

# NORGES BANK PAPERS

Retail payment services 2020

NO 2 | 2021



NORGES BANK

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Norges Bank

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# 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 annual statistics on the use of electronic means of payment and on cash withdrawals from ATMs, at POS terminals and by other means. 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.

# Retail payment services 2020

*The Covid-19 outbreak that began in spring 2020 has affected payment methods, which the statistics clearly show.*

*The number of card payments made at physical points of sale declined in the period between 2019 and 2020. At the same time, the average value of card payments increased somewhat. Most card payments made at physical payment terminals, about two out of three, were contactless. Reduced travel activity has resulted in a marked decline in the number of payments made with Norwegian cards at physical points of sale abroad.*

*The use of cash at retail outlets has declined, and ATM and POS cash withdrawals have declined substantially. Banks have established a new service for the withdrawal and deposit of cash at grocery shops. Withdrawal figures both for the use of this service, “in-shop cash service”, and for withdrawals over the counter at bank branches have been collected and are presented in this publication.*

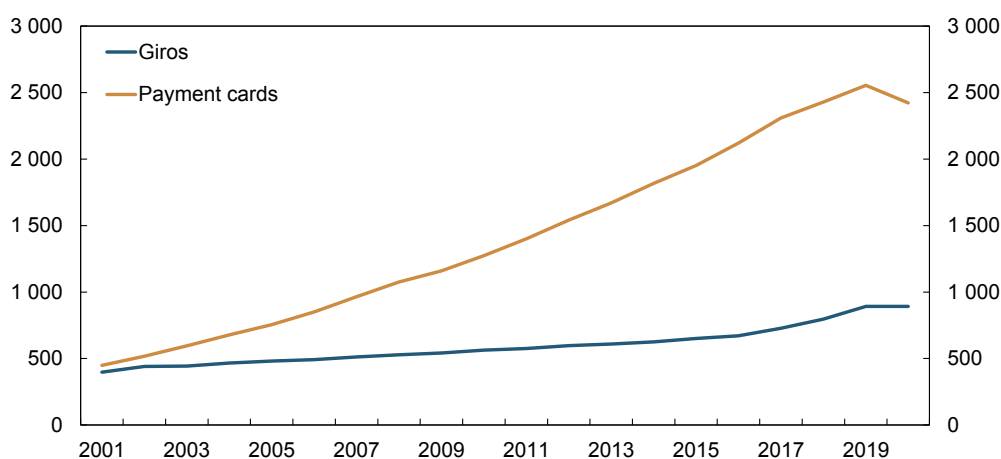
*The strong growth in online shopping using cards also continued in 2020. A share of online purchases were made using means other than card payments. According to a survey conducted by Norges Bank, one in four online purchases were initially invoiced and settled afterward. If the invoice is paid with a card, such transactions will also be recorded as online shopping in the statistics.*

*For transfers between private individuals, the use of mobile phones is now by far the most widely used method of payment. As many as four out of five such payments were made using mobile phones, primarily the Vipps mobile payment app. Most of these payments are made as instant payments between accounts, where the funds are available to the payee seconds after the payment is sent.*

## 1 Use of payment instruments

Chart 1 shows the use of payment instruments excluding cash. In 2020, there were 2 423 million card payments and 891 million giro payments

**Chart 1 Use of payment instruments. In millions of payments. 2001–2020**

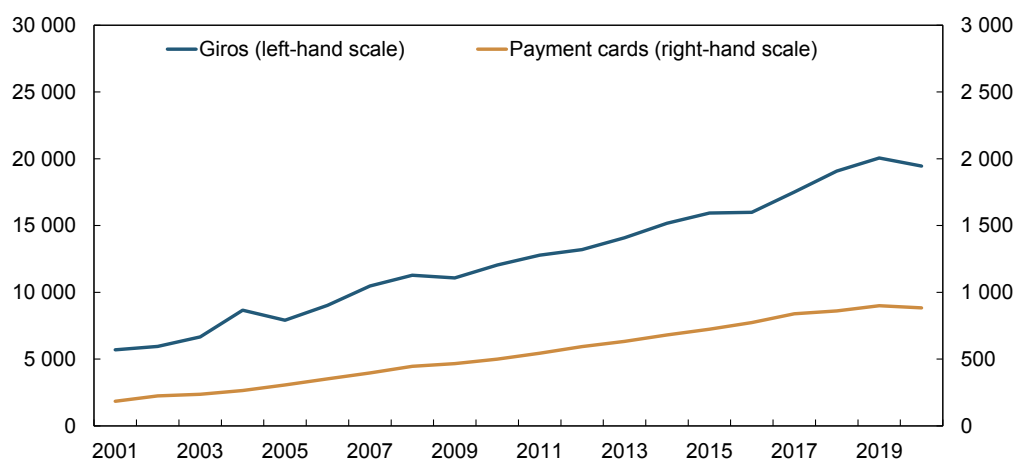


Source: Norges Bank

Giro payments are transfers between bank accounts. They can be initiated by the payer or the payee. Transfers that are initiated by the payer are called credit transfers. An ordinary online banking payment is a credit transfer. Avtalegiro is a form of direct debit initiated by the payee whereby funds to cover recurring payments are automatically drawn from the payer.

The value of giro payments totalled NOK 19 459 billion in 2020 (Chart 2). The value of card payments was NOK 884 billion

**Chart 2 Use of payment instruments. In billions of NOK. 2001–2020**



Source: Norges Bank

Giro payments 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 2020, the average value of giro payments was NOK 21 826, while the average value of card payments was NOK 365.

## 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 payments<sup>1</sup> 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.<sup>2</sup>

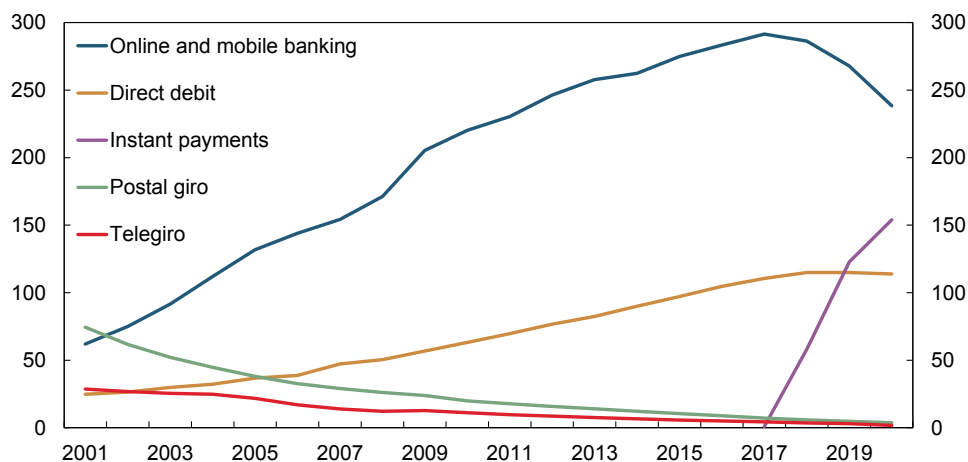
The number of instant payments rose from 122.7 million in 2019 to 154 million in 2020. The value of instant payments in 2020 was NOK 114 billion

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.

2 A share of the P2P giro payments using Vipps were made outside of the instant payment system. These fall under the category “Miscellaneous other electronic credit transfers” in tables 9 and 13.

Direct debits (Avtalegiro) were the third most used transfer service for retail customers in 2020. The use of this service was broadly unchanged in recent years, and amounted to 114 million payments in 2020.

**Chart 3 Giro payments by retail customers. In millions of payments. 2001–2020**



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.<sup>3</sup>

Postal giros and telegiros are now little used. In 2020, postal giros were used for a total of 3.7 million transactions and telegiros for 1.7 million.

## Direct debits and electronic invoicing

Avtalegiro<sup>4</sup> and Autogiro<sup>5</sup> are variants of direct debit payment services. At end-2020, there were 20.8 million direct debit agreements between retail customers, corporate customers and banks. In total, 20 474 payees offered their customers Avtalegiro and 691 payees offered their customers Autogiro.

Direct debits can be combined with electronic invoicing (e-invoicing). At end-2020, there were 24 161 agreements offering the Norwegian banking industry's e-invoicing solution, (eFaktura), to retail customers. The figure for electronic invoice agreements with private individuals was 37.4 million.

In 2020, 163.9 million eFaktura invoices were sent from businesses to retail customers. The strong growth continued and was 17 percent between 2019 and 2020, partly reflecting the opening of the Vipps platform to the distribution of eFaktura invoices in March 2019.<sup>6</sup>

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

4 Direct debits for the retail market

5 Direct debits for the corporate market

6 See press release from Nets and Vipps, 7 March 2019 (Norwegian only):

<https://www.nets.eu/no-nb/nyheter/Pages/Nets-og-Vipps-skal-fjerne-papirfakturaen.aspx>

In 2020, 66.4 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 2019 and 2020 was 14 percent.

## 2 Card transactions

In 2020, 2 423 million payments and 23 million ATM and over-the-counter cash withdrawals<sup>7</sup> were made with Norwegian payment cards, a total of 2 446 million card transactions (see Annex Table 10a).

Of total card payments, 1 941 million, or 80 percent, were made at physical payment terminals (EFTPOS-terminals<sup>8</sup>). In 2019, 2 147 such payments were made. These accounted for 84 percent of total card payments.

In 2020, 1 255 million (65 percent) of payments at physical points of sale were contactless<sup>9</sup>. The contactless share increased through 2020, and was therefore higher than 65 percent towards the end of the year. For BankAxept payments alone, 80 percent of payments in December 2020 were contactless. The average value of contactless payments was NOK 318. There are also other payment methods available at physical points of sale that are contactless, but that do not involve payment terminals. As a rule, these payments are registered in the statistics as regular online payments. An example is Coopay, which was introduced in August 2019.

Contactless payments can either be made with a physical card or in some other manner, for example with a mobile phone, watch or wristband.<sup>10</sup> Payments made with physical cards currently account for most contactless payments. Contactless payments using mobile phones, watches or wristbands accounted for 14.2 million payments in 2020.

In 2020, 1 056 million (84 percent) of total contactless payments were made using BankAxept. The remaining contactless payments, 199 million, were made using international cards.<sup>11</sup>

For the first time, the number of card transactions per inhabitant declined (Chart 4). Owing to the Covid-19 outbreak, it has become more common for purchases to be fewer and larger. The average number of card transactions per inhabitant (for payments and cash withdrawals) in 2020 was 456, compared with 487 in 2019. The average value of card transactions increased from NOK 380 in 2019 to NOK 383 in 2020.

7 At ATMs, using in-shop cash services and over the counter (with a card). Cash withdrawals in connection with payments (cash-back) were registered as payments, which applied to 12.6 million payments in 2020.

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

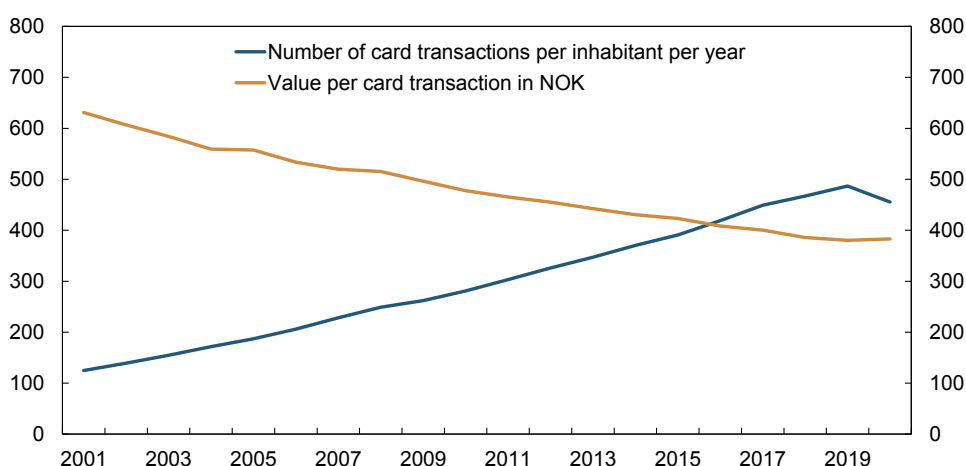
9 Contactless payments are made by holding the card close to the terminal for a moment. A customer PIN is required if the amount exceeds NOK 500 or the total amount or number of transactions exceeds a threshold. The payment is considered contactless even if a PIN is used.

10 Contactless mobile payments are, for example, payments made using Apple Pay or Vipps at payment terminals. Contactless payments via watch are, for example, payments made using Fitbit Pay or Garmin Pay.

11 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.



**Chart 4 Card transactions per inhabitant per year and value per card transaction in NOK. 2001–2020**



Source: Norges Bank

## Number of payment cards

At end-2020, the total number of Norwegian payment cards issued stood at 12.8 million (Overview 1)

The most widely used card type is a card combining BankAxept with an international debit card, usually Visa or Mastercard. 56 percent of cards issued are of this type. The next most widely used card type is international credit cards, which account for 40 percent of cards

In 2020, numbers for all the types of cards declined. “Other debit and credit cards” declined by over 70 percent. This category includes domestic credit cards and combined international/domestic credit cards.

### Overview 1 The number of issued Norwegian payment cards at the end of the period (in thousands)<sup>12</sup>

Card type	2018	2019	2020
Combined BankAxept/international debit cards	6 932	7 309	7 199
International credit cards	4 855	5 297	5 126
Other debit and credit cards	987	658	181
International charge cards	394	328	270
E-money cards	107	85	59
<b>In total</b>	<b>13 274</b>	<b>13 677</b>	<b>12 836</b>

Source: Norges Bank

12 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.

