

Norges Bank Papers

Retail payment services 2023

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 at POS terminals and by other means, and on cash withdrawals from ATMs. Information about the use of cash by households has been obtained from annual surveys.

There are 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 tables in the annex at the end of this paper.

Retail payment services 2023 – highlights

Norway is one of the countries in the world with the highest annual use of payment cards per inhabitant. On average, each Norwegian used a card 550 times in 2023.

Most card payments were made at a physical point of sale. Points of sale include shops, restaurants, vending machines, hairdressing salons, public transport and so on. Physical payment cards were used for most of these payments, but the number of card payments through mobile phones is rapidly increasing. Our latest survey shows that 20 percent of payments at a physical point of sale were made using various mobile payment platforms.

Online purchases have been growing strongly for many years. Most online purchases are settled using a payment card, either directly or via various mobile payment platforms. One in four online purchases were settled in other ways, the most common being payment against an invoice.

The different card systems are used in different areas. For online shopping and mobile payments, international payment cards are primarily used. The strong growth in these areas has led to BankAxept payments accounting for a falling share of card payments. In 2023, BankAxept payments accounted for 53 percent of card payments. In 2019, the year before the pandemic, they accounted for 65 percent of card payments.

Cash use has stabilised in the last few years after long being in decline. Our latest survey shows that 2 percent of survey participants used cash the last time they paid at a physical point of sale. Withdrawals of cash has also been stable in recent years.

Contents

About the publication	2
Retail payment services 2023 – highlights	3
1 Use of payment instruments	5
2 Card transactions	8
3 Use of cash services	15
4 Cash in circulation	18
5 Prices for payment services	22
6 Banks' income from payment services	24
Tables	25
General data	26
Means of payment in Norway	26
Payment infrastructure	27
Retail payment services	28
Prices	36
Remittances	39
Sources and notes for the tables	41

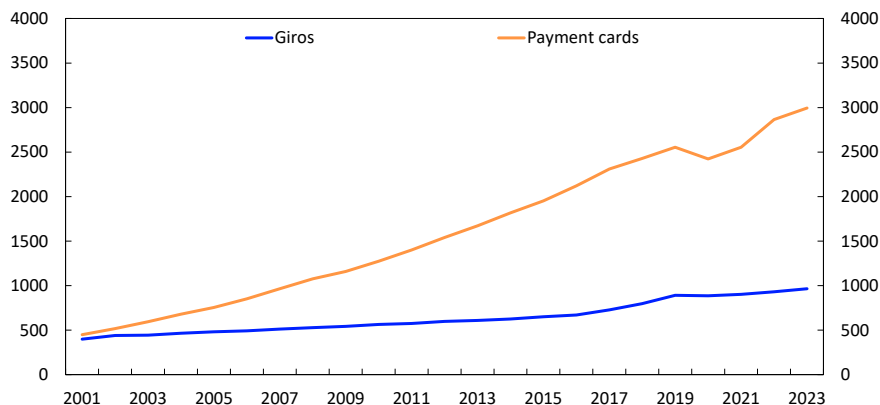


1 Use of payment instruments

A total of 3958 million card and giro payments were made in 2023. The number of card payments was far higher than the number of giro payments (Chart 1). The number of card payments is now rising at around the same rate as before the pandemic.

Chart 1 Use of payment instruments

In millions of payments. 2001–2023



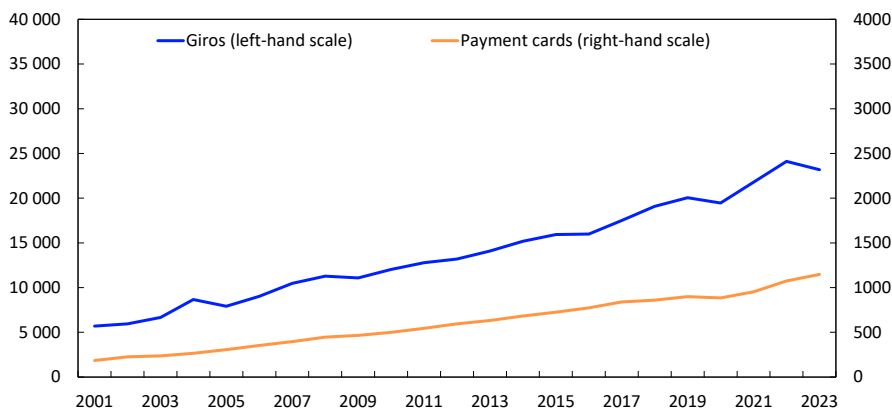
Source: Norges Bank

Giro payments are direct 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 are automatically drawn from the payer's bank account.

Even though giro payments were far fewer in number than card payments, their value was far higher than the value of card payments (Chart 2). A typical giro payment is thus much larger than a typical card payment, and giro payments made by businesses are especially large. In 2023, the average value of giro payments was NOK 24 051, while the average value of card payments was NOK 383.

Chart 2 Use of payment instruments

In billions of NOK. 2001–2023



Source: Norges Bank

Giro payments are used for 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 platform. Payment cards are primarily used for the purchase of goods and services at physical and online points of sale.

Giro payments by retail customers

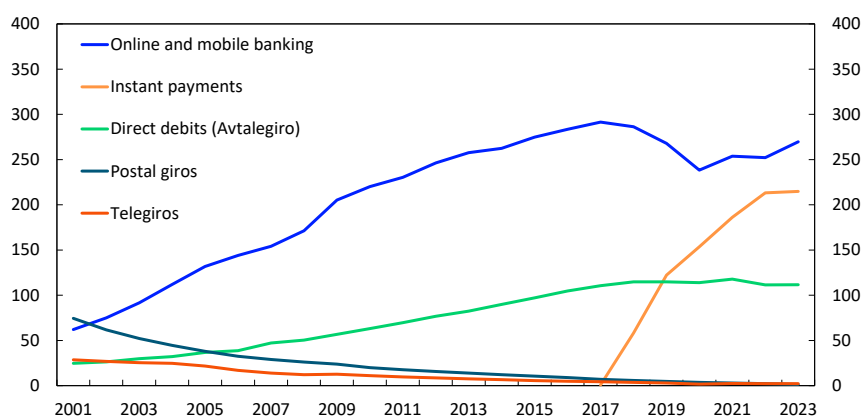
Chart 3 shows giro payments made by retail customers. Online banking (including mobile banking) has long been the most used transfer service for retail customers.

