

NORGES BANK PAPERS

Retail payment services 2019

NO 1 | 2020



NORGES BANK

Norges Bank Papers No 1 | 2020

Norges Bank

Address: Bankplassen 2

Postal address: Postboks 1179 Sentrum, N-0107 Oslo

Phone: +47 22 31 60 00

Fax: +47 22 41 31 05

E-mail: post@norges-bank.no

Website: <http://www.norges-bank.no>

ISSN 1894-0293 (online)

ISBN 978-82-8379-150-1 (online)

Contents

NORGES BANK PAPERS
NO 1 | 2020

About the publication.....	4
Retail payment services 2019	5
1 Use of payment instrument.....	5
2 Card transactions	9
3 The cash and payment infrastructure	15
4 Cash in circulation	16
5 Prices for payment services	22
6 Banks' income from payment services	24
Tables	25
General data.....	25
Means of payment in Norway	25
Payment infrastructure	26
Retail payment services.....	29
Prices	37
Remittances	39
Sources and notes for the tables.....	41

About the publication

Norges Bank seeks to contribute to a fruitful public discussion on means of payment and developments in their use. This publication contains published annual statistics on the use of electronic means of payment and on ATM cash withdrawals and cash-back at point of sale. Information about the use of cash by households has been obtained from semi-annual surveys.

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.

Most of the statistics used in this paper have been compiled by Statistics Norway on behalf of Norges Bank. The surveys were conducted by an external firm on contract to Norges Bank. Detailed figures are presented in the annex tables at the end of this paper.

Most of us shop and pay more often than before. We make more frequent use of electronic means of payment and less frequent use of cash. This trend has been ongoing for many years. Norway is one of the countries with the most card payments per inhabitant per year.

In the past three to four years, mobile phones have largely supplanted cash for person-to-person (P2P) payments. Surveys show that three out of four P2P payments are made on a mobile phone, primarily using the Vipps payment app. Most of these payments are instant payments made directly from account to account, where the payee has access to the funds seconds after the payment has been sent.

Online shopping has grown very fast in recent years, and payments for online shopping now account for close to one out of seven card payments. Shopping on Norwegian websites is showing the most growth.

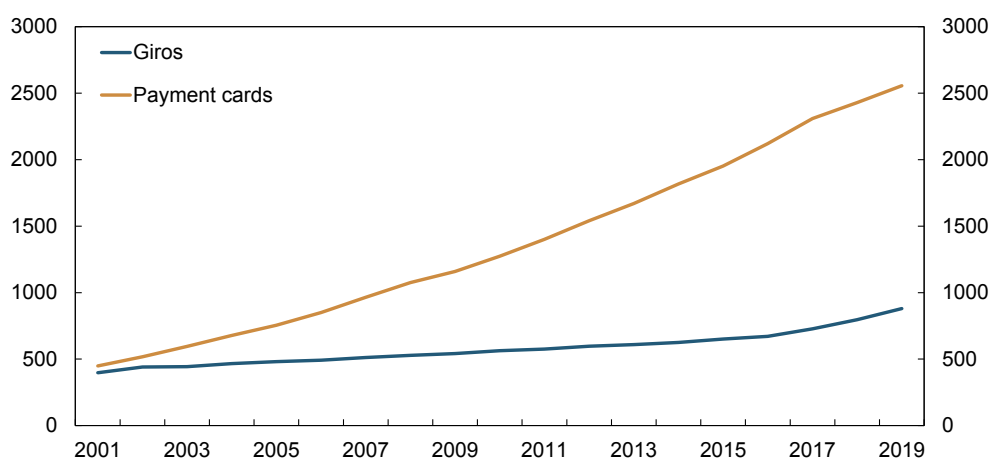
Surveys show that fewer than one out of ten payments at physical points of sale or P2P are now made in cash. Statistics show that the cash infrastructure has been used less and that parts of it have been dismantled. The number of ATMs is continuing to fall, and each remaining ATM is used for fewer withdrawals through the year. Cash-back at point of sale has also declined considerably in recent years.

1 Use of payment instrument

Chart 1 shows the use of payment instruments excluding cash. In 2019, there were 2557 million card payments and 880 million giro payments.

Giro payments are transfers between bank accounts. These may be either credit transfers or direct debit transfers. A credit transfer is initiated by the payer, while a direct debit transfer is initiated by the payee. An ordinary online banking payment is an example of a credit transfer, but a standing order (Avtalegiro) is an example of a direct debit transfer.

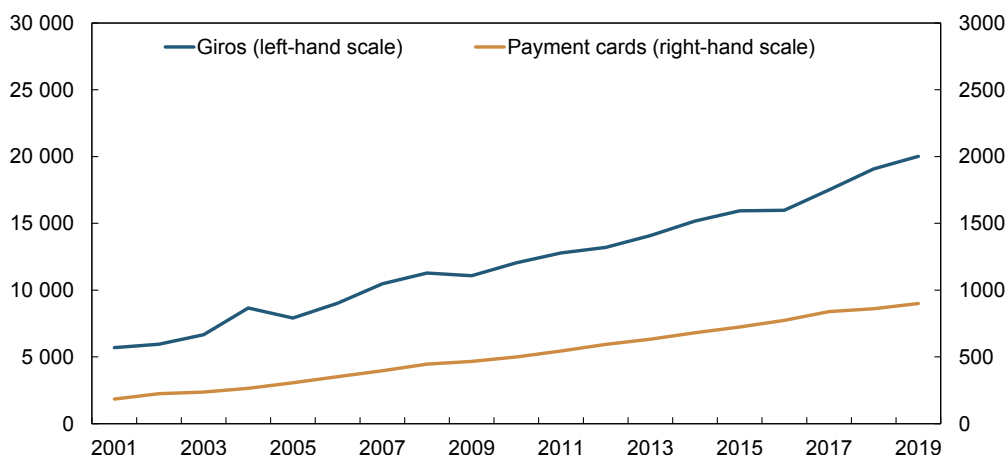
Chart 1 Use of payment instruments. In millions of payments. 2001–2019



Source: Norges Bank

The value of giro payments totalled NOK 20 014 billion in 2019 (Chart 2). The value of card payments was NOK 900 billion.

Chart 2 Use of payment instruments. In billions of NOK. 2001–2019



Source: Norges Bank

Credit transfers are used for both paying large bills and for paying wages and salaries, but are increasingly also being used for smaller payments, such as P2P instant payments using the Vipps mobile payment app. Payment cards are primarily used for the purchase of goods and services at points of sale. A typical giro payment is much larger than a typical card payment. In 2019, the average value of giro payments was NOK 22 753, while the average value of card payments was NOK 352.

Giro payments by retail customers

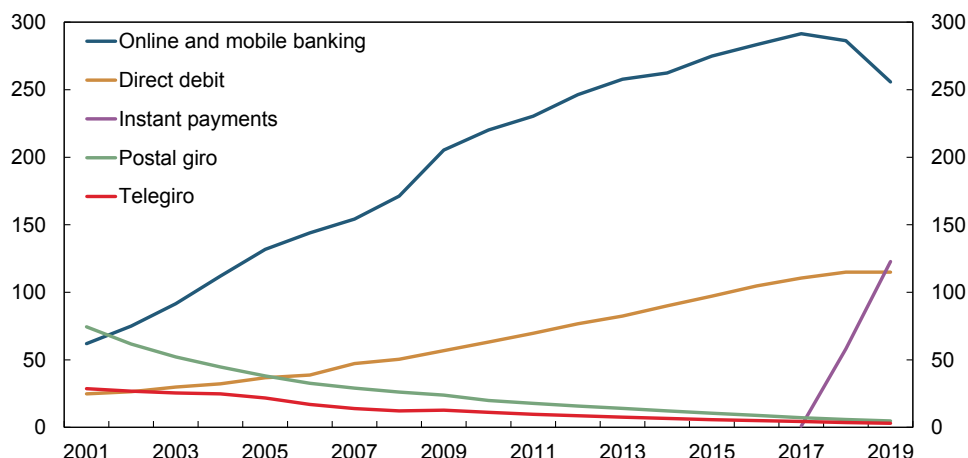
Chart 3 shows credit transfers and direct debits by retail customers. Online banking (including mobile banking) is still the most used transfer service for retail customers. But there have been fewer such payments in recent years. At the same time, the number of instant payments¹ has grown quickly, and instant payments are now the second most used transfer service. Most instant payments are initiated from the Vipps mobile payment app and are P2P payments. Previously, such transfers tended largely to be made via online or mobile banking platforms.

The number of instant payments rose from 58.1 million in 2018 to 122.7 million in 2019. The value of instant payments in 2019 was NOK 88 billion.

Direct debits (Avtalegiro) were the third most used transfer service for retail customers in 2019. The use of this service was broadly unchanged between 2018 and 2019, at 115 million payments.

¹ Instant payments 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.

Chart 3 Giro payments by retail customers. In millions of payments. 2001–2019



Source: Norges Bank

Postal giros were established in 1992 and telegiros in 1994. Prior to 2002, postal giros were the most used transfer service for retail customers. Postal giro usage peaked in 1999 with 107 million transactions. Telegiro usage peaked in 2000, reaching 28.8 million transactions.²

Postal giros and telegiros are now little used. In 2019, postal giros were used for a total of 4.8 million transactions and telegiros for 3 million.

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-2019, there were 20.5 million direct debit agreements between retail customers, corporate customers and banks. In total, 19 723 payees offered their customers Avtalegiro³ and 691 payees offered their customers Autogiro⁴.

Direct debits can be combined with electronic invoicing (e-invoicing). At end-2019, there were 13 462 agreements offering the Norwegian banking industry's e-invoicing solution, (eFaktura), to retail customers. There were 34.5 million agreements with retail customers. The figure for electronic invoice agreements with private individuals increased by 47 percent between 2018 and 2019.

In 2019, 139.8 million eFaktura invoices were sent from businesses to retail customers. Growth between 2018 and 2019 was 40 percent. The strong growth partly reflects the opening of the Vipps platform to the distribution of eFaktura invoices in March 2019.⁵

In 2019, 58.1 million EHF invoices were sent. EHF is the government's e-invoicing format and covers both business-to-government (B2G/G2B) and business-to-business (B2B) invoicing. Growth in the use of these invoices between 2018 and 2019 was 29 percent.

² See historical payment statistics on Norges Bank's website for more information: <https://www.norges-bank.no/en/topics/Statistics/payment-statistics/>

³ Direct debits for the retail market

⁴ Direct debits for the corporate market

⁵ See press release from Nets and Vipps, 7 March 2019 (Norwegian only): <https://www.nets.eu/no-nb/nyheter/Pages/Nets-og-Vipps-skjal-fjerne-papirfakturaen.aspx>

Mobile payments⁶

Mobile payment platforms that could be used in Norway in 2019 using Norwegian payment cards or bank accounts as a funding source included Vipps, Apple Pay and Google Pay. In the statistics, it is currently not possible to distinguish Apple Pay and Google Pay card payments from payments using physical payment cards, and they are included in the annex tables (Tables 10a, 10b and 10c) partly as contactless payments at EFTPOS-terminals⁷ and partly as internet payments. These payments are not included in Overview 1 of mobile payments (see below). Payments at physical retail outlets using Coopay, a new mobile payment platform in 2019, are included in the figures for internet payments and are thus not included in Overview 1 either. According to Coop, 2.3 million payments were made with a total value of NOK 0.6 billion, from the time the platform was launched in August 2019 up until the turn of the year.

Growth in mobile payments has been very strong in recent years. In 2019, 208.5 million mobile payments were made. Growth between 2018 and 2019 was 48 percent. The total value of these payments was NOK 103.2 billion. The average value of a mobile payment was NOK 495.