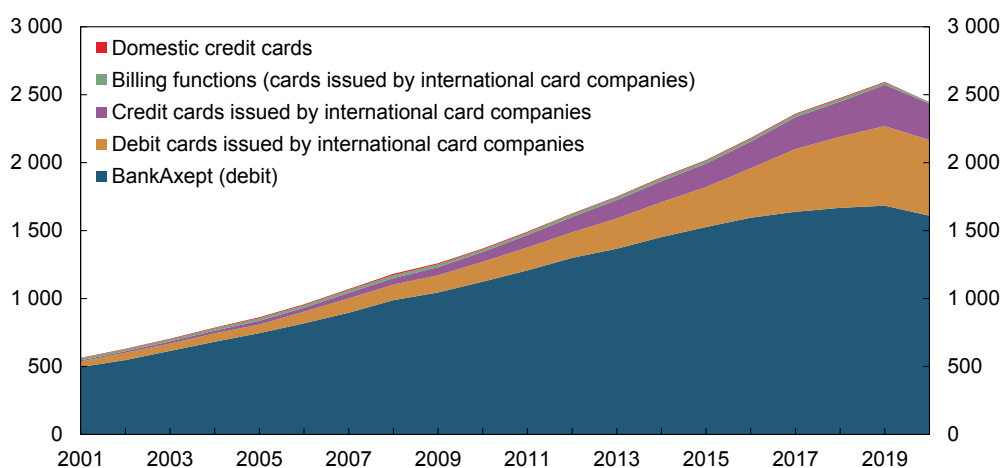
## Card transactions by issuer and function

In 2020, 66 percent of all transactions with Norwegian cards were made using the national debit card system, BankAxept (Chart 5). These amounted to 1 610 million transactions. The remaining transactions with Norwegian cards, 836 million or 34 percent, were made using different cards issued by international card companies. In 2020, the number of transactions declined for both BankAxept cards and international cards.

BankAxept cards are primarily used for payments at physical points of sale within Norway. International cards are used for such payments, but also for online payments and payments abroad. Currently, the BankAxept system cannot be used for online payments or abroad.

The market share of the international cards increased substantially in the years leading up to 2020, reflecting the sharp rise in online shopping. In 2020, this market share declined again somewhat, primarily reflecting the sharp decline in card use abroad resulting from the Covid-related reduction in travel activity. However, the sharp increase in online shopping has continued.

**Chart 5 Use of Norwegian payment cards by issuer and function. In millions of transactions. 2001–2020**

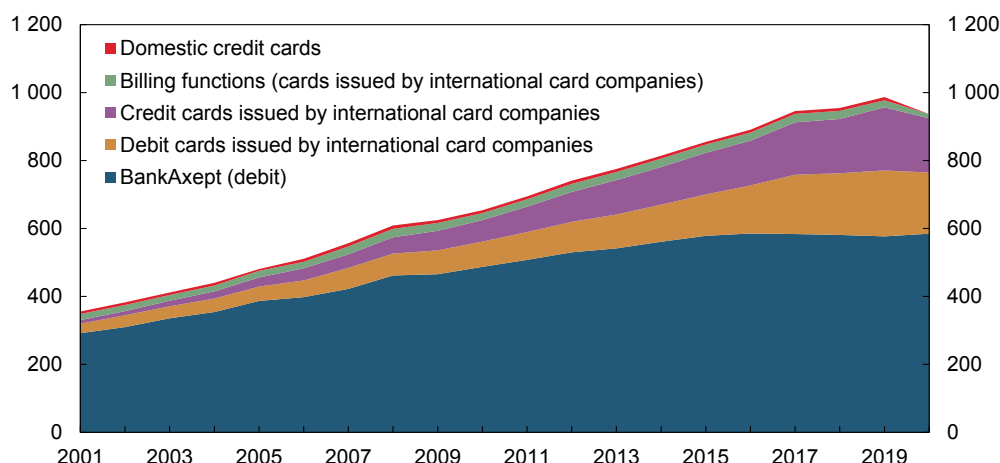


Source: Norges Bank

The total value of BankAxept transactions in 2020 was NOK 585 billion (Chart 6). After having declined over the three preceding years, the value increased by 1.4 percent between 2019 and 2020. In 2020, BankAxept transactions accounted for 62 percent of the total value of card transactions. The value of transactions using international cards was NOK 352 billion in 2020, a decrease of 12.2 percent over the past year.

The average transaction value for BankAxept cards was NOK 363, NOK 323 for international debit cards, and NOK 595 for international credit cards. In connection with the Covid-19 pandemic, shopping trips to physical points of sale have declined, although final total amounts paid per trip increased somewhat. This has contributed to an increase in the average value of BankAxept transactions in 2020. The opposite was the case for international cards. The primary explanation is that the use of international cards at physical points of sale abroad has declined substantially owing to reduced travel activity. Internet payments, which are generally lower in value, therefore accounted for a larger share of the transactions with the international cards.

**Chart 6 Use of Norwegian payment cards by issuer and function. In billions of NOK. 2001–2020**



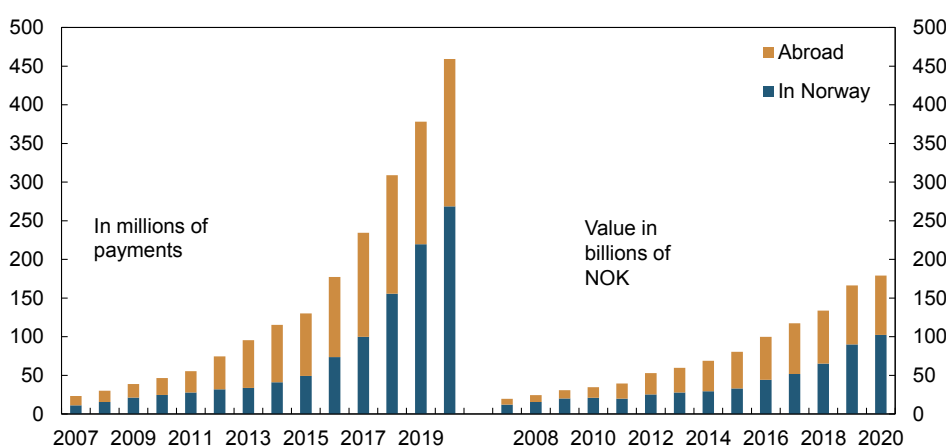
Source: Norges Bank

### Internet card payments (online shopping)

There has been a sharp increase in internet card payments over the past years (Chart 7). In 2020, there were 459 million such purchases made with Norwegian payment cards. In the period between 2019 and 2020, growth reached 21 percent and was approximately equal for Norwegian and foreign websites. Payments to Norwegian websites accounted for 59 percent total payments for online shopping. Of the online shopping payments in 2020, 59.1 million, or about 13 percent, were made on a mobile payment platforms such as Vipps, Apple Pay or Google Pay (Table 10a).

In 2020, the total value of internet payments was NOK 179 billion. The value of payments rose by 8 percent between 2019 and 2020. The average value of internet payments declined from approximately NOK 440 in 2019 to approximately NOK 390 in 2020.

**Chart 7 Internet payments with Norwegian payment cards. 2007–2020**

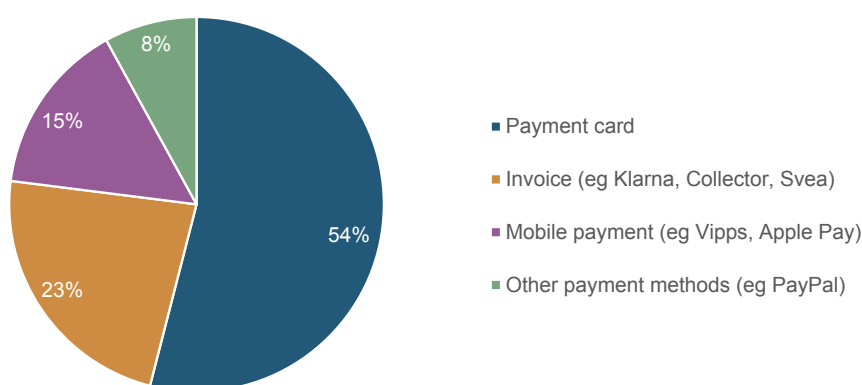


Source: Norges Bank

Customers abroad make fewer purchases at Norwegian online shops than Norwegians make at online shops abroad. Customers abroad accounted for 6.6 million such purchases, with a total value of NOK 10.7 billion. Both the number of purchases and their total value were reduced by approximately 60 percent in the period between 2019 and 2020.

At the moment of purchase, not all online purchases are settled in the traditional manner using cards. In connection with Norges Bank’s semi-annual survey on the use of cash, participants were also asked about how they paid for their most recent online purchase. Chart 8 shows that slightly more than half of purchases were made directly with a payment card. A quarter of purchases were invoiced. Payments made using different mobile payment solutions or other payment methods, such as Paypal, accounted for the remaining purchases. However, even if the primary method of payment is invoicing, mobile payment or some other manner, there is also often an underlying card payment. Payment cards are usually the funding source for mobile or PayPal payments, and payment cards are often used to pay online shopping invoices. These card payments are also largely recorded as internet payments in the statistics.

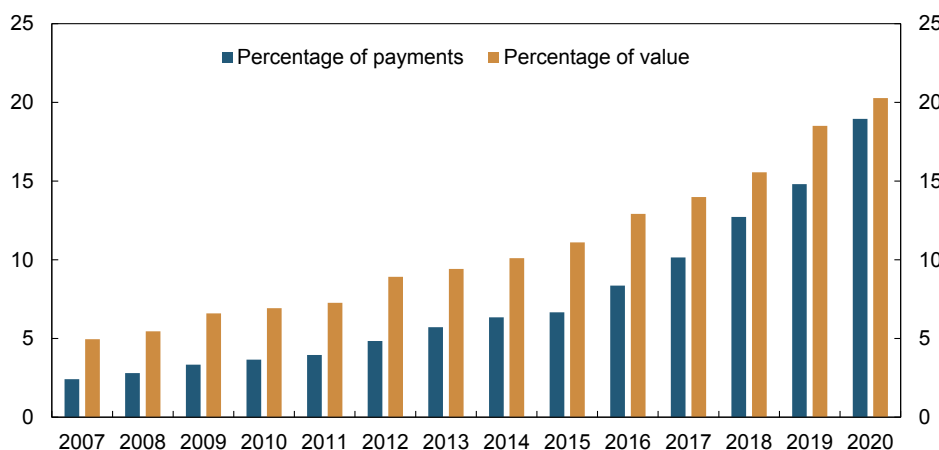
**Chart 8 Payment methods for online shopping. Results from the survey. Spring 2021**



Source: Norges Bank

Internet payments are assuming an ever larger share of payments made with Norwegian payment cards. Chart 9 shows that in 2020, internet payments accounted for 18.9 percent of all payments using Norwegian cards. In 2019, internet payments accounted for 14.8 percent. In value terms, internet payments accounted for 20.3 percent of the value of all card payments in 2020.

**Chart 9 Internet payments with Norwegian payment cards. Percentage of total card payments. 2007–2020**



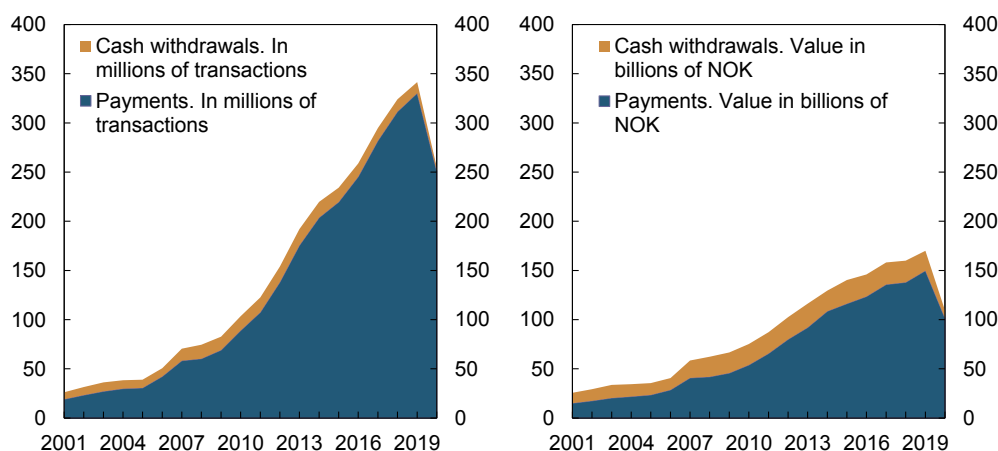
Source: Norges Bank

## Card transactions abroad

Chart 10 shows the total use of Norwegian payment cards abroad, both at terminals and via the internet. In 2020, a total of 255 million card transactions were made abroad or with foreign counterparties. This includes 4 million cash withdrawals.

Not unexpectedly, the number of monthly payments at physical points of sale abroad declined in 2020. The number of such payments declined from 172 million in 2019 to 61 million in 2020, a decline of approximately 65 percent. The number of payments to websites abroad increased from 159 million in 2019 to 191 million in 2020. On the whole, card use abroad declined by 25 percent in the period between 2019 and 2020.

**Chart 10 Use of Norwegian payment cards abroad. 2001–2020**



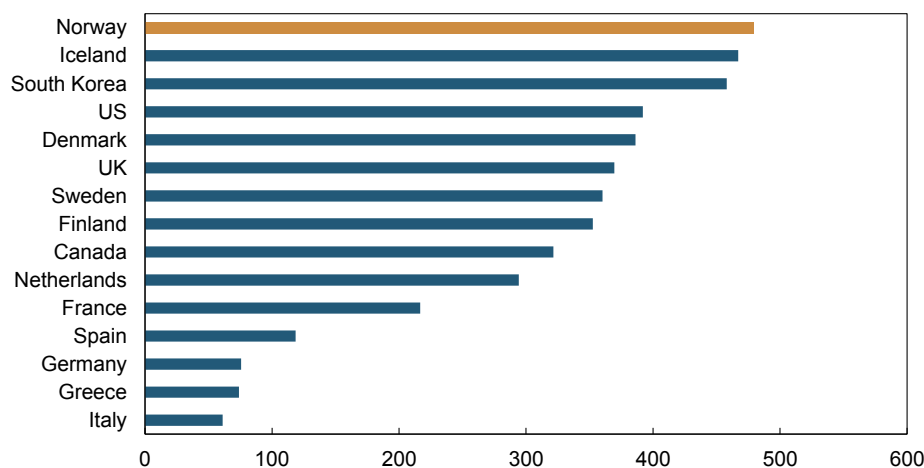
Source: Norges Bank

The value of card use abroad in 2020 totalled NOK 110 billion. The value of the payments was NOK 102 billion, while the value of cash withdrawals accounted for NOK 8 billion. Compared with the values in 2019, the declines were 32 and 61 percent, respectively. The average value of cash withdrawals abroad in 2020 corresponded to NOK 2 079. The average value of payments at points of sale abroad was lower and corresponded to NOK 405.

