BankAxept cards in payment terminals (EFTPOS), per payment	0.90	1.00	0.90	0.00	0.10	0.10
Credit card from international credit card company, annual fee	57.80	56.60	32.40	32.40	32.20	25.20
BankAxept cards (combined with debet card from int. card comp.), annual fee	275.80	276.70	282.50	208.60	234.00	231.80
ATM withdrawals, debit cards						
Own bank's ATMs during opening hours, per withdrawal	0.20	5.50	5.60	0.00	5.50	5.90
Own bank's ATMs outside opening hours, per withdrawal	4.80	5.90	6.00	4.20	5.60	6.00
Other bank's ATMs during opening hours, per withdrawal	6.90	7.30	7.80	6.50	7.30	7.40
ATM withdrawals, international credit cards						
Own bank's ATMs during opening hours, per withdrawal	24.80	28.60	30.70	17.50	20.40	22.20
Other bank's ATMs during opening hours, per withdrawal	24.90	28.70	30.70	17.50	20.40	22.20
Fee as a percentage of withdrawal amount	1.3	1.0	1.3	1.1	1.1	1.2

Sources: Finansportalen and Norges Bank

Overview 4 shows a comparison of prices for remittances to other countries. Finansportalen has price data for remittance transactions to 29 countries/regions.²¹ Banks, non-bank financial institutions and payment institutions provide remittance services to these countries. Prices for remittances are determined by various factors. 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. The fees charged by banks for remittances have become somewhat smaller, while those charged by the other remittance service providers have increased somewhat. These changes primarily reflect developments in foreign exchange rate margins.

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

Overview 4 Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2018 and 2019

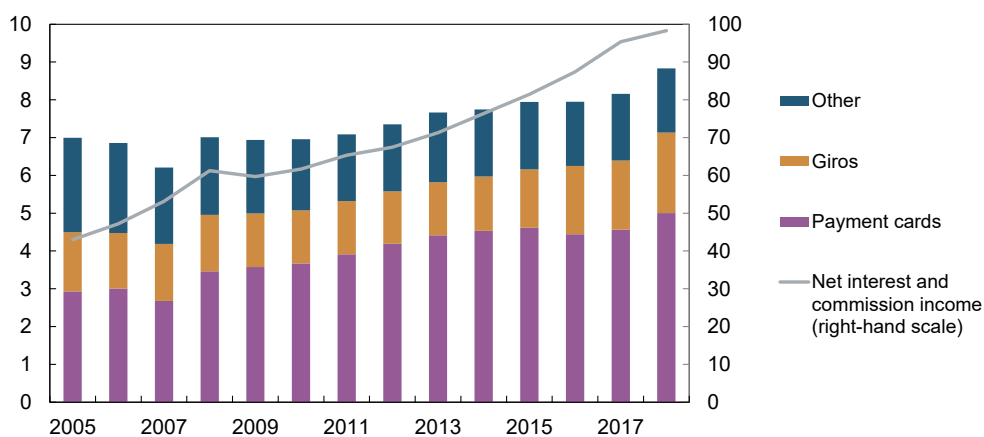
	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2018	2019	2018	2019	2018	2019	2018	2019
Banks	28.6	28.4	6.6	6.4	5.8	5.6	2.0	1.8
Exchange rate cost	1.1	0.9	1.1	0.9	1.0	0.8	1.0	0.8
Other fees	27.5	27.5	5.5	5.5	4.8	4.8	1.0	1.0
Non-bank financial institutions and payment institutions	12.1	12.6	10.2	10.8	5.7	5.9	4.2	4.5
Exchange rate cost	5.0	5.5	5.0	5.5	2.7	3.3	2.7	3.3
Other fees	7.1	7.1	5.2	5.2	3.0	2.7	1.5	1.2
All providers	23.1	23.2	7.8	7.9	5.8	5.7	3.0	3.1
Exchange rate cost	2.4	2.5	2.4	2.5	1.8	2.0	1.8	2.0
Other fees	20.7	20.7	5.4	5.4	4.0	3.7	1.2	1.1

Sources: Finansportalen and Norges Bank

6 Banks' income from payment services

In 2018, banks' income from payment services came to NOK 8.8 billion (Chart 20), an increase of 8 percent between 2017 and 2018. Income from payment cards as a share of the total income from payment services remained stable at 56 percent in 2018.

Chart 20 Banks' income from payment services and net interest and commission. In billions of NOK. 2005–2018



Sources: Statistics Norway and Norges Bank

General data

Table 1: General statistical data for Norway

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Population (as at 1 Jan., in millions)	4.75	4.81	4.87	4.92	4.99	5.05	5.11	5.17	5.21	5.26	5.30
GDP, market value (in billions of NOK)	2 609	2 431	2 594	2 796	2 968	3 076	3 147	3 118	3 119	3 304	3 537
Mainland GDP, market value (in billions of NOK)	1 943	1 965	2 074	2 158	2 295	2 419	2 533	2 621	2 713	2 798	2 908
Total household consumption (in billions of NOK)	956	978	1 038	1 072	1 121	1 175	1 224	1 281	1 336	1 392	1 447
EUR 1 in NOK (annual average)	8.22	8.73	8.01	7.79	7.47	7.81	8.35	8.95	9.29	9.33	9.60

Means of payment in Norway

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Money supply (M2)	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	2 252 576
Narrow money supply (M1)	729 838	737 822	784 613	824 760	820 075	874 546	910 322	1 766 857	1 842 654	1 944 698	2 096 761
Banknotes and coins	49 132	48 401	48 721	48 980	48 403	48 454	47 880	48 508	46 665	44 906	41 739
Deposits in current accounts	680 706	689 421	735 892	775 780	771 672	826 092	862 442	1 718 349	1 795 989	1 899 792	2 055 022
Other deposits	644 257	678 266	722 428	768 377	851 690	919 127	997 652	153 208	174 773	193 966	155 814

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Sight deposits	41 713	75 111	46 832	46 498	32 167	32 981	34 078	33 243	33 940	35 077	34 405
Banks' deposits at the central bank at the reserve rate	-	-	-	1 039 ¹	1 312	923	954	1 031	381	241	315
Deposits at the central bank (F-deposits)	-	-	-	26 344 ¹	11 402	9 527	28 744	22 778	8 814	28 199	15 984
Lending (F-loans + D-loans)	67 515	66 242	72 759	32 351	15 352	15 806	5 147	6 142	16 916	2 714	12 956