Overview 1 Mobile payments in 2017, 2018 and 2019 by funding source and by type of payment⁸

	Payments (million)			Value (NOK billion)		
	2017	2018	2019	2017	2018	2019
Mobile payments by funding source	89.9	131.4	205.2	40.3	62.4	104.7
Payments made directly from a bank account	30.4	71.2	152.1	14.3	38.9	90.8
Payments with a payment card	59.5	60.2	53.1	26.0	23.5	13.9
Mobile payments by type of payment	91.1	141.3	208.5	39.8	66.9	103.2
Payments made at EFTPOS terminals	0.8	N/A	N/A	0.0	N/A	N/A
Online payments	3.1	16.9	25.7	0.6	3.2	5.4
Other payments to enterprises and organisations	15.7	16.6	22.3	3.0	3.6	4.7
Person-to-person payments	71.6	107.8	160.5	36.2	60.2	93.1

Source: Norges Bank

Seven out of ten mobile payments were made directly from a bank account, while the remainder were made using international⁹ payment cards. An increasing share of mobile payments are made directly from a bank account.

Most mobile payments, 77 percent, were P2P payments.

6 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.

7 EFTPOS (Electronic Funds Transfer at Point Of Sale) is a system for card payments at terminals at physical points of sale.

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.

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 and American Express.

2 Card transactions

In 2019, 2557 million payments and 41 million ATM and over-the-counter cash withdrawals¹⁰ were made with Norwegian payment cards, a total of 2597 million card transactions (see Annex Table 10a).

Payments made at physical payment terminals totalled 2149 million, of which 343 million (16 percent) were made with contactless payment cards. Contactless payments are made by holding the card close to the terminal for a moment. A customer PIN is required if the amount exceeds NOK 400 or the total amount or number of transactions exceeds a threshold. The payment is considered contactless even if a PIN is used. In 2019, the average value of contactless payments was NOK 213.

The number of contactless payments has grown sharply in recent years and will likely continue to rise. Since the turn of the year, most terminals in retail outlets can accept such payments, and an increasing number of payers are becoming aware of this payment method. In connection with the coronavirus outbreak, the amount limit for contactless payments requiring a customer PIN was raised from NOK 400 to NOK 500. This may result in continued growth in the number of contactless payments in the period ahead.

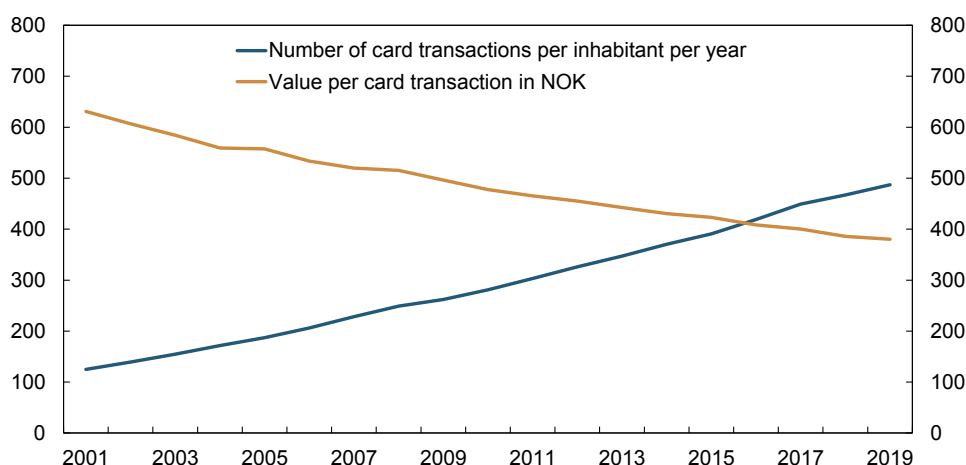
The number of contactless payments using BankAxept rose by all of 438 percent over the past year. 219 million (64 percent) of all contactless payments in 2019 were made using BankAxept. The remaining contactless payments, 124 million, were made using international cards, primarily Visa and Mastercard. Payments using Apple Pay and Google Pay account for an (unknown) share of contactless payments using international cards.

Mobile card payments and card payments related to online shopping represented 2.1 and 13.8 percent of total card payments (53 and 353 million), respectively.

The average number of card transactions per inhabitant (for payments and cash withdrawals) in 2019 was 487 (Chart 4). The average value of card transactions continued to fall, and was NOK 380 in 2019.

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 21.3 million payments in 2019.

Chart 4 Card transactions per inhabitant per year and value per card transaction in NOK. 2001–2019



Source: Norges Bank

Number of payment cards

At end-2019, the total number of Norwegian payment cards issued stood at 13.7 million (Overview 2).

The most widely used card type is a card combining BankAxept with an international debit card, usually Visa or Mastercard. 53 percent of cards issued are of this type. The next most widely used card type is international credit cards, which account for 39 percent of cards.

The number of *other debit and credit cards* has declined. This category includes domestic credit cards and combined international/domestic credit cards. These cards account for below 5 percent of payment cards issued.

Overview 2 The number of issued Norwegian payment cards at the end of the period (in thousands)¹¹

Card type	2018	2019
Combined BankAxept/international debit cards	6932	7309
International credit cards	4855	5297
Other debit and credit cards	987	658
International charge cards	394	328
E-money cards	107	85
In total	13 274	13 677

Source: Norges Bank

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.

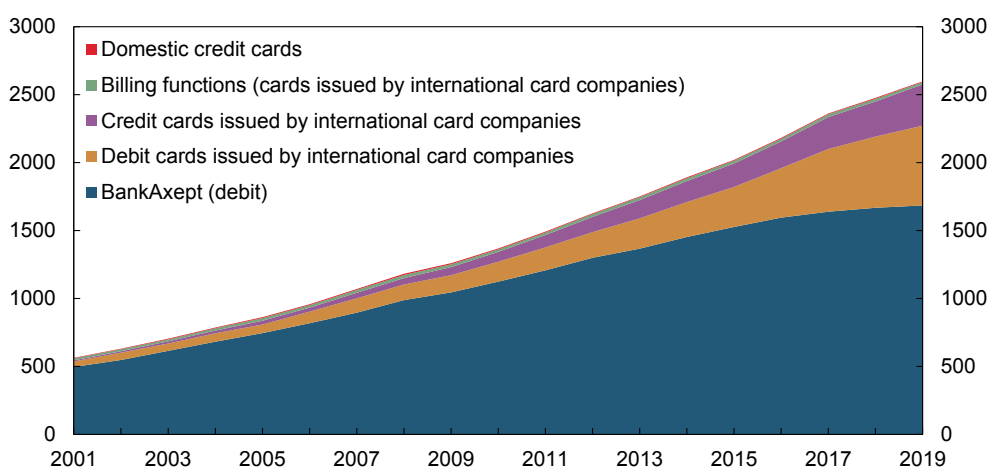
Card transactions by issuer and function

In 2019, 65 percent of all transactions with Norwegian cards were made using the national debit card system, BankAxept (Chart 5). These amounted to 1685 million transactions, and the increase between 2018 and 2019 was 1.1 percent.

BankAxept's market share has fallen considerably over the past three to four 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.¹²

There were 907 million transactions using international cards in 2019. Growth between 2018 and 2019 was 13.0 percent. These cards' market share was 35 percent in 2019. The use of international credit cards rose substantially, increasing by 17.4 percent between 2018 and 2019. Much of this increase likely reflects strong growth in online shopping.

Chart 5 Use of Norwegian payment cards by issuer and function. In millions of transactions. 2001–2019



Source: Norges Bank

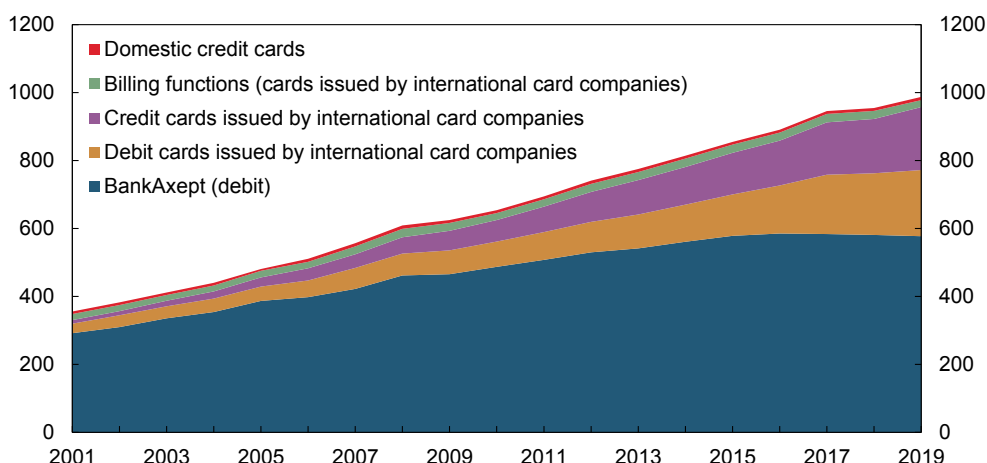
The total value of BankAxept transactions in 2019 was NOK 577 billion (Chart 6). The value fell by 0.6 percent between 2018 and 2019. This was the third year in a row with a decline in the total value. BankAxept transactions accounted for 59 percent of the total value of card transactions.

The value of transactions using international cards was NOK 401 billion in 2019, an increase of 9.8 percent over the past year.

The average transaction value for BankAxept cards was NOK 343, NOK 332 for international debit cards, and NOK 611 for international credit cards.

¹² In May 2020, Vipps began to roll out its new solution for payments at EFTPOS terminals, with a BankAxept card as the underlying payment instrument. See news item from Verifone, 14 May 2020: <https://www.verifone.com/nb/no/nyhet/na-skrur-vi-pa-vipps>.

Chart 6 Use of Norwegian payment cards by issuer and function. In billions of NOK. 2001–2019



Source: Norges Bank

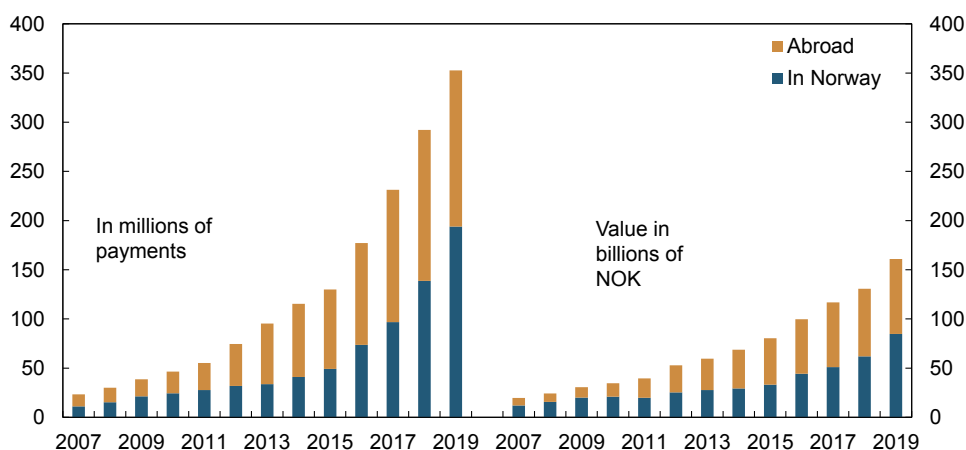
Internet card payments (online shopping)

There has been a sharp increase in internet card payments over the past years (Chart 7). In 2019, there were 353 million such purchases made with Norwegian payment cards. Payments to Norwegian websites accounted for 55 percent total payments for online shopping. Those payments rose by 40 percent between 2018 and 2019. Some online shopping payments were made on a mobile payment platform (see Overview 1).

A growing share of online shopping is also billed and settled afterward rather than settled using a payment card. One of the largest operators in this area is Klarna. Payment of the actual bill takes place afterward, eg on an online banking platform or using an international debit card. If the bill is paid with a card, the transaction will be recorded as online shopping, but not if the bill is paid on an online banking platform. In that case it is recorded as a giro payment. No statistics are available for the volume of online shopping transactions that are paid using giros.

The number of payments for online shopping on foreign websites rose by 3.5 percent between 2018 and 2019. The increase was much smaller than in previous years.

