

NORGES BANK PAPERS

Retail payment services 2021

NO 2 | 2022



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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 2021

The Covid-19 pandemic also affected figures in 2021, albeit to a lesser extent than in 2020.

The number of card payments increased again, both in Norway and at physical points of sale (POS) abroad. The average number of card transactions per inhabitant in 2021 was 479, which is high in a global context.

Most card payments, 78 percent, were made at physical payment terminals in Norway or abroad. More than four out of five of these payments were contactless.

The remaining card payments were primarily related to online shopping. Online payments account for an ever larger share of card payments. The increase in online payments between 2020 and 2021 was 19 percent. On average, the annual increase for the past five years was 25 percent.

Surveys show that almost half of online purchases were made using traditional card payments. The use of mobile payments is increasing rapidly and now account for one out of four online payments. Most online purchases are ultimately settled with a payment card, including when the primary method of payment is mobile payment, invoicing, or some other manner.

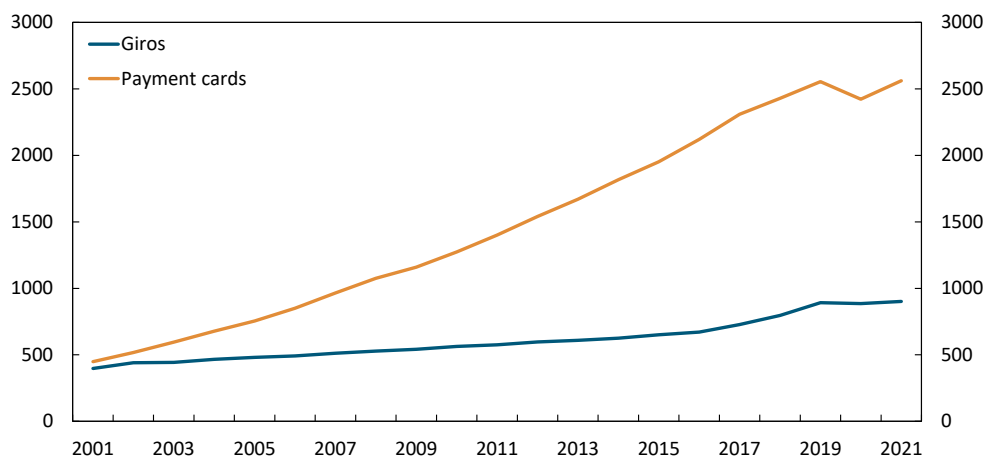
Giro payments are used, among other things, to pay bills and transfer money between private individuals. For households, regular online banking payments are the most common giro payment. The number of instant payments has grown quickly in recent years and instant payments are now the most used giro payment. These are primarily person-to-person (P2P) payments on mobile payment platforms.

The Bank's surveys show that 4 percent of survey participants used cash in their most recent payment at a physical point of sale. This figure has remained stable since the outbreak of the pandemic in spring 2020. The number of ATM and POS cash withdrawals has continued to decline, albeit somewhat less in 2021 than in 2020. The value of withdrawals from ATMs has also continued to fall but the value of POS withdrawals has increased somewhat.

1 Use of payment instruments

Chart 1 shows the use of payment instruments excluding cash. In 2021, there were 2562 million card payments and 901 million giro payments

Chart 1 Use of payment instruments. In millions of payments. 2001–2021

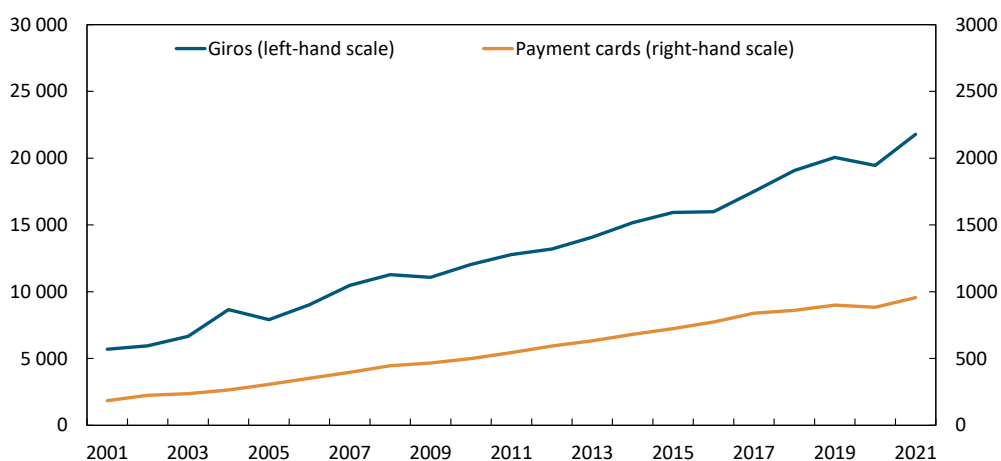


Source: Norges Bank

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 21 787 billion in 2021 (Chart 2). The value of card payments was NOK 956 billion

Chart 2 Use of payment instruments. In billions of NOK. 2001–2021



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 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 2021, the average value of giro payments was NOK 24 178, while the average value of card payments was NOK 373.

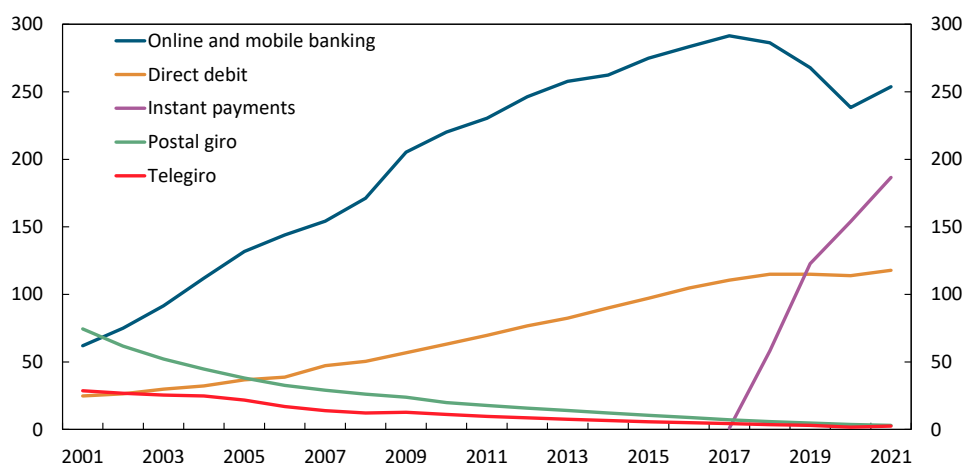
Giro payments by retail customers

Chart 3 shows credit transfers and direct debits by retail customers. Online banking (including mobile banking) is still the most used transfer service for retail customers. But there have been fewer such payments in recent years. At the same time, the number of instant payments¹ has grown quickly, and instant payments are now the second most used transfer service. Most instant payments are initiated from the Vipps mobile payment app and are P2P payments. Previously, such transfers tended largely to be made via online or mobile banking platforms.²

The number of instant payments rose from 154 million in 2020 to 187 million in 2021. The value of instant payments in 2021 was NOK 134 billion

Direct debits (Avtalegiro) were the third most used transfer service for retail customers in 2021. The use of this service was broadly unchanged in recent years and amounted to 118 million payments in 2021.

Chart 3 Giro payments by retail customers. In millions of payments. 2001–2021



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.³

Postal giros and telegiros are now little used. In 2021, postal giros were used for a total of 3.0 million transactions and telegiros for 2.5 million

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 in the annex.

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

Direct debits and electronic invoicing

Avtalegiro⁴ and Autogiro⁵ are variants of direct debit payment services. At end-2021, there were 21.3 million direct debit agreements between retail customers, corporate customers and banks. In total, 21 313 payees offered their customers Avtalegiro and 666 payees offered their customers Autogiro.

Direct debits can be combined with electronic invoicing (e-invoicing). At end-2021, there were 28 505 agreements offering the Norwegian banking industry's e-invoicing solution, (eFaktura), to retail customers. The figure for electronic invoice agreements with private individuals was 38.9 million.

In 2021, 175 million eFaktura invoices were sent from businesses to retail customers. The rise in the number of eFaktura invoices has been pronounced in recent years. In the period between 2020 and 2021, the rise was 6.6 percent. The sharp growth the last few years partly reflects the opening of the Vipps platform to the distribution of eFaktura invoices in March 2019.

In 2021, 84.7 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 2020 and 2021 was 28 percent.

2 Card transactions

In 2021, 2562 million payments and 20 million cash withdrawals⁶ were made with Norwegian payment cards, a total of 2582 million card transactions (see Annex Table 10a).

Of total card payments, 1988 million, or 77 percent, were made at physical payment terminals (EFTPOS-terminals⁷). In 2020, 1941 such payments were made. These accounted for 79 percent of total card payments.

In 2021, 1602 million (81 percent) of payments at physical points of sale were contactless payments⁸. The average value of contactless payments was NOK 344. 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.⁹ Payments made with

4 Direct debits for the retail market

5 Direct debits for the corporate market

6 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 9.8 million payments in 2021.

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

8 Contactless payments are made by holding the card or device 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.

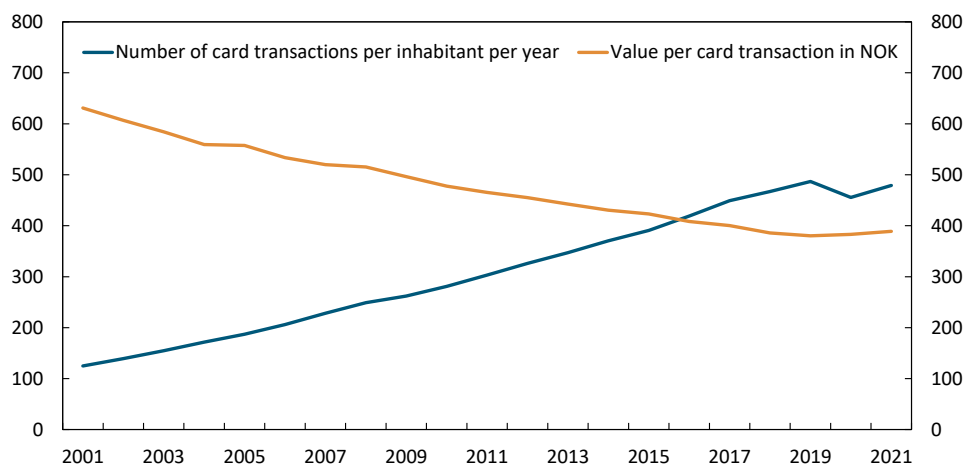
9 Contactless mobile payments are, for example, payments made using Apple Pay or Vipps at payment terminals. Contactless payments via watch are, for example, payments made using Fitbit Pay or Garmin Pay.

physical cards currently account for most contactless payments. Contactless payments using mobile phones, watches or wristbands accounted for 53.9 million payments in 2021. In the period between 2020 and 2021, the increase was 272 percent.

In 2021, 1333 million (83 percent) of total contactless payments were made using BankAxept. The remaining contactless payments, 270 million, were made using international cards.¹⁰

Owing to the outbreak of the pandemic in 2020, for a period it was more common for purchases to be less frequent, but in 2021 the number of card transactions per inhabitant recovered (Chart 4). The average number of card transactions per inhabitant (for payments and cash withdrawals) in 2021 was 479, compared with 456 in 2020. The average value of card transactions increased from NOK 383 in 2020 to NOK 389 in 2021.

Chart 4 Card transactions per inhabitant per year and value per card transaction in NOK. 2001–2021



Source: Norges Bank

Number of payment cards

At end-2021, the total number of Norwegian payment cards issued stood at 12.9 million.