¹ Average from 3 October 2011

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total	50 413	50 356	50 450	50 315	51 179	49 762	49 352	50 068	49 241	46 963	43 828
Total banknotes	45 838	45 704	45 676	45 463	46 379	45 509	44 995	45 605	44 726	42 427	39 354
1000-krone	25 371	24 382	23 134	21 678	21 180	19 798	18 712	17 947	17 029	15 627	14 013
500-krone	11 882	12 722	13 623	14 542	15 633	16 306	17 101	18 355	18 445	17 689	16 567
200-krone	5 522	5 580	5 846	6 103	6 335	6 251	6 033	6 056	5 963	5 830	5 612
100-krone	2 083	2 029	2 062	2 099	2 149	2 118	2 096	2 154	2 172	2 161	2 067
50-krone	980	993	1 012	1 041	1 080	1 036	1 054	1 093	1 116	1 119	1 095
Total coins	4 575	4 653	4 774	4 853	4 801	4 254	4 357	4 463	4 515	4 536	4 474
20-krone	1 541	1 556	1 599	1 629	1 638	1 679	1 715	1 760	1 775	1 775	1 746
10-krone	1 259	1 276	1 307	1 323	1 317	1 150	1 174	1 194	1 201	1 205	1 180
5-krone	654	664	674	679	662	502	515	529	539	542	534
1-krone	884	912	941	962	943	767	799	826	847	861	862
0.5 krone	237	245	253	260	241	156	155	154	154	153	153

Payment infrastructure

Table 5: Institutional infrastructure

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Number of banks	149	149	145	142	138	137	137	134	137	136	141
Savings banks	121	118	113	111	109	107	106	104	104	99	98
Commercial banks	18	20	20	19	17	18	19	20	23	25	29
Number of foreign bank branches in Norway	10	11	12	12	12	12	12	10	10	12	14
E-money institutions	3	3	3	3	2	2	3	4	6	6	6

Table 6: Number of agreements

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Online and mobile banking agreements	4 841 244	5 251 874	5 496 535	5 712 911	6 020 427	6 317 283	7 259 134	7 889 444	8 427 064	8 780 020	8 677 815
Retail customers	4 471 351	4 865 720	5 097 505	5 300 353	5 595 545	5 858 058	6 768 015	7 271 093	7 786 587	8 111 439	7 901 252
Corporate customers	369 893	386 154	399 030	412 558	424 882	459 225	491 119	618 351	640 477	668 581	776 563
Agreements to offer electronic invoicing (eFaktura) to retail customers	532	648	770	945	1 071	1 220	1 378	1 490	1 611	1 577	8 108
Agreements to offer electronic invoicing (eFaktura) to corporate customers	-	-	-	-	132	123	125	129	131	125	184
Agreements on receipt of electronic invoicing (eFaktura) – retail customers	4 074 429	5 249 722	6 358 929	7 932 093	9 713 391	12 093 853	15 304 127	14 547 500	17 447 887	19 581 987	23 489 647
Agreements on receipt of electronic invoicing (eFaktura) – corporate customers	-	-	-	-	58 278	84 126	293 004	154 165	183 602	208 359	218 027
Agreements on receipt of electronic invoicing – EHF-format	-	-	-	-	2 005	7 760	31 064	48 927	65 218	96 158	129 525
Company terminal giro agreements	29 127	32 983	33 466	26 153	15 129	15 963	16 534	18 362	22 193	27 822	33 530
Postal giro agreements	906 957	810 818	759 995	723 867	681 023	626 342	596 126	508 134	461 177	343 855	302 542
Direct debit agreements (AvtaleGiro and Autogiro)	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	19 988 423
AvtaleGiro – payees	11 135	11 945	12 619	13 130	13 572	16 417	15 520	15 940	16 215	17 627	18 408
Autogiro – payees	1 170	1 342	716	708	690	654	618	587	627	705	705

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Number of cards issued (as at 31 Dec.)	10 629	11 644	12 190	12 313	12 583	12 626	13 698	14 704	14 841	15 755	14 613
Contactless cards (NFC)	-	-	-	-	-	-	-	-	-	774	9 688
Chip cards	3 848	6 516	10 066	11 568	12 029	11 862	12 764	13 859	14 390	14 803	4 829
Magnetic stripe cards	6 781	5 127	2 124	745	553	761	928	839	445	166	82
Virtual cards	-	-	-	-	-	3	6	6	6	13	14
Number of functions in cards issued	16 772	17 837	19 015	19 447	19 795	20 289	21 988	23 464	23 791	25 381	22 284
Debit functions	11 899	11 789	12 968	13 564	13 620	14 449	15 650	16 552	16 777	18 065	14 078
Bank cards/BankAxept	6 218	6 057	6 620	6 897	6 945	7 332	7 931	8 377	8 487	9 124	7 188
Payment cards issued by international card companies	5 681	5 732	6 349	6 667	6 675	7 117	7 719	8 175	8 290	8 941	6 890
Billing functions (payment cards issued by international card companies)	535	542	528	593	572	569	557	450	431	357	404
Credit functions	4 338	5 506	5 519	5 290	5 603	5 054	5 504	6 185	6 456	6 864	7 739
Domestic credit cards	625	629	642	662	630	600	635	609	698	732	851
Payment cards issued by international card companies	3 713	4 877	4 877	4 628	4 973	4 454	4 869	5 577	5 759	6 132	6 888
E-money	-	-	-	-	-	218	277	278	127	94	64
Number of terminals that accept BankAxept cards	119 953	122 359	125 684	130 397	138 034	141 980	149 817	154 707	156 891	162 585	163 219
ATMs	2 283	2 253	2 193	2 194	2 157	2 096	2 033	1 950	1 679	1 580	1 510
Payment terminals (EFTPOS)	117 670	120 106	123 491	128 203	135 877	139 884	147 784	152 757	155 212	161 005	161 709
Number of locations with payment terminals (EFTPOS) that accept BankAxept cards	94 708	96 152	97 722	100 758	105 726	110 282	111 401	114 227	115 750	108 684	107 085

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total	1 604.3	1 701.4	1 837.1	1 976.1	2 137.7	2 279.5	2 443.2	2 602.0	2 804.4	3 037.3	3 236.4
Giros (debit and credit transfers)	528.3	541.6	563.4	575.3	597.2	608.6	625.8	650.3	683.2	728.1	766.6
Electronic	483.9	503.6	533.5	550.0	575.1	589.0	608.8	635.3	670.8	718.5	758.9
Paper-based	44.5	38.1	29.9	25.3	22.1	19.6	17.0	15.0	12.4	9.6	7.7
Payment cards (payments)	1 075.6	1 159.5	1 273.5	1 400.6	1 540.4	1 670.8	1 817.3	1 951.6	2 121.2	2 309.1	2 469.7
Electronic	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	2 308.6	2 469.1
Manual	2.4	1.9	1.7	1.8	2.1	2.0	2.1	2.5	0.6	0.5	0.6
Cheques	0.4	0.3	0.2	0.2	0.1	0.1	0.1	0.1	0.1	0.0	0.0