Chart 7 Internet payments made with Norwegian payment cards. 2007–2019



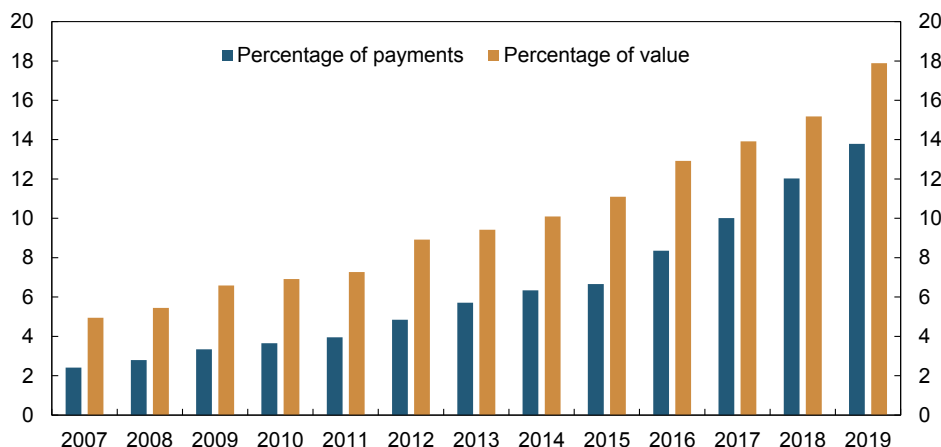
Source: Norges Bank

In 2019, the total value of internet payments was NOK 161 billion. The value of payments rose by 23.3 percent between 2018 and 2019, with the strongest growth for payments to Norwegian websites. The average payment amount increased from NOK 447 in 2018 to NOK 457 in 2019.

Customers abroad make fewer purchases at Norwegian online shops than Norwegians make at online shops abroad (see the tables). Customers abroad accounted for 15.3 million such purchases, with a total value of NOK 32.9 billion (see Annex Tables 10c and 14c). Both the number of transactions and total transaction volume grew by over 50 percent between 2018 and 2019.

Internet payments are assuming an ever larger share of payments made with Norwegian payment cards. Chart 8 shows that in 2019, internet payments accounted for 13.8 percent of all payments using Norwegian cards. In value terms, internet payments accounted for 17.9 percent of the value of all card payments.

Chart 8 Internet payments with Norwegian payment cards. Percentage of total card payments. 2007–2019



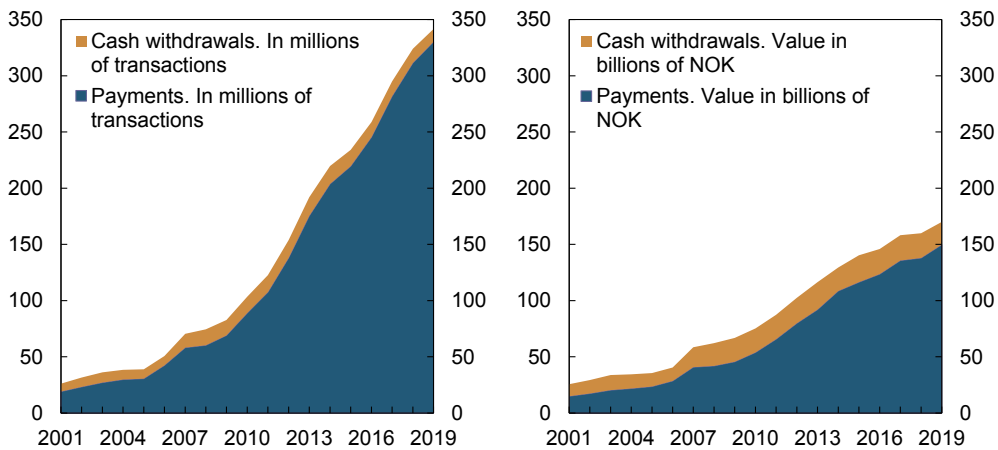
Source: Norges Bank

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 342 million in 2019. 330 million transactions were payments of various kinds, while 11 million transactions were cash withdrawals. The number of payments increased by 6.0 percent between 2018 and 2019. Cash withdrawals declined by 10.3 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 158 to 172 million.

Chart 9 Use of Norwegian payment cards abroad. 2001–2019



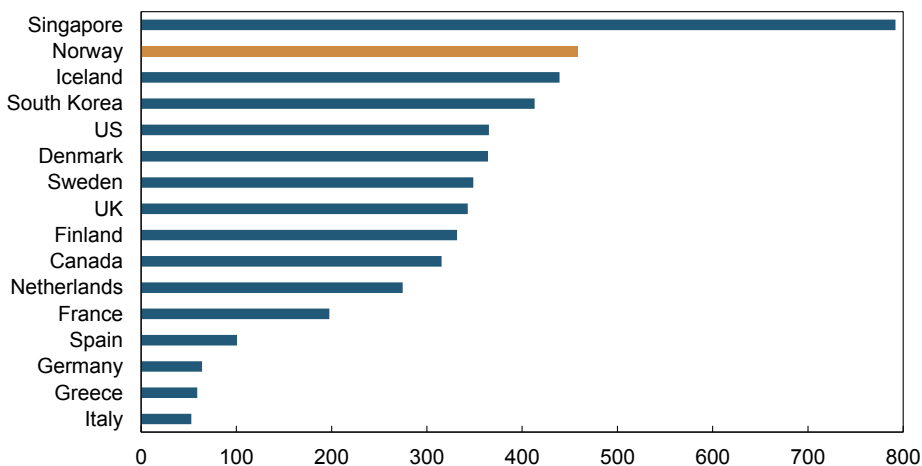
Source: Norges Bank

The value of card use abroad in 2019 totalled NOK 170 billion. The value of these payments was NOK 150 billion. Of this amount, online shopping accounted for NOK 76 billion and shopping at physical points of sale NOK 74 billion. The value of cash withdrawals was NOK 20 billion. The average value of cash withdrawals abroad in 2019 corresponded to NOK 1801. The average value of payments at points of sale abroad corresponded to NOK 428.

In card transactions abroad, international cards are used. The statistics show that in most cases, international debit cards were used, around seven out of ten transactions. 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, each German pays using a card somewhat more than once a week.

Chart 10 Number of card payments per capita per year in selected countries. 2018



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

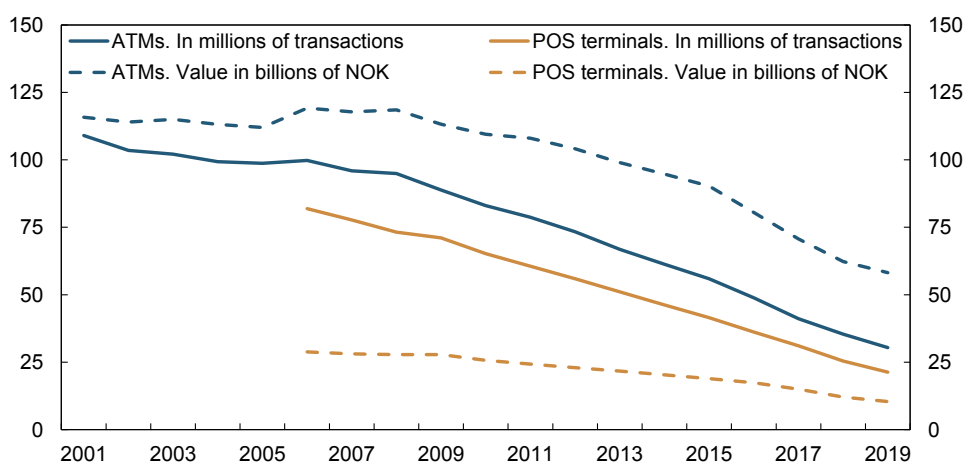
3 The cash and payment infrastructure

A user can withdraw cash at bank branches¹³, from ATMs and at POS terminals. Chart 11 shows the number and value of ATM and POS cash withdrawals. There were 30.4 million withdrawals from ATMs in Norway in 2019, 14.1 percent fewer than in 2018. The value of ATM withdrawals totalled NOK 58.2 billion in 2019, 6.6 percent less than in 2018.

There were 21.3 million POS withdrawals in 2019, which is 16.1 percent fewer than in 2018. POS withdrawals totalled NOK 10.4 billion in 2018, and declined by 14 percent from 2018.

The average POS withdrawal was NOK 489. The average withdrawal from Norwegian ATMs rose from NOK 1758 in 2018 to NOK 1916 in 2019.

Chart 11 Cash withdrawals from ATMs and POS terminals. 2001–2019



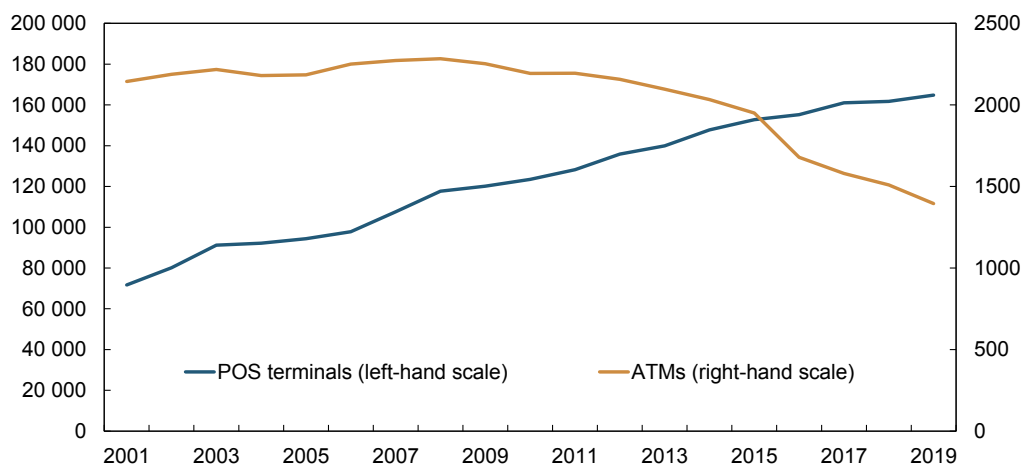
Source: Norges Bank

The number of ATMs continued to decline further, falling from 1510 in 2018 to 1395 in 2019 (Chart 12). Banks themselves own most of the ATMs, but the cash handling companies Nokas and Loomis and some other companies 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 2019, a total of 164 775 payment terminals had been installed at 107 286 points of sale.

13 Statistics are not available for cash withdrawals (without the use of a card) at bank branches.

Chart 12 Number of POS terminals and ATMs. 2001–2019

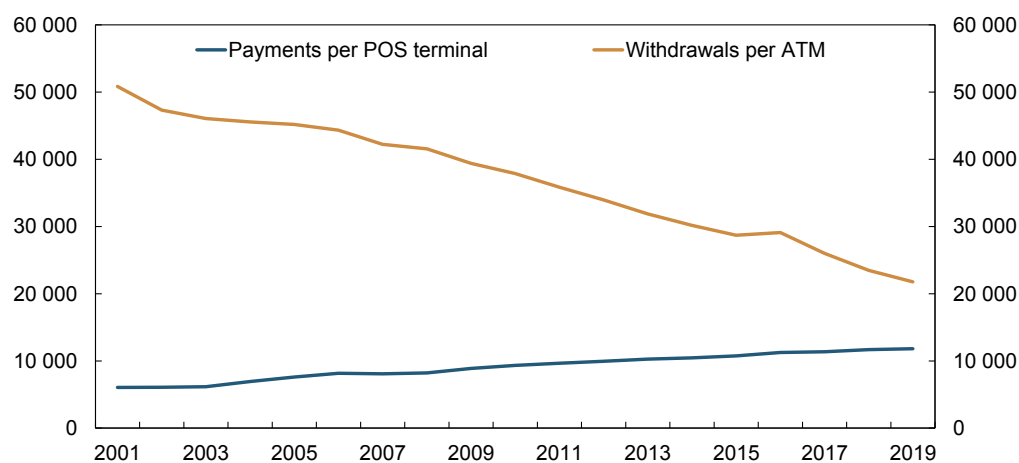


Source: Norges Bank

ATM use is declining on average. In 2019, each ATM was used for an average of 21 765 cash withdrawals (Chart 13), or an average of 60 withdrawals per day. The average amount withdrawn from each ATM was NOK 42 million, or an average of approximately NOK 114 000 per day.

Each payment terminal was used 11 822 times 2019 on average, or around 34 times per day.