In card transactions abroad, international cards are used. The statistics show that in most cases, international debit cards were used, around eight out of ten transactions. International credit cards were used for most of the remaining payments

Chart 11 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 11 Number of card payments per inhabitant per year in selected countries. 2019



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

### 3 The cash infrastructure

A user can withdraw cash at bank branches<sup>13</sup>, from ATMs and at many shops, either as POS terminal withdrawals or through the new in-shop cash service<sup>14</sup>.

In 2020, there were 19.5 million withdrawals from ATMs in Norway, and 12.6 million cash withdrawals from POS terminals. In addition, 1.4 million cash withdrawals were made over the counter and 0.3 million withdrawals through in-shop cash services. A total of 33.8 million cash withdrawals were made in 2020. Chart 12 shows the number of withdrawals from ATMs and POS terminals and their values. In the period between 2019 and 2020, the number for ATM withdrawals fell by 36 percent and the number of withdrawals from POS terminals fell by 41 percent.

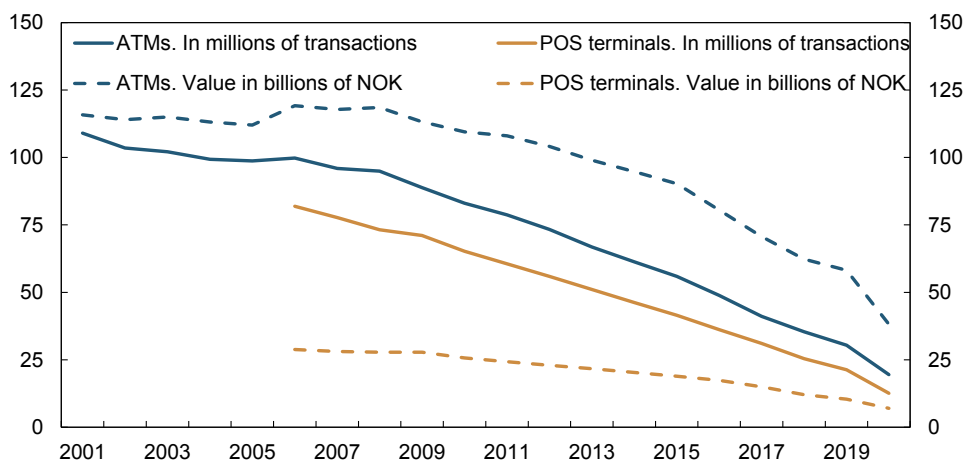
In 2020, the value of ATM withdrawals was NOK 38.2 billion and the value of withdrawals from POS terminals was NOK 7 billion. In addition, the value of over-the-counter withdrawals was NOK 8.8 billion and the value of withdrawals through in-shop cash services was NOK 1.3bn. In total, the value of the withdrawals amounted to NOK 55.3 billion. In the period between 2019 and 2020, the value of withdrawals from ATMs and at POS terminals fell by 34 and 33 percent, respectively.

The average POS withdrawal was NOK 559. The average withdrawal from Norwegian ATMs rose from NOK 1 916 in 2019 to NOK 1 957 in 2020.

13 From 2020, statistics have been gathered for over-the-counter cash withdrawals and deposits at bank branches.

14 Norwegian banks have collectively established a new in-shop cash service solution, for the withdrawal and deposit of cash at grocery shops. Vipps AS operates the solution. The service is available at shops linked to NorgesGruppen and requires the use of BankAxept cards and pin codes.

**Chart 12 Cash withdrawals from ATMs and POS terminals. 2001–2020**

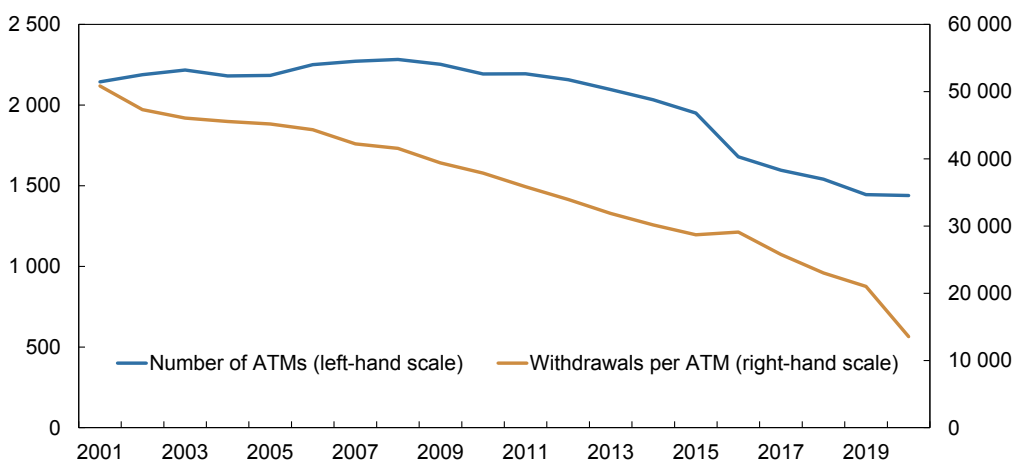


Source: Norges Bank

The number of ATMs fell from 1 445 at end-2019 to 1 439 at end-2020 (Chart 13).<sup>15 16</sup> 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.

ATM use is declining on average. In 2020, each ATM was used for an average of 13 546 cash withdrawals (Chart 13), or an average of 37 withdrawals per day. The average amount withdrawn from each ATM was NOK 27.5 million, or an average of approximately NOK 73 000 per day.

**Chart 13 Number of ATMs and withdrawals per ATM per year. 2001–2020**



Source: Norges Bank

15 More ATMs than this exist in Norway. The companies Forex and Euronet operate ATMs from which NOK can be withdrawn. These ATMs only accept international cards. The number of these ATMs is not included in the statistics.

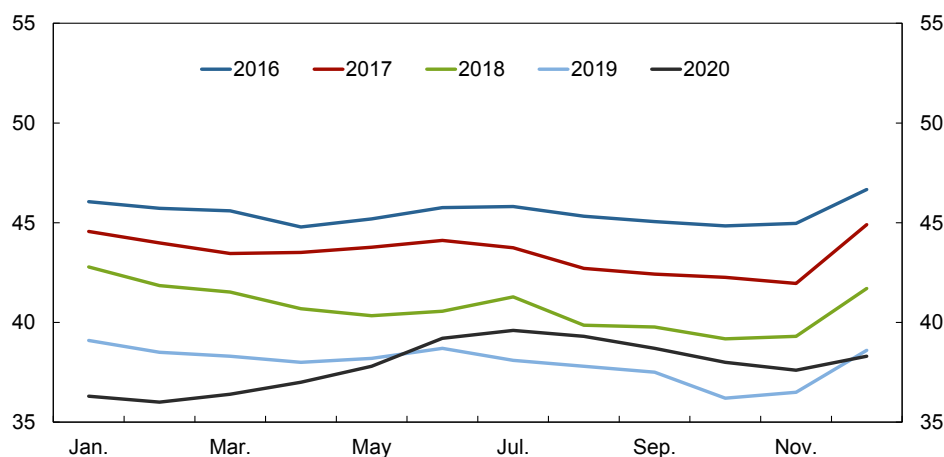
16 The number of ATMs in the period between 2017 and 2019 has been revised up.

## 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 value of cash in general circulation has declined in recent years (Chart 14). In addition, the amount of cash in circulation shows seasonal variation, with increased demand from the public in connection with summer holidays and Christmas and Easter. In connection with the Covid-19 outbreak in spring 2020, the demand for cash increased, likely reflecting the desire of many to hold slightly more cash in periods of uncertainty. At year-end 2020, cash in circulation amounted to NOK 38.3 billion.<sup>17</sup>

**Chart 14 Cash in circulation among the general public. In billions of NOK. January 2016 – December 2020**



Source: Statistics Norway

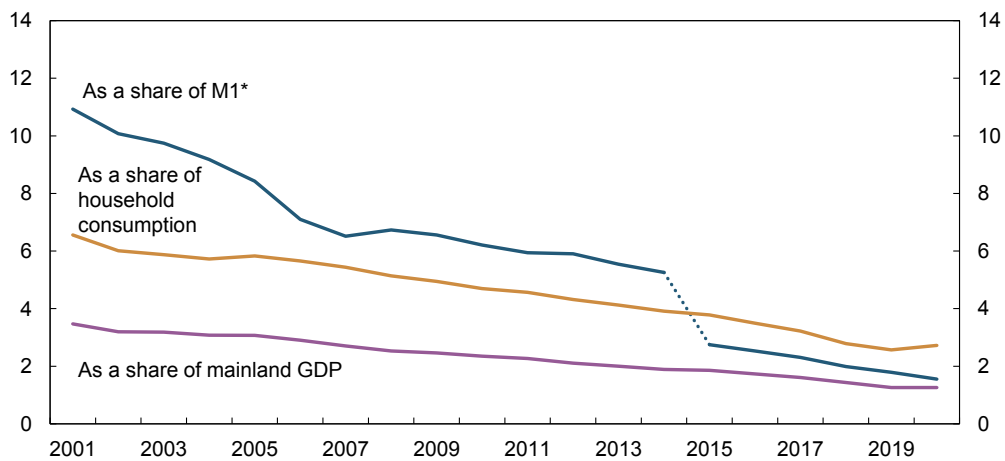
Cash as a share of the monetary aggregate M1<sup>18</sup> fell from 1.8 percent at end-2019 to 1.6 percent at end-2020 (chart 15). Cash as a share of GDP for mainland Norway amounted to 1.3 percent in 2020.

<sup>17</sup> In addition to the cash held by the general public, banks also hold cash. At end-2020, banks' stock of cash was NOK 2.7 billion. This includes cash stored in banks' ATMs, branches and depots

<sup>18</sup> 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.



**Chart 15 Cash in circulation as a share of means of payments (M1), household consumption and mainland GDP. Percent. 2001–2020**

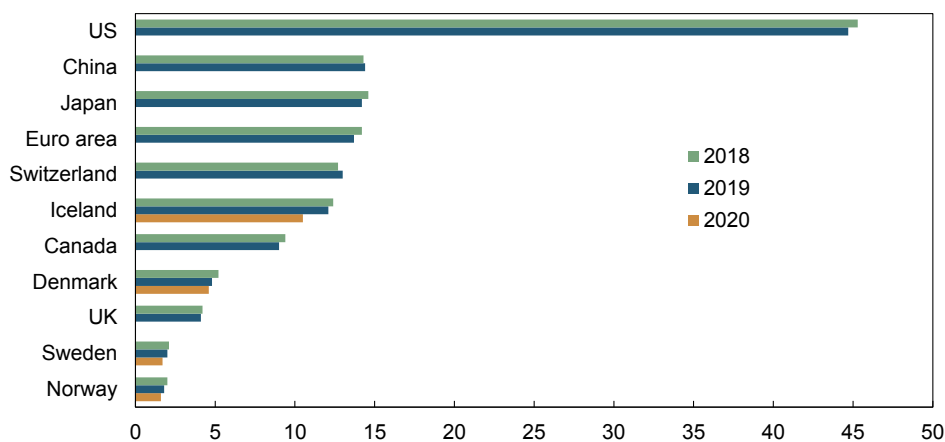


\* New definition of M1 from 2015.

Sources: Statistics Norway and Norges Bank

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. 2018, 2019 and 2020 (Nordic countries)**



Sources: BIS, Central Bank of Iceland, Denmark's Nationalbank, ECB, Statistics Norway, Statistics Sweden and Norges Bank

## USE OF CASH IN NORWAY

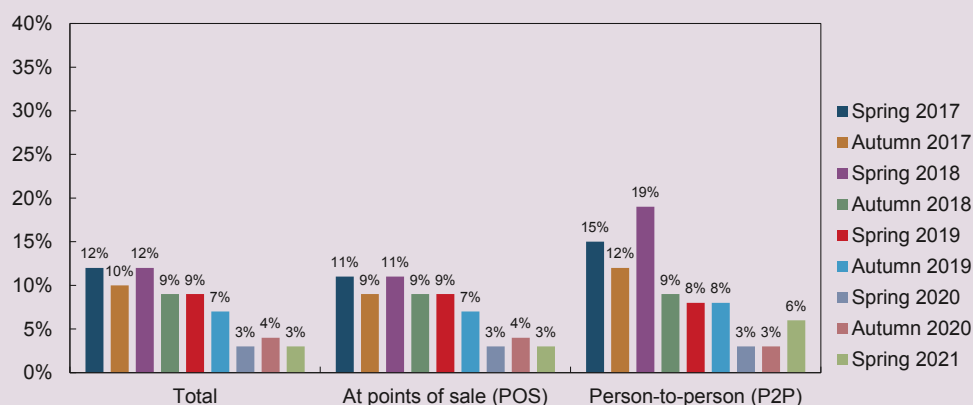
Norges Bank conducts semi-annual household surveys on cash usage. The surveys examined payment situations in which cash could actually be used. These are mainly person-to-person (P2P) payments and payments for the purchase of goods and services at a point of sale (POS)<sup>19</sup>. Survey participants were asked to provide information about their most recent payment.

Data were collected by an external market analysis firm. In each survey, 2 000 individuals over 15 years<sup>20</sup> 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 results from the surveys

In the survey in spring 2021, cash accounted for 3 percent of both total payments and payments at points of sale, but accounted for 6 percent of person-to-person payments (Chart 17). The cash share has declined in connection with the Covid-19 pandemic. In the autumn 2019 survey, the cash share was 7–8 percent.