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total	528.3	541.6	563.4	575.3	597.2	608.6	625.8	650.3	683.2	728.1	766.6
Credit transfers	468.8	476.0	492.7	499.3	514.7	520.9	530.8	548.1	574.1	613.7	647.8
Electronic	430.5	443.6	467.1	477.1	495.4	503.7	516.0	535.4	550.6	605.2	640.9
Company terminal giro	43.2	44.1	44.9	47.1	14.5	14.5	15.7	15.1	16.7	18.8	21.2
Telegiros	12.2	12.7	11.1	9.7	8.6	7.6	6.6	5.7	5.0	4.4	3.6
Online and mobile banking	340.4	349.7	371.5	378.9	430.4	437.7	448.1	467.1	481.8	502.6	494.9
Retail customers	171.2	205.3	220.2	230.4	246.3	257.7	262.4	274.9	283.4	291.5	286.3
Corporate customers	169.2	144.4	151.4	148.4	184.1	180.0	185.7	192.3	198.4	211.1	208.6
Instant payments	-	-	-	-	-	-	-	-	-	0.9	58.1
Of which: instant payments using a mobile payment solution	-	-	-	-	-	-	-	-	-	-	56.4
Other mobile payments from a bank account	-	-	-	-	-	-	-	-	-	30.4	14.8
Miscellaneous other electronic credit transfers	34.7	37.1	39.5	41.5	41.9	43.9	45.7	47.4	59.9	48.0	48.3
Paper-based	38.3	32.4	25.6	22.1	19.3	17.2	14.8	12.7	10.7	8.5	6.9
Company terminal giros and online banking as money order	1.3	1.2	0.9	0.7	0.6	0.5	0.5	0.4	0.4	0.3	0.3
Postal giros	26.1	23.8	19.9	17.7	15.7	14.0	12.2	10.5	8.9	7.1	5.8
Giros delivered at the counter – account debits	10.9	7.4	4.8	3.8	3.0	2.6	2.1	1.7	1.4	1.1	0.9
Direct debits	53.4	59.9	66.4	72.8	79.7	85.2	92.8	99.9	107.4	113.3	118.0
Giros delivered at the counter – cash payments	6.2	5.7	4.3	3.2	2.8	2.4	2.2	2.3	1.7	1.1	0.8

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total use of Norwegian cards (in Norway and abroad)	1 182.0	1 259.7	1 368.8	1 492.2	1 627.3	1 752.3	1 892.8	2 020.7	2 182.1	2 362.2	2 516.5
Payments	1 075.6	1 159.5	1 273.5	1 400.6	1 540.4	1 670.8	1 817.3	1 951.6	2 121.2	2 309.1	2 469.7
Payments in EFTPOS terminals	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	2 016.5	2 115.5
Of which: contactless payments	-	-	-	-	-	-	-	-	-	22.9	102.8
Payments without cash-back	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	1 985.4	2 090.1
Payments with cash-back	73.2	71.1	65.2	60.6	55.9	51.1	46.2	41.5	36.2	31.1	25.4
Internet payments	30.1	38.7	46.5	55.3	74.6	95.4	115.3	130.0	177.2	231.3	292.2
Mobile payments using a card	-	-	-	-	-	-	-	-	-	59.5	60.2
Other electronic payments	-	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3
Manual payments	2.4	1.9	1.7	1.8	2.1	2.0	2.1	2.5	0.6	0.5	0.6
Cash withdrawals	106.4	100.1	95.3	91.5	86.9	81.5	75.5	69.1	60.9	53.1	46.8
Use of Norwegian cards by function	1 181.9	1 259.7	1 368.8	1 492.2	1 627.3	1 752.3	1 892.8	2 020.6	2 182.1	2 362.2	2 516.5
Debit functions	1 102.8	1 172.1	1 270.6	1 375.4	1 487.7	1 589.2	1 709.9	1 820.1	1 959.4	2 099.7	2 231.4
BankAxept	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	1 708.1
Payment cards issued by international card companies	115.1	127.1	146.9	167.7	188.6	222.3	257.2	293.8	364.6	461.1	523.3
Billing functions (payment cards issued by international card companies)	22.6	21.4	19.1	19.5	20.8	21.0	21.6	20.2	20.3	20.9	20.4
Credit functions	56.5	66.2	79.1	97.3	118.5	141.2	160.0	179.2	201.8	241.2	264.3
Domestic credit cards	8.8	8.0	6.7	6.2	6.3	5.9	5.9	5.6	5.7	5.5	5.5
Payment cards issued by international card companies	47.8	58.2	72.4	91.1	112.3	135.2	154.1	173.6	196.1	235.7	258.8
E-money	-	-	-	-	0.2	1.1	1.3	1.1	0.6	0.4	0.4
Use of Norwegian cards in Norway	1 107.6	1 177.0	1 265.4	1 369.5	1 473.3	1 560.3	1 673.1	1 786.6	1 923.4	2 067.3	2 192.5
Payments without cash-back	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	1 996.3	2 132.9
Payments with cash-back	73.2	71.0	65.2	60.5	55.9	51.1	46.2	41.4	36.2	31.0	25.4
Cash withdrawals	92.3	86.5	80.8	76.4	71.0	64.9	59.5	54.5	47.6	40.0	34.2
Use of Norwegian cards abroad	74.4	82.7	103.4	122.7	153.9	192.0	219.7	234.2	258.8	294.9	324.1
Payments	60.3	69.0	88.9	107.4	138.0	175.4	203.7	219.5	245.3	281.8	311.4
Cash withdrawals	14.1	13.7	14.5	15.2	15.9	16.6	16.0	14.6	13.4	13.1	12.6
Use of foreign cards in Norway	16.3	17.5	19.3	22.5	27.2	31.6	36.6	40.2	48.3	54.7	67.2
Payments	13.5	15.1	17.0	20.1	24.9	29.6	34.7	38.5	46.7	53.2	65.8
Cash withdrawals	2.8	2.4	2.3	2.4	2.3	2.0	1.9	1.6	1.7	1.5	1.3