Chart 13 Use of POS terminals and ATMs per year. 2001–2019



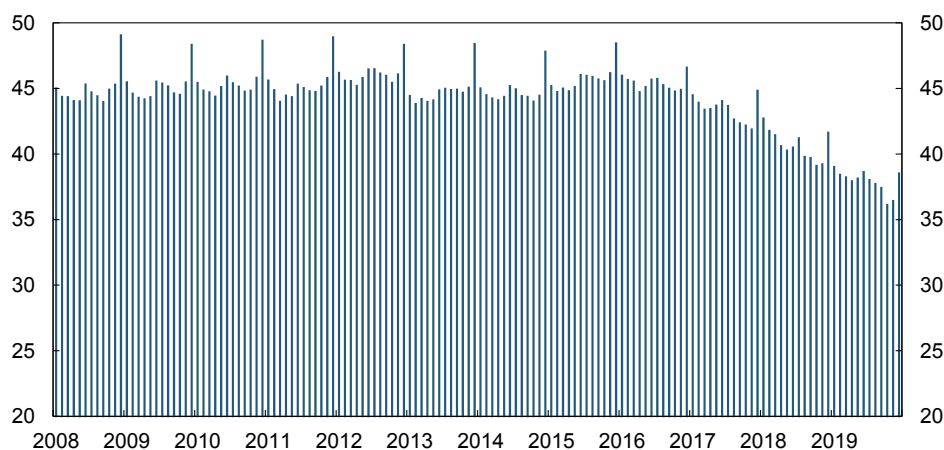
Source: Norges Bank

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.

The amount of cash in circulation shows seasonal variation, with increased demand from the public in connection with summer holidays and Christmas and Easter (Chart 14). For many years, the value of cash in general circulation remained relatively stable around NOK 45 billion. But since mid-2016, the value has declined. At year-end 2019, cash in circulation amounted to NOK 38.6 billion.¹⁴

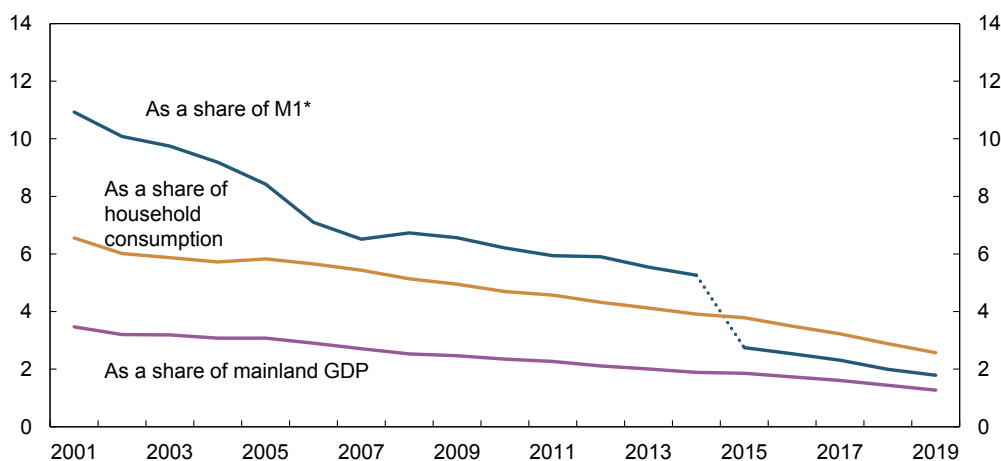
Chart 14 Cash in circulation among the general public. In billions of NOK. January 2008 – December 2019



Source: Statistics Norway

Cash as a share of the monetary aggregate M1¹⁵ fell from 2.0 percent at end-2018 to 1.8 percent at end-2019 (chart 15). Cash as a share of GDP for mainland Norway amounted to 1.3 percent in 2019.

Chart 15 Cash in circulation as a share of means of payment (M1), household consumption and mainland GDP. Percent. 2001–2019



* New definition of M1 from April 2015

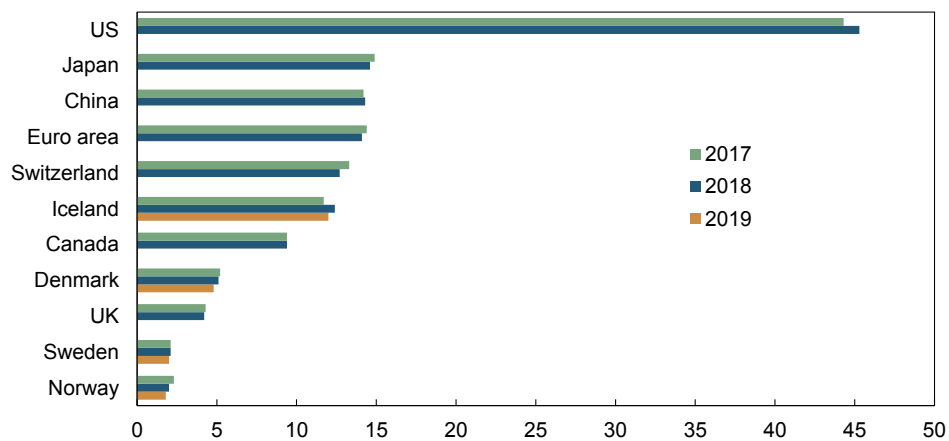
Sources: Statistics Norway and Norges Bank

14 In addition to the cash held by the general public, banks also hold cash. At end-2019, banks' stock of cash was about NOK 3 billion. This includes cash stored in banks' ATMs, branches and depots.

15 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.

The figures for Norway are low in an international comparison. Also in the other Nordic countries and the UK, the share of cash is low (Chart 16). The chart shows that the share of cash has fallen in most countries over the past year.

Chart 16 Cash in circulation as a share of means of payments in selected countries. Percent. 2017, 2018 and 2019 (Nordic countries)



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

USE OF CASH IN NORWAY

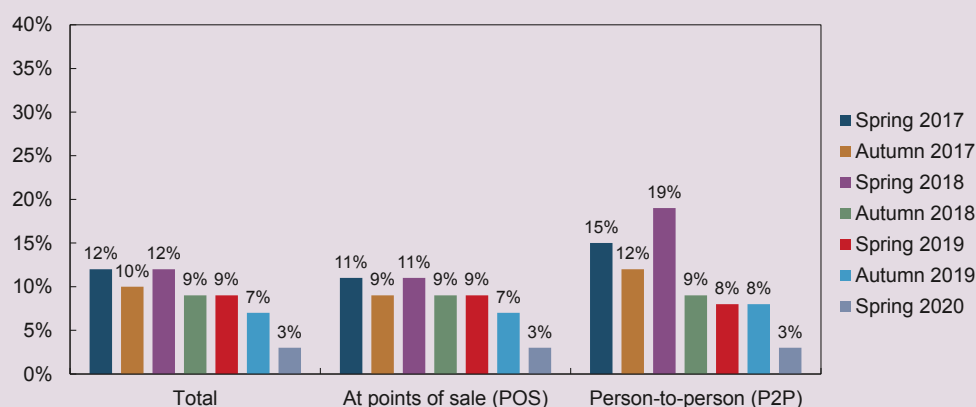
Norges Bank conducts semi-annual household surveys on cash usage. The surveys examined payment situations in which cash could actually be used. These are mainly person-to-person (P2P) payments and payments for the purchase of goods and services at a point of sale (POS)¹⁶. Payments related to online purchases 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 years¹⁷ of age were queried using both phone- and web-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, limiting the sample size would make the results somewhat uncertain, particularly for subgroups.

Main findings from the surveys

In the survey in spring 2020, cash accounted for 3 percent of both total payments and payments at point of sale and P2P (Chart 17). These results likely reflect the timing of the survey, right after the measures to contain the coronavirus pandemic were implemented. During this period, the health authorities advised the use of contactless payment wherever possible, and many merchants would not accept cash payments. In the survey in autumn 2019, cash accounted for 7 percent of total payments.

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



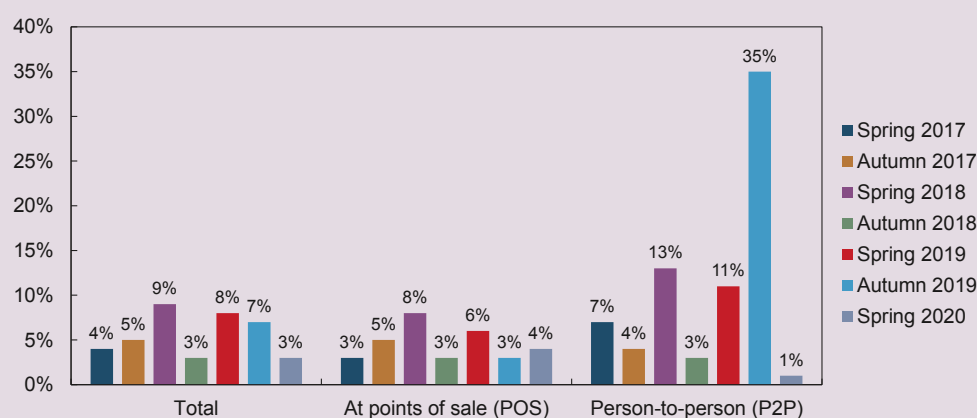
Source: Norges Bank

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

17 Minimum age limit for the phone-based interviews. The minimum age for the web-based interviews was 18 years.

The value of cash payments as a percentage of total value of payments varies more than cash payments as a percentage of the total number of payments. In the survey in spring 2020, the value of cash payments accounted for 3 percent of the total value of payments (Chart 18). The value of cash payments accounted for 4 percent of the value of payments at point of sale and 1 percent of the value of P2P payments. In the survey in autumn 2019, the value of cash payments accounted for 7 percent of total payments, 3 percent of payments at point of sale and all of 35 percent of P2P payments. The high percentage for P2P payment was largely affected by a particularly large payment of NOK 160 000. Excluding this payment, the share of cash for P2P payments would be 4 percent and total share of cash 3 percent.

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
- using a mobile phone (e.g. Coopay, Apple Pay or Google Pay)
- in some other manner (e.g. invoice)

Payment cards are the most used payment method by far at point of sale, with 86 percent of payments in autumn 2019 and 88 percent in spring 2020 (Chart 19).

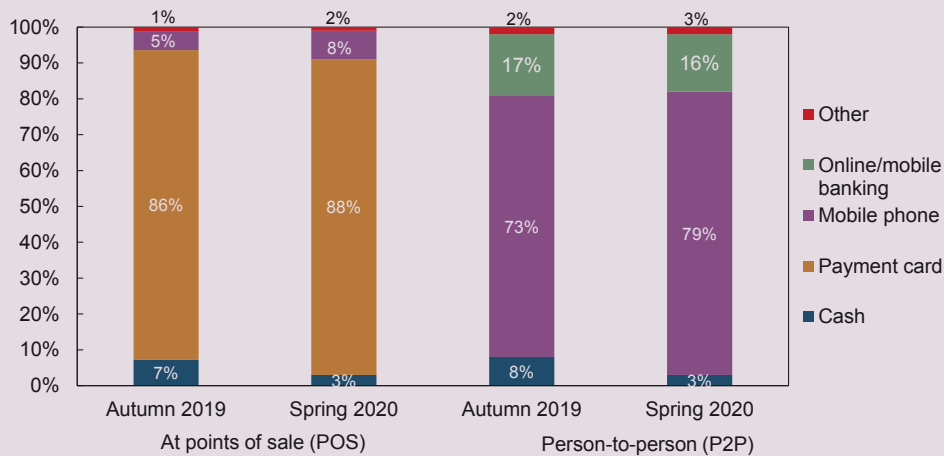
Mobile phone payments rose from 5 percent of total payments in autumn 2019 to 8 percent in spring 2020.

For P2P payments, one can choose to pay

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

Mobile phone payments account for 73 percent of P2P payments in autumn 2019 and for 79 percent of these payments in spring 2020. Transfers on online and mobile banking platforms were the next most used payment method, accounting for respectively 17 and 16 percent of P2P payments in autumn 2019 and spring 2020.

**Chart 19 Payment methods in different payment situations.
Autumn 2019 and spring 2020**



Source: Norges Bank

5 Prices for payment services

Overview 3 provides information on prices for different banking and card services. The overview shows average prices and may conceal substantial differences between banks. For many of the services, only a few banks charge fees, while the majority offer no-fee services. This pertains eg to annual fees for online banking, payments at points of sale and ATM cash withdrawals.