The most widely used card type is a card combining BankAxept with an international debit card, usually Visa or Mastercard. 57 percent of cards issued are of this type. The next most widely used card type is international credit cards, which account for 39 percent of cards

¹⁰ 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.

Overview 1 The number of issued Norwegian payment cards at the end of the period (in thousands)¹¹

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Card type	2018	2019	2020	2021
Combined BankAxept/international debit cards	6932	7309	7199	7294
International credit cards	4855	5297	5126	5043
Other debit and credit cards	987	658	181	86
International charge cards	394	328	339	367
E-money cards	107	85	59	74
In total	13 274	13 677	12 905	12 864

Source: Norges Bank

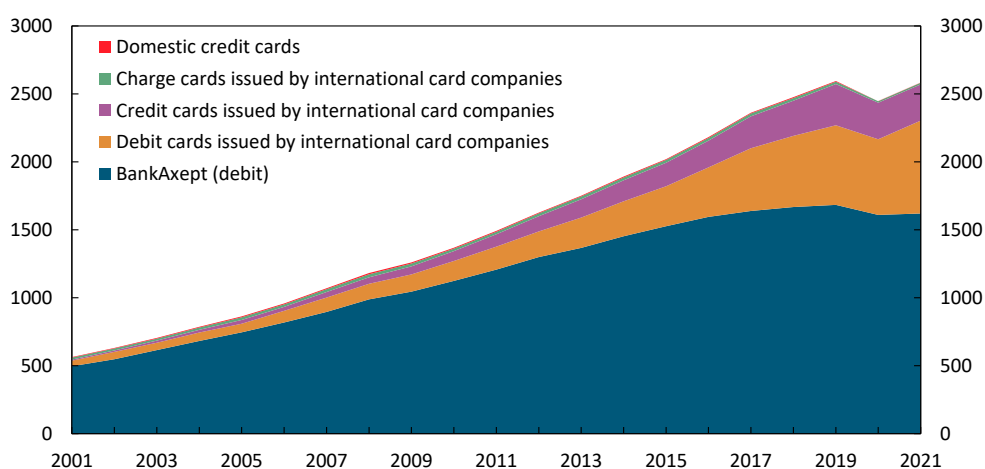
Card transactions by issuer and function

In 2021, 63 percent of all transactions with Norwegian cards were made using the national debit card system, BankAxept (Chart 5). These amounted to 1620 million transactions. The remaining transactions with Norwegian cards, 962 million or 37 percent, were made using different cards issued by international card companies. After having declined in 2020, the number of transactions for both BankAxept and international cards increased in 2021.

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 again in 2021, after falling in 2020. The decline in 2020 primarily reflected the pandemic-related reduction in foreign travel. With the exception of 2020, the market share for the international cards has been rising for many years. The rise in market share primarily reflects the sharp increase in online shopping.

Chart 5 Use of Norwegian payment cards by issuer and function. In millions of transactions. 2001–2021



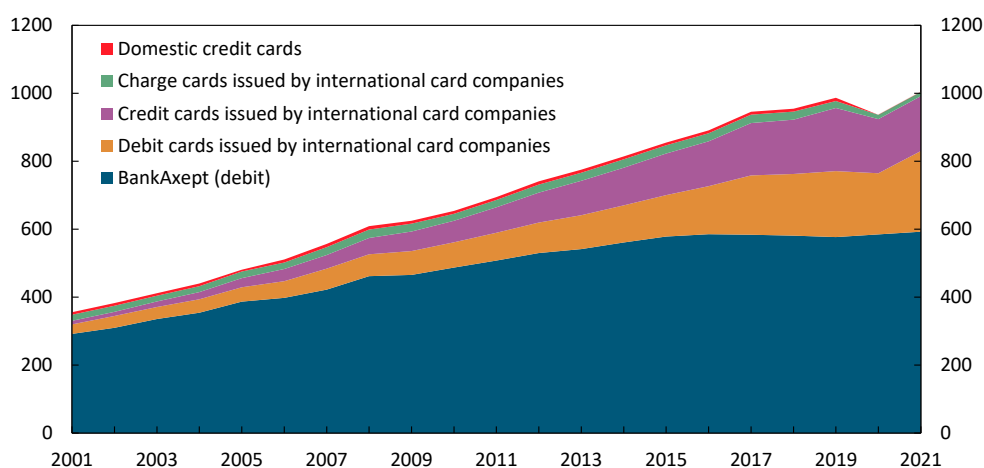
Source: Norges Bank

- 11 Debit card: Payment card enabling the card user to access deposits and credit from the bank account to which the card is linked. The user's account is debited each time the card is used.
 Credit card: Payment card with a line of credit that in accordance with the cardholder agreement may be repaid regardless of when the card is used.
 Charge card: The user of the card receives at certain intervals an invoice for total use.

For the first time, the total value of transactions using Norwegian cards rose to over NOK 1000 billion. The total value of BankAxept transactions in 2021 was NOK 593 billion, and increased by 1.4 percent between 2020 and 2021 (Chart 6). In 2021, BankAxept transactions accounted for 59 percent of the total value of card transactions. The value of transactions using international cards was NOK 411 billion in 2021, an increase of 18 percent over the past year.

The average transaction value for BankAxept cards was NOK 366, NOK 347 for international debit cards, and NOK 606 for international credit cards.

Chart 6 Use of Norwegian payment cards by issuer and function.
In billions of NOK. 2001–2021



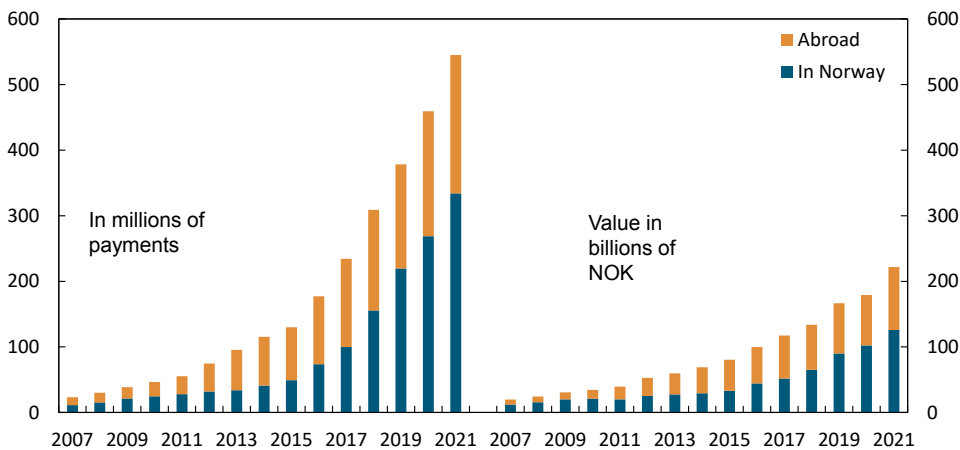
Source: Norges Bank

Internet card payments (online shopping)

There has been a sharp increase in internet card payments over the past years (Chart 7). In 2021, there were 545 million such purchases made with Norwegian payment cards. In the period between 2020 and 2021, growth reached 19 percent. Growth was higher for purchases from Norwegian online shops than from foreign online shops. Payments to Norwegian online shops accounted for 61 percent of the total payments for online shopping.

In 2021, the total value of online payments was NOK 222 billion. The value of payments rose by 24 percent between 2020 and 2021. The average value of online payments increased from NOK 390 in 2020 to approximately NOK 407 in 2021.

Chart 7 Online payments with Norwegian payment cards. 2007–2021

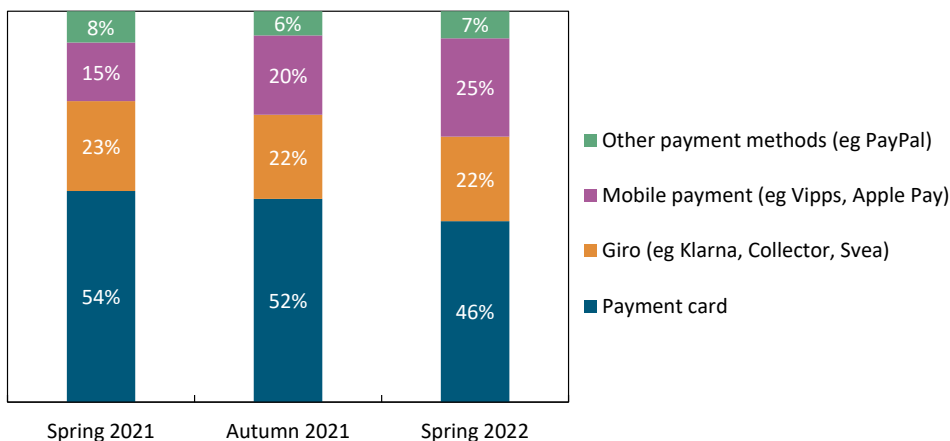


Source: Norges Bank

Customers abroad make fewer purchases at Norwegian online shops than Norwegians make at online shops abroad.¹² Customers abroad accounted for 9.3 million such purchases, with a total value of NOK 9.6 billion. The number of purchases increased somewhat, while their total value continued to decline.

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 somewhat less than half of purchases were made directly with a payment card. Approximately a quarter of purchases were made on a mobile payment platform. Somewhat less than a quarter were invoiced. However, even if the primary method of payment is giro, mobile payment or some other manner, there is also often an underlying card payment. Payment cards are usually the funding source for online mobile payments, and payment cards are often used to pay online shopping invoices. An increasing number of survey participants report using mobile payments for their most recent online purchase.

Chart 8 Payment methods for online shopping. Results from surveys

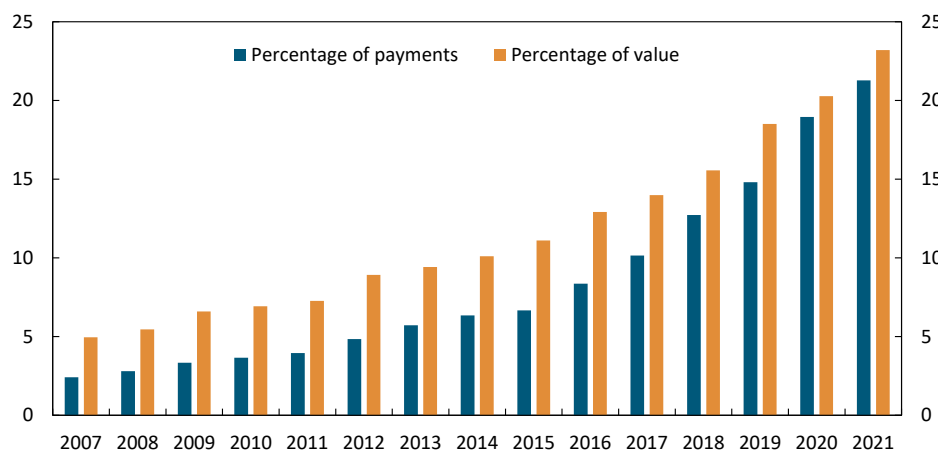


Source: Norges Bank

¹² The figures are uncertain. Information from other sources may indicate that they are underreported by about 30 percent.

Online payments are assuming an ever larger share of payments made with Norwegian payment cards. Chart 9 shows that in 2021, online payments accounted for 21 percent of all payments using Norwegian cards. In value terms, online payments accounted for 23 percent of the value of all card payments in 2020.