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Use of Norwegian and foreign cards in Norwegian terminals	1 146.3	1 222.2	1 309.4	1 413.0	1 531.3	1 623.5	1 739.7	1 855.2	1 998.4	2 090.0	2 225.8
Cash withdrawals from ATMs	94.9	88.8	83.0	78.7	73.3	66.8	61.3	55.9	48.9	41.1	35.4
Payments in EFTPOS terminals that accept BankAxept	967.5	1 065.2	1 152.0	1 237.6	1 351.9	1 437.7	1 543.2	1 641.3	1 745.0	1 830.1	1 997.5
Of which: payments with cashback	73.2	71.1	65.2	60.6	55.9	51.1	46.2	41.5	36.2	31.1	25.4
Of which: contactless payments	-	-	-	-	-	-	-	-	-	15.1	108.8
Payments in other Norwegian payment terminals	84.0	68.2	74.4	96.7	105.8	118.4	133.9	156.8	203.3	217.4	191.5
Payments in other EFTPOS terminals	66.8	44.4	47.2	65.5	70.2	79.9	87.1	100.9	121.7	110.2	42.9
Internet payments	17.2	23.8	27.1	31.3	35.6	38.5	46.8	55.9	81.6	107.2	148.6
Other payments in Norwegian terminals	-	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3
Use of Norwegian cards in Norwegian terminals	1 130.1	1 204.7	1 290.1	1 390.5	1 504.2	1 591.9	1 703.1	1 815.5	1 952.2	2 035.7	2 159.2
Cash withdrawals from ATMs	92.1	86.4	80.7	76.3	70.9	64.8	59.4	54.3	47.2	39.6	34.4
BankAxept	84.5	78.9	74.6	70.5	65.3	59.5	54.4	49.7	43.3	36.0	31.1
Domestic credit cards	0.8	0.7	0.7	0.6	0.6	0.6	0.5	0.4	0.4	0.3	0.3
Cards issued by international card companies	6.8	6.7	5.4	5.2	5.0	4.8	4.5	4.1	3.5	3.3	2.7
E-money cards	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0
Payments in payment terminals	1 038.0	1 118.3	1 209.4	1 314.2	1 432.9	1 526.5	1 642.5	1 760.0	1 903.7	1 994.7	2 123.7
BankAxept – payments in EFTPOS terminal (including payments with cash-back)	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	1 676.9
BankAxept	0.0	0.0	0.1	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.1
Domestic credit cards	7.8	7.1	5.8	5.3	5.3	5.1	5.1	5.0	5.1	4.9	4.9
Cards issued by international card companies	105.9	119.5	133.5	154.1	165.8	184.9	211.0	250.7	320.0	360.8	416.5
Cards issued by oil companies	21.1	24.8	20.3	16.7	22.4	24.5	23.1	23.3	22.9	22.5	21.4
Cards issued by retail chains	0.1	0.8	0.8	0.8	5.3	4.1	4.4	3.8	3.8	3.7	3.7
E-money cards	-	-	-	-	0.2	0.6	0.6	0.5	0.4	0.3	0.3
Other payments in Norwegian terminals	-	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3
Use of foreign cards in Norwegian terminals	16.2	17.5	19.3	22.5	27.0	31.6	36.6	39.7	46.2	54.3	66.6

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Use of Norwegian cards (in Norway and abroad)	30.1	38.7	46.5	55.3	74.6	95.4	115.3	130.0	177.2	231.3	292.1
Norwegian cards in Norway	15.4	21.3	24.5	27.8	31.9	33.8	41.0	49.3	73.7	96.7	138.8
Norwegian cards abroad	14.7	17.4	22.0	27.5	42.7	61.6	74.3	80.7	103.5	134.6	153.3
Use of foreign cards in Norway	1.8	2.5	2.6	3.5	3.8	4.7	5.8	6.6	7.9	10.5	9.8

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Transfers from Norway	6.5	6.8	7.3	8.1	9.0	10.0	10.3	10.9	11.2	11.5	11.5
SWIFT	5.9	6.1	6.6	7.3	8.0	8.7	9.3	9.9	10.1	10.3	10.4
Foreign currency cheques	0.2	0.2	0.2	0.2	0.1	0.1	0.1	0.1	0.1	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.4	0.5	0.6	0.7	0.9	1.2	0.8	0.9	1.0	1.1	1.1
Transfers to Norway	2.9	2.9	3.1	3.4	3.6	4.3	4.9	5.3	5.9	7.1	7.6
SWIFT	2.8	2.9	3.1	3.3	3.5	4.2	4.7	5.3	5.9	7.1	7.6
Foreign currency cheques	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	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	0.0

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total	11 735.1	11 558.4	12 547.3	13 339.3	13 802.8	14 724.3	15 858.2	16 662.4	16 758.4	18 355.1	18 439.4
Giros (debit and credit transfers)	11 278.0	11 080.7	12 036.9	12 788.2	13 201.0	14 085.1	15 172.1	15 934.7	15 983.2	17 513.9	17 571.6
Electronic	11 042.9	10 868.5	11 854.7	12 607.6	13 055.0	13 946.6	15 045.2	15 796.0	15 831.6	17 387.8	17 449.0
Paper-based	235.0	212.2	182.3	180.6	146.0	138.5	126.9	138.7	151.6	126.1	122.6
Payment cards (payments)	445.8	465.8	500.1	543.4	594.1	632.7	681.3	724.3	772.7	839.4	866.7
Electronic	442.2	463.3	497.6	540.5	590.0	628.8	677.4	720.3	769.7	836.3	863.7
Manual	3.5	2.5	2.5	2.9	4.1	3.9	3.9	4.1	3.0	3.1	3.0
Cheques	11.3	12.0	10.3	7.7	7.7	6.5	4.8	3.4	2.5	1.8	1.1