Prices are lower for customers belonging to a bank's loyalty programme than those not belonging to such a programme. Moreover, prices for paying bills vary widely among forms 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 108 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 2020, the average annual fee for BankAxept cards combined with an international card (Visa or Mastercard) was NOK 238 for loyalty scheme customers and NOK 291 for non-loyalty scheme customers. Goods purchases using BankAxept were free of charge for loyalty scheme customers, but cost 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 just under NOK 7. 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 7.80 for loyalty scheme customers and NOK 8.10 for other customers. Withdrawals using an international credit card cost NOK 30.80 for loyalty scheme customers and NOK 31.60 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 | 2020

	Customers who do not belong to loyalty schemes			Customers who belong to loyalty schemes		
	2018	2019	2020	2018	2019	2020
Payments						
Online banking (with CID), per payment	0.90	0.80	0.80	0.00	0.00	0.00
Online banking – annual fee	14.40	14.50	14.70	1.40	2.30	2.40
Direct debit (Avtalegiro), per payment	1.00	0.80	0.80	0.10	0.10	0.00
Mobile banking (with CID), per payment	1.00	0.80	0.80	0.00	0.00	0.00
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.10	0.00	0.00	0.00
Mobile banking – info by SMS	2.10	2.20	2.20	1.90	1.90	1.90
Credit transfer via postal giro, per payment	11.30	12.10	12.30	11.20	12.10	12.30
Giro over the counter – account debit, per payment	85.80	98.20	99.70	87.50	98.20	99.60
Giro over the counter – cash payment, per payment	99.20	107.40	107.60	100.20	107.40	107.50
BankAxept cards at payment terminals (EFTPOS), per payment	1.00	0.90	0.90	0.10	0.10	0.00
Credit card from international credit card company, annual fee	56.60	32.40	15.30	32.20	25.20	25.00
BankAxept cards (combined with debet card from int. card comp.), annual fee	276.70	282.50	291.00	234.00	231.80	238.40
ATM withdrawals, debit cards						
Own bank's ATMs during opening hours, per withdrawal	5.50	5.60	6.50	5.50	5.90	6.70
Own bank's ATMs outside opening hours, per withdrawal	5.90	6.00	6.70	5.60	6.00	6.70
Other bank's ATMs during opening hours, per withdrawal	7.30	7.80	8.10	7.30	7.40	7.80
ATM withdrawals, international credit cards						
Own bank's ATMs during opening hours, per withdrawal	28.60	30.70	31.60	20.40	22.20	30.80
Other bank's ATMs during opening hours, per withdrawal	28.70	30.70	31.70	20.40	22.20	31.00
Fee as a percentage of withdrawal amount	1.0	1.3	1.2	1.1	1.2	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 30 countries and regions.¹⁸ 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 transfer amount, the price falls as the amount rises. Also, 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. Changes in fees in the past year have been minor.

18 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, Somalia, 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 2019 and 2020

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2019	2020	2019	2020	2019	2020	2019	2020
Banks	-	-	-	-	5.6	5.7	1.8	1.8
Exchange rate cost	-	-	-	-	0.8	0.9	0.8	0.9
Other fees	-	-	-	-	4.8	4.8	1.0	1.0
Non-bank financial institutions and payment institutions	-	-	-	-	5.9	6.0	4.5	4.3
Exchange rate cost	-	-	-	-	3.3	3.3	3.3	3.3
Other fees	-	-	-	-	2.6	2.7	1.2	1.0
All providers	23.2	25.6	7.9	7.7	5.7	5.8	3.1	3.1
Exchange rate cost	2.5	2.3	2.5	2.3	2.0	2.1	2.0	2.1
Other fees	20.7	23.3	5.4	5.4	3.7	3.7	1.1	1.0

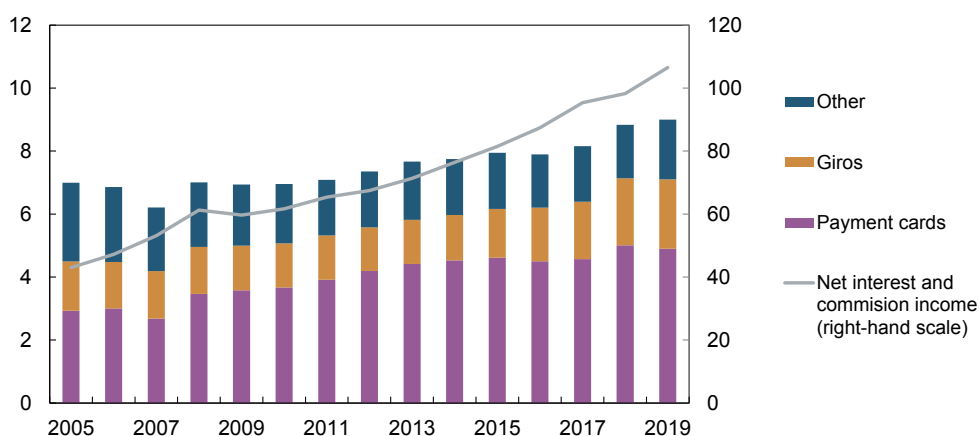
Sources: Finansportalen and Norges Bank

6 Banks' income from payment services

In 2019, banks' income from payment services came to NOK 9 billion (Chart 20), an increase of about 2 percent between 2018 and 2019. The income from payment services did not grow as fast as the income from interest and commissions.

Income from payment cards as a share of the total income from payment services was 54 percent in 2019. This was somewhat lower than in 2018.

Chart 20 Banks' income from payment services and net interest and commission. In billions of NOK. 2005–2019



Sources: Statistics Norway and Norges Bank

General data

Table 1: General statistical data for Norway

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Population (as at 1 Jan., in millions)	4.81	4.87	4.92	4.99	5.05	5.11	5.17	5.21	5.26	5.30	5.33
GDP, market value (in billions of NOK)	2 428	2 591	2 793	2 964	3 071	3 141	3 111	3 098	3 295	3 531	3 538
Mainland GDP, market value (in billions of NOK)	1 963	2 075	2 159	2 294	2 419	2 534	2 614	2 692	2 792	2 907	3 039
Total household consumption (in billions of NOK)	978	1 038	1 073	1 121	1 175	1 224	1 282	1 336	1 393	1 449	1 504
EUR 1 in NOK (annual average)	8.73	8.01	7.79	7.47	7.81	8.35	8.95	9.29	9.33	9.60	9.85

Means of payment in Norway

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Money supply (M2)	1 416 088	1 507 041	1 593 137	1 671 765	1 793 673	1 907 974	1 920 065	2 017 427	2 138 663	2 252 576	2 346 986
Narrow money supply (M1)	737 822	784 613	824 760	820 075	874 546	910 322	1 766 857	1 842 654	1 944 698	2 096 769	2 161 223
Banknotes and coins	48 401	48 721	48 980	48 403	48 454	47 880	48 508	46 665	44 906	41 739	38 647
Deposits in current accounts	689 421	735 892	775 780	771 672	826 092	862 442	1 718 349	1 795 989	1 899 792	2 055 030	2 122 576
Other deposits	678 266	722 428	768 377	851 690	919 127	997 652	153 208	174 773	193 965	155 814	185 763

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Sight deposits	75 111	46 832	46 498	32 167	32 981	34 078	33 243	33 940	35 077	34 405	33 823
Banks' deposits at the central bank at the reserve rate	-	-	1 039 ¹	1 312	923	954	1 031	381	241	315	769
Deposits at the central bank (F-deposits)	-	-	26 344 ¹	11 402	9 527	28 744	22 778	8 814	28 199	15 984	26 895
Lending (F-loans + D-loans)	66 242	72 759	32 351	15 352	15 806	5 147	6 142	16 916	2 714	12 956	6 139

¹ Average from 3 October 2011

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total	50 356	50 450	50 315	51 179	49 762	49 352	50 068	49 241	46 963	43 828	40 986
Total banknotes	45 704	45 676	45 463	46 379	45 509	44 995	45 605	44 726	42 427	39 354	36 577
1000-krone	24 382	23 134	21 678	21 180	19 798	18 712	17 947	17 029	15 627	14 013	12 238
500-krone	12 722	13 623	14 542	15 633	16 306	17 101	18 355	18 445	17 689	16 567	15 129
200-krone	5 580	5 846	6 103	6 335	6 251	6 033	6 056	5 963	5 830	5 612	6 010
100-krone	2 029	2 062	2 099	2 149	2 118	2 096	2 154	2 172	2 161	2 067	2 145
50-krone	993	1 012	1 041	1 080	1 036	1 054	1 093	1 116	1 119	1 095	1 056
Total coins	4 653	4 774	4 853	4 801	4 254	4 357	4 463	4 515	4 536	4 474	4 409
20-krone	1 556	1 599	1 629	1 638	1 679	1 715	1 760	1 775	1 775	1 746	1 717
10-krone	1 276	1 307	1 323	1 317	1 150	1 174	1 194	1 201	1 205	1 180	1 157
5-krone	664	674	679	662	502	515	529	539	542	534	525
1-krone	912	941	962	943	767	799	826	847	861	862	858
0.5 krone	245	253	260	241	156	155	154	154	153	153	152

Payment infrastructure

Table 5: Institutional infrastructure

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Number of banks	149	145	142	138	137	137	134	137	136	141	136
Savings banks	118	113	111	109	107	106	104	104	99	98	95
Commercial banks	20	20	19	17	18	19	20	23	25	29	27
Number of foreign bank branches in Norway	11	12	12	12	12	12	10	10	12	14	14
Electronic money institutions	3	3	3	2	2	3	4	6	6	6	7

Table 6: Number of agreements

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Online and mobile banking agreements	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	8 616 604
Retail customers	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	7 617 377
Corporate customers	386 154	399 030	412 558	424 882	459 225	491 119	618 351	640 477	668 581	776 563	999 227
Agreements to offer electronic invoicing (eFaktura) to retail customers	648	770	945	1 071	1 220	1 378	1 490	1 611	1 577	8 108	13 462
Agreements on receipt of electronic invoicing (eFaktura) – retail customers	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	34 467 240
Agreements on receipt of electronic invoicing – EHF-format	-	-	-	2 005	7 760	31 064	48 927	65 218	96 158	129 525	154 589
Company terminal giro agreements	32 983	33 466	26 153	15 129	15 963	16 534	18 362	22 193	27 822	33 530	33 962
Postal giro agreements	810 818	759 995	723 867	681 023	626 342	596 126	508 134	461 177	343 855	302 542	276 856
Direct debit agreements (Avtalegiro and Autogiro)	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	20 511 972
Avtalegiro – payees	11 945	12 619	13 130	13 572	16 417	15 520	15 940	16 215	17 627	18 408	19 723
Autogiro – payees	1 342	716	708	690	654	618	587	627	705	705	691

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Number of cards issued (as at 31 Dec.)	11 644	12 190	12 313	12 583	12 626	13 698	14 704	14 841	15 755	13 274	13 677
Contactless cards (NFC)	-	-	-	-	-	-	-	-	774	8 617	10 094
Chip cards	6 516	10 066	11 568	12 029	11 862	12 764	13 859	14 390	14 803	4 570	3 561
Magnetic stripe cards	5 127	2 124	745	553	761	928	839	445	166	73	2
Virtual cards	-	-	-	-	3	6	6	6	13	14	20
Number of functions in cards issued	17 837	19 015	19 447	19 795	20 289	21 988	23 464	23 791	25 381	20 988	21 487
Debit functions	11 789	12 968	13 564	13 620	14 449	15 650	16 552	16 777	18 065	14 161	14 730
Bank cards/BankAxept	6 057	6 620	6 897	6 945	7 332	7 931	8 377	8 487	9 124	7 229	7 419
Payment cards issued by international card companies	5 732	6 349	6 667	6 675	7 117	7 719	8 175	8 290	8 941	6 932	7 311
Billing functions (payment cards issued by international card companies)	542	528	593	572	569	557	450	431	357	394	328
Credit functions	5 506	5 519	5 290	5 603	5 054	5 504	6 185	6 456	6 864	6 326	6 344
Domestic credit cards	629	642	662	630	600	635	609	698	732	851	529
Payment cards issued by international card companies	4 877	4 877	4 628	4 973	4 454	4 869	5 577	5 759	6 132	5 455	5 797
E-money	-	-	-	-	218	277	278	127	94	107	85
Number of terminals that accept BankAxept cards	122 359	125 684	130 397	138 034	141 980	149 817	154 707	156 891	162 585	163 219	166 170
ATMs	2 253	2 193	2 194	2 157	2 096	2 033	1 950	1 679	1 580	1 510	1 395
Payment terminals (EFTPOS)	120 106	123 491	128 203	135 877	139 884	147 784	152 757	155 212	161 005	161 709	164 775
Number of locations with payment terminals (EFTPOS) that accept BankAxept cards	96 152	97 722	100 758	105 726	110 282	111 401	114 227	115 750	108 684	107 085	107 286