Chart 9 Online payments with Norwegian payment cards. Percentage of total card payments. 2007–2021



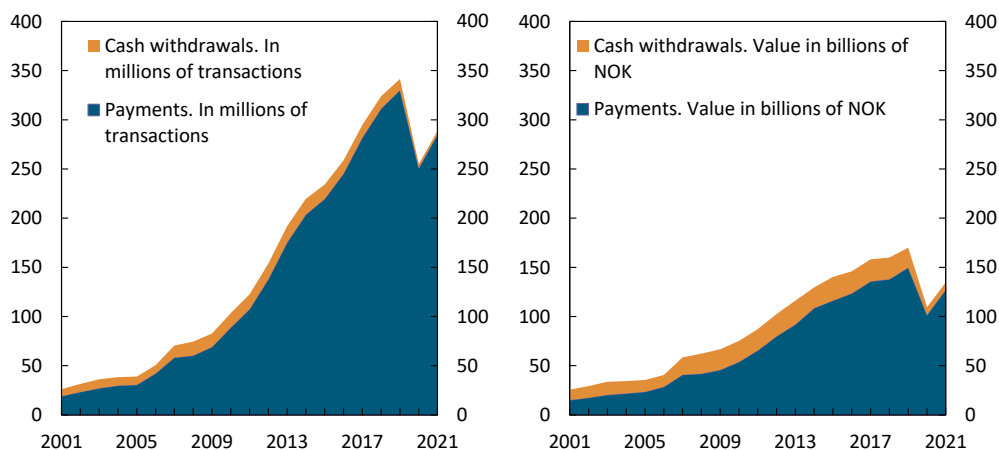
Source: Norges Bank

Card transactions abroad

Chart 10 shows the total use of Norwegian payment cards abroad, both at terminals and via the internet. In 2021, a total of 289 million card transactions were made abroad or with foreign counterparties. This includes 4 million cash withdrawals.

Not unexpectedly, the number of payments at physical points of sale abroad increased again somewhat in 2021. The number of such payments rose from 61 million in 2020 to 74 million in 2021, an increase of 22 percent. The number of payments to online shops abroad continued to increase and rose from 191 million in 2020 to 211 million in 2021. On the whole, card use abroad increased by 13 percent in the period between 2020 and 2021.

Chart 10 Use of Norwegian payment cards abroad. 2001–2021



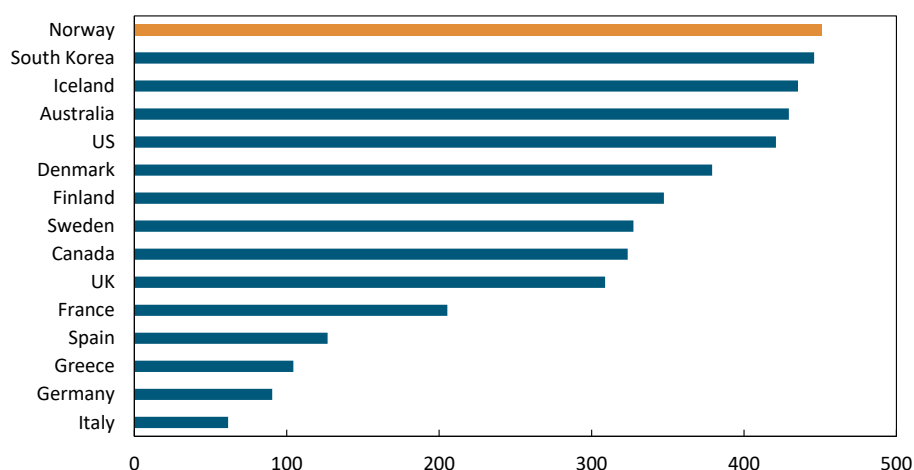
Source: Norges Bank

The value of card use abroad in 2021 totalled NOK 135 billion. The value of the payments was NOK 127 billion, while the value of cash withdrawals accounted for NOK 8 billion. Compared with the value of payments in 2020, the increase was 25 percent. The value of cash withdrawals fell somewhat. The average value of cash withdrawals abroad in 2021 corresponded to NOK 2066. The average value of payments at points of sale abroad was lower and corresponded to NOK 446.

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. Card use increased somewhat in some of these countries in the period between 2019 and 2020. For example, annual card payments increased in Germany from 76 to 90 and in Greece from 74 to 104.

Chart 11 Number of card payments per inhabitant per year in selected countries. 2020



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

3 The cash infrastructure

A user can withdraw cash at bank branches¹³, from ATMs and at many shops, either as cash-back withdrawals or through the Vipps in-store cash services solution¹⁴.

In 2021, there were 15.7 million withdrawals from ATMs in Norway, and 11.5 million cash withdrawals from POS terminals (cash-back and the Vipps in-store cash services solution). Chart 12 shows the number of cash withdrawals from ATM and POS terminals and their values. In the period between 2020 and 2021, the number of ATM withdrawals fell by 19 percent and the number of withdrawals from POS terminals fell by 11 percent.

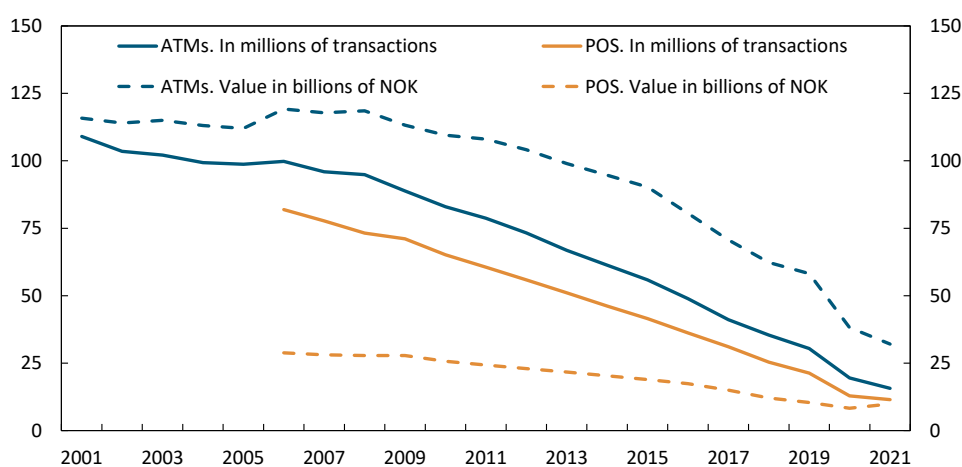
¹³ We do not have statistics for over-the-counter cash withdrawals at bank branches.

¹⁴ Through the Vipps in-store cash services solution, customers can withdraw and deposit 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.

In 2021, the value of ATM withdrawals was NOK 32.1 billion, and the value of withdrawals from POS terminals was NOK 9.9 billion. In the period between 2020 and 2021, the value of ATM withdrawals fell by 16 percent, while the value of withdrawals from POS terminals rose by 19 percent in the same period. Overall, there was a decline in the value of cash withdrawals, even though the decline was somewhat less pronounced than in recent years. This may be related to the closing of Posten Norge's cash withdrawals services in 2020. Withdrawals that were previously made through Posten Norge (and that were not included in our statistics) are now likely made at ATMs or POS terminals.

The average POS withdrawal was NOK 862. The average withdrawal from Norwegian ATMs rose from NOK 1957 in 2020 to NOK 2042 in 2021.

Chart 12 Cash withdrawals from ATMs and POS terminals. 2001–2021



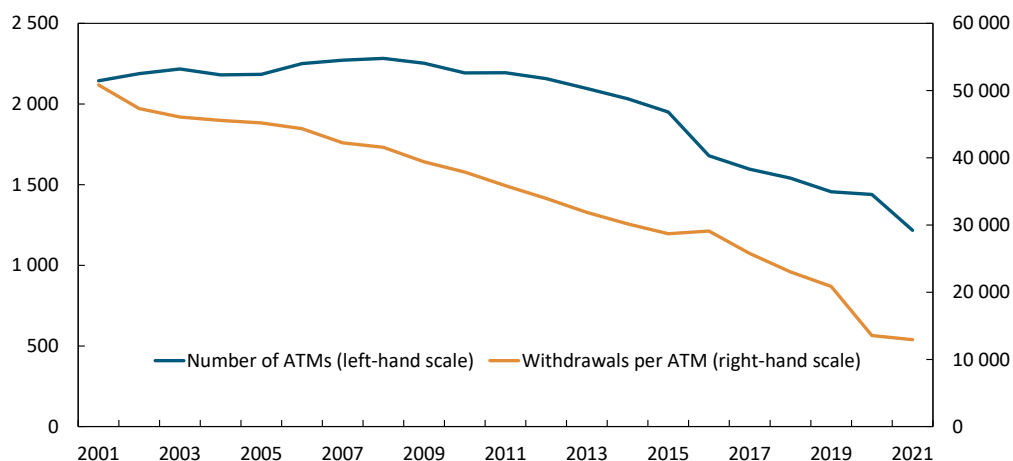
Source: Norges Bank

The number of ATMs fell from 1439 at end-2020 to 1217 at end-2021 (Chart 13).¹⁵ 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 2021, each ATM was used for an average of 12 933 cash withdrawals (Chart 13), or an average of 35 withdrawals per day. The average amount withdrawn from each ATM was NOK 26.4 million, or an average of approximately NOK 72 000 per day.

¹⁵ More ATMs than this exist in Norway because not all ATM owners report to Norges Bank. At the end of 2021, this likely amounted to approximately 100 ATMs, which is an increase since the end of 2020. The number of ATMs therefore probably declined by somewhat less than shown in the chart.

Chart 13 Number of ATMs and withdrawals per ATM per year. 2001–2021



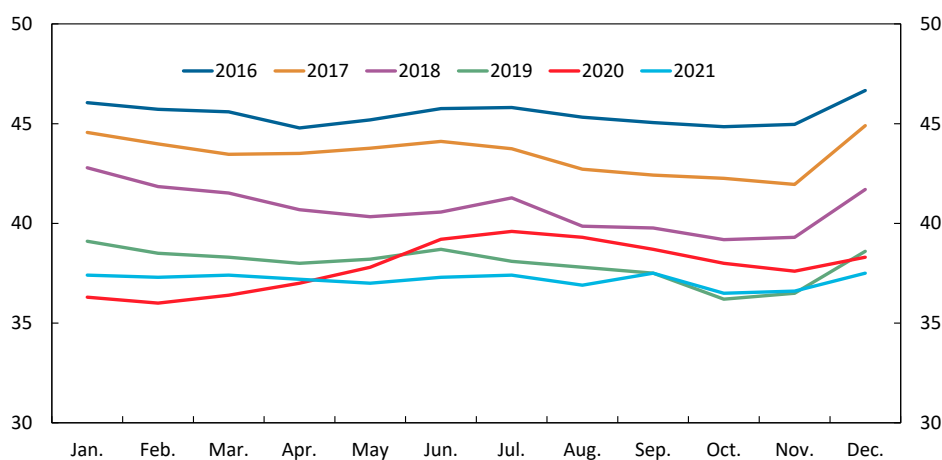
Source: Norges Bank

4 Cash in circulation

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

The 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. At year-end 2021, cash in circulation amounted to NOK 37.5 billion.¹⁶

Chart 14 Cash in circulation among the general public. In billions of NOK. January 2016 – December 2021

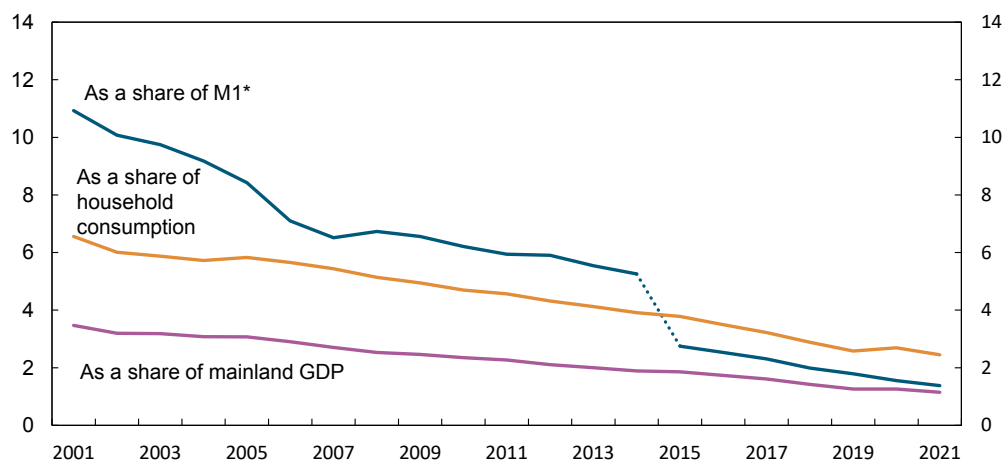


Source: Statistics Norway

¹⁶ In addition to the cash held by the general public, banks also hold cash. At end-2021, banks' stock of cash was NOK 2.2 billion. This includes cash stored in banks' ATMs, branches and depots

Cash as a share of the monetary aggregate M1¹⁷ fell from 1.6 percent at end-2020 to 1.4 percent at end-2021 (chart 15). Cash as a share of GDP for mainland Norway amounted to 1.1 percent in 2021.