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total	11 278.0	11 080.7	12 036.9	12 788.2	13 201.0	14 085.1	15 172.1	15 934.7	15 983.2	17 513.9	17 571.6
Credit transfers	11 032.4	10 840.8	11 783.7	12 535.2	12 942.9	13 815.9	14 901.0	15 643.7	15 686.4	17 240.1	17 276.0
Electronic	10 859.6	10 681.2	11 636.4	12 377.1	12 816.3	13 697.4	14 790.9	15 528.8	15 563.7	17 126.4	17 162.1
Company terminal giro	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	1 136.1
Telegiros	29.7	32.8	29.0	26.1	23.1	20.3	18.0	16.0	13.7	12.0	9.6
Online banking	8 239.4	7 567.7	8 052.4	8 493.0	11 175.7	11 917.0	13 005.2	13 721.9	13 792.6	15 290.9	15 282.0
Retail customers	775.6	967.0	1 078.3	1 185.6	1 298.9	1 405.8	1 480.3	1 462.0	1 536.9	1 618.0	1 549.8
Corporate customers	7 463.8	6 600.7	6 974.1	7 307.4	9 876.8	10 511.2	11 524.9	12 259.9	12 255.7	13 672.9	13 732.2
Instant payments	-	-	-	-	-	-	-	-	-	4.1	45.4
Of which: instant payments using a mobile payment solution	-	-	-	-	-	-	-	-	-	-	32.6
Other mobile payments from a bank account	-	-	-	-	-	-	-	-	-	14.3	6.3
Miscellaneous other electronic credit transfers	487.6	504.5	650.2	632.6	574.8	687.0	790.6	832.9	741.2	681.4	682.7
Paper-based	172.9	159.6	147.3	158.1	126.6	118.5	110.2	114.9	122.7	113.7	114.0
Company terminal giros and online banking as money order	10.5	13.8	11.4	7.7	7.4	6.9	6.3	5.7	5.1	3.6	2.9
Postal giros	62.6	53.1	43.5	38.0	32.0	28.3	24.4	20.7	17.3	13.9	11.4
Giros delivered at the counter – account debits	99.7	92.6	92.3	112.4	87.2	83.3	79.4	88.4	100.3	96.2	99.7
Direct debits	183.4	187.3	218.3	230.5	238.7	249.2	254.3	267.2	267.8	261.4	287.0
Giros delivered at the counter – cash payments	62.2	52.6	34.9	22.5	19.4	20.0	16.7	23.8	28.9	12.4	8.6

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total use of Norwegian cards (in Norway and abroad)	609.0	625.1	653.7	694.4	740.9	775.3	814.6	855.3	890.9	945.7	960.9
Payments	445.8	465.8	500.1	543.4	594.1	632.7	681.3	724.3	772.7	839.4	866.6
Payments in EFTPOS terminals	417.9	432.6	462.9	501.1	536.6	568.1	606.5	637.9	667.7	691.1	707.2
Of which: contactless payments	-	-	-	-	-	-	-	-	-	3.2	16.9
Internet payments	24.3	30.7	34.6	39.5	53.0	59.6	68.8	80.4	99.8	116.8	130.6
Mobile payments using a card	-	-	-	-	-	-	-	-	-	26.0	23.4
Other electronic payments	-	-	-	-	0.5	1.1	2.0	1.9	2.3	2.3	2.3
Manual payments	3.5	2.5	2.5	2.9	4.1	3.9	3.9	4.1	3.0	3.1	3.0
Cash-back from EFTPOS terminals	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1
Other cash withdrawals	135.5	131.4	128.0	126.7	123.7	120.9	113.0	112.1	100.8	91.3	82.2
Use of Norwegian cards by function	609.0	625.1	653.8	694.6	740.9	775.3	814.6	855.2	890.9	945.8	960.9
Debit functions	525.9	535.8	561.4	589.5	619.7	641.3	669.9	699.9	726.4	758.1	768.8
BankAxept	461.7	465.2	487.0	507.6	529.6	541.6	560.7	578.6	585.2	583.6	587.3
Payment cards issued by international card companies	64.3	70.6	74.4	81.9	90.1	99.7	109.2	121.4	141.2	174.5	181.5
Billing functions (payment cards issued by international card companies)	25.1	22.9	20.5	21.7	23.6	24.0	24.9	24.1	23.8	24.7	24.0
Credit functions	58.0	66.4	71.9	83.2	97.4	109.6	119.4	130.8	140.4	162.7	168.0
Domestic credit cards	10.1	8.9	8.3	8.4	9.3	8.8	8.5	8.2	8.2	8.5	8.5
Payment cards issued by international card companies	47.9	57.4	63.5	74.8	88.1	100.9	110.9	122.7	132.2	154.2	159.5
E-money	-	-	-	-	0.1	0.4	0.4	0.4	0.3	0.3	0.2
Use of Norwegian cards in Norway	546.8	558.3	578.6	607.1	638.4	658.9	685.1	715.0	744.9	787.6	801.2
Payments	403.9	420.2	446.3	477.8	514.3	540.8	572.7	608.1	649.2	703.7	728.9
Cash-back from EFTPOS terminals	27.8	27.8	25.6	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1
Other cash withdrawals	115.2	110.3	106.7	105.0	101.2	96.5	92.1	88.1	78.3	68.9	60.2
Use of Norwegian cards abroad	62.2	66.8	75.1	87.3	102.4	116.3	129.5	140.2	145.9	158.2	159.9
Payments	41.9	45.6	53.8	65.6	79.9	91.9	108.6	116.3	123.5	135.7	137.9
Cash withdrawals	20.3	21.1	21.4	21.7	22.6	24.4	20.9	24.0	22.4	22.4	22.0
Use of foreign cards in Norway	12.2	12.6	13.7	15.5	18.7	21.8	27.9	33.1	38.7	44.4	46.8
Payments	8.4	9.3	10.6	12.3	15.5	19.1	25.2	30.6	36.1	42.0	44.6
Cash withdrawals	3.8	3.3	3.1	3.2	3.1	2.7	2.7	2.5	2.6	2.4	2.2