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total	1 701.4	1 837.1	1 976.1	2 137.7	2 279.5	2 443.2	2 602.0	2 791.6	3 037.3	3 226.0	3 436.5
Giros (direct debits and credit transfers)	541.6	563.4	575.3	597.2	608.6	625.8	650.3	670.4	728.1	797.0	879.6
Electronic	503.6	533.5	550.0	575.1	589.0	608.8	635.3	658.0	718.5	789.3	873.1
Paper-based	38.1	29.9	25.3	22.1	19.6	17.0	15.0	12.4	9.6	7.7	6.5
Payment cards (payments)	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	2 429.0	2 556.8
Electronic	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	2 428.5	2 556.2
Manual	1.9	1.7	1.8	2.1	2.0	2.1	2.5	0.6	0.5	0.6	0.6
Cheques	0.3	0.2	0.2	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total	541.6	563.4	575.3	597.2	608.6	625.8	650.3	683.2	728.1	797.0	879.6
Credit transfers	476.0	492.7	499.3	514.7	520.9	530.8	548.1	574.1	613.7	678.1	760.8
Electronic	443.6	467.1	477.1	495.4	503.7	516.0	535.4	550.6	605.2	671.2	755.0
Company terminal giro	44.1	44.9	47.1	14.5	14.5	15.7	15.1	16.7	18.8	21.2	23.8
Telegiros	12.7	11.1	9.7	8.6	7.6	6.6	5.7	5.0	4.4	3.6	3.0
Online and mobile banking	349.7	371.5	378.9	430.4	437.7	448.1	467.1	481.8	502.6	525.3	525.8
Retail customers	205.3	220.2	230.4	246.3	257.7	262.4	274.9	283.4	291.5	286.3	255.7
Corporate customers	144.4	151.4	148.4	184.1	180.0	185.7	192.3	198.4	211.1	238.9	270.0
Instant payments	-	-	-	-	-	-	-	-	0.9	58.1	122.7
Of which: instant payments using a mobile payment solution	-	-	-	-	-	-	-	-	-	56.4	120.6
Other mobile payments from a bank account	-	-	-	-	-	-	-	-	30.4	14.8	31.5
Miscellaneous other electronic credit transfers	37.1	39.5	41.5	41.9	43.9	45.7	47.4	59.9	48.0	48.3	48.2
Paper-based	32.4	25.6	22.1	19.3	17.2	14.8	12.7	10.7	8.5	6.9	5.8
Company terminal giros and online banking as money order	1.2	0.9	0.7	0.6	0.5	0.5	0.4	0.4	0.3	0.3	0.2
Postal giros	23.8	19.9	17.7	15.7	14.0	12.2	10.5	8.9	7.1	5.8	4.8
Giros delivered at the counter – account debits	7.4	4.8	3.8	3.0	2.6	2.1	1.7	1.4	1.1	0.9	0.8
Direct debits	59.9	66.4	72.8	79.7	85.2	92.8	99.9	107.4	113.3	118.0	118.1
Giros delivered at the counter – cash payments	5.7	4.3	3.2	2.8	2.4	2.2	2.3	1.7	1.1	0.8	0.7

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total use of Norwegian cards (in Norway and abroad)	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	2 475.8	2 597.3
Payments	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	2 429.0	2 556.7
Payments at EFTPOS terminals	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	2 074.9	2 149.2
Of which: contactless payments	-	-	-	-	-	-	-	-	22.9	102.8	342.6
Payments without cash-back	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	2 049.5	2 127.9
Payments with cash-back	71.1	65.2	60.6	55.9	51.1	46.2	41.5	36.2	31.1	25.4	21.3
Internet payments	38.7	46.5	55.3	74.6	95.4	115.3	130.0	177.2	231.3	292.2	352.5
Mobile payments using a card	-	-	-	-	-	-	-	-	59.5	60.2	53.1
Other electronic payments	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3	1.3
Manual payments	1.9	1.7	1.8	2.1	2.0	2.1	2.5	0.6	0.5	0.6	0.6
Cash withdrawals	100.1	95.3	91.5	86.9	81.5	75.5	69.1	60.9	53.1	46.8	40.6
Use of Norwegian cards by function	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	2 475.9	2 597.3
Debit functions	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	2 190.7	2 271.2
BankAxept	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	1 667.5	1 685.2
Payment cards issued by international card companies	127.1	146.9	167.7	188.6	222.3	257.2	293.8	364.6	461.1	523.3	586.1
Billing functions (payment cards issued by international card companies)	21.4	19.1	19.5	20.8	21.0	21.6	20.2	20.3	20.9	20.4	17.1
Credit functions	66.2	79.1	97.3	118.5	141.2	160.0	179.2	201.8	241.2	264.3	308.7
Domestic credit cards	8.0	6.7	6.2	6.3	5.9	5.9	5.6	5.7	5.5	5.5	4.9
Payment cards issued by international card companies	58.2	72.4	91.1	112.3	135.2	154.1	173.6	196.1	235.7	258.8	303.9
E-money	-	-	-	0.2	1.1	1.3	1.1	0.6	0.4	0.4	0.3
Use of Norwegian cards in Norway	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	2 151.8	2 255.8
Payments without cash-back	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	2 092.2	2 205.2
Payments with cash-back	71.0	65.2	60.5	55.9	51.1	46.2	41.4	36.2	31.0	25.4	21.3
Cash withdrawals	86.5	80.8	76.4	71.0	64.9	59.5	54.5	47.6	40.0	34.2	29.3
Use of Norwegian cards abroad	82.7	103.4	122.7	153.9	192.0	219.7	234.2	258.8	294.9	324.1	341.5
Payments	69.0	88.9	107.4	138.0	175.4	203.7	219.5	245.3	281.8	311.4	330.2
Cash withdrawals	13.7	14.5	15.2	15.9	16.6	16.0	14.6	13.4	13.1	12.6	11.3
Use of foreign cards in Norway	17.5	19.3	22.5	27.2	31.6	36.6	40.2	48.3	54.7	67.2	89.2
Payments	15.1	17.0	20.1	24.9	29.6	34.7	38.5	46.7	53.2	65.8	88.0
Cash withdrawals	2.4	2.3	2.4	2.3	2.0	1.9	1.6	1.7	1.5	1.3	1.2

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Use of Norwegian and foreign cards at Norwegian terminals	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	2 185.2	2 318.8
Cash withdrawals from ATMs	88.8	83.0	78.7	73.3	66.8	61.3	55.9	48.9	41.1	35.4	30.4
Payments at EFTPOS terminals that accept BankAxept	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	1 888.7	1 948.9
Of which: payments with cashback	71.1	65.2	60.6	55.9	51.1	46.2	41.5	36.2	31.1	25.3	21.3
Of which: contactless payments	-	-	-	-	-	-	-	-	15.1	108.8	291.8
Payments at other Norwegian payment terminals	68.2	74.4	96.7	105.8	118.4	133.9	156.8	203.3	217.4	259.7	338.2
Payments at other EFTPOS terminals	44.4	47.2	65.5	70.2	79.9	87.1	100.9	121.7	110.2	111.1	129.0
Internet payments	23.8	27.1	31.3	35.6	38.5	46.8	55.9	81.6	107.2	148.6	209.2
Other payments at domestic terminals	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3	1.3
Use of Norwegian cards at Norwegian terminals	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	2 118.5	2 230.1
Cash withdrawals from ATMs	86.4	80.7	76.3	70.9	64.8	59.4	54.3	47.2	39.6	34.4	29.1
BankAxept	78.9	74.6	70.5	65.3	59.5	54.4	49.7	43.3	36.0	31.1	26.5
Domestic credit cards	0.7	0.7	0.6	0.6	0.6	0.5	0.4	0.4	0.3	0.3	0.2
Cards issued by international card companies	6.7	5.4	5.2	5.0	4.8	4.5	4.1	3.5	3.3	2.7	2.4
E-money cards	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Payments at payment terminals	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	2 083.1	2 199.7
BankAxept – payments at EFTPOS terminal (including payments with cash-back)	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	1 636.2	1 658.6
BankAxept	0.0	0.1	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.1	0.1
Domestic credit cards	7.1	5.8	5.3	5.3	5.1	5.1	5.0	5.1	4.9	4.9	4.4
Cards issued by international card companies	119.5	133.5	154.1	165.8	184.9	211.0	250.7	320.0	360.8	416.5	510.6
Cards issued by oil companies	24.8	20.3	16.7	22.4	24.5	23.1	23.3	22.9	22.5	21.4	22.1
Cards issued by retail chains	0.8	0.8	0.8	5.3	4.1	4.4	3.8	3.8	3.7	3.7	3.7
E-money cards	-	-	-	0.2	0.6	0.6	0.5	0.4	0.3	0.3	0.3
Other payments at Norwegian terminals	-	-	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3	1.3
Use of foreign cards at Norwegian terminals	17.5	19.3	22.5	27.0	31.6	36.6	39.7	46.2	54.3	66.7	88.7

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Use of Norwegian cards (in Norway and abroad)	38.7	46.5	55.3	74.6	95.4	115.3	130.0	177.2	231.3	292.1	352.5
Norwegian cards in Norway	21.3	24.5	27.8	31.9	33.8	41.0	49.3	73.7	96.7	138.8	193.9
Norwegian cards abroad	17.4	22.0	27.5	42.7	61.6	74.3	80.7	103.5	134.6	153.3	158.7
Use of foreign cards in Norway	2.5	2.6	3.5	3.8	4.7	5.8	6.6	7.9	10.5	9.8	15.3

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Transfers from Norway	6.8	7.3	8.1	9.0	10.0	10.3	10.9	11.2	11.5	11.5	11.1
SWIFT	6.1	6.6	7.3	8.0	8.7	9.3	9.9	10.1	10.3	10.4	10.1
Foreign currency cheques	0.2	0.2	0.2	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.5	0.6	0.7	0.9	1.2	0.8	0.9	1.0	1.1	1.1	1.0
Transfers to Norway	2.9	3.1	3.4	3.6	4.3	4.9	5.3	5.9	7.1	7.6	7.5
SWIFT	2.9	3.1	3.3	3.5	4.2	4.7	5.3	5.9	7.1	7.6	7.4
Foreign currency cheques	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.0	0.0	0.0	0.0

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total	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	19 935.4	20 914.9
Giros (direct debits and credit transfers)	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	19 074.2	20 014.3
Electronic	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	18 951.6	19 893.6
Paper-based	212.2	182.3	180.6	146.0	138.5	126.9	138.7	151.6	126.1	122.6	120.7
Payment cards (payments)	465.8	500.1	543.4	594.1	632.7	681.3	724.3	772.7	839.4	860.1	900.1
Electronic	463.3	497.6	540.5	590.0	628.8	677.4	720.3	769.7	836.3	857.1	897.2
Manual	2.5	2.5	2.9	4.1	3.9	3.9	4.1	3.0	3.1	3.0	2.9
Cheques	12.0	10.3	7.7	7.7	6.5	4.8	3.4	2.5	1.8	1.1	0.5