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



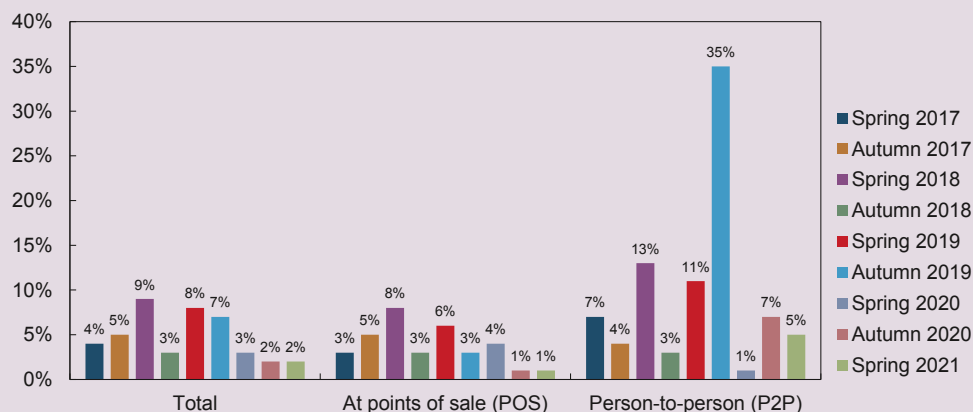
Source: Norges Bank

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 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 2021, the value of cash payments accounted for 2 percent of the total value of payments (Chart 18). The value of cash payments accounted for 1 percent of the value of payments at point of sale and 5 percent of the value of P2P payments. The value of cash payments has also fallen since the Covid-19 outbreak.

**Chart 18 Value of cash payments as a percentage of total value of payments<sup>21</sup>**



Source: Norges Bank

At points of sale, one can choose to pay

- cash
- with a payment card
- using a mobile phone (eg Coopay, Vipps, Apple Pay and Google Pay)
- in some other manner (eg invoice)

Payment cards are the most used payment method by far at point of sale, with 83 percent of payments in spring 2021 (Chart 19). Mobile phone payments has risen from 3 percent of total payments in spring 2017 to 12 percent in spring 2021.

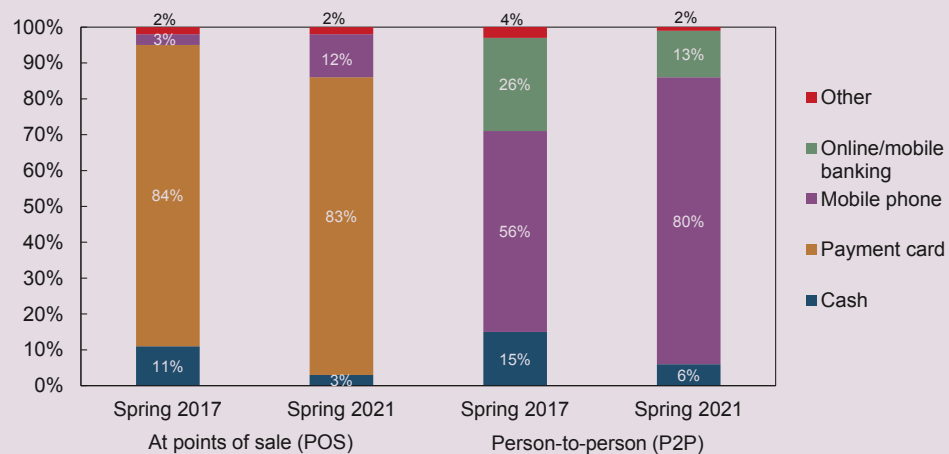
For P2P payments, one can choose to pay

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

<sup>21</sup> The especially high percentage for P2P payments in autumn 2019 was to a large extent influenced by one particularly large payment of NOK 160 000. Were this one payment excluded, the cash percentage of P2P payments would have been 4 percent and the total cash percentage would have been 3 percent.

Mobile phone payments have increased from 56 percent of P2P payments in spring 2017 to 80 percent in spring 2021. Transfers on online and mobile banking platforms were the next most used payment method, accounting for 13 percent of P2P payments in spring 2021. In spring 2017, such transfers accounted for 26 percent of the P2P payments.

**Chart 19 Payment methods in different payment situations. Spring 2017 and spring 2021**



Source: Norges Bank

## 5 Prices for payment services

Overview 2 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 cost NOK 0.20 for customers belonging to a loyalty scheme and cost other customers NOK 0.80 and 0.90, respectively, for other customers.

At the beginning of 2021, the average annual fee for BankAsept cards combined with an international card (Visa or Mastercard) was NOK 243 for loyalty scheme customers and NOK 298 for non-loyalty scheme customers. The average price to make a purchase using BankAsept was NOK 0.80 for non-loyalty scheme customers and NOK 0.20 for 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 approximately 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 7.70 for loyalty scheme customers and NOK 8.40 for other customers. Withdrawals using an international credit card cost NOK 35.70 for loyalty scheme customers and NOK 33.50 for other customers. In addition, a 1.1 percent fee is charged of the amount drawn for non-loyalty customers and 0.7 percent for loyalty customers.

**Overview 2 Prices for domestic payment services, retail customers. Weighted average (NOK). 1 January each year**

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	Customers who do not belong to loyalty schemes			Customers who belong to loyalty schemes		
	2019	2020	2021	2019	2020	2021
<b>Payments</b>						
Online banking (with CID), per payment	0.80	0.80	0.90	0.00	0.00	0.20
Online banking – annual fee	14.50	14.70	14.40	2.30	2.40	0.60
Direct debit (Avtalegiro), per payment	0.80	0.80	0.80	0.10	0.00	0.20
Mobile banking (with CID), per payment	0.80	0.80	0.90	0.00	0.00	0.10
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	2.20	2.20	2.20	1.90	1.90	1.90
Credit transfer via postal giro, per payment	12.10	12.30	12.30	12.10	12.30	12.30
Giro over the counter – account debit, per payment	98.20	99.70	100.40	98.20	99.70	100.40
Giro over the counter – cash payment, per payment	107.40	107.60	107.80	107.40	107.60	107.80
BankAxept cards at payment terminals (EFTPOS), per payment	0.90	0.90	0.80	0.10	0.00	0.20
Credit card from international credit card company, annual fee	32.40	15.30	18.90	25.20	25.00	26.10
BankAxept cards (combined with debet card from int. card comp.), annual fee	282.50	290.90	297.80	231.80	238.40	243.40
<b>ATM withdrawals, debit cards</b>						
Own bank's ATMs during opening hours, per withdrawal	5.60	6.50	6.90	5.90	6.70	7.20
Own bank's ATMs outside opening hours, per withdrawal	6.00	6.70	7.10	6.00	6.70	7.20
Other bank's ATMs during opening hours, per withdrawal	7.80	8.10	8.40	7.40	7.80	7.70
<b>ATM withdrawals, international credit cards</b>						
Own bank's ATMs during opening hours, per withdrawal	30.70	31.60	33.50	22.20	30.80	35.70
Other bank's ATMs during opening hours, per withdrawal	30.70	31.70	33.50	22.20	31.00	35.70
Fee as a percentage of withdrawal amount	1.3	1.2	1.1	1.2	1.2	0.7

Sources: Finansportalen and Norges Bank

Overview 3 shows a comparison of prices for remittances to other countries. Finansportalen has price data for remittance transactions to 30 countries and regions.<sup>22</sup> Banks, non-bank financial institutions and payment institutions provide remittance services to these countries. Prices for remittances are determined by various factors. As a percentage of the 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

22 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

a portion that depends on the amount transferred. Fees for transfers via banks have become somewhat higher over the past year, while fees for transfers via non-bank institutions have fallen.

**Overview 3 Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2020 and 2021**

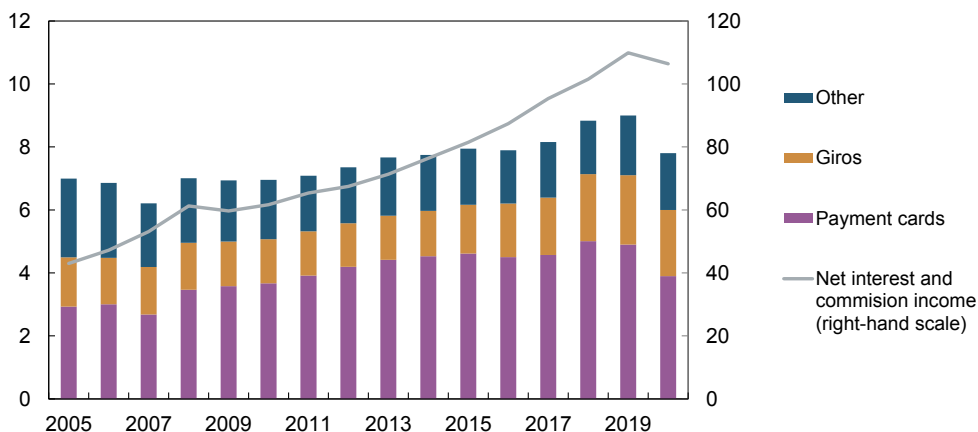
	Transaction in person				Online payment order			
	NOK 1 000		NOK 5 000		NOK 1 000		NOK 5 000	
	2020	2021	2020	2021	2020	2021	2020	2021
<b>Banks</b>	<b>28.2</b>	<b>28.3</b>	<b>6.4</b>	<b>6.8</b>	<b>5.7</b>	<b>6.1</b>	<b>1.8</b>	<b>2.3</b>
Exchange rate cost	0.9	1.4	0.9	1.4	0.9	1.3	0.9	1.3
Other fees	27.3	26.9	5.5	5.4	4.8	4.8	1.0	1.0
<b>Non-bank financial institutions and payment institutions</b>	<b>15.4</b>	<b>13.6</b>	<b>13.3</b>	<b>11.4</b>	<b>6.0</b>	<b>5.5</b>	<b>4.3</b>	<b>4.0</b>
Exchange rate cost	8.0	6.1	8.0	6.1	3.3	3.3	3.3	3.3
Other fees	7.3	7.5	5.2	5.3	2.7	2.2	1.0	0.7
<b>All providers</b>	<b>25.6</b>	<b>25.4</b>	<b>7.7</b>	<b>7.7</b>	<b>5.8</b>	<b>5.8</b>	<b>3.1</b>	<b>3.1</b>
Exchange rate cost	2.3	2.4	2.3	2.4	2.1	2.3	2.1	2.3
Other fees	23.3	23.0	5.4	5.4	3.7	3.5	1.0	0.8

Sources: Finansportalen and Norges Bank

## 6 Banks' income from payment services

In 2020, banks' income from payment services came to NOK 7.8 billion (Chart 20). Total income fell by approximately 13 percent in the period between 2019 and 2020. Income from payment cards showed the sharpest decline, 20 percent or approximately NOK 1 billion. In 2020, income from payment card use accounted for half of the total income from payment services.

**Chart 20 Banks' income from payment services and net interest and commission. In billions of NOK. 2005–2020**



Sources: Statistics Norway and Norges Bank

## General data

**Table 1: General statistical data for Norway**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Population (as at 1 Jan., in millions)	4.87	4.92	4.99	5.05	5.11	5.17	5.21	5.26	5.30	5.33	5.37
GDP, market value (in billions of NOK)	2 591	2 793	2 964	3 071	3 141	3 111	3 098	3 295	3 554	3 568	3 409
Mainland GDP, market value (in billions of NOK)	2 075	2 159	2 294	2 419	2 534	2 614	2 692	2 792	2 935	3 068	3 042
Total household consumption (in billions of NOK)	1 038	1 073	1 121	1 175	1 224	1 282	1 336	1 393	1 447	1 498	1 407
EUR 1 in NOK (annual average)	8.01	7.79	7.47	7.81	8.35	8.95	9.29	9.33	9.60	9.85	10.72

## Means of payment in Norway

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Money supply (M2)</b>	<b>1 507 041</b>	<b>1 593 137</b>	<b>1 671 765</b>	<b>1 793 673</b>	<b>1 907 974</b>	<b>1 920 065</b>	<b>2 017 427</b>	<b>2 138 663</b>	<b>2 252 583</b>	<b>2 345 545</b>	<b>2 632 380</b>
<b>Narrow money supply (M1)</b>	<b>784 613</b>	<b>824 760</b>	<b>820 075</b>	<b>874 546</b>	<b>910 322</b>	<b>1 766 857</b>	<b>1 842 654</b>	<b>1 944 698</b>	<b>2 096 769</b>	<b>2 159 770</b>	<b>2 464 540</b>
Banknotes and coins	48 721	48 980	48 403	48 454	47 880	48 508	46 665	44 906	41 739	38 648	38 292
Deposits in current accounts	735 892	775 780	771 672	826 092	862 442	1 718 349	1 795 989	1 899 792	2 055 030	2 121 122	2 426 248
<b>Other deposits</b>	<b>722 428</b>	<b>768 377</b>	<b>851 690</b>	<b>919 127</b>	<b>997 652</b>	<b>153 208</b>	<b>174 773</b>	<b>193 965</b>	<b>155 814</b>	<b>185 775</b>	<b>167 840</b>