The number of instant payments has increased rapidly, and this is the next most used transfer service for retail customers. Instant payments are payments from one retail customer's bank account to another retail customer's bank account through a dedicated payment infrastructure now called NICS Real. The money is available to the payee within a few seconds of the payer initiating the payment.¹

A total of 215 million instant payments were made in 2023.² Most instant payments were initiated from the Vipps mobile payment platform and were P2P payments. Previously, P2P transfers tended largely to be made via online or mobile banking platforms.

Chart 3 Giro payments by retail customers

In millions of payments. 2001–2023



Source: Norges Bank

Direct debits (Avtalegiro)³ was the third most used transfer service for retail customers. The figures for direct debit payments have not changed greatly in recent years. Chart 3 shows the number of payments sent for settlement as direct debits. The number of direct debits sent out to customers is much higher than that. The reason for the difference is that

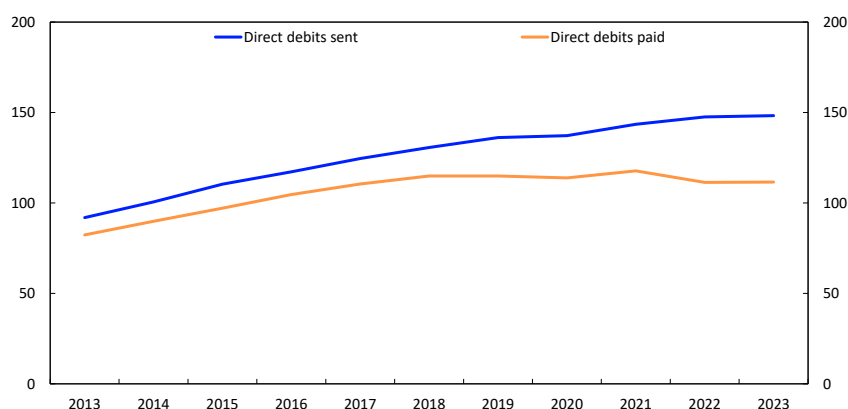
- 1 Real-time payments are a slightly broader concept than "instant payments" and include all payments settled immediately. Another example of real-time payments is online banking payments between accounts at the same bank.
- 2 The figures for 2021 and 2022 have been revised down. In last year's paper, some real-time payments that were not instant payments were included in error. These payments are now included under "Miscellaneous other electronic credit transfers" in Tables 9 and 13 in the Annex.
- 3 Avtalegiro is a form of direct debit for recurring payments initiated by the payee. The corresponding service for the corporate market is called Autogiro.

a direct debit becomes an online banking payment if the customer amends the direct debit, for example by changing the amount, the due date, or the account the money is taken from. The difference between direct debits sent and direct debits paid as such is growing.

In 2023, 148 million direct debits were sent out to customers, and 112 million of these were paid as such (Chart 4).

Chart 4 Direct debits (Avtalegiros) sent and paid

In millions, 2013–2023



Sources: Mastercard Payment Services Norway and Norges Bank

The use of telegiros and postal giros has diminished, and these are now little used services for most people. Telegiros were used for a total of 2.3 million transactions in 2023, and postal giros for 1.3 million transactions.

Use of electronic invoices

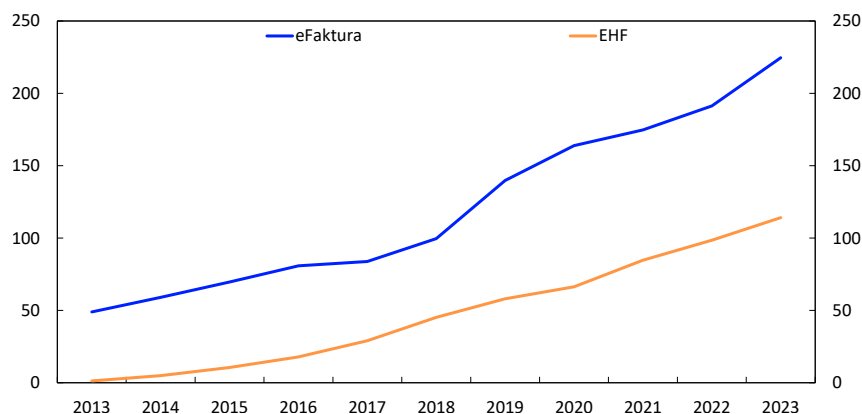
Bills can be sent in different ways: on paper, as e-mail attachments or as electronic invoices. Chart 5 shows developments in the number of different electronic invoices sent.

In 2023, 225 million eFaktura invoices were sent from businesses to retail customers. The rise in the number of eFaktura invoices has been pronounced in recent years. From 2022 to 2023, the rise was 17 percent. The strong growth in recent years partly reflects the opening of the Vipps platform to the distribution of eFaktura invoices in March 2019.

A total of 114 million EHF invoices were sent in 2023. 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 from 2022 and 2023 was 16 percent.

Chart 5 Sending of electronic invoices

In millions. 2013–2023



Source: Norges Bank

2 Card transactions

In 2023, 3019 million payments were made with Norwegian payment cards. In addition, 24 million cash withdrawals were made.

Of total card payments, 2223 million, or 74 percent, were made at physical payment terminals (EFTPOS terminals)⁴. There are also other payment methods available at physical points of sale that do not involve physical payment terminals. These payments are registered in the statistics as regular online payments. An example are payments made using the Coopay mobile payment platform.