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total	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	19 074.2	20 014.3
Credit transfers	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	18 778.6	19 708.8
Electronic	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	18 664.6	19 596.1
Company terminal giro	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	1 253.3
Telegiros	32.8	29.0	26.1	23.1	20.3	18.0	16.0	13.7	12.0	9.6	8.1
Online banking	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	16 767.4	17 529.6
Retail customers	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	1 574.7	1 505.7
Corporate customers	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	15 192.7	16 023.9
Instant payments	-	-	-	-	-	-	-	-	4.1	45.4	87.9
Of which: Instant payments using a mobile payment solution	-	-	-	-	-	-	-	-	-	32.6	72.4
Other mobile payments from a bank account	-	-	-	-	-	-	-	-	14.3	6.3	18.4
Miscellaneous other electronic credit transfers	504.5	650.2	632.6	574.8	687.0	790.6	832.9	741.2	681.4	699.8	698.7
Paper-based	159.6	147.3	158.1	126.6	118.5	110.2	114.9	122.7	113.7	114.0	112.8
Company terminal giros and online banking as money order	13.8	11.4	7.7	7.4	6.9	6.3	5.7	5.1	3.6	2.9	2.6
Postal giros	53.1	43.5	38.0	32.0	28.3	24.4	20.7	17.3	13.9	11.4	9.5
Giros delivered at the counter – account debits	92.6	92.3	112.4	87.2	83.3	79.4	88.4	100.3	96.2	99.7	100.6
Direct debits	187.3	218.3	230.5	238.7	249.2	254.3	267.2	267.8	261.4	287.0	297.5
Giros delivered at the counter – cash payments	52.6	34.9	22.5	19.4	20.0	16.7	23.8	28.9	12.4	8.6	8.0

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total use of Norwegian cards (in Norway and abroad)	625.1	653.7	694.4	740.9	775.3	814.6	855.3	890.9	945.7	954.9	987.5
Payments	465.8	500.1	543.4	594.1	632.7	681.3	724.3	772.7	839.4	860.1	900.1
Payments at EFTPOS terminals	432.6	462.9	501.1	536.6	568.1	606.5	637.9	667.7	691.1	700.7	719.1
Of which: contactless payments	-	-	-	-	-	-	-	-	3.2	16.9	73.0
Internet payments	30.7	34.6	39.5	53.0	59.6	68.8	80.4	99.8	116.8	130.6	161.0
Mobile payments using a card	-	-	-	-	-	-	-	-	26.0	23.5	13.9
Other electronic payments	-	-	-	0.5	1.1	2.0	1.9	2.3	2.3	2.3	3.2
Manual payments	2.5	2.5	2.9	4.1	3.9	3.9	4.1	3.0	3.1	3.0	2.9
Cash-back from EFTPOS terminals	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4
Other cash withdrawals	131.4	128.0	126.7	123.7	120.9	113.0	112.1	100.8	91.3	82.6	77.0
Use of Norwegian cards by function	625.1	653.8	694.6	740.9	775.3	814.6	855.2	890.9	945.8	954.9	987.5
Debit functions	535.8	561.4	589.5	619.7	641.3	669.9	699.9	726.4	758.1	762.7	771.8
BankAxept	465.2	487.0	507.6	529.6	541.6	560.7	578.6	585.2	583.6	581.1	577.4
Payment cards issued by international card companies	70.6	74.4	81.9	90.1	99.7	109.2	121.4	141.2	174.5	181.5	194.4
Billing functions (payment cards issued by international card companies)	22.9	20.5	21.7	23.6	24.0	24.9	24.1	23.8	24.7	24.0	20.7
Credit functions	66.4	71.9	83.2	97.4	109.6	119.4	130.8	140.4	162.7	168.0	194.8
Domestic credit cards	8.9	8.3	8.4	9.3	8.8	8.5	8.2	8.2	8.5	8.5	9.3
Payment cards issued by international card companies	57.4	63.5	74.8	88.1	100.9	110.9	122.7	132.2	154.2	159.5	185.5
E-money	-	-	-	0.1	0.4	0.4	0.4	0.3	0.3	0.2	0.2
Use of Norwegian cards in Norway	558.3	578.6	607.1	638.4	658.9	685.1	715.0	744.9	787.6	795.0	817.5
Payments	420.2	446.3	477.8	514.3	540.8	572.7	608.1	649.2	703.7	722.3	750.4
Cash-back from EFTPOS terminals	27.8	25.6	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4
Other cash withdrawals	110.3	106.7	105.0	101.2	96.5	92.1	88.1	78.3	68.9	60.6	56.7
Use of Norwegian cards abroad	66.8	75.1	87.3	102.4	116.3	129.5	140.2	145.9	158.2	159.9	170.0
Payments	45.6	53.8	65.6	79.9	91.9	108.6	116.3	123.5	135.7	137.9	149.7
Cash withdrawals	21.1	21.4	21.7	22.6	24.4	20.9	24.0	22.4	22.4	22.0	20.3
Use of foreign cards in Norway	12.6	13.7	15.5	18.7	21.8	27.9	33.1	38.7	44.4	46.8	63.6
Payments	9.3	10.6	12.3	15.5	19.1	25.2	30.6	36.1	42.0	44.6	61.6
Cash withdrawals	3.3	3.1	3.2	3.1	2.7	2.7	2.5	2.6	2.4	2.2	2.1

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Use of Norwegian and foreign cards at Norwegian terminals	583.7	605.2	637.2	673.6	696.4	728.0	761.6	795.2	818.0	833.2	882.2
Cash withdrawals from ATMs	113.2	109.5	108.0	104.1	99.0	94.7	90.3	80.5	70.7	62.3	58.2
Cash-back from EFTPOS terminals	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4
Payments at EFTPOS terminals that accept BankAxept	395.7	422.8	454.4	487.2	511.2	543.6	575.3	602.5	625.4	644.4	657.5
Of which: contactless payments	-	-	-	-	-	-	-	-	2.1	18.5	64.0
Payments at other Norwegian payment terminals	47.0	47.3	50.6	58.9	63.4	67.5	75.2	92.5	104.5	112.1	152.9
Payments at other EFTPOS terminals	24.6	23.1	27.0	27.9	28.1	26.7	27.2	31.2	31.1	30.0	35.3
Internet payments	22.4	24.1	23.6	31.0	35.3	40.8	48.0	61.3	73.4	82.1	117.6
Other payments at Norwegian terminals	-	-	-	0.4	1.1	2.0	1.9	2.3	2.3	2.3	3.2
Use of Norwegian cards at Norwegian terminals	571.5	591.5	621.7	655.0	674.7	700.3	729.2	757.9	774.6	787.5	819.9
Cash withdrawals from ATMs	109.9	106.4	104.8	101.0	96.3	92.0	87.8	77.9	68.3	60.1	56.1
Bank cards/BankAxept	98.4	96.8	95.4	91.7	87.4	83.3	79.6	70.8	61.6	54.1	51.2
Domestic credit cards	1.2	1.1	1.0	1.0	0.9	0.8	0.7	0.6	0.5	0.5	0.4
Cards issued by international card companies	10.4	8.5	8.3	8.2	8.0	7.8	7.5	6.5	6.1	5.0	4.5
E-money cards	-	-	-	-	0.0	0.1	0.1	0.1	0.1	0.0	0.1
Cash-back from EFTPOS terminals	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4
Payments at payment terminals	433.7	459.5	492.6	530.6	555.5	586.1	620.5	660.3	688.9	713.0	750.2
BankAxept – payments at EFTPOS terminal	338.9	364.3	387.4	414.3	432.1	456.7	479.7	496.4	506.4	513.9	515.4
BankAxept	0.1	0.2	0.5	0.5	0.5	0.4	0.4	0.5	0.6	0.6	0.4
Domestic credit cards	6.7	6.0	5.8	5.8	5.2	5.1	5.1	5.1	5.2	5.4	6.0
Cards issued by international card companies	74.3	76.1	84.2	92.0	100.7	107.2	119.5	143.6	161.4	174.9	209.9
Cards issued by oil companies	13.4	12.5	14.4	15.4	15.2	14.6	14.0	12.9	13.6	16.5	16.6
Cards issued by retail chains	0.3	0.3	0.3	2.4	1.6	1.8	1.5	1.6	1.5	1.6	1.6
E-money cards	-	-	-	0.1	0.3	0.3	0.2	0.2	0.2	0.2	0.2
Other payments at Norwegian terminals	-	-	-	0.4	1.1	2.0	1.9	2.3	2.3	2.3	3.2
Use of foreign cards at Norwegian terminals	12.2	13.7	15.5	17.2	20.5	27.7	32.4	37.3	43.4	45.7	62.3

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Use of Norwegian cards (in Norway and abroad)	30.7	34.6	39.5	53.0	59.6	68.8	80.4	99.8	116.8	130.6	161.0
Norwegian cards in Norway	20.0	21.0	19.9	25.3	27.7	29.4	33.1	44.3	51.1	61.9	84.7
Norwegian cards abroad	10.7	13.6	19.6	27.6	31.9	39.4	47.3	55.4	65.7	68.7	76.3
Use of foreign cards in Norway	2.4	3.0	3.7	5.7	7.5	11.5	14.9	17.0	22.3	20.3	32.9

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Transfers from Norway	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	6 456.0
SWIFT	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	6 041.3
Foreign currency cheques	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	407.7
Other transfers (MoneyGram, Western Union, etc.)	2.0	2.2	2.3	3.3	4.1	3.0	3.3	3.6	10.0	6.6	6.9
Transfers to Norway	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	7 181.0
SWIFT	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	7 180.7
Foreign currency cheques	0.9	0.9	0.6	0.5	0.4	0.3	0.3	0.3	0.2	0.3	0.2
Other transfers (MoneyGram, Western Union, etc.)	0.1	0.1	0.1	0.2	0.2	0.2	0.2	0.2	7.8	1.3	0.2

Table 16: Sending electronic invoices (in millions)

	2013	2014	2015	2016	2017	2018	2019
eFaktura from businesses to retail customers (B2C)	49.0	59.0	69.7	80.8	83.8	99.6	139.8
EHF format	1.3	5.0	10.6	17.9	29.1	45.2	58.1

**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					
	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
Payments												
Online banking (with CID), per payment	1.50	1.50	0.90	0.90	0.80	0.80	0.00	0.00	0.00	0.00	0.00	0.00
Online banking – annual fee	20.50	14.50	14.10	14.40	14.50	14.70	0.40	0.90	1.30	1.40	2.30	2.40
Direct debit (Avtalegiro), per payment	1.50	1.50	0.90	1.00	0.80	0.80	0.10	0.10	0.10	0.10	0.10	0.00
Mobile banking (with CID), per payment	1.50	1.50	0.90	1.00	0.80	0.80	0.00	0.06	0.00	0.00	0.00	0.00
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.10	0.10	0.10	0.10	0.00	0.00	0.00	0.00	0.00	0.00
Mobile banking – info by SMS	2.20	2.30	2.00	2.10	2.20	2.20	1.30	1.30	1.80	1.90	1.90	1.90
Credit transfer via postal giro, per payment	8.90	9.80	11.00	11.30	12.10	12.30	9.50	9.80	11.10	11.20	12.10	12.30
Giro over the counter – account debit, per payment	60.20	67.50	80.60	85.80	98.20	99.70	59.30	66.10	80.00	87.50	98.20	99.60
Giro over the counter – cash payment, per payment	77.00	89.50	99.70	99.20	107.40	107.60	88.90	95.60	102.70	100.20	107.40	107.50
BankAxept cards at payment terminals (EFTPOS), per payment	1.70	1.70	0.90	1.00	0.90	0.90	0.00	0.00	0.00	0.10	0.10	0.00
Credit card from international credit card company, annual fee	145.10	134.40	57.80	56.60	32.40	15.30	22.60	15.70	32.40	32.20	25.20	25.00
BankAxept cards (combined with debet card from int. card comp.), annual fee	278.20	271.90	275.80	276.70	282.50	291.00	208.90	204.80	208.60	234.00	231.80	238.40
Cheques – retail customers, per cheque booklet	18.40	18.60	13.10	-	-	-	19.60	2.60	2.60	-	-	-
Cheques – retail customers, per cheque payment	45.60	46.00	46.50	-	-	-	42.30	40.10	40.00	-	-	-
ATM withdrawals, debit cards												
Own bank's ATMs during opening hours, per withdrawal	0.00	0.00	0.20	5.50	5.60	6.50	0.00	0.00	0.00	5.50	5.90	6.70
Own bank's ATMs outside opening hours, per withdrawal	3.00	2.80	4.80	5.90	6.00	6.70	0.00	0.00	4.20	5.60	6.00	6.70
Other bank's ATMs during opening hours, per withdrawal	5.50	5.60	6.90	7.30	7.80	8.10	5.10	5.00	6.50	7.30	7.40	7.80
ATM withdrawals, international credit cards												
Own bank's ATMs during opening hours, per withdrawal	28.00	24.90	24.80	28.60	30.70	31.60	28.40	16.20	17.60	20.40	22.20	30.80
Other bank's ATMs during opening hours, per withdrawal	28.10	25.00	24.90	28.70	30.70	31.70	28.40	16.40	17.60	20.40	22.20	31.00
Fee as a percentage of withdrawal amount	1.0	1.0	1.3	1.0	1.3	1.2	1.2	0.7	1.1	1.1	1.2	1.2