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Use of Norwegian and foreign cards in Norwegian terminals	570.6	583.7	605.2	637.2	673.6	696.4	728.0	761.6	795.2	818.0	839.4
Cash withdrawals from ATMs	118.5	113.2	109.5	108.0	104.1	99.0	94.7	90.3	80.5	70.7	61.9
Cash-back from EFTPOS terminals	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1
Payments in EFTPOS terminals that accept BankAxept	364.7	395.7	422.8	454.4	487.2	511.2	543.6	575.3	602.5	625.4	662.8
Of which: contactless payments	-	-	-	-	-	-	-	-	-	2.1	18.5
Payments in other Norwegian payment terminals	59.6	47.0	47.3	50.6	58.9	63.4	67.5	75.2	92.5	104.5	100.3
Payments in other EFTPOS terminals	42.3	24.6	23.1	27.0	27.9	28.1	26.7	27.2	31.2	31.1	18.2
Internet payments	17.3	22.4	24.1	23.6	31.0	35.3	40.8	48.0	61.3	73.4	82.1
Other payments in Norwegian terminals	-	-	-	-	0.4	1.1	2.0	1.9	2.3	2.3	2.3
Use of Norwegian cards in Norwegian terminals	558.5	571.5	591.5	621.7	655.0	674.7	700.3	729.2	757.9	774.6	793.7
Cash withdrawals from ATMs	114.8	109.9	106.4	104.8	101.0	96.3	92.0	87.8	77.9	68.3	59.7
Bank cards/BankAxept	102.8	98.4	96.8	95.4	91.7	87.4	83.3	79.6	70.8	61.6	54.1
Domestic credit cards	1.4	1.2	1.1	1.0	1.0	0.9	0.8	0.7	0.6	0.5	0.5
Cards issued by international card companies	10.6	10.4	8.5	8.3	8.2	8.0	7.8	7.5	6.5	6.1	5.0
E-money cards	-	-	-	-	-	0.0	0.1	0.1	0.1	0.1	0.0
Cash-back from EFTPOS terminals	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1
Payments in payment terminals	416.0	433.7	459.5	492.6	530.6	555.5	586.1	620.5	660.3	688.9	719.6
BankAxept – payments in EFTPOS terminal	331.0	338.9	364.3	387.4	414.3	432.1	456.7	479.7	496.4	506.4	520.5
BankAxept	0.0	0.1	0.2	0.5	0.5	0.5	0.4	0.4	0.5	0.6	0.6
Domestic credit cards	7.7	6.7	6.0	5.8	5.8	5.2	5.1	5.1	5.1	5.2	5.4
Cards issued by international card companies	63.9	74.3	76.1	84.2	92.0	100.7	107.2	119.5	143.6	161.4	174.9
Cards issued by oil companies	13.3	13.4	12.5	14.4	15.4	15.2	14.6	14.0	12.9	13.6	16.5
Cards issued by retail chains	0.1	0.3	0.3	0.3	2.4	1.6	1.8	1.5	1.6	1.5	1.6
E-money cards	-	-	-	-	0.1	0.3	0.3	0.2	0.2	0.2	0.2
Other payments in Norwegian terminals	-	-	-	-	0.4	1.1	2.0	1.9	2.3	2.3	2.3
Use of foreign cards in Norwegian terminals	12.1	12.2	13.7	15.5	17.2	20.5	27.7	32.4	37.3	43.4	45.7

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Use of Norwegian cards (in Norway and abroad)	24.3	30.7	34.6	39.5	53.0	59.6	68.8	80.4	99.8	116.8	130.6
Norwegian cards in Norway	15.6	20.0	21.0	19.9	25.3	27.7	29.4	33.1	44.3	51.1	61.9
Norwegian cards abroad	8.7	10.7	13.6	19.6	27.6	31.9	39.4	47.3	55.4	65.7	68.7
Use of foreign cards in Norway	1.7	2.4	3.0	3.7	5.7	7.5	11.5	14.9	17.0	22.3	20.3

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Transfers from Norway	6 503.1	6 549.5	7 124.4	9 909.7	9 206.3	8 225.7	8 683.7	10 748.0	7 655.6	8 196.4	7 891.1
SWIFT	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	7 277.4
Foreign currency cheques	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	607.2
Other transfers (MoneyGram, Western Union, etc.)	1.7	2.0	2.2	2.3	3.3	4.1	3.0	3.3	3.6	10.0	6.6
Transfers to Norway	4 578.1	4 377.5	4 366.1	5 023.6	5 634.6	6 413.2	6 739.4	8 266.3	6 933.5	7 066.2	6 988.8
SWIFT	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	6 987.2
Foreign currency cheques	3.9	0.9	0.9	0.6	0.5	0.4	0.3	0.3	0.3	0.2	0.3
Other transfers (MoneyGram, Western Union, etc.)	0.1	0.1	0.1	0.1	0.2	0.2	0.2	0.2	0.2	7.8	1.3

Table 16: Sending electronic invoices (in millions)

	2013	2014	2015	2016	2017	2018
eFaktura from businesses to retail customers (B2C)	49.0	59.0	69.7	80.8	83.8	99.6
eFaktura from businesses to businesses (B2B)	-	0.8	1.2	1.4	0.3	0.2
EHF format	2.7	12.6	33.9	35.3	58.0	90.6

**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					
	2014	2015	2016	2017	2018	2019	2014	2015	2016	2017	2018	2019
Payments												
Online banking (with CID), per payment	1.50	1.50	1.50	0.90	0.90	0.80	0.00	0.00	0.00	0.00	0.00	0.00
Online banking – annual fee	20.30	20.50	14.50	14.10	14.40	14.50	1.40	0.40	0.90	1.30	1.40	2.30
Direct debit (AvtaleGiro), per payment	1.60	1.50	1.50	0.90	1.00	0.80	0.10	0.10	0.10	0.10	0.10	0.10
Mobile banking (with CID), per payment	1.50	1.50	1.50	0.90	1.00	0.80	0.00	0.00	0.06	0.00	0.00	0.00
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.10	0.10	0.30	0.10	0.00	0.00	0.00	0.00	0.00	0.00
Mobile banking – info by SMS	2.10	2.20	2.30	2.00	2.10	2.20	1.20	1.30	1.30	1.80	1.90	1.90
Credit transfer via postal giro, per payment	8.80	8.90	9.80	11.00	11.30	12.10	9.50	9.50	9.80	11.10	11.20	12.10
Giro over the counter – account debit, per payment	61.00	60.20	67.50	80.60	85.80	98.20	59.00	59.30	66.10	80.00	87.50	98.20
Giro over the counter – cash payment, per payment	84.60	77.00	89.50	99.70	99.20	107.40	85.10	88.90	95.60	102.70	100.20	107.40
BankAxept cards in payment terminals (EFTPOS), per payment	1.70	1.70	1.70	0.90	1.00	0.90	0.00	0.00	0.00	0.00	0.10	0.10
Credit card from international credit card company, annual fee	147.50	145.10	134.40	57.80	56.60	32.40	27.40	22.60	15.70	32.40	32.20	25.20
BankAxept cards (combined with debet card from int. card comp.), annual fee	276.60	278.20	271.90	275.80	276.70	282.50	207.00	208.90	204.80	208.60	234.00	231.80
Cheques-retail customers, per cheque booklet	17.80	18.40	18.60	13.10	-	-	17.50	19.60	2.60	2.60	-	-
Cheques-retail customers, per cheque payment	45.40	45.60	46.00	46.50	-	-	41.70	42.30	40.10	40.00	-	-
ATM withdrawals, debit cards												
Own bank's ATMs during opening hours, per withdrawal	0.10	0.00	0.00	0.20	5.50	5.60	0.00	0.00	0.00	0.00	5.50	5.90
Own bank's ATMs outside opening hours, per withdrawal	3.10	3.00	2.80	4.80	5.90	6.00	0.10	0.00	0.00	4.20	5.60	6.00
Other bank's ATMs during opening hours, per withdrawal	5.60	5.50	5.60	6.90	7.30	7.80	5.20	5.10	5.00	6.50	7.30	7.40
ATM withdrawals, international credit cards												
Own bank's ATMs during opening hours, per withdrawal	27.70	28.00	24.90	24.80	28.60	30.70	28.50	28.40	16.20	17.50	20.40	22.20
Other bank's ATMs during opening hours, per withdrawal	27.70	28.10	25.00	24.90	28.70	30.70	28.60	28.40	16.40	17.50	20.40	22.20
Fee as a percentage of withdrawal amount	1.1	1.0	1.0	1.3	1.0	1.3	1.2	1.2	0.7	1.1	1.1	1.2