Most payments at physical payment terminals – 90 percent in 2023 – are contactless. Contactless payments at a payment terminal can be made either with a physical card or in some other manner, for example with a mobile phone, watch or wristband.⁵ The average value of contactless payments was NOK 346.

Payments with physical cards account for most payments at payment terminals. Payments using mobile phones, watches or wristbands accounted for 8 percent of payments at payment terminals in 2023, up from 5 percent in 2022. There were 184 million such payments in 2023, an increase of 55 percent for the year, which is well below the increase of 133 percent from 2021 to 2022. See the box "[Making mobile payments in shops](#)" for more information on how such payments are made.

For a while during the pandemic, it was more common for purchases to be larger and less frequent, but the number of card transactions per inhabitant is now rising in line with before the pandemic (Chart 6). The average number of card transactions per inhabitant (payments and cash

⁴ EFTPOS (Electronic Funds Transfer at Point of Sale) is a system for card payments at terminals at physical points of sale.

⁵ Contactless payments with a physical card are made by briefly holding the card close to the terminal. A PIN is required for payments above NOK 500 or if the total value or number of transactions exceeds a set limit. A payment counts as contactless even if a PIN is required.

Examples of payments using a mobile phone are those using Apple Pay or Google Pay. Examples of payments using a watch are those using Fitbit Pay or Garmin Pay.

Making mobile payments in shops

There are basically two different types of solution – *terminal-based* and *web-based* – for using a mobile phone to pay in a shop. Both use a payment card as the underlying payment instrument. The most common terminal-based solutions are Apple Pay and Google Pay. A connection with the card infrastructure is made through a card terminal using a contactless technology called Near Field Communication (NFC).

Web-based solutions do not use card terminals and rely on access to the internet for payments to be made. Coop's payment app Coopay and some kinds of Vipps payments are examples of such solutions.

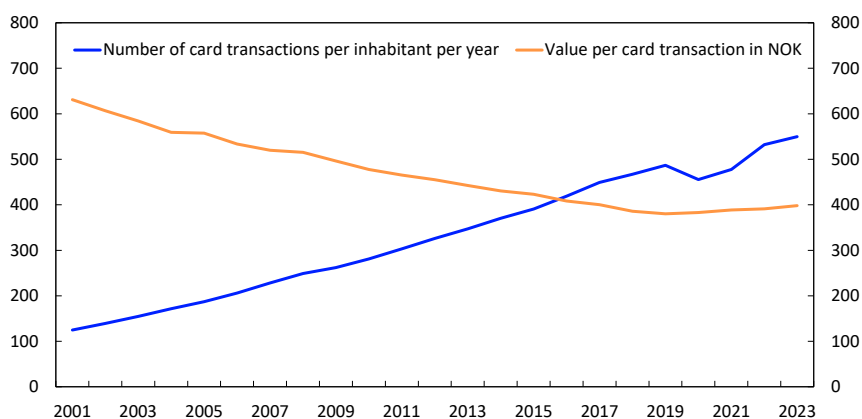
The use of mobile payments in shops is increasing rapidly. Mobile payments using terminal-based solutions (including payments with watches, wristbands and so on) accounted for 8 percent of payments at physical payment terminals in 2023. We do not have equivalent figures for payments using web-based solutions. In the yearly payment statistics, these are included in the data for regular online purchases. Figures from Norges Bank's annual survey indicate that web-based and terminal-based solutions together accounted for 20 percent of payments at physical points of sale in March 2024.

There is reason to expect further growth in the number of mobile payments in shops. New terminal-based and web-based solutions are under development. Apple announced in March this year that it would make the NFC technology in its phones available to payment apps other than Apple Pay. This means that third parties can develop terminal-based solutions that can be used with mobile phones from all manufacturers. Vipps has already announced that it will be developing an NFC solution for payments at card terminals. Several grocery chains are working on web-based mobile payment solutions. Coop already has its own mobile payment solution.

withdrawals) was 550 in 2023, compared with 532 in 2022. The average value of card transactions climbed from NOK 391 in 2022 to NOK 398 in 2023. One possible reason for the value of card transactions now having begun to rise again is that the use of cash seems to have stabilised. The previous decline in the value of card transactions probably had partly to do with card transactions taking over from cash transactions, which are generally of a lower value than card transactions.

Chart 6 Number of card transactions per inhabitant per year and average value of card transactions in NOK

2001–2023



Source: Norges Bank

Choice of payment network when using combined cards

When a combined card is used abroad or for online purchases, the international card network in the card is used. When paying at physical card terminals in Norway, both the BankAxept system and the international card system may be used. The choice of payment network can be preset in the terminal, and the payee will normally choose the cheapest payment network. However, the terminal must give the cardholder the option of overriding the payee's choice. The procedure varies depending on the terminal solution.

Combined cards dominate payments with Norwegian-issued physical cards at points of sale. A total of 1888 million payments were made with physical payment cards at physical payment terminals in Norway in 2023, of which 1596 million were made with BankAxept cards and the remaining 292 million with physical international cards. The statistics do not provide further information on payments with physical international cards, but the total use of international cards (including online and abroad) breaks down into 74 percent debit cards and 26 percent other cards. Since payments with international debit cards are, in practice, payments with combined cards, we can use this ratio to estimate that 96 percent of payments with physical cards at physical payment terminals in Norway were made with a combined debit card. In 88 percent of payments with combined cards, the BankAxept system was chosen either by the terminal (the payee) or by the cardholder.

Number of payment cards

At end-2023, the total number of Norwegian payment cards stood at 12.6 million (Overview 1).

The most widely used card type is a card combining BankAxept with an international debit card.⁶ 60 percent of cards are of this type. See the box "[Choice of payment network when using combined cards](#)" for an explanation of how combined cards work. The next most widely used card type is international credit cards, which account for 37 percent of cards. The total number of payment cards has declined somewhat in recent years, partly reflecting a lower number of international credit cards. On the other hand, the number of combined cards has increased.