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Payments												
Electronic giro services												
Online banking – without notification	1.50	1.50	1.50	1.50	1.60	2.60	2.80	2.60	3.10	3.00	2.80	2.90
Online banking – with notification	4.20	4.20	4.20	4.20	4.20	4.30	4.40	4.40	4.50	4.50	4.50	4.80
Online banking – with CID	1.10	1.10	1.10	1.10	1.10	1.20	1.10	1.30	1.30	1.40	1.50	1.80
Paper-based giro services												
Corporate online banking sent as money order	75.30	75.60	73.00	74.80	75.20	84.00	89.20	91.90	98.60	100.10	100.10	103.10
Receipt of payments												
Electronic giro services												
Direct debits (Autogiro) without notification	1.40	1.20	1.30	1.30	1.30	1.40	1.40	1.60	1.50	1.60	2.00	2.00
Optical Character Recognition (OCR) – File	1.30	1.30	1.40	1.40	1.50	1.60	1.50	1.70	1.80	1.90	2.00	2.10
Paper-based giro services												
Optical Character Recognition (OCR) – Return	3.20	3.90	4.40	3.20	3.10	3.30	3.90	4.40	4.40	5.80	4.90	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					
	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
SEPA (SWIFT) transfers												
With BIC and IBAN, NOK 2500	-	29.30	28.50	28.20	28.10	22.90	-	-	-	-	-	-
Ordinary Swift transfer in NOK												
Without BIC and IBAN, NOK 2500	85.80	89.50	73.40	70.90	69.13	75.20	249.00	293.10	290.00	298.70	293.10	286.40
With BIC and IBAN, NOK 2500	66.40	66.40	63.80	64.00	63.60	70.50	193.90	229.40	225.90	231.30	292.40	286.00
Ordinary Swift transfer in EUR												
Without BIC and IBAN, NOK 2500 equivalent	63.30	67.00	53.50	52.30	53.30	60.60	249.00	293.10	290.00	298.70	293.10	286.40
With BIC and IBAN, NOK 2500 equivalent	29.30	52.20	50.00	50.40	51.60	63.50	193.90	229.40	225.90	297.40	292.40	286.00
SWIFT express transfer in NOK												
Without BIC and IBAN, NOK 150 000	388.70	388.60	373.10	371.80	364.40	328.20	526.70	535.40	520.90	511.90	510.20	466.70
With BIC and IBAN, NOK 150 000	339.20	358.10	357.40	358.40	254.90	252.60	446.80	483.10	469.30	468.20	515.10	472.30
SWIFT express transfer in EUR												
Without BIC and IBAN, NOK 150 000 equivalent	376.00	373.90	359.70	358.70	353.40	318.70	526.70	535.40	520.90	511.90	510.20	466.70
With BIC and IBAN, NOK 150 000 equivalent	334.80	352.70	352.30	353.80	250.80	249.00	446.80	483.10	469.30	468.20	507.00	464.90
Cheques to other countries												
Equivalent to NOK 2 500	-	-	-	-	-	-	255.10	254.20	223.00	262.50	269.80	309.60

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											
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Receipt of SEPA (SWIFT) payments												
With BIC and IBAN, NOK 2 500 equivalent	-	-	-	-	-	-	-	21.30	23.20	21.50	21.40	16.60
With BIC and IBAN, NOK 150 000 equivalent	-	-	-	-	-	-	-	21.70	23.60	21.90	21.50	16.70
Receipt of payments in EUR												
Without BIC and IBAN, NOK 2 500 equivalent	59.90	63.00	61.10	60.80	61.50	64.30	54.20	55.10	57.00	65.20	69.80	72.80
Without BIC and IBAN, NOK 150 000 equivalent	62.80	66.00	64.40	81.60	83.40	86.50	77.70	70.20	73.90	82.90	83.70	87.30
With BIC and IBAN, NOK 2 500 equivalent	16.00	17.20	18.50	18.60	20.20	20.60	20.80	51.40	51.70	55.00	54.60	58.80
With BIC and IBAN, NOK 150 000 equivalent	16.00	17.20	18.50	18.60	20.20	20.60	20.80	56.80	58.30	62.50	62.50	67.70
Receipt of payments in other currencies												
Without BIC and IBAN, NOK 2 500 equivalent	70.20	71.60	70.50	70.20	69.00	71.00	71.30	77.10	75.30	77.60	82.50	82.30
Without BIC and IBAN, NOK 150 000 equivalent	96.70	93.20	92.20	91.40	90.40	97.00	97.90	93.20	93.10	95.40	95.90	96.70
With BIC and IBAN, NOK 2 500 equivalent	69.60	71.10	70.50	70.20	68.90	71.00	71.30	71.10	70.00	70.40	70.90	71.80
With BIC and IBAN, NOK 150 000 equivalent	74.20	73.90	73.30	90.40	89.10	95.80	96.80	95.90	95.50	96.00	96.10	96.00

Remittances

Table 21: Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2019 og 2020

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2019	2020	2019	2020	2019	2020	2019	2020
Banks	-	-	-	-	5.6	5.7	1.8	1.8
Exchange rate cost	-	-	-	-	0.8	0.9	0.8	0.9
Other fees	-	-	-	-	4.8	4.8	1.0	1.0
Non-bank financial institutions and payment institutions	-	-	-	-	5.9	6.0	4.5	4.3
Exchange rate cost	-	-	-	-	3.3	3.3	3.3	3.3
Other fees	-	-	-	-	2.6	2.7	1.2	1.0
All providers	23.2	25.6	7.9	7.7	5.7	5.8	3.1	3.1
Exchange rate cost	2.5	2.3	2.5	2.3	2.0	2.1	2.0	2.1
Other fees	20.7	23.3	5.4	5.4	3.7	3.7	1.1	1.0

**Table 22: Prices for remittances to selected countries. In percent of amount transferred.
At 1 January 2019 og 2020**

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2019	2020	2019	2020	2019	2020	2019	2020
Europe (EU)	22.9	25.3	7.4	7.1	3.9	4.0	2.0	2.0
EU/EEA	-	28.7	-	6.0	2.9	2.8	0.9	0.8
Latvia	23.1	24.8	7.8	7.4	4.0	4.1	2.1	2.2
Lithuania	22.8	25.1	7.5	7.7	3.8	3.9	2.1	2.1
Poland	22.5	23.8	6.7	6.1	4.0	4.2	2.0	2.0
Romania	22.9	25.8	7.6	8.0	4.4	4.6	2.2	2.4
Other Europe	23.6	26.3	8.4	8.1	6.2	6.3	3.1	3.1
Bosnia-Herzegovina	23.7	26.0	8.4	7.8	6.0	6.2	3.1	3.1
Kosovo	22.9	25.7	7.6	7.5	6.5	6.8	2.7	2.9
Macedonia	24.5	27.8	6.7	5.8	4.7	4.8	1.3	1.6
Russia	20.7	23.3	8.7	8.6	7.2	7.0	3.9	3.6
Serbia	24.9	28.0	9.6	9.8	7.4	7.0	4.3	4.0
Turkey	24.2	26.7	8.9	8.5	5.5	6.2	2.7	3.2
Asia	23.3	26.0	7.5	7.5	6.5	6.5	3.0	3.2
Afghanistan	23.2	25.9	7.2	7.3	7.2	6.8	3.0	3.2
Philippines	21.9	25.0	6.7	7.2	5.9	5.5	2.7	2.4
India	22.8	25.9	7.0	7.8	5.6	6.1	2.6	3.2
Iraq	24.5	26.6	9.0	8.0	7.7	7.6	3.9	4.1
China	23.6	26.2	8.3	8.0	6.3	6.4	3.0	3.1
Pakistan	22.2	25.4	6.3	7.3	5.7	6.8	2.0	3.3
Palestine	24.9	28.3	6.5	6.3	7.1	7.2	3.3	3.8
Sri Lanka	24.2	27.0	8.4	8.9	7.3	7.5	3.6	4.1
Thailand	23.5	25.7	8.2	7.9	6.8	6.4	3.3	3.1
Vietnam	22.5	24.8	7.2	6.6	6.8	5.6	3.1	2.1
Americas	24.2	26.9	8.9	8.7	7.0	7.5	3.4	4.0
Brazil	24.4	26.2	9.0	8.0	6.5	7.0	3.1	3.7
Chile	24.1	27.7	8.8	9.5	7.8	8.2	3.9	4.4
Africa	22.6	25.2	7.9	7.6	6.8	6.9	3.4	3.6
Eritrea	22.0	24.5	7.4	7.1	6.2	6.2	2.4	2.8
Ethiopia	22.0	25.0	7.5	7.6	6.3	6.9	3.0	3.8
Gambia	23.5	25.8	8.9	8.4	7.6	8.3	4.0	4.9
Ghana	24.0	25.0	9.4	7.5	7.9	7.1	4.1	3.6
Morocco	22.8	26.1	7.3	8.0	7.0	7.0	3.3	3.5
Nigeria	21.5	24.4	6.9	7.0	5.8	6.0	2.7	2.9
Somalia	-	-	-	-	6.2	6.2	3.8	3.8

**Table 23: Prices for remittances to selected countries. In percent of amount transferred.
At 1 January 2019 og 2020**

Transfer times	2019	2020
Less than one hour	10.5	8.6
Same day	4.1	3.1
Next day	5.5	5.3
2 days	4.9	6.5
3–5 days	10.8	12.5
6 days or more	13.4	17.1

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 in giros, cheques, payment cards, ATMs, payment terminals and mobile payment: Finance Norway; DNB Bank ASA; Nordea Bank ABP, Norway Branch; Handelsbanken; Danske Bank; Cultura Sparebank, Skandinaviska Enskilda Banken AB (PUBL); Eika Gruppen AS; Nets Branch Norway; EVRY Norge AS; SDC A/S; EVRY Card Services AS; Bank Norwegian AS; SEB Kort Bank AB; Ikano Bank AB (publ) Norway Branch; Elavon Financial Services DAC, Norway Branch; American Express Services Europe LIM; Swedbank Norge; Santander Consumer Bank AS; Entercard Norge; Kortaccept Nordic AB NUF; Bambora Norge NUF; Vipps AS; Circle K Norge AS; Wex Europe Services AS; ST1 Norge AS; Blue Energy AS; YX Norge AS
- Information on electronic invoices has been collected from Nets Branch Norway and Digitaliseringsdirektoratet (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 has been collected from Finansportalen. 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 and from an online bank. The number of agreements for sending e-invoices in EHF format pertains to enterprises registered as recipients of e-invoices in EHF format sent via the access point in the PEPPOL infrastructure. PEPPOL 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 use 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. Figures up to 2017 were partly based on estimates, while the figures from 2018 are based on directly reported card data.
- 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 (direct debits 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.
- *Miscellaneous other electronic credit transfers* also include local payment solutions used for recurring transactions, loan repayment etc.

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 at all Norwegian-owned EFTPOS terminals installed in Norway and abroad. Note that this applies even if payments using Norwegian cards at 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 at Norwegian websites. Mobile payments are included in the 2014, 2015 and 2016 figures for payments at EFTPOS terminals and for online card payments, but are listed under a separate category from 2017. Payments using Apple Pay, Google Pay and similar platforms are not listed separately.
- *Other payments at 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 at 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. Payments using Apple Pay, Google Pay and similar platforms are not listed separately.

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.
- Figures for B2B eFaktura e-invoices are included in the figures for 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 80 banks with prices collected from Finansportalen. These banks accounted for 86 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 giro 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



NORGES BANK