**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	2019
Payments												
Electronic giro services												
Online banking – without notification	1.50	1.50	1.50	1.50	1.50	1.60	2.60	2.80	2.60	3.10	3.00	2.80
Online banking – with notification	4.20	4.20	4.20	4.20	4.20	4.20	4.30	4.40	4.40	4.50	4.50	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	1.50
Paper-based giro services												
Corporate online banking sent as money order	50.20	75.30	75.60	73.00	74.80	75.20	84.00	89.20	92.00	98.60	100.10	100.10
Receipt of payments												
Electronic giro services												
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	2.00
Optical Character Recognition (OCR) – File	1.30	1.30	1.30	1.40	1.40	1.50	1.60	1.50	1.70	1.80	1.90	2.00
Paper-based giro services												
Optical Character Recognition (OCR) – Return	3.30	3.20	3.90	4.40	3.20	3.10	3.30	3.90	4.40	4.40	5.80	4.90

**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					
	2014	2015	2016	2017	2018	2019	2014	2015	2016	2017	2018	2019
SEPA (SWIFT) transfers												
With BIC and IBAN, NOK 2 500	-	-	29.30	28.50	28.20	28.10	-	-	-	-	-	-
Ordinary SWIFT transfer in NOK												
Without BIC and IBAN, NOK 2 500	70.20	85.80	89.50	73.40	70.90	60.70	175.60	249.00	293.10	290.00	298.70	287.30
With BIC and IBAN, NOK 2 500	64.10	66.40	66.40	63.80	64.00	60.40	165.30	193.90	229.40	225.90	231.30	286.80
Ordinary SWIFT transfer in EUR												
Without BIC and IBAN, NOK 2 500 equivalent	50.10	63.30	67.00	53.50	52.30	53.60	175.60	249.00	293.10	290.00	298.70	295.80
With BIC and IBAN, NOK 2 500 equivalent	29.40	29.30	52.20	50.00	50.40	51.60	161.30	193.90	229.40	225.90	297.40	295.00
SWIFT express transfer in NOK												
Without BIC and IBAN, NOK 150 000	362.60	388.70	388.60	373.10	371.80	362.90	425.30	526.70	535.40	520.90	511.90	514.30
With BIC and IBAN, NOK 150 000	330.90	339.20	358.10	357.40	358.40	250.10	413.60	446.80	483.10	469.30	468.20	519.60
SWIFT express transfer in EUR												
Without BIC and IBAN, NOK 150 000 equivalent	350.60	376.00	373.90	359.70	358.70	350.60	425.30	526.70	535.40	520.90	511.90	514.30
With BIC og IBAN, NOK 150 000 equivalent	326.50	334.80	352.70	352.30	353.80	245.80	413.60	446.80	483.10	469.30	468.20	510.70
Cheques to other countries												
Equivalent to NOK 2 500	-	-	-	-	-	-	225.40	255.10	254.20	223.00	262.50	269.80

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											
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Receipt of SEPA (SWIFT) payments												
With BIC and IBAN, NOK 2 500 equivalent	-	-	-	-	-	-	-	-	21.30	23.20	21.50	23.40
With BIC and IBAN, NOK 150 000 equivalent	-	-	-	-	-	-	-	-	21.70	23.60	21.90	21.50
Receipt of payments in EUR												
Without BIC and IBAN, NOK 2 500 equivalent	80.80	59.90	63.00	61.10	60.80	61.50	64.30	54.20	55.10	57.00	65.20	59.10
Without BIC and IBAN, NOK 150 000 equivalent	84.60	62.80	66.00	64.40	81.60	83.40	86.50	77.70	70.20	73.90	82.90	74.10
With BIC and IBAN, NOK 2 500 equivalent	10.40	16.00	17.20	18.50	18.60	20.20	20.60	20.80	51.40	51.70	55.00	61.50
With BIC and IBAN, NOK 150 000 equivalent	10.40	16.00	17.20	18.50	18.60	20.20	20.60	20.80	56.80	58.30	62.50	58.70
Receipt of payments in other currencies												
Without BIC and IBAN, NOK 2 500 equivalent	90.60	70.20	71.60	70.50	70.20	69.00	71.00	71.30	77.10	75.30	77.60	71.30
Without BIC and IBAN, NOK 150 000 equivalent	96.40	96.70	93.20	92.20	91.40	90.40	97.00	97.90	93.20	93.10	95.40	85.70
With BIC and IBAN, NOK 2 500 equivalent	90.20	69.60	71.10	70.50	70.20	68.90	71.00	71.30	71.10	70.00	70.40	76.50
With BIC and IBAN, NOK 150 000 equivalent	94.50	74.20	73.90	73.30	90.40	89.10	95.80	96.80	95.90	95.50	96.00	91.90

Remittances

Table 21: Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2018 and 2019

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2018	2019	2018	2019	2018	2019	2018	2019
Banks	28.6	28.4	6.6	6.4	5.8	5.6	2.0	1.8
Exchange rate cost	1.1	0.9	1.1	0.9	1.0	0.8	1.0	0.8
Other fees	27.5	27.5	5.5	5.5	4.8	4.8	1.0	1.0
Non-bank financial institutions and payment institutions	12.1	12.6	10.2	10.8	5.7	5.9	4.2	4.5
Exchange rate cost	5.0	5.5	5.0	5.5	2.7	3.3	2.7	3.3
Other fees	7.1	7.1	5.2	5.2	3.0	2.7	1.5	1.2
All providers	23.1	23.2	7.8	7.9	5.8	5.7	3.0	3.1
Exchange rate cost	2.4	2.5	2.4	2.5	1.8	2.0	1.8	2.0
Other fees	20.7	20.7	5.4	5.4	4.0	3.7	1.2	1.1