Chart 15 Cash in circulation as a share of means of payments (M1), household consumption and mainland GDP. Percent. 2001–2021

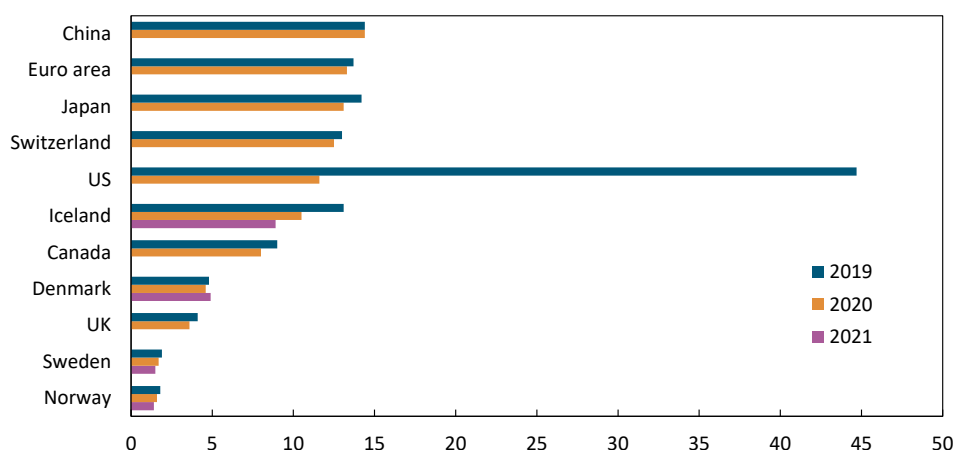


* New definition of M1 from 2015

Sources: Statistics Norway and Norges Bank

The figures for Norway are low in an international comparison. The share of cash is also low in the other Nordic countries and the UK (Chart 16). The chart shows that the share of cash has fallen in most countries over the past year. In the period between 2019 and 2020, there was a substantial fall in the US, reflecting changes in the definition of M1. From May 2020, saving accounts were also included in M1 in the US (as in other countries).

Chart 16 Cash in circulation as a share of means of payments in selected countries. Percent. 2019, 2020 and 2021 (Nordic countries)



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

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

USE OF CASH IN NORWAY

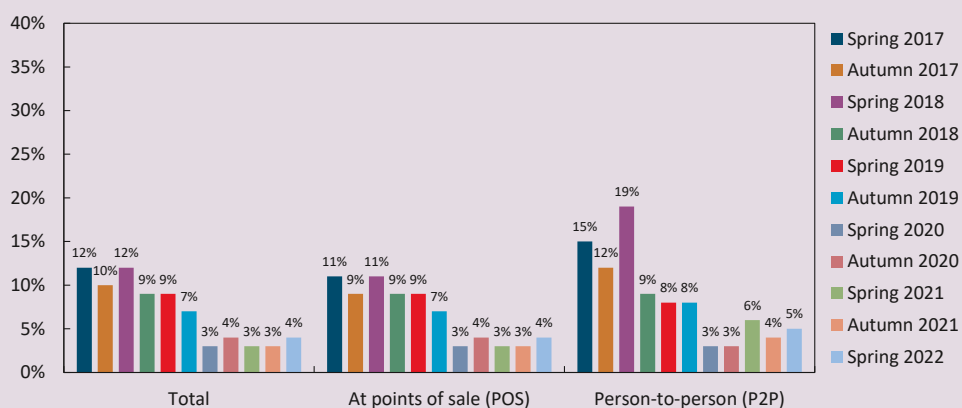
Norges Bank conducts semi-annual household surveys on cash usage. The surveys examine payment situations in which cash could actually be used. These are mainly person-to-person (P2P) payments and payments for the purchase of goods and services at a point of sale (POS)¹. Survey participants are asked to provide information about their most recent payment.

Data are collected by an external market analysis firm. In each survey, 2 000 individuals over 15 years² of age are 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 2022, cash accounted for 4 percent of both total payments and POS payments but accounted for 5 percent of P2P 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

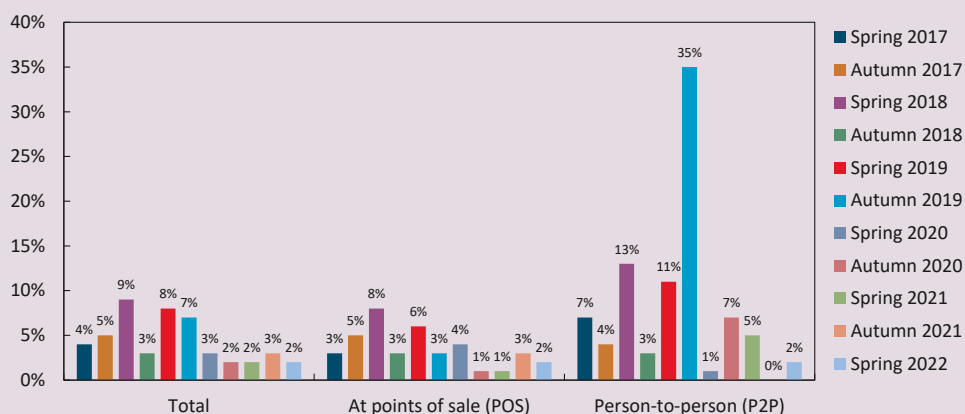


Source: Norges Bank

- 1 Points of sale include retail outlets, restaurants, vending machines, hairdressing salons and public transport etc.
- 2 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 2022, the value of cash payments accounted for 2 percent of the total value of payments (Chart 18). The value of cash payments accounted for 2 percent of the value of both POS and 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 payments³



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 82 percent of payments in spring 2022 (Chart 19). Mobile phone payments have risen from 3 percent of total payments in spring 2017 to 13 percent in spring 2022.

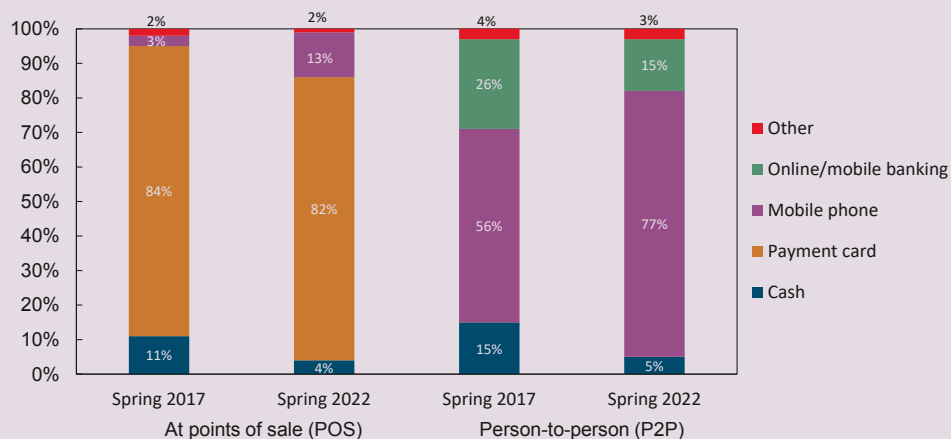
For P2P payments, one can choose to pay

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

³ 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 77 percent in spring 2022. Transfers on online and mobile banking platforms were the next most used payment method, accounting for 15 percent of P2P payments in spring 2022. 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 2022



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 for instance 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 109 for both loyalty scheme customers and other customers. For loyalty scheme customers, payments via an online banking service with CID cost NOK 0.10 and payments using Avtalegiro (direct debit) cost NOK 0.30. Both forms of payment cost NOK 0.80 for other customers.

At the beginning of 2022, the average annual fee for BankAxept cards combined with an international card (Visa or Mastercard) was NOK 228 for loyalty scheme customers and NOK 300 for non-loyalty scheme customers. The average price to make a purchase using BankAxept was NOK 0.80 for non-loyalty scheme customers and free for loyalty scheme customers.

A withdrawal using a debit card during opening hours from a bank's own ATM now costs slightly less than NOK 7 for loyalty scheme customers and close to NOK 8 for other customers. 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 7.30 for loyalty scheme customers and NOK 8.60 for other customers. The cost of withdrawals using international credit cards is the same for both loyalty scheme customers and other customers, NOK 31.40. In addition, a 1.1 percent fee is charged of the amount drawn.

**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		
	2020	2021	2022	2020	2021	2022
Payments						
Online banking (with CID), per payment	0.80	0.70	0.80	0.00	0.10	0.10
Online banking – annual fee	14.70	13.20	13.30	2.40	0.60	1.10
Direct debit (Avtalegiro), per payment	0.80	0.80	0.80	0.00	0.20	0.30
Mobile banking (with CID), per payment	0.80	0.90	0.80	0.00	0.10	0.10
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.00	0.00	0.00	0.00
Mobile banking – info by SMS	2.20	2.10	2.10	1.90	1.80	1.90
Credit transfer via postal giro, per payment	12.30	12.30	13.00	12.30	12.30	12.80
Giro over the counter – account debit, per payment	99.70	100.40	103.50	99.70	100.40	103.50
Giro over the counter – cash payment, per payment	107.60	107.80	108.50	107.60	107.80	108.50
BankAxept cards at payment terminals (EFTPOS), per payment	0.90	0.80	0.80	0.00	0.10	0.00
Credit card from international credit card company, annual fee	15.30	21.30	26.70	25.00	23.60	13.40
BankAxept cards (combined with debet card from int. card comp.), annual fee	290.90	298.00	299.60	238.40	220.50	227.90
ATM withdrawals, debit cards						
Own bank's ATMs during opening hours, per withdrawal	6.50	7.20	7.80	6.70	6.70	6.70
Own bank's ATMs outside opening hours, per withdrawal	6.70	7.40	7.90	6.70	6.70	6.70
Other bank's ATMs during opening hours, per withdrawal	8.10	8.50	8.60	7.80	7.20	7.30
ATM withdrawals, international credit cards						
Own bank's ATMs during opening hours, per withdrawal	31.60	31.10	31.40	30.80	32.60	31.40
Other bank's ATMs during opening hours, per withdrawal	31.70	31.10	31.40	31.00	32.60	31.40
Fee as a percentage of withdrawal amount	1.2	1.1	1.1	1.2	0.8	1.1

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.¹⁸ Banks, non-bank financial institutions and payment institutions provide remittance services to these countries. Prices for remittances are determined by various factors. As a percentage of the transfer amount, the price falls as the amount rises. Also, a remittance transaction in person is much more expensive than an online payment order. This pertains especially to banks, but also when the payment passes through a non-bank financial institution or payment institution. The fee comprises the

¹⁸ Afghanistan, Bosnia-Herzegovina, Brazil, Chile, China, Eritrea, Ethiopia, EU/EEA, Philippines, Gambia, Ghana, India, Iraq, Kosovo, Latvia, Lithuania, Macedonia, Morocco, Nigeria, Pakistan, Palestine, Poland, Romania, Russia, Serbia, Somalia, Sri Lanka, Thailand, Turkey and Vietnam

exchange rate cost and other fees, where other fees comprise both a fixed portion and a portion that depends on the amount transferred. Fees for transfers via banks have become somewhat lower over the past year.