Overview 1 Number of Norwegian payment cards.⁷ In thousands

Card type	2020	2021	2022	2023
Combined BankAxept/international debit cards	7199	7294	7346	7570
International credit cards	5126	5043	4861	4708
Other debit and credit cards	181	86	112	114
International charge cards	339	367	364	199
E-money cards	59	74	96	35
Total	12 905	12 864	12 780	12 627

Source: Norges Bank

⁶ 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.

⁷ *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 may be repaid on terms set out in the cardholder agreement, regardless of when the card is used.

Charge card: The user of the card receives a periodic invoice for all use of the card.

Card transactions by issuer

The number of transactions using the national debit card system BankAxept fell from 1647 million in 2022 to 1612 million in 2023 (Chart 7). This is the second time that the number of BankAxept transactions has fallen. Transactions using BankAxept cards accounted for 53 percent of transactions using Norwegian cards in 2023, down from 57 percent in 2022.

In 2023, 1404 million transactions were made using various cards issued by international card companies, an increase of 13 percent on 2022. The share of card transactions made using international cards climbed from 43 percent in 2022 to 47 percent in 2023.

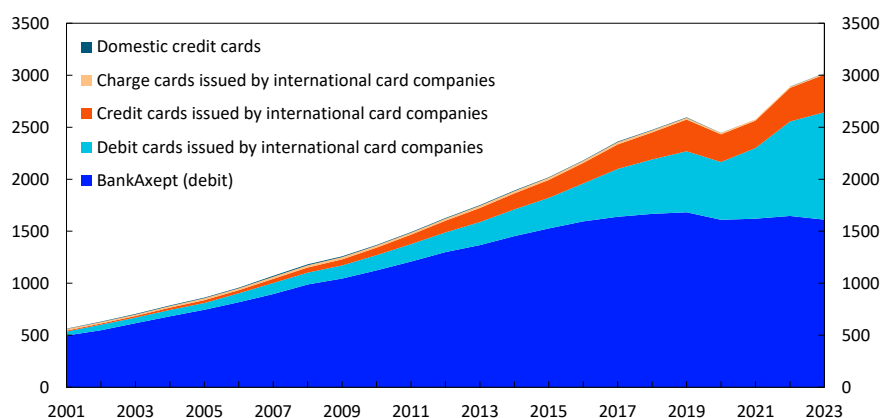
BankAxept cards are primarily used for payments at physical points of sale within Norway. International cards can be used for such payments, but also for online payments, for payments using various apps, and for payments abroad. BankAxept cards cannot be used for online payments or abroad, nor are they used substantially in apps.

International cards have greatly increased their market share in the past decade. This has to do with the strong growth in online purchases during the period. Their market share has grown particularly quickly in the most recent years, thanks to a sharp rise in the use of various apps for purchases of goods and services. International cards' market share increased from 34 percent in 2020 to 47 percent in 2023.

Looking only at payments with Norwegian physical payment cards at physical points of sale in Norway, BankAxept's market share has been more stable. Its share of such transactions in 2023 was 85 percent.

Chart 7 Use of Norwegian payment cards by issuer and function

In millions of transactions. 2001–2023



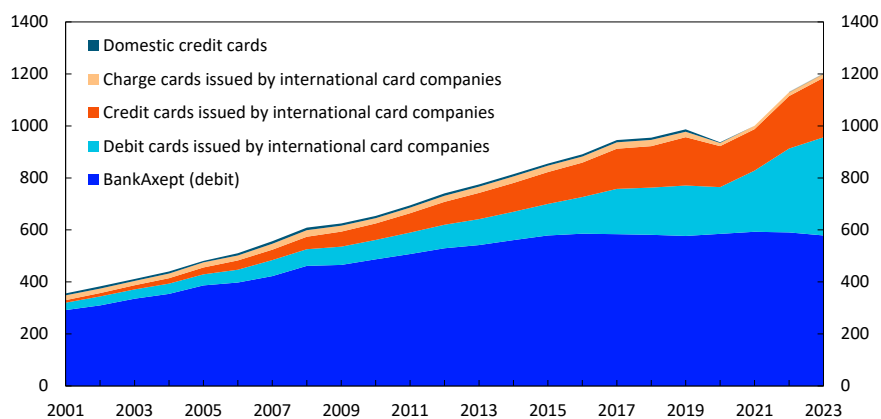
Source: Norges Bank

The total value of transactions using Norwegian cards in 2023 was NOK 1202 billion (Chart 8). The value of BankAxept transactions was NOK 579 billion, down 2 percent on 2022. BankAxept transactions accounted for 48 percent of the total value of card transactions in 2023, down from 52 percent in 2022. The value of transactions using international cards was NOK 622 billion in 2023, up 15 percent on 2022.

The average transaction value was NOK 359 for BankAxept cards, NOK 365 for international debit cards, and NOK 633 for international credit cards.

Chart 8 Use of Norwegian payment cards by issuer and function

In billions of NOK. 2001–2023



Source: Norges Bank

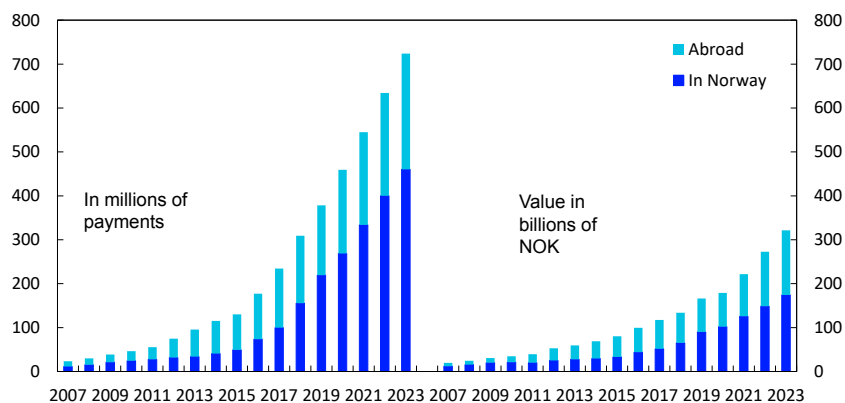
Internet payments (online purchases)

The rapid growth in card payments for online purchases has continued (Chart 9). Online shopping with payment cards includes not only traditional online shopping, but also other card payments not made at card terminals, such as those made with different web-based apps. There were 724 million online payments with Norwegian cards in 2023, up 14 percent on 2022. Growth was slightly faster for purchases from Norwegian online retailers than from foreign online retailers. Payments to Norwegian online retailers accounted for 64 percent of total card payments for online purchases.