**Table 22: Prices for remittances to selected countries. In percent of amount transferred.
At 1 January 2018 and 2019**

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2018	2019	2018	2019	2018	2019	2018	2019
Europe (EU)	22.4	22.9	7.0	7.4	3.9	4.0	2.0	2.0
EU/EEA	-	-	-	-	-	2.9	-	0.9
Latvia	22.3	23.1	6.9	7.8	3.7	4.0	1.8	2.1
Lithuania	22.7	22.8	7.4	7.5	3.8	4.1	2.1	2.3
Poland	22.3	22.5	6.5	6.7	3.9	4.0	1.9	2.0
Romania	22.2	22.9	6.9	7.6	4.2	4.4	2.0	2.2
Other Europe	23.6	23.6	8.4	8.4	6.3	6.2	3.2	3.1
Bosnia-Herzegovina	23.6	23.7	8.3	8.4	6.2	6.0	3.4	3.1
Kosovo	23.0	22.9	7.7	7.6	6.4	6.5	2.6	2.7
Macedonia	24.6	24.5	6.8	6.7	4.7	4.7	1.2	1.3
Russia	20.6	20.7	8.7	8.7	7.9	7.2	4.5	3.9
Serbia	24.8	24.9	9.5	9.6	6.7	7.4	3.7	4.3
Turkey	24.3	24.2	9.0	8.9	5.7	5.5	2.8	2.7
Asia	23.4	23.3	7.6	7.5	6.5	6.5	3.2	3.0
Afghanistan	22.9	23.2	6.8	7.2	7.1	7.2	3.0	3.0
Philippines	22.0	21.9	6.8	6.7	6.2	5.9	3.0	2.7
India	22.7	22.8	6.9	7.0	5.6	5.6	2.4	2.6
Iraq	23.7	24.5	8.2	9.0	7.0	7.7	3.2	3.9
China	23.5	23.6	8.2	8.3	6.1	6.3	3.0	3.0
Pakistan	22.8	22.2	7.0	6.3	6.3	5.7	3.0	2.0
Palestine	25.1	24.9	6.7	6.5	7.1	7.1	3.3	3.3
Sri Lanka	24.0	24.2	8.2	8.4	7.3	7.3	4.1	3.6
Thailand	23.5	23.5	8.1	8.2	7.2	6.8	4.3	3.3
Vietnam	24.1	22.5	8.7	7.2	6.0	6.8	2.7	3.1
Americas	24.4	24.2	9.0	8.9	6.4	7.0	3.3	3.4
Brazil	24.4	24.4	9.0	9.0	6.0	6.5	3.1	3.1
Chile	24.4	24.1	9.0	8.8	6.9	7.8	3.6	3.9
Africa	22.4	22.6	7.7	7.9	6.3	6.8	3.0	3.4
Eritrea	22.0	22.0	7.4	7.4	6.2	6.2	2.6	2.4
Ethiopia	22.1	22.0	7.5	7.5	6.3	6.3	3.1	3.0
Gambia	23.5	23.5	8.9	8.9	7.2	7.6	3.6	4.0
Ghana	22.8	24.0	8.2	9.4	6.5	7.9	3.1	4.1
Morocco	22.8	22.8	7.2	7.3	5.9	7.0	2.8	3.3
Nigeria	21.3	21.5	6.7	6.9	5.8	5.8	2.5	2.7

**Table 23: Prices for remittances to selected countries. In percent of amount transferred.
At 1 January 2018 and 2019**

Transfer times	2018	2019
Less than one hour	8.6	10.5
Same day	-	4.1
Next day	5.1	5.5
2 days	4.4	4.9
3–5 days	11.0	10.8
6 days or more	11.1	13.4

Sources and notes 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 Norges Bank
- Information on means of payment in Norway: Statistics Norway (SSB) and Norges Bank
- Information on giros, cheques, payment cards, ATMs, payment terminals and mobile payments: Finance Norway; Eika Gruppen AS; Sparebanken Sør; Sparebanken Vest, Monobank ASA; DNB Bank ASA; Nordea Bank ABP, Norway Branch; Danske Bank; Handelsbanken; Skandinaviska Enskilda Banken AB; Bank Norwegian AS; Sbanken ASA; Cultura Sparebank; Storebrand Bank ASA; yA Bank ASA; Sparebank 1 Kredittkort; Nets Branch Norway; EVRY Norge AS; EVRY Card Services AS; SDC AS; SEB Kort Bank AB Oslo branch, Norwegian department of foreign company; Eurocard branch of Eurocard AB; Diners Club Norge branch of Diners Club Nordic AB; Ikano Bank AB (publ) Norway Branch; Elavon Financial Services DAC Norway Branch; American Express Services Europe Limited Branch, Norway; Swedbank Norge; Santander Consumer Bank AS; Entercard Norge branch of Entercard Group AB; Kortaccept Nordic AB NUF; Bambora Norge NUF; VIPPS AS, Circle K Norge AS; Wex Europe Services AS; Esso Norway AS; A/S Norske Shell and Blue Energy AS
- Information on electronic invoices has been collected from Nets Branch Norway and DIFI (Agency for Public Management and eGovernment)
- Information on cross-border payments other than by card has been collected from the Register of Crossborder Currency Transactions and Currency Exchange (The Norwegian Tax Administration)
- Information on fees for retail customer services as from 2009 has been collected from Finansportalen. Previous fees for retail customer services, corporate customer services and fees for cross-border payment have been collected from the banks' price lists and forms
- Information on fees for remittances to other countries has been collected from Finansportalen

Notes on the tables:

Table 6 – Number of agreements

- The number of agreements for sending or receiving eFaktura refers to agreements relating to sending electronic 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, which is a Norwegian version of an international format, PEPPOL BIS.

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, prepaid 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.
- 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 user has a credit that is repaid in instalments (credit function) or whether the user pays with a prepaid card (e-money)
- As from 2018, the reporting on the number of payment cards issued was changed. The new figures cannot be directly compared with previous figures.
- 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)

- Vipps payments made directly from a bank account in 2016 are included in the figures for “Miscellaneous other electronic credit transfers”. As from 2017, mobile payments from a bank account are listed under a separate category.

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

- The tables show all use of payment cards issued in Norway and included in Table 7.
- 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.

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 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.
- “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, but these payments are listed under a separate category as from 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, which is the government’s format for electronic invoicing.

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 85 banks with prices collected from Finansportalen. These banks accounted for 87 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 online price lists and information on prices for cross-border payments are reported in a form. Prices are 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.
- As from 2016, the average prices for international credit cards in customer loyalty schemes 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/regions

- Prices are based on information from 12 service providers. Six of them are banks and six are non-bank financial institutions, payment institutions or foreign service providers. Service providers that have provided information, represent a sample of a larger group of Norwegian and international service providers offering remittance services in Norway.
- 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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