Overview 3 Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2021 and 2022

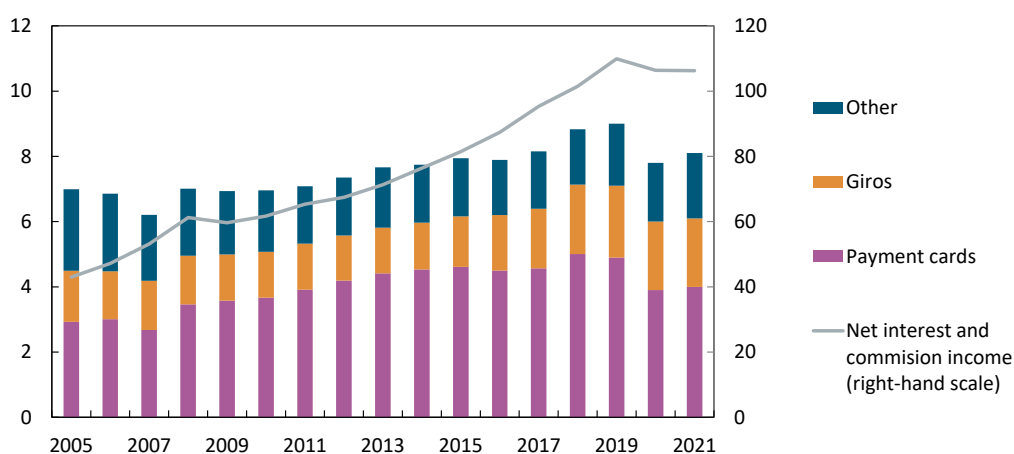
	Transaction in person				Online payment order			
	NOK 1 000		NOK 5 000		NOK 1 000		NOK 5 000	
	2021	2022	2021	2022	2021	2022	2021	2022
Banks	28.3	27.9	6.8	6.4	6.1	6.0	2.3	1.9
Exchange rate cost	1.4	1.0	1.4	1.0	1.3	0.9	1.3	0.9
Other fees	26.9	26.9	5.4	5.4	4.8	5.1	1.0	1.0
Non-bank financial institutions and payment institutions	-	-	-	-	5.5	6.3	4.0	4.5
Exchange rate cost	-	-	-	-	3.3	4.0	3.3	4.0
Other fees	-	-	-	-	2.2	2.3	0.7	0.6
All providers	28.3	27.9	6.8	6.4	5.8	6.1	3.1	3.1
Exchange rate cost	1.4	1.0	1.4	1.0	2.3	2.3	2.3	2.3
Other fees	26.9	26.9	5.4	5.4	3.5	3.8	0.8	0.8

Sources: Finansportalen and Norges Bank

6 Banks' income from payment services

In 2021, banks' income from payment services came to NOK 8.1 billion (Chart 20). Total income rose by approximately 4 percent in the period between 2020 and 2021. In 2021, 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. 2005–2021



Sources: Statistics Norway and Norges Bank

General data

Table 1: General statistical data for Norway

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Population (as at 1 Jan., in millions)	4.92	4.99	5.05	5.11	5.17	5.21	5.26	5.30	5.33	5.37	5.39
GDP, market value (in billions of NOK)	2 793	2 964	3 071	3 141	3 111	3 098	3 295	3 554	3 568	3 410	4 144
Mainland GDP, market value (in billions of NOK)	2 159	2 294	2 419	2 534	2 614	2 692	2 792	2 935	3 068	3 043	3 265
Total household consumption (in billions of NOK)	1 073	1 121	1 175	1 224	1 282	1 336	1 393	1 447	1 498	1 422	1 531
EUR 1 in NOK (annual average)	7.79	7.47	7.81	8.35	8.95	9.29	9.33	9.60	9.85	10.72	10.16

Means of payment in Norway

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Money supply (M2)	1 593 137	1 671 765	1 793 673	1 907 974	1 920 065	2 017 427	2 138 663	2 252 583	2 345 545	2 632 380	2 907 800
Narrow money supply (M1)	824 760	820 075	874 546	910 322	1 766 857	1 842 654	1 944 698	2 096 769	2 159 770	2 464 540	2 723 600
Banknotes and coins	48 980	48 403	48 454	47 880	48 508	46 665	44 906	41 739	38 648	38 292	37 547
Deposits in current accounts	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	2 686 053
Other deposits	768 377	851 690	919 127	997 652	153 208	174 773	193 965	155 814	185 775	167 840	184 200

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total	50 315	51 179	49 762	49 352	50 068	49 241	46 963	43 828	40 986	40 562	39 336
Total banknotes	45 463	46 379	45 509	44 995	45 605	44 726	42 427	39 354	36 577	36 227	35 018
1000-krone	21 678	21 180	19 798	18 712	17 947	17 029	15 627	14 013	12 238	9 552	7 194
500-krone	14 542	15 633	16 306	17 101	18 355	18 445	17 689	16 567	15 129	17 383	18 871
200-krone	6 103	6 335	6 251	6 033	6 056	5 963	5 830	5 612	6 010	6 154	5 870
100-krone	2 099	2 149	2 118	2 096	2 154	2 172	2 161	2 067	2 145	2 113	2 062
50-krone	1 041	1 080	1 036	1 054	1 093	1 116	1 119	1 095	1 056	1 024	1 022
Total coins	4 853	4 801	4 254	4 357	4 463	4 515	4 536	4 474	4 409	4 336	4 318
20-krone	1 629	1 638	1 679	1 715	1 760	1 775	1 775	1 746	1 717	1 688	1 684
10-krone	1 323	1 317	1 150	1 174	1 194	1 201	1 205	1 180	1 157	1 130	1 122
5-krone	679	662	502	515	529	539	542	534	525	515	513
1-krone	962	943	767	799	826	847	861	862	858	850	848
0.5 krone	260	241	156	155	154	154	153	153	152	152	152

Payment infrastructure

Table 4: Institutional infrastructure

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Number of banks	142	138	137	137	134	137	136	141	136	134	134
Savings banks	111	109	107	106	104	104	99	98	95	93	91
Commercial banks	19	17	18	19	20	23	25	29	27	25	25
Number of foreign bank branches in Norway	12	12	12	12	10	10	12	14	14	16	18
Electronic money institutions	3	2	2	3	4	6	6	6	7	6	6

Table 5: Number of agreements

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Online and mobile banking agreements	5 712 911	6 020 427	6 317 283	7 259 134	7 889 444	8 427 064	8 780 020	8 677 815	8 619 107	8 720 172	10 109 706
Retail customers	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	8 130 369
Corporate customers	412 558	424 882	459 225	491 119	618 351	640 477	668 581	776 563	1 001 744	1 336 813	1 639 334
Agreements to offer electronic invoicing (eFaktura) to retail customers	945	1 071	1 220	1 378	1 490	1 611	1 577	8 108	13 462	24 161	28 505
Agreements on receipt of electronic invoicing (eFaktura) – retail customers	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	38 875 210
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	218 136
Company terminal giro agreements	26 153	15 129	15 963	16 534	18 362	22 193	27 822	33 530	33 962	25 631	14 669
Postal giro agreements	723 867	681 023	626 342	596 126	508 134	461 177	343 855	302 542	276 856	256 381	228 821
Direct debit agreements (Avtalegiro and Autogiro)	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	21 258 883
Avtalegiro – payees	13 130	13 572	16 417	15 520	15 940	16 215	17 627	18 408	19 723	20 474	21 313
Autogiro – payees	708	690	654	618	587	627	705	705	691	670	666

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Number of cards issued (as at 31 Dec.)	12 313	12 583	12 626	13 698	14 704	14 841	15 755	13 274	13 677	12 905	12 864
Contactless cards (NFC)	-	-	-	-	-	-	774	8 617	10 094	11 140	12 465
Chip cards	11 568	12 029	11 862	12 764	13 859	14 390	14 803	4 570	3 561	1 697	375
Magnetic stripe cards	745	553	761	928	839	445	166	73	2	2	1
Virtual cards	-	-	3	6	6	6	13	14	20	23	23
Number of functions in cards issued	19 447	19 795	20 289	21 988	23 464	23 791	25 381	20 988	21 487	20 189	20 167
Debit functions	13 564	13 620	14 449	15 650	16 552	16 777	18 065	14 161	14 730	14 495	14 665
Bank cards/BankAsept	6 897	6 945	7 332	7 931	8 377	8 487	9 124	7 229	7 419	7 294	7 370
Payment cards issued by international card companies	6 667	6 675	7 117	7 719	8 175	8 290	8 941	6 932	7 311	7 201	7 295
Billing functions (payment cards issued by international card companies)	593	572	569	557	450	431	357	394	328	340	367
Credit functions	5 290	5 603	5 054	5 504	6 185	6 456	6 864	6 326	6 344	5 296	5 061
Domestic credit cards	662	630	600	635	609	698	732	851	529	74	-
Payment cards issued by international card companies	4 628	4 973	4 454	4 869	5 577	5 759	6 132	5 455	5 797	5 211	5 052
E-money	-	-	218	277	278	127	94	107	85	59	74

Table 7: Cash infrastructure

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Bank branches with over-the-counter cash services	-	-	-	-	-	-	-	-	-	137	87
Points of sale with in-shop cash services	-	-	-	-	-	-	-	-	-	1 422	1 462
ATMs	2 194	2 157	2 096	2 033	1 950	1 679	1 596	1 540	1 456	1 439	1 217
Cash deposit machines	-	-	-	-	-	-	-	-	-	573	473

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total	1 976.1	2 137.7	2 279.5	2 443.2	2 602.0	2 791.6	3 037.3	3 226.0	3 446.1	3 308.5	3 462.8
Giros	575.3	597.2	608.6	625.8	650.3	670.4	728.1	797.0	891.7	885.4	901.1
Electronic	550.0	575.1	589.0	608.8	635.3	658.0	718.5	789.3	885.2	880.6	897.3
Paper-based	25.3	22.1	19.6	17.0	15.0	12.4	9.6	7.7	6.5	4.7	3.8
Payment cards (payments)	1 400.6	1 540.4	1 670.8	1 817.3	1 951.6	2 121.2	2 309.1	2 429.0	2 554.4	2 423.2	2 561.7
Electronic	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	2 561.5
Manual	1.8	2.1	2.0	2.1	2.5	0.6	0.5	0.6	0.6	0.2	0.2
Cheques	0.2	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0	0.0	0.0

Table 9: Giros (in millions of payments)