**Table 3: Banknotes and coins in circulation. Annual average (in millions of NOK)**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Total</b>	<b>50 450</b>	<b>50 315</b>	<b>51 179</b>	<b>49 762</b>	<b>49 352</b>	<b>50 068</b>	<b>49 241</b>	<b>46 963</b>	<b>43 828</b>	<b>40 986</b>	<b>40 562</b>
<b>Total banknotes</b>	<b>45 676</b>	<b>45 463</b>	<b>46 379</b>	<b>45 509</b>	<b>44 995</b>	<b>45 605</b>	<b>44 726</b>	<b>42 427</b>	<b>39 354</b>	<b>36 577</b>	<b>36 227</b>
1000-krone	23 134	21 678	21 180	19 798	18 712	17 947	17 029	15 627	14 013	12 238	9 552
500-krone	13 623	14 542	15 633	16 306	17 101	18 355	18 445	17 689	16 567	15 129	17 383
200-krone	5 846	6 103	6 335	6 251	6 033	6 056	5 963	5 830	5 612	6 010	6 154
100-krone	2 062	2 099	2 149	2 118	2 096	2 154	2 172	2 161	2 067	2 145	2 113
50-krone	1 012	1 041	1 080	1 036	1 054	1 093	1 116	1 119	1 095	1 056	1 024
<b>Total coins</b>	<b>4 774</b>	<b>4 853</b>	<b>4 801</b>	<b>4 254</b>	<b>4 357</b>	<b>4 463</b>	<b>4 515</b>	<b>4 536</b>	<b>4 474</b>	<b>4 409</b>	<b>4 336</b>
20-krone	1 599	1 629	1 638	1 679	1 715	1 760	1 775	1 775	1 746	1 717	1 688
10-krone	1 307	1 323	1 317	1 150	1 174	1 194	1 201	1 205	1 180	1 157	1 130
5-krone	674	679	662	502	515	529	539	542	534	525	515
1-krone	941	962	943	767	799	826	847	861	862	858	850
0.5 krone	253	260	241	156	155	154	154	153	153	152	152



## Payment infrastructure

**Table 4: Institutional infrastructure**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Number of banks</b>	<b>145</b>	<b>142</b>	<b>138</b>	<b>137</b>	<b>137</b>	<b>134</b>	<b>137</b>	<b>136</b>	<b>141</b>	<b>136</b>	<b>134</b>
Savings banks	113	111	109	107	106	104	104	99	98	95	93
Commercial banks	20	19	17	18	19	20	23	25	29	27	25
Number of foreign bank branches in Norway	12	12	12	12	12	10	10	12	14	14	16
<b>Electronic money institutions</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>6</b>

**Table 5: Number of agreements**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Online and mobile banking agreements</b>	<b>5 496 535</b>	<b>5 712 911</b>	<b>6 020 427</b>	<b>6 317 283</b>	<b>7 259 134</b>	<b>7 889 444</b>	<b>8 427 064</b>	<b>8 780 020</b>	<b>8 677 815</b>	<b>8 619 107</b>	<b>8 720 172</b>
Retail customers	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	7 617 363	7 383 359
Corporate customers	399 030	412 558	424 882	459 225	491 119	618 351	640 477	668 581	776 563	1 001 744	1 336 813
Agreements to offer electronic invoicing (eFaktura) to retail customers	770	945	1 071	1 220	1 378	1 490	1 611	1 577	8 108	13 462	24 161
Agreements on receipt of electronic invoicing (eFaktura) – retail customers	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	37 440 453
Agreements on receipt of electronic invoicing – EHF-format	-	-	2 005	7 760	31 064	48 927	65 218	96 158	129 525	154 589	181 734
Company terminal giro agreements	33 466	26 153	15 129	15 963	16 534	18 362	22 193	27 822	33 530	33 962	25 631
Postal giro agreements	759 995	723 867	681 023	626 342	596 126	508 134	461 177	343 855	302 542	276 856	256 381
Direct debit agreements (Avtalegiro and Autogiro)	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	20 770 830
Avtalegiro – payees	12 619	13 130	13 572	16 417	15 520	15 940	16 215	17 627	18 408	19 723	20 474
Autogiro – payees	716	708	690	654	618	587	627	705	705	691	670

**Table 6: Number of cards issued (in thousands) and number of functions in cards issued (in thousands)**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Number of cards issued (as at 31 Dec.)</b>	<b>12 190</b>	<b>12 313</b>	<b>12 583</b>	<b>12 626</b>	<b>13 698</b>	<b>14 704</b>	<b>14 841</b>	<b>15 755</b>	<b>13 274</b>	<b>13 677</b>	<b>12 836</b>
Contactless cards (NFC)	-	-	-	-	-	-	-	774	8 617	10 094	11 115
Chip cards	10 066	11 568	12 029	11 862	12 764	13 859	14 390	14 803	4 570	3 561	1 697
Magnetic stripe cards	2 124	745	553	761	928	839	445	166	73	2	2
Virtual cards	-	-	-	3	6	6	6	13	14	20	21
<b>Number of functions in cards issued</b>	<b>19 015</b>	<b>19 447</b>	<b>19 795</b>	<b>20 289</b>	<b>21 988</b>	<b>23 464</b>	<b>23 791</b>	<b>25 381</b>	<b>20 988</b>	<b>21 487</b>	<b>20 120</b>
<b>Debit functions</b>	<b>12 968</b>	<b>13 564</b>	<b>13 620</b>	<b>14 449</b>	<b>15 650</b>	<b>16 552</b>	<b>16 777</b>	<b>18 065</b>	<b>14 161</b>	<b>14 730</b>	<b>14 495</b>
Bank cards/BankAxept	6 620	6 897	6 945	7 332	7 931	8 377	8 487	9 124	7 229	7 419	7 294
Payment cards issued by international card companies	6 349	6 667	6 675	7 117	7 719	8 175	8 290	8 941	6 932	7 311	7 201
<b>Billing functions (payment cards issued by international card companies)</b>	<b>528</b>	<b>593</b>	<b>572</b>	<b>569</b>	<b>557</b>	<b>450</b>	<b>431</b>	<b>357</b>	<b>394</b>	<b>328</b>	<b>270</b>
<b>Credit functions</b>	<b>5 519</b>	<b>5 290</b>	<b>5 603</b>	<b>5 054</b>	<b>5 504</b>	<b>6 185</b>	<b>6 456</b>	<b>6 864</b>	<b>6 326</b>	<b>6 344</b>	<b>5 296</b>
Domestic credit cards	642	662	630	600	635	609	698	732	871	547	85
Payment cards issued by international card companies	4 877	4 628	4 973	4 454	4 869	5 577	5 759	6 132	5 455	5 797	5 211
<b>E-money</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>218</b>	<b>277</b>	<b>278</b>	<b>127</b>	<b>94</b>	<b>107</b>	<b>85</b>	<b>59</b>

**Table 7: Cash infrastructure**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Bank branches with over-the-counter cash services	-	-	-	-	-	-	-	-	-	-	165
Points of sale with in-shop cash services	-	-	-	-	-	-	-	-	-	-	1 422
ATMs	2 193	2 194	2 157	2 096	2 033	1 950	1 679	1 596	1 540	1 445	1 439
Cash deposit machines	-	-	-	-	-	-	-	-	-	-	573

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Total</b>	<b>1 837.1</b>	<b>1 976.1</b>	<b>2 137.7</b>	<b>2 279.5</b>	<b>2 443.2</b>	<b>2 602.0</b>	<b>2 791.6</b>	<b>3 037.3</b>	<b>3 226.0</b>	<b>3 446.1</b>	<b>3 314.7</b>
<b>Giros</b>	<b>563.4</b>	<b>575.3</b>	<b>597.2</b>	<b>608.6</b>	<b>625.8</b>	<b>650.3</b>	<b>670.4</b>	<b>728.1</b>	<b>797.0</b>	<b>891.7</b>	<b>891.5</b>
Electronic	533.5	550.0	575.1	589.0	608.8	635.3	658.0	718.5	789.3	885.2	886.7
Paper-based	29.9	25.3	22.1	19.6	17.0	15.0	12.4	9.6	7.7	6.5	4.7
<b>Payment cards (payments)</b>	<b>1 273.5</b>	<b>1 400.6</b>	<b>1 540.4</b>	<b>1 670.8</b>	<b>1 817.3</b>	<b>1 951.6</b>	<b>2 121.2</b>	<b>2 309.1</b>	<b>2 429.0</b>	<b>2 554.4</b>	<b>2 423.2</b>
Electronic	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	2 553.8	2 422.9
Manual	1.7	1.8	2.1	2.0	2.1	2.5	0.6	0.5	0.6	0.6	0.3
<b>Cheques</b>	<b>0.2</b>	<b>0.2</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

Table 9: Giros (in millions of payments)

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Total</b>	<b>563.4</b>	<b>575.3</b>	<b>597.2</b>	<b>608.6</b>	<b>625.8</b>	<b>650.3</b>	<b>683.2</b>	<b>728.1</b>	<b>797.0</b>	<b>891.7</b>	<b>891.5</b>
<b>Credit transfers</b>	<b>492.7</b>	<b>499.3</b>	<b>514.7</b>	<b>520.9</b>	<b>530.8</b>	<b>548.1</b>	<b>574.1</b>	<b>613.7</b>	<b>678.1</b>	<b>772.9</b>	<b>773.0</b>
<b>Electronic</b>	<b>467.1</b>	<b>477.1</b>	<b>495.4</b>	<b>503.7</b>	<b>516.0</b>	<b>535.4</b>	<b>550.6</b>	<b>605.2</b>	<b>671.2</b>	<b>767.1</b>	<b>769.3</b>
Company terminal giro	44.9	47.1	14.5	14.5	15.7	15.1	16.7	18.8	21.2	23.8	22.7
Telegiros	11.1	9.7	8.6	7.6	6.6	5.7	5.0	4.4	3.6	3.0	1.7
Online and mobile banking	371.5	378.9	430.4	437.7	448.1	467.1	481.8	502.6	525.3	537.8	502.8
Retail customers	220.2	230.4	246.3	257.7	262.4	274.9	283.4	291.5	286.3	267.9	238.4
Corporate customers	151.4	148.4	184.1	180.0	185.7	192.3	198.4	211.1	238.9	269.9	264.4
Instant payments	-	-	-	-	-	-	-	0.9	58.1	122.7	154.0
Miscellaneous other electronic credit transfers	39.5	41.5	41.9	43.9	45.7	47.4	59.9	78.4	63.1	79.7	88.1
<b>Paper-based</b>	<b>25.6</b>	<b>22.1</b>	<b>19.3</b>	<b>17.2</b>	<b>14.8</b>	<b>12.7</b>	<b>10.7</b>	<b>8.5</b>	<b>6.9</b>	<b>5.8</b>	<b>4.4</b>
Company terminal giros and online banking as money order	0.9	0.7	0.6	0.5	0.5	0.4	0.4	0.3	0.3	0.2	0.1
Postal giros	19.9	17.7	15.7	14.0	12.2	10.5	8.9	7.1	5.8	4.8	3.7
Giros delivered at the counter – account debits	4.8	3.8	3.0	2.6	2.1	1.7	1.4	1.1	0.9	0.8	0.6
<b>Direct debits</b>	<b>66.4</b>	<b>72.8</b>	<b>79.7</b>	<b>85.2</b>	<b>92.8</b>	<b>99.9</b>	<b>107.4</b>	<b>113.3</b>	<b>118.0</b>	<b>118.1</b>	<b>117.5</b>
<b>Giros delivered at the counter – cash payments</b>	<b>4.3</b>	<b>3.2</b>	<b>2.8</b>	<b>2.4</b>	<b>2.2</b>	<b>2.3</b>	<b>1.7</b>	<b>1.1</b>	<b>0.8</b>	<b>0.7</b>	<b>0.3</b>

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Total use of Norwegian cards (in Norway and abroad)</b>	<b>1 368.8</b>	<b>1 492.2</b>	<b>1 627.3</b>	<b>1 752.3</b>	<b>1 892.8</b>	<b>2 020.7</b>	<b>2 182.1</b>	<b>2 362.2</b>	<b>2 475.8</b>	<b>2 594.9</b>	<b>2 446.3</b>
<b>Payments</b>	<b>1 273.5</b>	<b>1 400.6</b>	<b>1 540.4</b>	<b>1 670.8</b>	<b>1 817.3</b>	<b>1 951.6</b>	<b>2 121.2</b>	<b>2 309.1</b>	<b>2 429.0</b>	<b>2 554.4</b>	<b>2 423.3</b>
Payments at EFTPOS terminals	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	2 146.8	1 940.9
Of which: contactless payments	-	-	-	-	-	-	-	22.9	102.8	344.0	1 254.5
– with physical cards	-	-	-	-	-	-	-	-	-	-	1 240.3
– other contactless payments	-	-	-	-	-	-	-	-	-	-	14.2
Payments without cash-back	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	2 125.4	1 935.1
Payments with cash-back	65.2	60.6	55.9	51.1	46.2	41.5	36.2	31.1	25.4	21.3	12.6
Internet payments	46.5	55.3	74.6	95.4	115.3	130.0	177.2	234.4	309.0	378.2	459.3
Of which: payments using a mobile payment solution	-	-	-	-	-	-	-	-	-	-	59.1
Other electronic payments	-	-	0.3	0.6	1.2	1.1	1.3	57.7	44.6	28.7	22.8
Manual payments	1.7	1.8	2.1	2.0	2.1	2.5	0.6	0.5	0.6	0.6	0.3
<b>Cash withdrawals</b>	<b>95.3</b>	<b>91.5</b>	<b>86.9</b>	<b>81.5</b>	<b>75.5</b>	<b>69.1</b>	<b>60.9</b>	<b>53.1</b>	<b>46.8</b>	<b>40.6</b>	<b>23.0</b>
<b>Use of Norwegian cards by function</b>	<b>1 368.8</b>	<b>1 492.2</b>	<b>1 627.3</b>	<b>1 752.3</b>	<b>1 892.8</b>	<b>2 020.7</b>	<b>2 182.1</b>	<b>2 362.2</b>	<b>2 475.8</b>	<b>2 594.9</b>	<b>2 446.3</b>
<b>Debit functions</b>	<b>1 270.6</b>	<b>1 375.4</b>	<b>1 487.7</b>	<b>1 589.2</b>	<b>1 709.9</b>	<b>1 820.1</b>	<b>1 959.4</b>	<b>2 099.7</b>	<b>2 190.7</b>	<b>2 268.8</b>	<b>2 166.0</b>
BankAxept	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	1 682.7	1 609.8
Payment cards issued by international card companies	146.9	167.7	188.6	222.3	257.2	293.8	364.6	461.1	523.3	586.1	556.2
<b>Billing functions (payment cards issued by international card companies)</b>	<b>19.1</b>	<b>19.5</b>	<b>20.8</b>	<b>21.0</b>	<b>21.6</b>	<b>20.2</b>	<b>20.3</b>	<b>20.9</b>	<b>20.4</b>	<b>17.1</b>	<b>11.5</b>
<b>Credit functions</b>	<b>79.1</b>	<b>97.3</b>	<b>118.5</b>	<b>141.2</b>	<b>160.0</b>	<b>179.2</b>	<b>201.8</b>	<b>241.2</b>	<b>264.3</b>	<b>308.7</b>	<b>268.5</b>
Domestic credit cards	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	72.4	91.1	112.3	135.2	154.1	173.6	196.1	235.7	258.8	303.9	268.5
<b>E-money</b>	<b>-</b>	<b>-</b>	<b>0.2</b>	<b>1.1</b>	<b>1.3</b>	<b>1.1</b>	<b>0.6</b>	<b>0.4</b>	<b>0.4</b>	<b>0.3</b>	<b>0.3</b>
<b>Use of Norwegian cards in Norway</b>	<b>1 265.4</b>	<b>1 369.5</b>	<b>1 473.3</b>	<b>1 560.3</b>	<b>1 673.1</b>	<b>1 786.6</b>	<b>1 923.4</b>	<b>2 067.3</b>	<b>2 151.8</b>	<b>2 253.4</b>	<b>2 191.5</b>
Payments without cash-back	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	2 202.8	2 159.6
Payments with cash-back	65.2	60.5	55.9	51.1	46.2	41.4	36.2	31.0	25.4	21.3	12.6
Cash withdrawals	80.8	76.4	71.0	64.9	59.5	54.5	47.6	40.0	34.2	29.3	19.2
<b>Use of Norwegian cards abroad</b>	<b>103.4</b>	<b>122.7</b>	<b>153.9</b>	<b>192.0</b>	<b>219.7</b>	<b>234.2</b>	<b>258.8</b>	<b>294.9</b>	<b>324.1</b>	<b>341.5</b>	<b>254.9</b>
Payments	88.9	107.4	138.0	175.4	203.7	219.5	245.3	281.8	311.4	330.2	251.1
Cash withdrawals	14.5	15.2	15.9	16.6	16.0	14.6	13.4	13.1	12.6	11.3	3.8
<b>Use of foreign cards in Norway</b>	<b>19.3</b>	<b>22.5</b>	<b>27.2</b>	<b>31.6</b>	<b>36.6</b>	<b>40.2</b>	<b>48.3</b>	<b>54.7</b>	<b>67.2</b>	<b>89.2</b>	<b>50.5</b>
Payments	17.0	20.1	24.9	29.6	34.7	38.5	46.7	53.2	65.8	88.0	49.9
Cash withdrawals	2.3	2.4	2.3	2.0	1.9	1.6	1.7	1.5	1.3	1.2	0.6