The total value of online payments in 2023 was NOK 322 billion. The value of payments rose by 18 percent from 2022 to 2023. The average value of online payments increased from NOK 430 in 2022 to NOK 444 in 2023.

Chart 9 Online payments with Norwegian payment cards

2007–2023

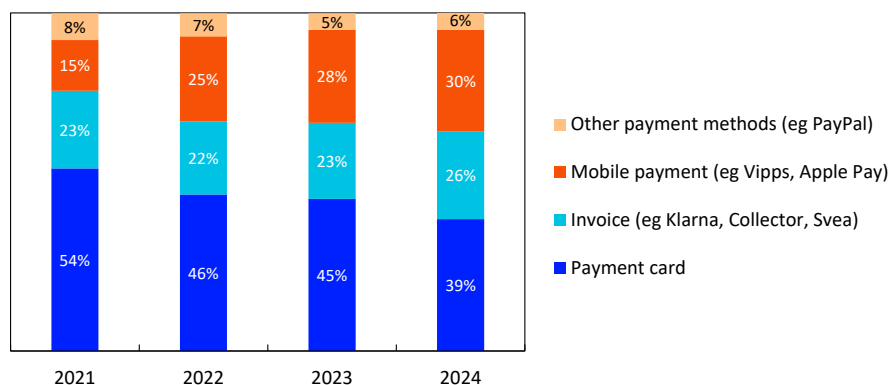


Source: Norges Bank

As part of Norges Bank's annual survey on the use of cash and other means of payment, participants were asked about how they paid for their most recent online purchase. Chart 10 shows that 39 percent of purchases in the survey were made directly with a payment card. This share has decreased in recent years. A mobile payment platform was used for 30 percent of these purchases. An increasing number of survey participants are reporting using mobile payments for online purchases. 26 percent of online purchases were invoiced. However, even if the primary method of payment is giro, mobile payment or some other method, 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 invoices for online purchases.

Chart 10 Payment methods for online purchases

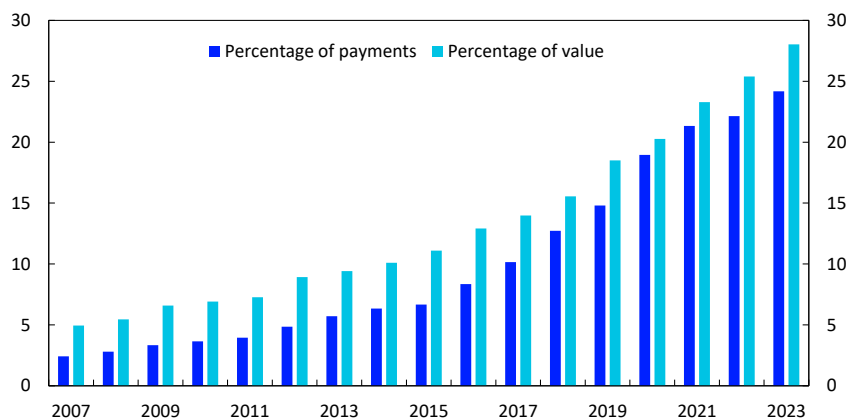
Results from surveys. 2021–2024



Source: Norges Bank

Online payments account for a growing share of payments made with Norwegian payment cards. Chart 11 shows that online payments accounted for 24 percent of all payments using Norwegian cards in 2023. In value terms, online payments accounted for 28 percent of the value of all card payments in 2023.

Chart 11 Online payments as a percentage of all payments with Norwegian cards
2007–2023



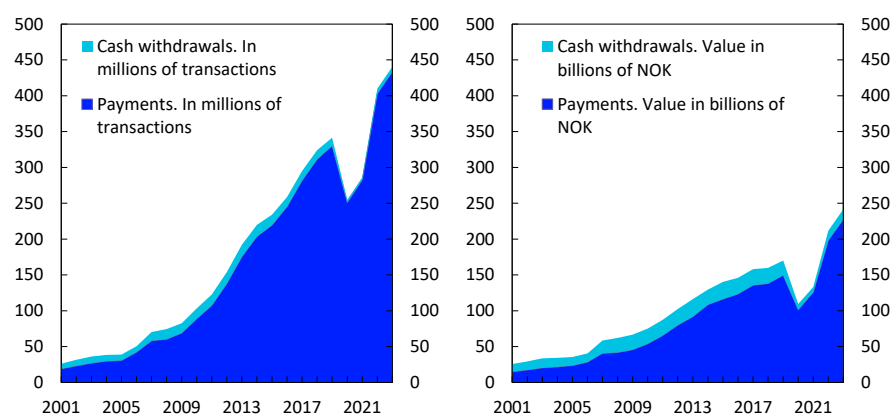
Source: Norges Bank

Card transactions abroad

Chart 12 shows the total use of Norwegian payment cards abroad, both at physical payment terminals and over the internet. A total of 441 million card transactions were made abroad or with foreign counterparties in 2023. This includes 7 million cash withdrawals.

The number of payments at physical payment terminals abroad changed little from 2022 to 2023. There were 170 million such payments in 2023, which is around the same level as before the pandemic. The number of payments to websites abroad continued to increase, rising from 234 million in 2022 to 264 million in 2023. Overall, the number of card payments made abroad or with foreign counterparties rose by 8 percent from 2022 to 2023.