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total	575.3	597.2	608.6	625.8	650.3	683.2	728.1	797.0	891.7	885.4	901.1
Credit transfers	499.3	514.7	520.9	530.8	548.1	574.1	613.7	678.1	772.9	767.6	779.1
Electronic	477.1	495.4	503.7	516.0	535.4	550.6	605.2	671.2	767.1	763.1	775.3
Company terminal giro	47.1	14.5	14.5	15.7	15.1	16.7	18.8	21.2	23.8	22.7	16.8
Telegiros	9.7	8.6	7.6	6.6	5.7	5.0	4.4	3.6	3.0	1.7	2.5
Online and mobile banking	378.9	430.4	437.7	448.1	467.1	481.8	502.6	525.3	537.8	502.8	493.2
Retail customers	230.4	246.3	257.7	262.4	274.9	283.4	291.5	286.3	267.9	238.4	253.8
Corporate customers	148.4	184.1	180.0	185.7	192.3	198.4	211.1	238.9	269.9	264.4	239.4
Instant payments	-	-	-	-	-	-	0.9	58.1	122.7	154.0	186.6
Miscellaneous other electronic credit transfers	41.5	41.9	43.9	45.7	47.4	59.9	78.4	63.1	79.7	81.9	76.2
Paper-based	22.1	19.3	17.2	14.8	12.7	10.7	8.5	6.9	5.8	4.4	3.8
Company terminal giros and online banking as money order	0.7	0.6	0.5	0.5	0.4	0.4	0.3	0.3	0.2	0.1	0.0
Postal giros	17.7	15.7	14.0	12.2	10.5	8.9	7.1	5.8	4.8	3.7	3.0
Giros delivered at the counter – account debits	3.8	3.0	2.6	2.1	1.7	1.4	1.1	0.9	0.8	0.6	0.7
Direct debits	72.8	79.7	85.2	92.8	99.9	107.4	113.3	118.0	118.1	117.5	121.9
Giros delivered at the counter – cash payments	3.2	2.8	2.4	2.2	2.3	1.7	1.1	0.8	0.7	0.3	0.0

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total use of Norwegian cards (in Norway and abroad)	1 492.2	1 627.3	1 752.3	1 892.8	2 020.7	2 182.1	2 362.2	2 475.8	2 594.9	2 446.1	2 582.3
Payments	1 400.6	1 540.4	1 670.8	1 817.3	1 951.6	2 121.2	2 309.1	2 429.0	2 554.4	2 423.2	2 561.7
Payments at EFTPOS terminals	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	1 940.7	1 987.5
Of which: contactless payments	-	-	-	-	-	-	22.9	102.8	344.0	1 250.4	1 602.0
– with physical cards	-	-	-	-	-	-	-	-	-	1 235.9	1 548.1
– other contactless payments	-	-	-	-	-	-	-	-	-	14.5	53.9
Payments without cash-back	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	1 928.1	1 977.7
Payments with cash-back	60.6	55.9	51.1	46.2	41.5	36.2	31.1	25.4	21.3	12.6	9.8
Internet payments	55.3	74.6	95.4	115.3	130.0	177.2	234.4	309.0	378.2	459.3	545.1
Other electronic payments	-	0.3	0.6	1.2	1.1	1.3	57.7	44.6	28.7	22.9	28.8
Manual payments	1.8	2.1	2.0	2.1	2.5	0.6	0.5	0.6	0.6	0.3	0.2
Cash withdrawals	91.5	86.9	81.5	75.5	69.1	60.9	53.1	46.8	40.6	23.0	20.6
Use of Norwegian cards by function	1 492.2	1 627.3	1 752.3	1 892.8	2 020.7	2 182.1	2 362.2	2 475.8	2 594.9	2 446.3	2 582.3
Debit functions	1 375.4	1 487.7	1 589.2	1 709.9	1 820.1	1 959.4	2 099.7	2 190.7	2 268.8	2 166.0	2 303.9
BankAxept	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	1 620.0
Payment cards issued by international card companies	167.7	188.6	222.3	257.2	293.8	364.6	461.1	523.3	586.1	556.2	683.9
Billing functions (payment cards issued by international card companies)	19.5	20.8	21.0	21.6	20.2	20.3	20.9	20.4	17.1	11.5	11.8
Credit functions	97.3	118.5	141.2	160.0	179.2	201.8	241.2	264.3	308.7	268.5	266.3
Domestic credit cards	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	91.1	112.3	135.2	154.1	173.6	196.1	235.7	258.8	303.9	268.5	266.3
E-money	-	0.2	1.1	1.3	1.1	0.6	0.4	0.4	0.3	0.3	0.3
Use of Norwegian cards in Norway	1 369.5	1 473.3	1 560.3	1 673.1	1 786.6	1 923.4	2 067.3	2 151.8	2 253.4	2 191.5	2 293.6
Payments without cash-back	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	2 266.8
Payments with cash-back	60.5	55.9	51.1	46.2	41.4	36.2	31.0	25.4	21.3	12.6	9.8
Cash withdrawals	76.4	71.0	64.9	59.5	54.5	47.6	40.0	34.2	29.3	19.2	17.0
Use of Norwegian cards abroad	122.7	153.9	192.0	219.7	234.2	258.8	294.9	324.1	341.5	254.9	288.7
Payments	107.4	138.0	175.4	203.7	219.5	245.3	281.8	311.4	330.2	251.1	285.0
Cash withdrawals	15.2	15.9	16.6	16.0	14.6	13.4	13.1	12.6	11.3	3.8	3.6
Use of foreign cards in Norway	22.5	27.2	31.6	36.6	40.2	48.3	54.7	67.2	89.2	50.5	51.5
Payments	20.1	24.9	29.6	34.7	38.5	46.7	53.2	65.8	88.0	49.9	51.1
Cash withdrawals	2.4	2.3	2.0	1.9	1.6	1.7	1.5	1.3	1.2	0.6	0.4

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Use of Norwegian and foreign cards at Norwegian terminals	1 413.0	1 531.3	1 623.5	1 739.7	1 855.2	1 998.4	2 093.1	2 202.1	2 342.5	2 244.6	2 341.6
Withdrawals through in-shop cash services	-	-	-	-	-	-	-	-	-	0.3	1.7
Cash withdrawals from ATMs	78.7	73.3	66.8	61.3	55.9	48.9	41.1	35.4	30.4	19.5	15.7
Payments at EFTPOS terminals that accept BankAxept	1303.1	1422.1	1517.6	1630.3	1742.2	1866.7	1940.3	1999.8	2075.9	1948.6	1980.3
Of which: payments with cash-back	60.6	55.9	51.1	46.2	41.5	36.2	31.1	25.3	21.3	12.6	9.8
Of which: contactless payments	-	-	-	-	-	-	15.7	82.4	318.0	1 250.7	1 590.7
Internet payments	31.3	35.6	38.5	46.8	55.9	81.6	110.3	165.5	234.9	275.4	343.3
Other payments at domestic terminals	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3	1.3	0.7	0.6
Use of Norwegian cards at Norwegian terminals	1 390.5	1 504.2	1 591.9	1 703.1	1 815.5	1 952.2	2 035.7	2 118.5	2 228.1	2 194.4	2 290.2
Withdrawals through in-shop cash services	-	-	-	-	-	-	-	-	-	0.3	1.7
Cash withdrawals from ATMs	76.3	70.9	64.8	59.4	54.3	47.2	39.6	34.4	29.1	18.9	15.3
BankAxept	70.5	65.3	59.5	54.4	49.7	43.3	36.0	31.1	26.5	17.3	13.8
Other cards	5.8	5.6	5.4	5.0	4.5	3.9	3.6	3.0	2.6	1.6	1.5
Payments at payment terminals	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	2 272.6
BankAxept – payments at EFTPOS terminal (including payments with cash-back)	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	1 604.5
BankAxept	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.1	0.1	0.1	0.0
Cards issued by international card companies and Norwegian credit cards	159.4	171.1	190.0	216.1	255.7	325.1	365.7	421.4	515.0	557.7	643.2
Cards issued by oil companies	16.7	22.4	24.5	23.1	23.3	22.9	22.5	21.4	22.5	21.1	21.5
Cards issued by retail chains	0.8	5.3	4.1	4.4	3.8	3.8	3.7	3.7	3.7	3.3	3.1
E-money cards	-	0.2	0.6	0.6	0.5	0.4	0.3	0.3	0.3	0.2	0.3
Other payments at Norwegian terminals	-	0.3	0.6	1.2	1.1	1.3	1.3	1.3	1.3	0.7	0.6
Use of foreign cards at Norwegian terminals	22.5	27.0	31.6	36.6	39.7	46.2	54.3	66.7	88.7	50.2	51.4

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Use of Norwegian cards (in Norway and abroad)	55.3	74.6	95.4	115.3	130.0	177.2	234.4	309.0	378.2	459.2	545.1
Norwegian cards in Norway	27.8	31.9	33.8	41.0	49.3	73.7	99.8	155.7	219.6	268.7	334.0
Norwegian cards abroad	27.5	42.7	61.6	74.3	80.7	103.5	134.6	153.3	158.7	190.5	211.1
Use of foreign cards in Norway	3.5	3.8	4.7	5.8	6.6	7.9	10.5	9.8	15.3	6.6	9.3

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Transfers from Norway	8.1	9.0	10.0	10.3	10.9	11.2	11.5	11.5	11.1	11.6	12.7
SWIFT	7.3	8.0	8.7	9.3	9.9	10.1	10.3	10.4	10.1	10.7	11.8
Foreign currency cheques	0.2	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0	0.1	0.1
Other transfers (MoneyGram, Western Union, etc.)	0.7	0.9	1.2	0.8	0.9	1.0	1.1	1.1	1.0	0.8	0.8
Transfers to Norway	3.4	3.6	4.3	4.9	5.3	5.9	7.1	7.6	7.5	7.8	8.2
SWIFT	3.3	3.5	4.2	4.7	5.3	5.9	7.1	7.6	7.4	7.8	8.2
Foreign currency cheques	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.0	0.0	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total	13 339.3	13 802.8	14 724.3	15 858.2	16 662.4	16 763.6	18 355.1	19 935.4	20 957.8	20 340.0	22 742.9
Giros	12 788.2	13 201.0	14 085.1	15 172.1	15 934.7	15 988.4	17 513.9	19 074.2	20 057.9	19 456.1	21 786.9
Electronic	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	19 361.6	21 694.3
Paper-based	180.6	146.0	138.5	126.9	138.7	151.6	126.1	122.6	120.7	94.5	92.6
Payment cards (payments)	543.4	594.1	632.7	681.3	724.3	772.7	839.4	860.1	899.3	883.6	955.9
Electronic	540.5	590.0	628.8	677.4	720.3	769.7	836.3	857.1	896.4	882.8	955.4
Manual	2.9	4.1	3.9	3.9	4.1	3.0	3.1	3.0	2.9	0.7	0.4
Cheques	7.7	7.7	6.5	4.8	3.4	2.5	1.8	1.1	0.5	0.4	0.2

Table 13: Giros (in billions of NOK)