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Use of Norwegian and foreign cards at Norwegian terminals</b>	<b>1 309.4</b>	<b>1 413.0</b>	<b>1 531.3</b>	<b>1 623.5</b>	<b>1 739.7</b>	<b>1 855.2</b>	<b>1 998.4</b>	<b>2 093.1</b>	<b>2 202.1</b>	<b>2 342.5</b>	<b>2 244.7</b>
Withdrawals through in-shop cash services	-	-	-	-	-	-	-	-	-	-	0.3
Cash withdrawals from ATMs	83.0	78.7	73.3	66.8	61.3	55.9	48.9	41.1	35.4	30.4	19.5
Payments at EFTPOS terminals that accept BankAxept	1199.2	1303.1	1422.1	1517.6	1630.3	1742.2	1866.7	1940.3	1999.8	2075.9	1951.3
Of which: payments with cashback	65.2	60.6	55.9	51.1	46.2	41.5	36.2	31.1	25.3	21.3	12.6
Of which: contactless payments	-	-	-	-	-	-	-	15.7	82.4	318.0	1 252.6
Internet payments	27.1	31.3	35.6	38.5	46.8	55.9	81.6	110.3	165.5	234.9	272.8
Other payments at domestic terminals	-	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3	1.3	0.7
<b>Use of Norwegian cards at Norwegian terminals</b>	<b>1 290.1</b>	<b>1 390.5</b>	<b>1 504.2</b>	<b>1 591.9</b>	<b>1 703.1</b>	<b>1 815.5</b>	<b>1 952.2</b>	<b>2 035.7</b>	<b>2 118.5</b>	<b>2 228.1</b>	<b>2 194.4</b>
Withdrawals through in-shop cash services	-	-	-	-	-	-	-	-	-	-	0.3
Cash withdrawals from ATMs	80.7	76.3	70.9	64.8	59.4	54.3	47.2	39.6	34.4	29.1	18.9
BankAxept	74.6	70.5	65.3	59.5	54.4	49.7	43.3	36.0	31.1	26.5	17.3
Other cards	6.1	5.8	5.6	5.4	5.0	4.5	3.9	3.6	3.0	2.6	1.6
Payments at payment terminals	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	2 197.7	2 174.5
BankAxept – payments at EFTPOS terminal (including payments with cash-back)	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	1 656.1	1 592.1
BankAxept	0.1	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.1	0.1	0.1
Cards issued by international card companies and Norwegian credit cards	139.3	159.4	171.1	190.0	216.1	255.7	325.1	365.7	421.4	515.0	557.7
Cards issued by oil companies	20.3	16.7	22.4	24.5	23.1	23.3	22.9	22.5	21.4	22.5	21.1
Cards issued by retail chains	0.8	0.8	5.3	4.1	4.4	3.8	3.8	3.7	3.7	3.7	3.3
E-money cards	-	-	0.2	0.6	0.6	0.5	0.4	0.3	0.3	0.3	0.2
Other payments at Norwegian terminals	-	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3	1.3	0.7
<b>Use of foreign cards at Norwegian terminals</b>	<b>19.3</b>	<b>22.5</b>	<b>27.0</b>	<b>31.6</b>	<b>36.6</b>	<b>39.7</b>	<b>46.2</b>	<b>54.3</b>	<b>66.7</b>	<b>88.7</b>	<b>50.3</b>

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Use of Norwegian cards (in Norway and abroad)</b>	<b>46.5</b>	<b>55.3</b>	<b>74.6</b>	<b>95.4</b>	<b>115.3</b>	<b>130.0</b>	<b>177.2</b>	<b>234.4</b>	<b>309.0</b>	<b>378.2</b>	<b>459.2</b>
Norwegian cards in Norway	24.5	27.8	31.9	33.8	41.0	49.3	73.7	99.8	155.7	219.6	268.7
Norwegian cards abroad	22.0	27.5	42.7	61.6	74.3	80.7	103.5	134.6	153.3	158.7	190.5
<b>Use of foreign cards in Norway</b>	<b>2.6</b>	<b>3.5</b>	<b>3.8</b>	<b>4.7</b>	<b>5.8</b>	<b>6.6</b>	<b>7.9</b>	<b>10.5</b>	<b>9.8</b>	<b>15.3</b>	<b>6.6</b>

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Transfers from Norway</b>	<b>7.3</b>	<b>8.1</b>	<b>9.0</b>	<b>10.0</b>	<b>10.3</b>	<b>10.9</b>	<b>11.2</b>	<b>11.5</b>	<b>11.5</b>	<b>11.1</b>	<b>11.6</b>
SWIFT	6.6	7.3	8.0	8.7	9.3	9.9	10.1	10.3	10.4	10.1	10.7
Foreign currency cheques	0.2	0.2	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0	0.1
Other transfers (MoneyGram, Western Union, etc.)	0.6	0.7	0.9	1.2	0.8	0.9	1.0	1.1	1.1	1.0	0.8
<b>Transfers to Norway</b>	<b>3.1</b>	<b>3.4</b>	<b>3.6</b>	<b>4.3</b>	<b>4.9</b>	<b>5.3</b>	<b>5.9</b>	<b>7.1</b>	<b>7.6</b>	<b>7.5</b>	<b>7.8</b>
SWIFT	3.1	3.3	3.5	4.2	4.7	5.3	5.9	7.1	7.6	7.4	7.8
Foreign currency cheques	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.0	0.0	0.0	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Total</b>	<b>12 547.3</b>	<b>13 339.3</b>	<b>13 802.8</b>	<b>14 724.3</b>	<b>15 858.2</b>	<b>16 662.4</b>	<b>16 763.6</b>	<b>18 355.1</b>	<b>19 935.4</b>	<b>20 957.8</b>	<b>20 342.5</b>
<b>Giros</b>	<b>12 036.9</b>	<b>12 788.2</b>	<b>13 201.0</b>	<b>14 085.1</b>	<b>15 172.1</b>	<b>15 934.7</b>	<b>15 988.4</b>	<b>17 513.9</b>	<b>19 074.2</b>	<b>20 057.9</b>	<b>19 458.7</b>
Electronic	11 854.7	12 607.6	13 055.0	13 946.6	15 045.2	15 796.0	15 836.8	17 387.8	18 951.6	19 937.2	19 364.2
Paper-based	182.3	180.6	146.0	138.5	126.9	138.7	151.6	126.1	122.6	120.7	94.5
<b>Payment cards (payments)</b>	<b>500.1</b>	<b>543.4</b>	<b>594.1</b>	<b>632.7</b>	<b>681.3</b>	<b>724.3</b>	<b>772.7</b>	<b>839.4</b>	<b>860.1</b>	<b>899.3</b>	<b>883.6</b>
Electronic	497.6	540.5	590.0	628.8	677.4	720.3	769.7	836.3	857.1	896.4	882.8
Manual	2.5	2.9	4.1	3.9	3.9	4.1	3.0	3.1	3.0	2.9	0.7
<b>Cheques</b>	<b>10.3</b>	<b>7.7</b>	<b>7.7</b>	<b>6.5</b>	<b>4.8</b>	<b>3.4</b>	<b>2.5</b>	<b>1.8</b>	<b>1.1</b>	<b>0.5</b>	<b>0.4</b>

**Table 13: Giros (in billions of NOK)**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Total</b>	<b>12 036.9</b>	<b>12 788.2</b>	<b>13 201.0</b>	<b>14 085.1</b>	<b>15 172.1</b>	<b>15 934.7</b>	<b>15 988.4</b>	<b>17 513.9</b>	<b>19 074.2</b>	<b>20 057.9</b>	<b>19 458.7</b>
<b>Credit transfers</b>	<b>11 783.7</b>	<b>12 535.2</b>	<b>12 942.9</b>	<b>13 815.9</b>	<b>14 901.0</b>	<b>15 643.7</b>	<b>15 691.6</b>	<b>17 240.1</b>	<b>18 778.6</b>	<b>19 752.4</b>	<b>19 071.2</b>
<b>Electronic</b>	<b>11 636.4</b>	<b>12 377.1</b>	<b>12 816.3</b>	<b>13 697.4</b>	<b>14 790.9</b>	<b>15 528.8</b>	<b>15 568.9</b>	<b>17 126.4</b>	<b>18 664.6</b>	<b>19 639.7</b>	<b>18 982.1</b>
Company terminal giro	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	1 158.1
Telegiros	29.0	26.1	23.1	20.3	18.0	16.0	13.7	12.0	9.6	8.1	4.1
Online banking	8 052.4	8 493.0	11 175.7	11 917.0	13 005.2	13 721.9	13 792.6	15 291.0	16 767.2	17 573.2	16 966.9
Retail customers	1 078.3	1 185.6	1 298.9	1 405.8	1 480.3	1 462.0	1 536.9	1 618.1	1 574.6	1 549.3	1 331.7
Corporate customers	6 974.1	7 307.4	9 876.8	10 511.2	11 524.9	12 259.9	12 255.7	13 672.9	15 192.6	16 023.9	15 635.2
Instant payments	-	-	-	-	-	-	-	4.1	45.4	88.0	114.0
Miscellaneous other electronic credit transfers	650.2	632.6	574.8	687.0	790.6	832.9	746.4	695.8	706.3	717.1	739.0
<b>Paper-based</b>	<b>147.3</b>	<b>158.1</b>	<b>126.6</b>	<b>118.5</b>	<b>110.2</b>	<b>114.9</b>	<b>122.7</b>	<b>113.7</b>	<b>114.0</b>	<b>112.8</b>	<b>89.1</b>
Company terminal giros and online banking as money order	11.4	7.7	7.4	6.9	6.3	5.7	5.1	3.6	2.9	2.6	1.4
Postal giros	43.5	38.0	32.0	28.3	24.4	20.7	17.3	13.9	11.4	9.5	7.5
Giros delivered at the counter – account debits	92.3	112.4	87.2	83.3	79.4	88.4	100.3	96.2	99.7	100.6	80.2
<b>Direct debits</b>	<b>218.3</b>	<b>230.5</b>	<b>238.7</b>	<b>249.2</b>	<b>254.3</b>	<b>267.2</b>	<b>267.8</b>	<b>261.4</b>	<b>287.0</b>	<b>297.5</b>	<b>381.9</b>
<b>Giros delivered at the counter – cash payments</b>	<b>34.9</b>	<b>22.5</b>	<b>19.4</b>	<b>20.0</b>	<b>16.7</b>	<b>23.8</b>	<b>28.9</b>	<b>12.4</b>	<b>8.6</b>	<b>8.0</b>	<b>5.5</b>