Chart 12 Use of Norwegian payment cards abroad
2001–2023



Source: Norges Bank

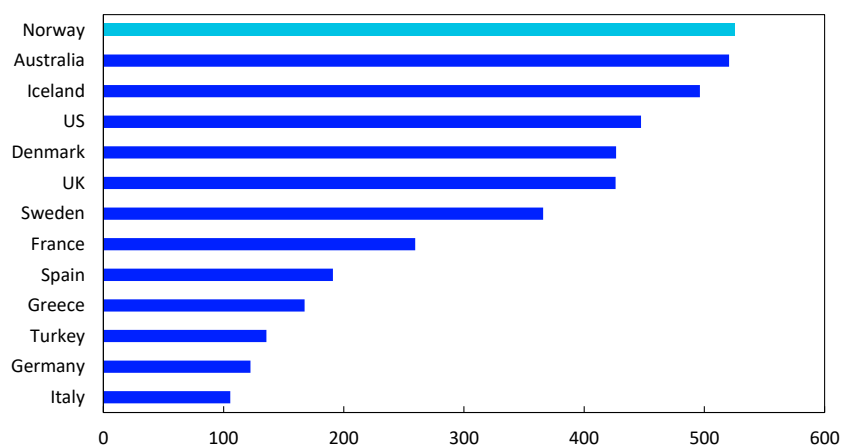
The total value of card use abroad in 2023 was NOK 242 billion. The value of payments was NOK 228 billion, while the value of cash withdrawals was NOK 14 billion. The total value of payments was 15 percent higher than in 2022. The average value of card transactions abroad was NOK 549.

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

Norway is among the countries with the highest use of cards as a means of paying for goods and services (Chart 13).⁸ The average Norwegian made 526 card payments in 2022, or 1.4 payments per day. Germany and several Mediterranean countries can be found at the other end of the scale. However, card use is also increasing rapidly in these countries. The number of card payments per inhabitant in Germany climbed from 99 in 2021 to 122 in 2022. In Turkey, the number of card payments per inhabitant increased from 99 in 2021 to 136 in 2022.

Chart 13 Number of card payments per inhabitant per year in selected countries⁹

2022



Sources: BIS, Danmarks Nationalbank, ECB, Sedlabanki Islands and Norges Bank

3 Use of cash services

A user can withdraw cash at bank branches, from ATMs and at many shops, either as POS terminal withdrawals (cashback) or through in-store cash services. See the box [“The cash infrastructure”](#) for more information on various cash services.

In 2023, there were 15.7 million withdrawals from ATMs in Norway, and 11.3 million cash withdrawals from POS terminals (cashback and in-store cash services).¹⁰ Chart 14 shows the number of cash withdrawals from ATMs and POS terminals and their values.

After rising somewhat in 2022, the number of cash withdrawals dropped again in 2023. The number of ATM withdrawals fell by 8 percent, and the

⁸ Figures are for payments only and do not include cash withdrawals.

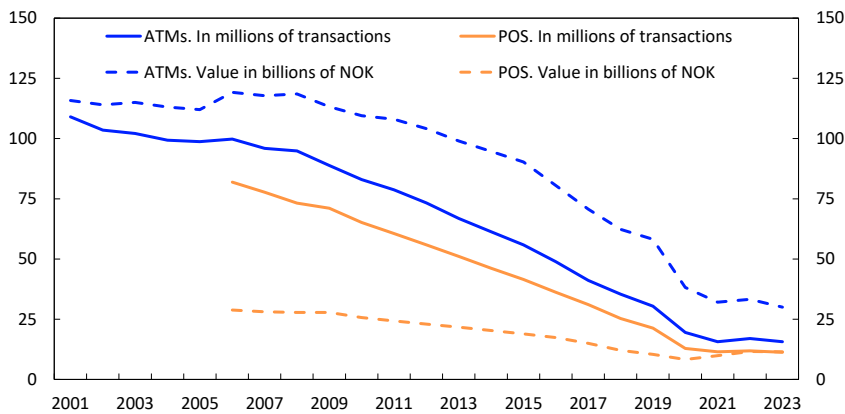
⁹ The figures do not include card payments with e-money as the means of payment.

¹⁰ We do not have statistics for over-the-counter cash withdrawals at bank branches.

number of withdrawals from POS terminals by 5 percent. The value of ATM withdrawals fell by 10 percent to NOK 30 billion in 2023, and the value of withdrawals from POS terminals fell by 1 percent to NOK 11.5 billion.

The average withdrawal in 2023 was NOK 2653 for in-store cash services and NOK 551 for cashback. The average withdrawal from Norwegian ATMs fell from NOK 1961 in 2022 to NOK 1918.

Figure 14 Cash withdrawals from ATMs and POS terminals
2001–2023



Source: Norges Bank

The cash infrastructure

Cash services for retail customers are primarily accessible through three channels: bank branches, cash machines and shops.

The number of bank branches where it is possible to withdraw and deposit cash over the counter has been falling for many years. There were a total of 74 such branches at end-2023.

There are machines both for cash withdrawals (ATMs) and for cash deposits. Recycling machines allow both withdrawals and deposits. At end-2023, there were 821 ATMs, 83 cash deposit machines and 347 recycling machines.

Banks own just over half of all ATMs¹, while the cash handling companies Nokas and Loomis and other companies own the remainder. Nokas and Loomis operate both their own ATMs and most of the ATMs owned by the banks and other companies.