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total	12 788.2	13 201.0	14 085.1	15 172.1	15 934.7	15 988.4	17 513.9	19 074.2	20 057.9	19 456.1	21 786.9
Credit transfers	12 535.2	12 942.9	13 815.9	14 901.0	15 643.7	15 691.6	17 240.1	18 778.6	19 752.4	19 068.7	21 272.4
Electronic	12 377.1	12 816.3	13 697.4	14 790.9	15 528.8	15 568.9	17 126.4	18 664.6	19 639.7	18 979.6	21 183.5
Company terminal giro	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	1 206.7
Telegiros	26.1	23.1	20.3	18.0	16.0	13.7	12.0	9.6	8.1	4.1	6.5
Online banking	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	19 196.4
Retail customers	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	1 392.1
Corporate customers	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	17 804.4
Instant payments	-	-	-	-	-	-	4.1	45.4	88.0	114.0	134.1
Miscellaneous other electronic credit transfers	632.6	574.8	687.0	790.6	832.9	746.4	695.8	706.3	717.1	736.5	639.8
Paper-based	158.1	126.6	118.5	110.2	114.9	122.7	113.7	114.0	112.8	89.1	88.8
Company terminal giros and online banking as money order	7.7	7.4	6.9	6.3	5.7	5.1	3.6	2.9	2.6	1.4	1.1
Postal giros	38.0	32.0	28.3	24.4	20.7	17.3	13.9	11.4	9.5	7.5	6.4
Giros delivered at the counter – account debits	112.4	87.2	83.3	79.4	88.4	100.3	96.2	99.7	100.6	80.2	81.3
Direct debits	230.5	238.7	249.2	254.3	267.2	267.8	261.4	287.0	297.5	381.9	510.7
Giros delivered at the counter – cash payments	22.5	19.4	20.0	16.7	23.8	28.9	12.4	8.6	8.0	5.5	3.8

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total use of Norwegian cards (in Norway and abroad)	694.4	740.9	775.3	814.6	855.3	890.9	945.7	954.9	986.8	936.9	1004.5
Payments	543.4	594.1	632.7	681.3	724.3	772.7	839.4	860.1	899.3	883.6	955.9
Payments at EFTPOS terminals	501.1	536.6	568.1	606.5	637.9	667.7	691.1	700.7	718.3	694.5	723.1
Of which: contactless payments	-	-	-	-	-	-	3.2	16.9	73.4	398.7	550.6
– with physical cards	-	-	-	-	-	-	-	-	-	394.4	534.6
– other contactless payments	-	-	-	-	-	-	-	-	-	4.4	16.0
Internet payments	39.5	53.0	59.6	68.8	80.4	99.8	117.4	133.8	166.4	179.1	221.8
Other electronic payments	-	0.5	1.1	2.0	1.9	2.3	27.7	22.6	11.7	9.2	10.4
Manual payments	2.9	4.1	3.9	3.9	4.1	3.0	3.1	3.0	2.9	0.8	0.4
Cash-back from EFTPOS terminals	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2
Other cash withdrawals	126.7	123.7	120.9	113.0	112.1	100.8	91.3	82.6	77.0	46.3	43.5
Use of Norwegian cards by function	694.4	740.9	775.3	814.6	855.3	890.9	945.7	954.9	986.8	936.9	1 004.5
Debit functions	589.5	619.7	641.3	669.9	699.9	726.4	758.1	762.6	771.1	764.8	829.8
BankAxept	507.6	529.6	541.6	560.7	578.6	585.2	583.6	581.1	576.6	584.6	592.8
Payment cards issued by international card companies	81.9	90.1	99.7	109.2	121.4	141.2	174.5	181.5	194.4	179.9	237.0
Billing functions (payment cards issued by international card companies)	21.7	23.6	24.0	24.9	24.1	23.8	24.7	24.1	20.7	12.4	13.0
Credit functions	83.2	97.4	109.6	119.4	130.8	140.4	162.7	168.0	194.8	159.7	161.4
Domestic credit cards	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	74.8	88.1	100.9	110.9	122.7	132.2	154.2	159.5	185.6	159.7	161.5
E-money	-	0.1	0.4	0.4	0.4	0.3	0.3	0.2	0.2	0.2	0.3
Use of Norwegian cards in Norway	607.1	638.4	658.9	685.1	715.0	744.9	787.6	795.0	816.8	827.4	869.9
Payments	477.8	514.3	540.8	572.7	608.1	649.2	703.7	722.3	749.6	782.0	828.7
Cash-back from EFTPOS terminals	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2
Other cash withdrawals	105.0	101.2	96.5	92.1	88.1	78.3	68.9	60.6	56.7	38.4	36.0
Use of Norwegian cards abroad	87.3	102.4	116.3	129.5	140.2	145.9	158.2	159.9	170.0	109.5	134.6
Payments	65.6	79.9	91.9	108.6	116.3	123.5	135.7	137.9	149.7	101.6	127.1
Cash withdrawals	21.7	22.6	24.4	20.9	24.0	22.4	22.4	22.0	20.3	7.9	7.5
Use of foreign cards in Norway	15.5	18.7	21.8	27.9	33.1	38.7	44.4	46.8	63.6	25.6	24.5
Payments	12.3	15.5	19.1	25.2	30.6	36.1	42.0	44.6	61.6	24.5	23.6
Cash withdrawals	3.2	3.1	2.7	2.7	2.5	2.6	2.4	2.2	2.1	1.1	0.9

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Use of Norwegian and foreign cards at Norwegian terminals	637.2	673.6	696.4	728.0	761.6	795.2	818.6	836.4	887.1	860.4	902.7
Withdrawals through in-shop cash services	-	-	-	-	-	-	-	-	-	1.3	4.7
Cash withdrawals from ATMs	108.0	104.1	99.0	94.7	90.3	80.5	70.7	62.3	58.2	38.2	32.1
Payments at EFTPOS terminals that accept BankAxept	505.7	538.0	561.0	590.5	621.4	651.0	671.5	686.4	702.7	706.1	729.4
Of these: POS cash withdrawals (cash-back)	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2
Of which: contactless payments	-	-	-	-	-	-	1.8	12.9	66.7	399.0	545.6
Internet payments	23.6	31.0	35.3	40.8	48.0	61.3	74.0	85.3	123.0	112.9	135.4
Other payments at Norwegian terminals	-	0.4	1.1	2.0	1.9	2.3	2.3	2.3	3.2	1.9	0.9
Use of Norwegian cards at Norwegian terminals	621.7	655.0	674.7	700.3	729.2	757.9	775.2	790.7	824.7	835.1	878.5
Withdrawals through in-shop cash services	-	-	-	-	-	-	-	-	-	1.3	4.7
Cash withdrawals from ATMs	104.8	101.0	96.3	92.0	87.8	77.9	68.3	60.1	56.1	37.0	31.3
Bank cards/BankAxept	95.4	91.7	87.4	83.3	79.6	70.8	61.6	54.6	51.2	33.9	28.4
Other cards	9.3	9.2	8.9	8.7	8.3	7.2	6.7	5.5	5.0	3.1	2.8
Cash-back from EFTPOS terminals	24.3	23.0	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2
Payments at payment terminals	492.6	530.6	555.5	586.1	620.5	660.3	689.6	716.2	755.0	788.0	836.3
BankAxept – payments at EFTPOS terminal	387.4	414.3	432.1	456.7	479.7	496.4	506.4	513.9	514.6	542.1	554.3
BankAxept	0.5	0.5	0.5	0.4	0.4	0.5	0.6	0.6	0.4	0.3	0.2
Cards issued by international card companies and Norwegian credit cards	90.0	97.8	105.9	112.3	124.6	148.7	166.6	183.5	221.4	229.9	263.4
Cards issued by oil companies	14.4	15.4	15.2	14.6	14.0	12.9	13.6	16.5	16.8	14.0	16.7
Cards issued by retail chains	0.3	2.4	1.6	1.8	1.5	1.6	1.5	1.6	1.6	1.5	1.5
E-money cards	-	0.1	0.3	0.3	0.2	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	0.9
Use of foreign cards at Norwegian terminals	15.5	18.6	21.7	27.7	32.4	37.3	43.4	45.7	62.4	25.3	24.2

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Use of Norwegian cards (in Norway and abroad)	39.5	53.0	59.6	68.8	80.4	99.8	117.4	133.8	166.4	179.1	221.8
Norwegian cards in Norway	19.9	25.3	27.7	29.4	33.1	44.3	51.7	65.1	90.1	102.2	125.8
Norwegian cards abroad	19.6	27.6	31.9	39.4	47.3	55.4	65.7	68.7	76.3	76.9	96.0
Use of foreign cards in Norway	3.7	5.7	7.5	11.5	14.9	17.0	22.3	20.3	32.9	10.7	9.6

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Transfers from Norway	9 909.7	9 206.3	8 225.7	8 683.7	10 748.0	7 655.6	8 196.4	7 891.1	6 456.0	6 622.3	7 324.5
SWIFT	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	6 935.5
Foreign currency cheques	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	364.3
Other transfers (MoneyGram, Western Union, etc.)	2.3	3.3	4.1	3.0	3.3	3.6	10.0	6.6	6.9	8.1	24.7
Transfers to Norway	5 023.6	5 634.6	6 413.2	6 739.4	8 266.3	6 933.5	7 066.2	6 988.8	7 181.0	7 905.1	8 428.8
SWIFT	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	8 428.5
Foreign currency cheques	0.6	0.5	0.4	0.3	0.3	0.3	0.2	0.3	0.2	0.2	0.2
Other transfers (MoneyGram, Western Union, etc.)	0.1	0.2	0.2	0.2	0.2	0.2	7.8	1.3	0.2	0.2	0.1

Table 16: Sending electronic invoices (in millions)

	2013	2014	2015	2016	2017	2018	2019	2020	2021
eFaktura from businesses to retail customers (B2C)	49.0	59.0	69.7	80.8	83.8	99.6	139.8	163.9	174.7
EHF format	1.3	5.0	10.6	17.9	29.1	45.2	58.1	66.4	84.7

**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					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
Payments												
Online banking (with CID), per payment	0.90	0.90	0.80	0.80	0.70	0.80	0.00	0.00	0.00	0.00	0.10	0.10
Online banking – annual fee	14.10	14.40	14.50	14.70	13.20	13.30	1.30	1.40	2.30	2.40	0.60	1.10
Direct debit (Avtalegiro), per payment	0.90	1.00	0.80	0.80	0.80	0.80	0.10	0.10	0.10	0.00	0.20	0.30
Mobile banking (with CID), per payment	0.90	1.00	0.80	0.80	0.90	0.80	0.00	0.00	0.00	0.00	0.10	0.10
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.10	0.10	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mobile banking – info by SMS	2.00	2.10	2.20	2.20	2.10	2.10	1.80	1.90	1.90	1.90	1.80	1.90
Credit transfer via postal giro, per payment	11.00	11.30	12.10	12.30	12.30	13.00	11.10	11.20	12.10	12.30	12.30	12.80
Giro over the counter – account debit, per payment	80.60	85.80	98.20	99.70	100.40	103.50	80.00	87.50	98.20	99.70	100.40	103.50
Giro over the counter – cash payment, per payment	99.70	99.20	107.40	107.60	107.80	108.50	102.70	100.20	107.40	107.60	107.80	108.50
BankAxept cards at payment terminals (EFTPOS), per payment	0.90	1.00	0.90	0.90	0.80	0.80	0.00	0.10	0.10	0.00	0.10	0.00
Credit card from international credit card company, annual fee	57.80	56.60	32.40	15.30	21.30	26.70	32.40	32.20	25.20	25.00	23.60	13.40
BankAxept cards (combined with debet card from int. card comp.), annual fee	275.80	277.30	282.50	290.90	298.00	299.60	208.60	234.00	231.80	238.40	220.50	227.90
Cheques – retail customers, per cheque booklet	13.10	-	-	-	-	-	2.60	-	-	-	-	-
Cheques – retail customers, per cheque payment	46.50	-	-	-	-	-	40.00	-	-	-	-	-
ATM withdrawals, debit cards												
Own bank's ATMs during opening hours, per withdrawal	0.20	5.50	5.60	6.50	7.20	7.80	0.00	5.50	5.90	6.70	6.70	6.70
Own bank's ATMs outside opening hours, per withdrawal	4.80	5.90	6.00	6.70	7.40	7.90	4.20	5.60	6.00	6.70	6.70	6.70
Other bank's ATMs during opening hours, per withdrawal	6.90	7.30	7.80	8.10	8.50	8.60	6.50	7.30	7.40	7.80	7.20	7.30
ATM withdrawals, international credit cards												
Own bank's ATMs during opening hours, per withdrawal	24.80	28.60	30.70	31.60	31.10	31.40	17.60	20.40	22.20	30.80	32.60	31.40
Other bank's ATMs during opening hours, per withdrawal	24.90	28.70	30.70	31.70	31.10	31.40	17.60	20.40	22.20	31.00	32.60	31.40
Fee as a percentage of withdrawal amount	1.3	1.0	1.3	1.2	1.1	1.1	1.1	1.1	1.2	1.2	0.8	1.1