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Total use of Norwegian cards (in Norway and abroad)</b>	<b>653.7</b>	<b>694.4</b>	<b>740.9</b>	<b>775.3</b>	<b>814.6</b>	<b>855.3</b>	<b>890.9</b>	<b>945.7</b>	<b>954.9</b>	<b>986.8</b>	<b>936.9</b>
<b>Payments</b>	<b>500.1</b>	<b>543.4</b>	<b>594.1</b>	<b>632.7</b>	<b>681.3</b>	<b>724.3</b>	<b>772.7</b>	<b>839.4</b>	<b>860.1</b>	<b>899.3</b>	<b>883.6</b>
Payments at EFTPOS terminals	462.9	501.1	536.6	568.1	606.5	637.9	667.7	691.1	700.7	718.3	694.5
Of which: contactless payments	-	-	-	-	-	-	-	3.2	16.9	73.4	398.7
- with physical cards	-	-	-	-	-	-	-	-	-	-	394.4
- other contactless payments	-	-	-	-	-	-	-	-	-	-	4.4
Internet payments	34.6	39.5	53.0	59.6	68.8	80.4	99.8	117.4	133.8	166.4	179.1
Of which: payments using a mobile payment solution	-	-	-	-	-	-	-	-	-	-	14.1
Other electronic payments	-	-	0.5	1.1	2.0	1.9	2.3	27.7	22.6	11.7	9.2
Manual payments	2.5	2.9	4.1	3.9	3.9	4.1	3.0	3.1	3.0	2.9	0.8
<b>Cash-back from EFTPOS terminals</b>	<b>25.7</b>	<b>24.3</b>	<b>23.0</b>	<b>21.7</b>	<b>20.3</b>	<b>18.9</b>	<b>17.4</b>	<b>15.0</b>	<b>12.1</b>	<b>10.4</b>	<b>7.0</b>
<b>Other cash withdrawals</b>	<b>128.0</b>	<b>126.7</b>	<b>123.7</b>	<b>120.9</b>	<b>113.0</b>	<b>112.1</b>	<b>100.8</b>	<b>91.3</b>	<b>82.6</b>	<b>77.0</b>	<b>46.3</b>
<b>Use of Norwegian cards by function</b>	<b>653.7</b>	<b>694.4</b>	<b>740.9</b>	<b>775.3</b>	<b>814.6</b>	<b>855.3</b>	<b>890.9</b>	<b>945.7</b>	<b>954.9</b>	<b>986.8</b>	<b>936.9</b>
<b>Debit functions</b>	<b>561.4</b>	<b>589.5</b>	<b>619.7</b>	<b>641.3</b>	<b>669.9</b>	<b>699.9</b>	<b>726.4</b>	<b>758.1</b>	<b>762.6</b>	<b>771.1</b>	<b>764.8</b>
BankAxept	487.0	507.6	529.6	541.6	560.7	578.6	585.2	583.6	581.1	576.6	584.6
Payment cards issued by international card companies	74.4	81.9	90.1	99.7	109.2	121.4	141.2	174.5	181.5	194.4	179.9
<b>Billing functions (payment cards issued by international card companies)</b>	<b>20.5</b>	<b>21.7</b>	<b>23.6</b>	<b>24.0</b>	<b>24.9</b>	<b>24.1</b>	<b>23.8</b>	<b>24.7</b>	<b>24.1</b>	<b>20.7</b>	<b>12.4</b>
<b>Credit functions</b>	<b>71.9</b>	<b>83.2</b>	<b>97.4</b>	<b>109.6</b>	<b>119.4</b>	<b>130.8</b>	<b>140.4</b>	<b>162.7</b>	<b>168.0</b>	<b>194.8</b>	<b>159.7</b>
Domestic credit cards	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	63.5	74.8	88.1	100.9	110.9	122.7	132.2	154.2	159.5	185.6	159.7
<b>E-money</b>	<b>-</b>	<b>-</b>	<b>0.1</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>
<b>Use of Norwegian cards in Norway</b>	<b>578.6</b>	<b>607.1</b>	<b>638.4</b>	<b>658.9</b>	<b>685.1</b>	<b>715.0</b>	<b>744.9</b>	<b>787.6</b>	<b>795.0</b>	<b>816.8</b>	<b>827.4</b>
Payments	446.3	477.8	514.3	540.8	572.7	608.1	649.2	703.7	722.3	749.6	782.0
Cash-back from EFTPOS terminals	25.6	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0
Other cash withdrawals	106.7	105.0	101.2	96.5	92.1	88.1	78.3	68.9	60.6	56.7	38.4
<b>Use of Norwegian cards abroad</b>	<b>75.1</b>	<b>87.3</b>	<b>102.4</b>	<b>116.3</b>	<b>129.5</b>	<b>140.2</b>	<b>145.9</b>	<b>158.2</b>	<b>159.9</b>	<b>170.0</b>	<b>109.5</b>
Payments	53.8	65.6	79.9	91.9	108.6	116.3	123.5	135.7	137.9	149.7	101.6
Cash withdrawals	21.4	21.7	22.6	24.4	20.9	24.0	22.4	22.4	22.0	20.3	7.9
<b>Use of foreign cards in Norway</b>	<b>13.7</b>	<b>15.5</b>	<b>18.7</b>	<b>21.8</b>	<b>27.9</b>	<b>33.1</b>	<b>38.7</b>	<b>44.4</b>	<b>46.8</b>	<b>63.6</b>	<b>25.6</b>
Payments	10.6	12.3	15.5	19.1	25.2	30.6	36.1	42.0	44.6	61.6	24.5
Cash withdrawals	3.1	3.2	3.1	2.7	2.7	2.5	2.6	2.4	2.2	2.1	1.1



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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Use of Norwegian and foreign cards at Norwegian terminals</b>	<b>605.2</b>	<b>637.2</b>	<b>673.6</b>	<b>696.4</b>	<b>728.0</b>	<b>761.6</b>	<b>795.2</b>	<b>818.6</b>	<b>836.4</b>	<b>887.1</b>	<b>860.4</b>
Withdrawals through in-shop cash services	-	-	-	-	-	-	-	-	-	-	1.3
Cash withdrawals from ATMs	109.5	108.0	104.1	99.0	94.7	90.3	80.5	70.7	62.3	58.2	38.2
Payments at EFTPOS terminals that accept BankAxept	471.6	505.7	538.0	561.0	590.5	621.4	651.0	671.5	686.4	702.7	706.1
Of these: POS cash withdrawals (cash-back)	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0
Of which: contactless payments	-	-	-	-	-	-	-	1.8	12.9	66.7	399.5
Internet payments	24.1	23.6	31.0	35.3	40.8	48.0	61.3	74.0	85.3	123.0	112.9
Other payments at Norwegian terminals	-	-	0.4	1.1	2.0	1.9	2.3	2.3	2.3	3.2	1.9
<b>Use of Norwegian cards at Norwegian terminals</b>	<b>591.5</b>	<b>621.7</b>	<b>655.0</b>	<b>674.7</b>	<b>700.3</b>	<b>729.2</b>	<b>757.9</b>	<b>775.2</b>	<b>790.7</b>	<b>824.7</b>	<b>835.1</b>
Withdrawals through in-shop cash services	-	-	-	-	-	-	-	-	-	-	1.3
Cash withdrawals from ATMs	106.4	104.8	101.0	96.3	92.0	87.8	77.9	68.3	60.1	56.1	37.0
Bank cards/BankAxept	96.8	95.4	91.7	87.4	83.3	79.6	70.8	61.6	54.6	51.2	33.9
Other cards	9.6	9.3	9.2	8.9	8.7	8.3	7.2	6.7	5.5	5.0	3.1
Cash-back from EFTPOS terminals	25.7	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0
Payments at payment terminals	459.5	492.6	530.6	555.5	586.1	620.5	660.3	689.6	716.2	755.0	788.0
BankAxept – payments at EFTPOS terminal	364.3	387.4	414.3	432.1	456.7	479.7	496.4	506.4	513.9	514.6	542.1
BankAxept	0.2	0.5	0.5	0.5	0.4	0.4	0.5	0.6	0.6	0.4	0.3
Cards issued by international card companies and Norwegian credit cards	82.1	90.0	97.8	105.9	112.3	124.6	148.7	166.7	180.2	216.0	220.1
Cards issued by oil companies	12.5	14.4	15.4	15.2	14.6	14.0	12.9	14.2	19.7	22.2	23.8
Cards issued by retail chains	0.3	0.3	2.4	1.6	1.8	1.5	1.6	1.5	1.6	1.6	1.5
E-money cards	-	-	0.1	0.3	0.3	0.2	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	1.8
<b>Use of foreign cards at Norwegian terminals</b>	<b>13.7</b>	<b>15.5</b>	<b>18.6</b>	<b>21.7</b>	<b>27.7</b>	<b>32.4</b>	<b>37.3</b>	<b>43.4</b>	<b>45.7</b>	<b>62.4</b>	<b>25.3</b>

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Use of Norwegian cards (in Norway and abroad)</b>	<b>34.6</b>	<b>39.5</b>	<b>53.0</b>	<b>59.6</b>	<b>68.8</b>	<b>80.4</b>	<b>99.8</b>	<b>117.4</b>	<b>133.8</b>	<b>166.4</b>	<b>179.1</b>
Norwegian cards in Norway	21.0	19.9	25.3	27.7	29.4	33.1	44.3	51.7	65.1	90.1	102.2
Norwegian cards abroad	13.6	19.6	27.6	31.9	39.4	47.3	55.4	65.7	68.7	76.3	76.9
<b>Use of foreign cards in Norway</b>	<b>3.0</b>	<b>3.7</b>	<b>5.7</b>	<b>7.5</b>	<b>11.5</b>	<b>14.9</b>	<b>17.0</b>	<b>22.3</b>	<b>20.3</b>	<b>32.9</b>	<b>10.7</b>

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Transfers from Norway</b>	<b>7 124.4</b>	<b>9 909.7</b>	<b>9 206.3</b>	<b>8 225.7</b>	<b>8 683.7</b>	<b>10 748.0</b>	<b>7 655.6</b>	<b>8 196.4</b>	<b>7 891.1</b>	<b>6 456.0</b>	<b>6 622.3</b>
SWIFT	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	6 224.4
Foreign currency cheques	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	389.8
Other transfers (MoneyGram, Western Union, etc.)	2.2	2.3	3.3	4.1	3.0	3.3	3.6	10.0	6.6	6.9	8.1
<b>Transfers to Norway</b>	<b>4 366.1</b>	<b>5 023.6</b>	<b>5 634.6</b>	<b>6 413.2</b>	<b>6 739.4</b>	<b>8 266.3</b>	<b>6 933.5</b>	<b>7 066.2</b>	<b>6 988.8</b>	<b>7 181.0</b>	<b>7 905.1</b>
SWIFT	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	7 904.7
Foreign currency cheques	0.9	0.6	0.5	0.4	0.3	0.3	0.3	0.2	0.3	0.2	0.2
Other transfers (MoneyGram, Western Union, etc.)	0.1	0.1	0.2	0.2	0.2	0.2	0.2	7.8	1.3	0.2	0.2

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

	2013	2014	2015	2016	2017	2018	2019	2020
eFaktura from businesses to retail customers (B2C)	49.0	59.0	69.7	80.8	83.8	99.6	139.8	163.9
EHF format	1.3	5.0	10.6	17.9	29.1	45.2	58.1	66.4

**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					
	2016	2017	2018	2019	2020	2021	2016	2017	2018	2019	2020	2021
<b>Payments</b>												
Online banking (with CID), per payment	1.50	0.90	0.90	0.80	0.80	0.90	0.00	0.00	0.00	0.00	0.00	0.20
Online banking – annual fee	14.50	14.10	14.40	14.50	14.70	14.40	0.90	1.30	1.40	2.30	2.40	0.60
Direct debit (Avtalegiro), per payment	1.50	0.90	1.00	0.80	0.80	0.80	0.10	0.10	0.10	0.10	0.00	0.20
Mobile banking (with CID), per payment	1.50	0.90	1.00	0.80	0.80	0.90	0.06	0.00	0.00	0.00	0.00	0.10
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	2.30	2.00	2.10	2.20	2.20	2.20	1.30	1.80	1.90	1.90	1.90	1.90
Credit transfer via postal giro, per payment	9.80	11.00	11.30	12.10	12.30	12.30	9.80	11.10	11.20	12.10	12.30	12.30
Giro over the counter – account debit, per payment	67.50	80.60	85.80	98.20	99.70	100.40	66.10	80.00	87.50	98.20	99.70	100.40
Giro over the counter – cash payment, per payment	89.50	99.70	99.20	107.40	107.60	107.80	95.60	102.70	100.20	107.40	107.60	107.80
BankAxept cards at payment terminals (EFTPOS), per payment	1.70	0.90	1.00	0.90	0.90	0.80	0.00	0.00	0.10	0.10	0.00	0.20
Credit card from international credit card company, annual fee	134.40	57.80	56.60	32.40	15.30	18.90	15.70	32.40	32.20	25.20	25.00	26.10
BankAxept cards (combined with debet card from int. card comp.), annual fee	271.90	275.80	276.70	282.50	290.90	297.80	204.80	208.60	234.00	231.80	238.40	243.40
Cheques – retail customers, per cheque booklet	18.60	13.10	-	-	-	-	2.60	2.60	-	-	-	-
Cheques – retail customers, per cheque payment	46.00	46.50	-	-	-	-	40.10	40.00	-	-	-	-
<b>ATM withdrawals, debit cards</b>												
Own bank's ATMs during opening hours, per withdrawal	0.00	0.20	5.50	5.60	6.50	6.90	0.00	0.00	5.50	5.90	6.70	7.20
Own bank's ATMs outside opening hours, per withdrawal	2.80	4.80	5.90	6.00	6.70	7.10	0.00	4.20	5.60	6.00	6.70	7.20
Other bank's ATMs during opening hours, per withdrawal	5.60	6.90	7.30	7.80	8.10	8.40	5.00	6.50	7.30	7.40	7.80	7.70
<b>ATM withdrawals, international credit cards</b>												
Own bank's ATMs during opening hours, per withdrawal	24.90	24.80	28.60	30.70	31.60	33.50	16.20	17.60	20.40	22.20	30.80	35.70
Other bank's ATMs during opening hours, per withdrawal	25.00	24.90	28.70	30.70	31.70	33.50	16.40	17.60	20.40	22.20	31.00	35.70
Fee as a percentage of withdrawal amount	1.0	1.3	1.0	1.3	1.2	1.1	0.7	1.1	1.1	1.2	1.2	0.7