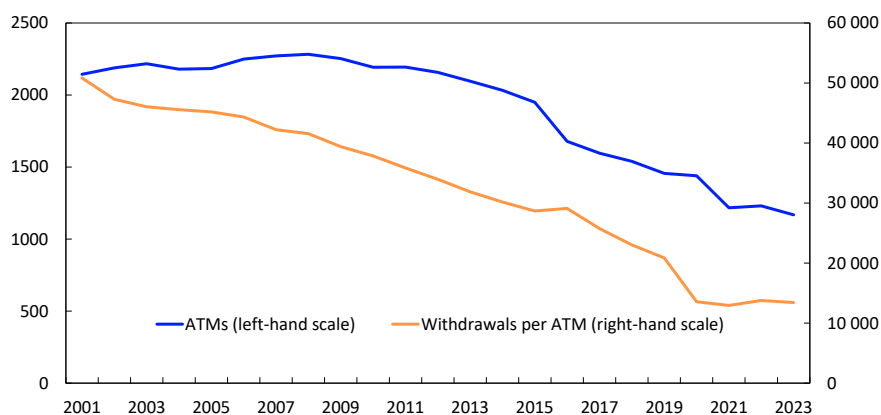
Cash services are also offered in shops. Cashback is a voluntary arrangement provided by shops, where customers can withdraw cash in connection with a goods purchase. Through the “in-store cash services” solution, customers can withdraw and deposit cash at grocery shops. Operated by Vipps AS, this service is available at shops linked to NorgesGruppen and some Bunnpris shops, and requires the use of a BankAxept card and PIN code. Shops that take part in the scheme are obliged to have cash available. At end-2023, there were 1459 participating shops.

¹ Pure ATMs and recycling machines.

The number of ATMs in Norway fell from 1231 at end-2022 to 1168 at end-2023 (Chart 15). Each of these machines was used for an average of 13 413 cash withdrawals during the year, or 37 per day. The average amount withdrawn from each ATM was NOK 25.7 million, or just over NOK 70 000 per day.

Chart 15 Number of ATMs and withdrawals per ATM per year

2001–2023



Source: Norges Bank

Changes to ATM fees

Cash withdrawals from ATMs have fallen more quickly than the number of ATMs (Charts 14 and 15). This means that the use of individual ATMs has decreased. In 2008, an average of 41 544 withdrawals were made from each ATM. In 2023, this figure had fallen to 13 413. The cost per ATM withdrawal has therefore increased substantially.

In 2008, the interbank fee for withdrawals using BankAxept cards was set at NOK 4.50. This fee was paid by the bank that issued the card to the owner of the ATM and was designed to cover the ATM owner's costs. In Norges Bank's cost survey for 2020, we estimated an average cost to the banks of NOK 20–25 per ATM withdrawal. Heavily used ATMs will have a cost per withdrawal below this level, while those that are rarely used will have costs well above the average.

From 19 February 2024, the system with a fixed interbank fee for ATM withdrawals was discontinued. It is now up to the individual ATM owner to charge a fee in connection with each withdrawal. The fee may vary from ATM to ATM. This is a model for ATM fees that has been used in many other countries.

The system will lead to a better alignment of costs and revenue for individual ATMs. In isolation, this may counter further decline in the number of ATMs. On the other hand, an increase in withdrawal fees charged to the customer may lead to reduced use of ATM services. The change is probably of particular importance to non-bank ATM owners, which own a growing share of ATMs. As card issuers, banks can take a fee from their own customers for ATM withdrawals and were therefore in a better position than other ATM owners to operate profitably under the previous system.

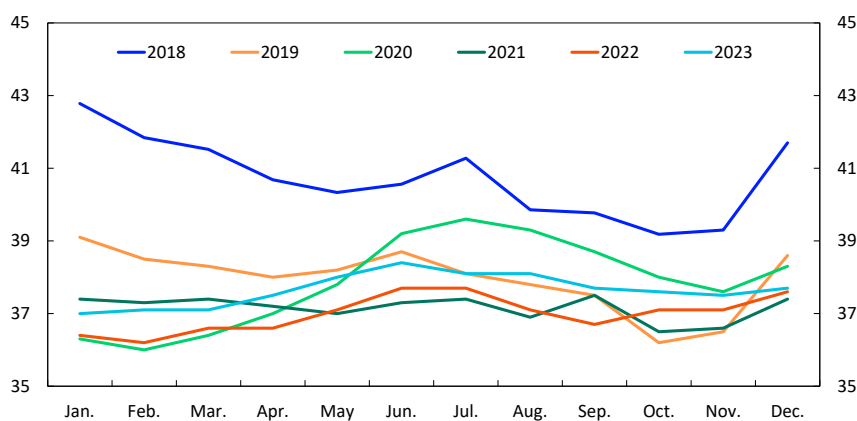
4 Cash in circulation

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. See the box [“Use of cash and other means of payment in Norway”](#) for more information on the use of cash.

The value of cash in general circulation has been fairly stable over the past five years (Chart 16). The amount of cash in circulation shows seasonal variation, with increased demand from the public in connection with the summer holidays, Christmas and Easter. Following the outbreak of the pandemic in spring 2020, the amount of cash in circulation temporarily increased. At end-2023, the total amount of cash in general circulation was NOK 37.7 billion.¹¹

Chart 16 Cash in circulation among the public

In billions of NOK. January 2018 – December 2023



Source: Statistics Norway

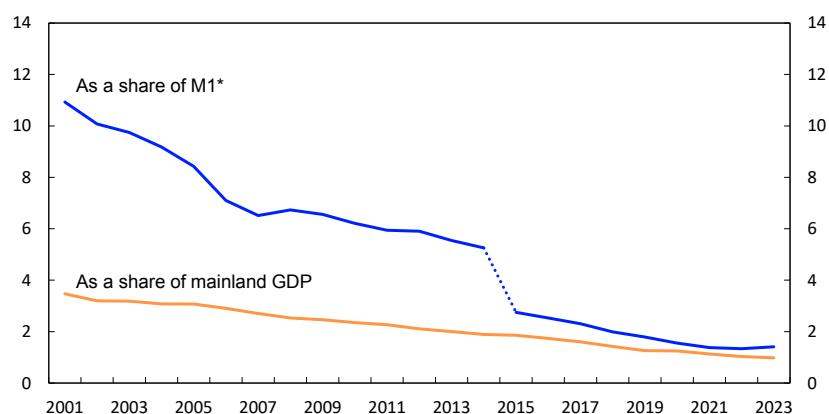
Cash as a share of the narrow monetary aggregate M1¹² increased from 1.3 percent at end-2022 to 1.4 percent at end-2023 (Chart 17). This was the first increase since 2008. Cash as a share of GDP for mainland Norway amounted to 1.0 percent in 2023.