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

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Payments												
Electronic giro services												
Online banking – without notification	1.50	1.50	1.60	2.60	2.80	2.60	3.10	3.00	2.80	2.90	3.10	3.30
Online banking – with notification	4.20	4.20	4.20	4.30	4.40	4.40	4.50	4.50	4.50	4.90	5.00	5.30
Online banking – with CID	1.10	1.10	1.10	1.20	1.10	1.30	1.30	1.40	1.50	1.50	1.50	1.50
Paper-based giro services												
Corporate online banking sent as money order	73.00	74.80	75.20	84.00	89.20	91.90	98.60	100.10	100.10	102.80	103.40	116.20
Receipt of payments												
Electronic giro services												
Direct debits (Autogiro) without notification	1.30	1.30	1.30	1.40	1.40	1.60	1.50	1.60	2.00	2.00	2.00	2.60
Optical Character Recognition (OCR) – File	1.40	1.40	1.50	1.60	1.50	1.70	1.80	1.90	2.00	2.10	2.20	2.20
Paper-based giro services												
Optical Character Recognition (OCR) – Return	4.40	3.20	3.10	3.30	3.90	4.40	4.40	5.80	4.90	4.90	4.80	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					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
SEPA (SWIFT) transfers												
With BIC and IBAN, NOK 2500	28.40	28.10	28.10	22.90	23.90	22.40	-	-	-	-	-	-
Ordinary Swift transfer in NOK												
Without BIC and IBAN, NOK 2500	72.30	69.80	69.10	75.20	78.10	87.40	285.10	295.90	293.10	286.40	290.10	297.30
With BIC and IBAN, NOK 2500	63.60	63.80	63.60	70.50	71.60	66.70	226.60	233.00	292.40	286.00	289.40	289.80
Ordinary Swift transfer in EUR												
Without BIC and IBAN, NOK 2500 equivalent	54.40	53.00	53.30	60.60	62.60	71.10	285.10	295.90	293.10	286.40	290.10	297.30
With BIC and IBAN, NOK 2500 equivalent	49.70	49.60	51.60	63.50	59.30	55.80	226.60	294.90	292.40	286.00	289.40	289.80
SWIFT express transfer in NOK												
Without BIC and IBAN, NOK 150 000	367.90	372.50	364.40	328.20	298.20	280.20	515.60	507.70	510.20	466.70	476.40	448.90
With BIC and IBAN, NOK 150 000	356.00	359.20	254.90	252.60	236.40	228.40	469.30	468.40	515.10	472.30	465.30	446.50
SWIFT express transfer in EUR												
Without BIC and IBAN, NOK 150 000 equivalent	355.90	360.80	353.40	318.70	288.70	243.80	515.60	507.70	510.20	466.70	476.40	448.90
With BIC and IBAN, NOK 150 000 equivalent	351.10	354.80	250.80	249.00	232.50	200.10	469.30	468.40	507.00	464.90	465.30	446.50
Cheques to other countries												
Equivalent to NOK 2 500	-	-	-	-	-	-	223.80	262.50	269.80	269.90	272.80	267.20

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											
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Receipt of SEPA (SWIFT) payments												
With BIC and IBAN, NOK 2 500 equivalent	-	-	-	-	-	21.30	23.20	21.50	21.40	16.60	16.50	15.80
With BIC and IBAN, NOK 150 000 equivalent	-	-	-	-	-	21.70	23.60	21.80	21.50	16.70	16.60	15.80
Receipt of payments in EUR												
Without BIC and IBAN, NOK 2 500 equivalent	61.10	60.80	61.50	64.30	54.20	59.40	60.80	67.90	69.80	72.80	78.10	75.70
Without BIC and IBAN, NOK 150 000 equivalent	64.40	81.60	83.40	86.50	77.70	73.50	76.70	84.70	83.70	87.30	87.20	95.00
With BIC and IBAN, NOK 2 500 equivalent	18.50	18.60	20.20	20.60	20.80	53.10	53.30	56.50	54.60	58.80	64.20	62.30
With BIC and IBAN, NOK 150 000 equivalent	18.50	18.60	20.20	20.60	20.80	58.50	59.90	63.90	62.50	67.70	85.30	85.00
Receipt of payments in other currencies												
Without BIC and IBAN, NOK 2 500 equivalent	70.50	70.20	69.00	71.00	71.30	79.00	77.20	79.10	82.50	82.30	88.30	86.00
Without BIC and IBAN, NOK 150 000 equivalent	92.20	91.40	90.40	97.00	97.90	93.90	93.80	95.90	95.90	96.70	96.80	104.40
With BIC and IBAN, NOK 2 500 equivalent	70.50	70.20	68.90	71.00	71.30	72.10	70.90	71.20	70.90	71.80	74.60	72.30
With BIC and IBAN, NOK 150 000 equivalent	73.30	90.40	89.10	95.80	96.80	96.00	95.60	96.00	96.10	96.00	95.70	94.90

Remittances

Table 21: Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2021 and 2022

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2021	2022	2021	2022	2021	2022	2021	2022
Banks	28.3	27.9	6.8	6.4	6.1	6.0	2.3	1.9
Exchange rate cost	1.4	1.0	1.4	1.0	1.3	0.9	1.3	0.9
Other fees	26.9	26.9	5.4	5.4	4.8	5.1	1.0	1.0
Non-bank financial institutions and payment institutions	-	-	-	-	5.5	6.3	4.0	4.5
Exchange rate cost	-	-	-	-	3.3	4.0	3.3	4.0
Other fees	-	-	-	-	2.2	2.3	0.7	0.6
All providers	28.3	27.9	6.8	6.4	5.8	6.1	3.1	3.1
Exchange rate cost	1.4	1.0	1.4	1.0	2.3	2.3	2.3	2.3
Other fees	26.9	26.9	5.4	5.4	3.5	3.8	0.8	0.8

**Table 22: Prices for remittances to selected countries. In percent of amount transferred.
At 1 January 2021 and 2022**

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2021	2022	2021	2022	2021	2022	2021	2022
Europe (EU)	23.8	25.0	7.1	5.4	4.1	4.0	2.3	2.0
EU/EEA	24.6	24.1	5.6	5.1	3.1	3.0	1.2	0.9
Latvia	23.3	24.1	7.5	5.1	4.0	3.8	2.2	2.0
Lithuania	23.5	24.1	7.7	5.1	3.9	3.9	2.3	2.1
Poland	22.8	26.4	5.9	5.9	4.2	4.4	2.2	2.2
Romania	25.3	26.1	8.3	5.6	5.1	4.5	3.0	2.4
Other Europe	26.9	29.7	8.4	7.1	6.2	6.4	3.1	3.1
Bosnia-Herzegovina	28.0	30.4	9.2	6.4	6.0	5.7	2.9	2.5
Kosovo	25.3	27.9	7.1	5.9	6.0	6.2	2.3	1.5
Macedonia	28.3	27.9	6.3	5.9	6.2	5.3	3.1	1.9
Russia	23.7	27.9	9.4	7.9	6.5	6.4	3.3	3.0
Serbia	29.5	34.0	10.8	10.0	6.8	6.7	4.0	3.6
Turkey	26.8	31.5	8.1	7.5	5.8	7.6	3.0	4.8
Asia	27.0	30.3	8.2	7.3	6.6	6.7	3.4	2.9
Afghanistan	27.7	30.3	8.5	6.3	6.9	6.2	3.4	1.5
Philippines	24.9	28.2	7.1	6.2	6.0	5.6	3.1	2.4
India	26.5	29.2	8.4	7.2	7.0	6.6	4.0	3.3
Iraq	25.9	33.9	6.7	9.9	6.3	8.3	2.7	3.6
China	26.8	28.4	8.6	6.4	6.2	5.9	3.1	1.7
Pakistan	26.5	33.6	7.9	9.6	6.7	7.6	3.3	4.1
Palestine	31.5	30.4	7.5	6.4	6.8	6.3	3.1	1.6
Sri Lanka	28.5	33.1	9.9	9.1	7.3	8.9	4.0	5.2
Thailand	25.7	28.5	7.9	6.5	6.4	5.8	3.4	2.4
Vietnam	28.3	30.3	9.6	6.3	7.1	6.3	3.7	2.7
Americas	27.1	30.0	8.7	7.4	7.2	7.4	3.7	3.6
Brazil	28.4	31.5	9.7	7.5	7.4	7.8	4.2	4.2
Chile	26.3	29.6	8.2	7.6	7.1	7.2	3.3	3.3
Africa	27.0	30.4	8.3	6.4	7.0	6.9	3.7	2.9
Eritrea	26.2	30.3	8.4	6.3	6.8	6.2	3.2	1.5
Ethiopia	31.1	30.3	7.1	6.3	6.3	6.2	3.0	1.7
Gambia	26.6	30.3	8.8	6.3	8.7	7.9	4.9	3.1
Ghana	26.3	30.3	8.5	6.3	7.1	7.1	3.9	3.7
Morocco	28.0	30.9	9.3	6.9	7.4	8.2	4.0	4.4
Nigeria	25.1	30.3	7.3	6.3	6.2	5.5	3.0	2.2
Somalia	-	-	-	-	6.6	6.4	4.2	1.6

**Table 23: Prices for remittances to selected countries. In percent of amount transferred.
At 1 January 2021 and 2022**

Transfer times	2021	2022
Less than one hour	6.7	4.3
Same day	4.9	7.1
Next day	4.2	6.1
2 days	6.4	6.4
3–5 days	12.7	12.4
6 days or more	14.3	17.5

Sources and notes for the tables

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

Sources:

- General data: Statistics Norway and Norges Bank
- Information on means of payment in Norway: Statistics Norway (SSB) and Norges Bank
- Information on giros, cheques, payment cards, ATMs, payment terminals and mobile payments: Finance Norway; 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; Mastercard Payment Services Infrastructure (Norway); Tietoevry Norge AS; SDC A/S; EVERY 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 S.A. (Norway Branch); 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 the Norwegian Agency for Public and Financial Management (DFØ).
- 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 service”, 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.
- “Online payments” include both payments with physical cards and payments via different mobile payment platforms such as Vipps, Apple Pay and Google Pay. From the publication date of last year’s report, online shopping payments using the Vipps mobile payment platform have been included in the figures for online shopping. In earlier reports, such payments have been categorised under mobile payments.
- Figures for “other electronic payments” include payments made using offline mobile payment platforms and payments from accounts without the use of physical cards, such as 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. From the publication date of last year's report, online shopping payments using the Vipps mobile payment platform have been included in the figures for online shopping. In earlier reports, such payments have been categorised under mobile payments.
- "Other payments at Norwegian terminals" include payments made using offline mobile payment platforms and payments from accounts without the use of physical cards, such as 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 and abroad. 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. From the publication date of last year's report, online shopping payments using the Vipps mobile payment platform have been included in the figures for online shopping. In earlier reports, such payments have been categorised under mobile payments.

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 88 percent of the market measured by deposits and current accounts. There are two average prices

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

- The prices for corporate services are collected from 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 80 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



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