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<b>Payments</b>												
<b>Electronic giro services</b>												
Online banking – without notification	1.50	1.50	1.50	1.60	2.60	2.80	2.60	3.10	3.00	2.80	2.90	3.10
Online banking – with notification	4.20	4.20	4.20	4.20	4.30	4.40	4.40	4.50	4.50	4.50	4.90	5.00
Online banking – with CID	1.10	1.10	1.10	1.10	1.20	1.10	1.30	1.30	1.40	1.50	1.50	1.50
<b>Paper-based giro services</b>												
Corporate online banking sent as money order	75.60	73.00	74.80	75.20	84.00	89.20	91.90	98.60	100.10	100.10	102.80	103.40
<b>Receipt of payments</b>												
<b>Electronic giro services</b>												
Direct debits (Autogiro) without notification	1.20	1.30	1.30	1.30	1.40	1.40	1.60	1.50	1.60	2.00	2.00	2.00
Optical Character Recognition (OCR) – File	1.30	1.40	1.40	1.50	1.60	1.50	1.70	1.80	1.90	2.00	2.10	2.20
<b>Paper-based giro services</b>												
Optical Character Recognition (OCR) – Return	3.90	4.40	3.20	3.10	3.30	3.90	4.40	4.40	5.80	4.90	4.90	4.80

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

	Electronic payment order / automated processing						Manual payment order					
	2016	2017	2018	2019	2020	2021	2016	2017	2018	2019	2020	2021
<b>SEPA (SWIFT) transfers</b>												
With BIC and IBAN, NOK 2 500	29.30	28.40	28.10	28.10	22.90	23.90	-	-	-	-	-	-
<b>Ordinary Swift transfer in NOK</b>												
Without BIC and IBAN, NOK 2 500	88.20	72.30	69.80	69.10	75.20	68.60	288.20	285.10	295.90	293.10	286.40	290.10
With BIC and IBAN, NOK 2 500	66.20	63.60	63.80	63.60	70.50	68.00	230.20	226.60	233.00	292.40	286.00	289.40
<b>Ordinary Swift transfer in EUR</b>												
Without BIC and IBAN, NOK 2 500 equivalent	67.90	54.40	53.00	53.30	60.60	62.60	288.20	285.10	295.90	293.10	286.40	290.10
With BIC and IBAN, NOK 2 500 equivalent	51.90	49.70	49.60	51.60	63.50	59.30	230.20	226.60	294.90	292.40	286.00	289.40
<b>SWIFT express transfer in NOK</b>												
Without BIC and IBAN, NOK 150 000	382.90	367.90	372.50	364.40	328.20	290.40	529.80	515.60	507.70	510.20	466.70	456.90
With BIC and IBAN, NOK 150 000	356.60	356.00	359.20	254.90	252.60	235.90	483.10	469.30	468.40	515.10	472.30	453.20
<b>SWIFT express transfer in EUR</b>												
Without BIC and IBAN, NOK 150 000 equivalent	369.70	355.90	360.80	353.40	318.70	277.40	529.80	515.60	507.70	510.20	466.70	456.90
With BIC and IBAN, NOK 150 000 equivalent	351.40	351.10	354.80	250.80	249.00	230.70	483.10	469.30	468.40	507.00	464.90	453.20
<b>Cheques to other countries</b>												
Equivalent to NOK 2 500	-	-	-	-	-	-	254.90	223.80	262.50	269.80	269.90	272.80

**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											
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<b>Receipt of SEPA (SWIFT) payments</b>												
With BIC and IBAN, NOK 2 500 equivalent	-	-	-	-	-	-	21.30	23.20	21.50	21.40	16.60	16.50
With BIC and IBAN, NOK 150 000 equivalent	-	-	-	-	-	-	21.70	23.60	21.80	21.50	16.70	16.60
<b>Receipt of payments in EUR</b>												
Without BIC and IBAN, NOK 2 500 equivalent	63.00	61.10	60.80	61.50	64.30	54.20	59.40	60.80	67.90	69.80	72.80	79.20
Without BIC and IBAN, NOK 150 000 equivalent	66.00	64.40	81.60	83.40	86.50	77.70	73.50	76.70	84.70	83.70	87.30	88.20
With BIC and IBAN, NOK 2 500 equivalent	17.20	18.50	18.60	20.20	20.60	20.80	53.10	53.30	56.50	54.60	58.80	64.60
With BIC and IBAN, NOK 150 000 equivalent	17.20	18.50	18.60	20.20	20.60	20.80	58.50	59.90	63.90	62.50	67.70	85.70
<b>Receipt of payments in other currencies</b>												
Without BIC and IBAN, NOK 2 500 equivalent	71.60	70.50	70.20	69.00	71.00	71.30	79.00	77.20	79.10	82.50	82.30	88.30
Without BIC and IBAN, NOK 150 000 equivalent	93.20	92.20	91.40	90.40	97.00	97.90	93.90	93.80	95.90	95.90	96.70	96.80
With BIC and IBAN, NOK 2 500 equivalent	71.10	70.50	70.20	68.90	71.00	71.30	72.10	70.90	71.20	70.90	71.80	74.60
With BIC and IBAN, NOK 150 000 equivalent	73.90	73.30	90.40	89.10	95.80	96.80	96.00	95.60	96.00	96.10	96.00	95.70

## Remittances

**Table 21: Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2020 and 2021**

	Transaction in person				Online payment order			
	NOK 1 000		NOK 5 000		NOK 1 000		NOK 5 000	
	2020	2021	2020	2021	2020	2021	2020	2021
<b>Banks</b>	<b>28.2</b>	<b>28.3</b>	<b>6.4</b>	<b>6.8</b>	<b>5.7</b>	<b>6.1</b>	<b>1.8</b>	<b>2.3</b>
Exchange rate cost	0.9	1.4	0.9	1.4	0.9	1.3	0.9	1.3
Other fees	27.3	26.9	5.5	5.4	4.8	4.8	1.0	1.0
<b>Non-bank financial institutions and payment institutions</b>	<b>15.4</b>	<b>13.6</b>	<b>13.3</b>	<b>11.4</b>	<b>6.0</b>	<b>5.5</b>	<b>4.3</b>	<b>4.0</b>
Exchange rate cost	8.0	6.1	8.0	6.1	3.3	3.3	3.3	3.3
Other fees	7.3	7.5	5.2	5.3	2.7	2.2	1.0	0.7
<b>All providers</b>	<b>25.6</b>	<b>25.4</b>	<b>7.7</b>	<b>7.7</b>	<b>5.8</b>	<b>5.8</b>	<b>3.1</b>	<b>3.1</b>
Exchange rate cost	2.3	2.4	2.3	2.4	2.1	2.3	2.1	2.3
Other fees	23.3	23.0	5.4	5.4	3.7	3.5	1.0	0.8

**Table 22: Prices for remittances to selected countries. In percent of amount transferred.  
At 1 January 2020 and 2021**

	Transaction in person				Online payment order			
	NOK 1 000		NOK 5 000		NOK 1 000		NOK 5 000	
	2020	2021	2020	2021	2020	2021	2020	2021
<b>Europe (EU)</b>	<b>25.3</b>	<b>23.8</b>	<b>7.1</b>	<b>7.1</b>	<b>4.0</b>	<b>4.1</b>	<b>2.0</b>	<b>2.3</b>
EU/EEA	28.7	24.6	6.0	5.6	2.8	3.1	0.8	1.2
Latvia	24.8	23.2	7.4	7.5	4.1	4.0	2.2	2.2
Lithuania	25.1	23.5	7.7	7.7	3.9	3.9	2.1	2.3
Poland	23.8	22.8	6.1	5.9	4.2	4.2	2.0	2.2
Romania	25.8	25.3	8.0	8.3	4.6	5.1	2.4	3.0
<b>Other Europe</b>	<b>26.3</b>	<b>26.9</b>	<b>8.1</b>	<b>8.3</b>	<b>6.3</b>	<b>6.2</b>	<b>3.1</b>	<b>3.1</b>
Bosnia-Herzegovina	26.0	28.0	7.8	9.2	6.2	6.0	3.1	2.9
Kosovo	25.7	25.3	7.5	7.1	6.8	6.0	2.9	2.3
Macedonia	27.8	28.3	5.8	6.3	4.8	6.2	1.6	3.1
Russia	23.3	23.7	8.6	9.4	7.0	6.5	3.6	3.3
Serbia	28.0	29.5	9.8	10.8	7.0	6.8	4.0	4.0
Turkey	26.7	26.8	8.5	8.1	6.2	5.8	3.2	3.0
<b>Asia</b>	<b>26.0</b>	<b>27.0</b>	<b>7.5</b>	<b>8.2</b>	<b>6.5</b>	<b>6.6</b>	<b>3.2</b>	<b>3.4</b>
Afghanistan	25.9	27.7	7.3	8.5	6.8	6.9	3.2	3.4
Philippines	25.0	24.9	7.2	7.1	5.5	6.0	2.4	3.1
India	25.9	26.5	7.8	8.4	6.1	7.0	3.2	4.0
Iraq	26.6	25.9	8.0	6.7	7.6	6.3	4.1	2.7
China	26.2	26.8	8.0	8.6	6.4	6.2	3.1	3.1
Pakistan	25.4	26.5	7.3	7.9	6.8	6.7	3.3	3.3
Palestine	28.3	31.5	6.3	7.5	7.2	6.8	3.8	3.1
Sri Lanka	27.0	28.5	8.9	9.9	7.5	7.3	4.1	4.0
Thailand	25.7	25.7	7.9	7.9	6.4	6.4	3.1	3.4
Vietnam	24.8	28.3	6.6	9.6	5.6	7.1	2.1	3.7
<b>Americas</b>	<b>26.9</b>	<b>27.1</b>	<b>8.7</b>	<b>8.7</b>	<b>7.5</b>	<b>7.2</b>	<b>4.0</b>	<b>3.7</b>
Brazil	26.2	28.4	8.0	9.7	7.0	7.4	3.7	4.2
Chile	27.7	26.3	9.5	8.2	8.2	7.1	4.4	3.3
<b>Africa</b>	<b>25.2</b>	<b>27.0</b>	<b>7.6</b>	<b>8.3</b>	<b>6.9</b>	<b>7.0</b>	<b>3.6</b>	<b>3.7</b>
Eritrea	24.5	26.2	7.1	8.4	6.2	6.8	2.8	3.2
Ethiopia	25.0	31.1	7.6	7.1	6.9	6.3	3.8	3.0
Gambia	25.8	26.6	8.4	8.8	8.3	8.7	4.9	4.9
Ghana	25.0	26.3	7.5	8.5	7.1	7.1	3.6	3.9
Morocco	26.1	28.0	8.0	9.3	7.0	7.4	3.5	4.0
Nigeria	24.4	25.1	7.0	7.3	6.0	6.2	2.9	3.0
Somalia	-	-	-	-	6.2	6.6	3.8	4.2

**Table 23: Prices for remittances to selected countries. In percent of amount transferred.  
At 1 January 2020 and 2021**

Transfer times	2020	2021
Less than one hour	8.6	6.6
Same day	3.1	4.9
Next day	5.3	4.2
2 days	6.5	6.4
3–5 days	12.5	12.7
6 days or more	17.1	14.3

# 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 payment: Finance Norway; DNB Bank ASA; Nordea Bank ABP, Norway Branch; Handelsbanken; Danske Bank; Cultura Sparebank, Skandinaviska Enskilda Banken AB (publ) Oslo branch, Norwegian department of a foreign firm; Eika Gruppen AS; Nets Branch Norway; EVRY Norge AS; SDC AS; EVRY Card Services AS; Komplet Bank AS; SEB Kort Bank AB Oslo branch, Norwegian department of a foreign firm; 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, branch of Entercard Group AB; 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 fund transfers to selected countries and regions and retail customer service fees from 2009 have been collected from Finansportalen. Earlier fees for retail customer services, corporate customer services and cross-border payments have been collected from the banks' price lists and forms.

## Notes on the tables:

Table 5 – 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 6 – Number of cards issued and number of functions in cards issued

- 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.

#### Table 7 – Cash infrastructure

- The table shows the number of locations where the public can deposit and withdraw cash.
- The number of locations with in-shop cash service is obtained from the following webpage: <https://www.vipps.no/produkter-og-tjenester/privat/kontanter/kontanttjenester-i-butikk/> (Norwegian only)

#### 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 – Giro payments

- Instant payments include both instant payments made on mobile payment platforms, such as Vipps, and other instant payments, for example instant payments using online or mobile banking platforms.
- *Miscellaneous other electronic credit transfers* include payments made on mobile payment platforms that are not instant payments, and 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 6.
- 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 in-shop cash services, and over-the-counter and ATM withdrawals.
- “Other contactless payments” include payments at terminals using Vipps and other mobile payment platforms such as Apple Pay and Google Pay, and payments using watches and wristbands such as Fitbit Pay and Garmin Pay.
- “Internet payments” include both payments with physical cards and payments via different mobile payment platforms such as Vipps, Apple Pay and Google Pay. Over the past three years, online shopping using Vipps has been categorised under mobile payments. From the publication date of this report, such payments will be included in the figures for online shopping linked to payment cards.
- Figures for “other electronic payments” include payments made using offline mobile payment platforms, 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 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. Figures include both payments made with physical cards and payments using different mobile payment platforms such as Vipps, Apple Pay and Google Pay. Over the past three years, online shopping using the mobile payment platform Vipps has been categorised under mobile payments. As from this report, such payments will be included in the figures for online shopping with a payment card.
- “Other payments at Norwegian terminals” include payments made using offline mobile payment platforms, 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 include both payments with physical cards and payments using different mobile payment platforms such as Vipps, Apple Pay and Google Pay. Over the past three years, online payments using the mobile payment platform Vipps has been categorised under mobile payments. As of this report, such payments will be included in the figures for online shopping.

#### 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 from 2019 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 79 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 giros is for each form posted. Postage for each form posted comes in addition.
- The price of direct debit (Avtalegiro) receipt refers to receipt without notification.
- From 2017, Finansportalen has had information on prices for several credit cards for non-loyalty scheme customers, and not only for single credit cards, as before. From 2017, the median of prices at each bank for the different credit cards has therefore been used to calculate average prices for non-loyalty scheme customers.
- 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