¹¹ In addition to cash held by the public, banks also hold cash. At end-2023, banks' stock of cash was NOK 2.0 billion. This includes cash stored in banks' ATMs, branches and depots. Banks' cash holdings were NOK 0.5 billion lower at end-2023 than at end-2022.

¹² M1 is the narrow monetary aggregate. This is money that is available for immediate use, which means current accounts and cash in circulation. The definition of M1 was changed in 2015, leading to a break in the statistics.

Chart 17 Cash as a share of means of payment (M1) and mainland GDP

2001–2023

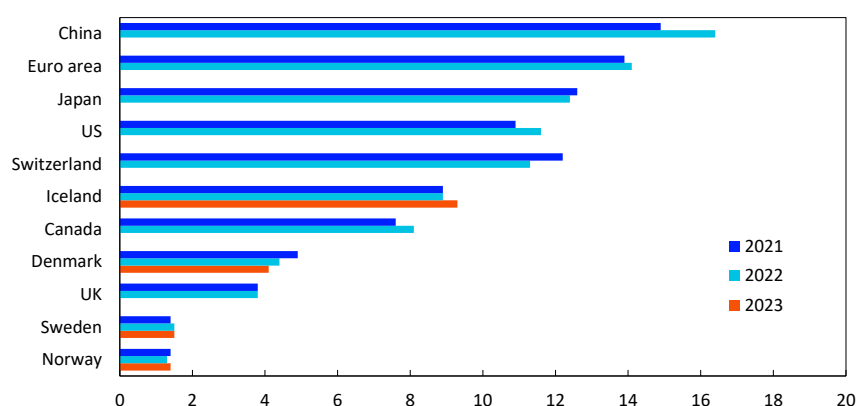


Sources: Statistics Norway and Norges Bank

The figures for Norway are low by international standards (Chart 18). The share of cash payments is also very low in Sweden.

Chart 18 Cash in circulation as a share of means of payment in selected countries

2021, 2022 and 2023 (Nordic countries)



Sources: BIS, Danmarks Nationalbank, Sedlabanki Islands, Statistics Norway, Statistics Sweden and Norges Bank

Use of cash and other means of payment in Norway

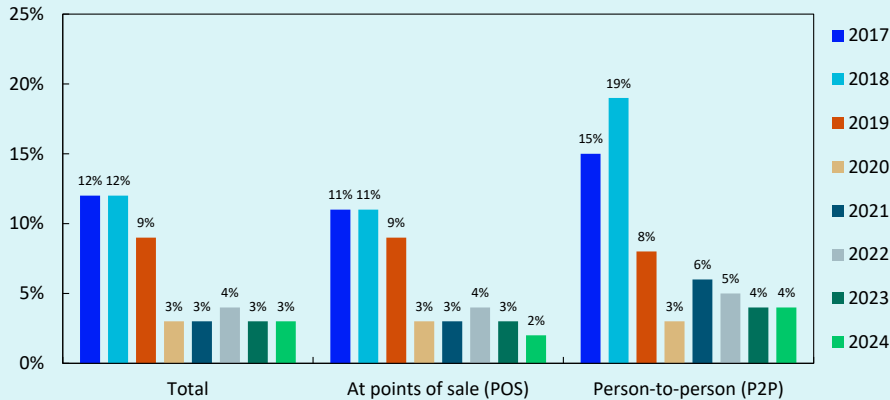
Norges Bank conducts annual household surveys which inter alia cover the use of cash.¹³ The surveys examine payment situations in which cash can actually be used. These are mainly person-to-person (P2P) payments and payments for the purchase of goods and services at a point of sale (POS). Points of sale include shops, restaurants, vending machines, hairdressing salons, public transport and so on. Survey participants are asked to provide information about their most recent payment. They are asked to specify if the payment was at a POS or P2P and the payment method used.

¹³ Data were collected by an external market research firm. In each survey, 2000 individuals were queried using both phone- and web-based interviews. The minimum age limit was 15 years for the phone-based interviews and 18 years for the 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 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, the limited sample size makes the results somewhat uncertain, particularly for subgroups.

Main results from the surveys

In the survey in spring 2024, cash accounted for 3 percent of total payments, 2 percent of POS payments and 4 percent of P2P payments (Chart 19). The cash share declined in connection with the Covid-19 pandemic and has since remained low. In 2019, the cash share was 8–9 percent.

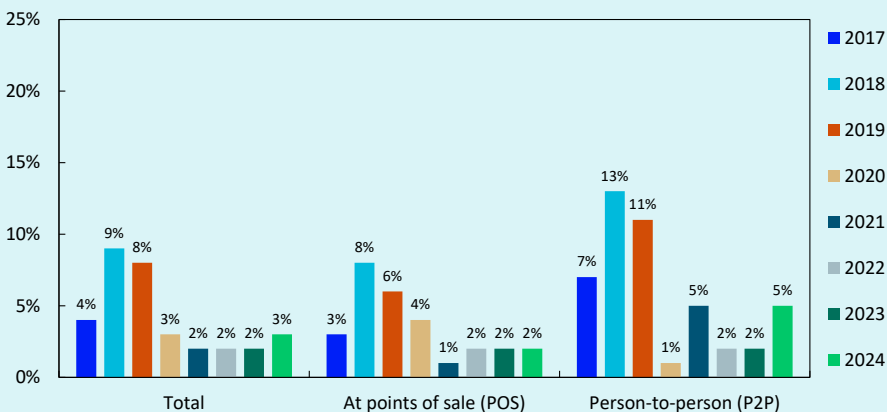
Chart 19 Number of cash payments as a percentage of the total number of payments



Source: Norges Bank

The value of cash payments as a share of the total value of payments varies more than the number of cash payments as a share of the total number of payments. In the 2024 survey, the value of cash payments accounted for 3 percent of the total value of payments (Chart 20). The value of cash payments accounted for 2 percent of the value of POS payments and 5 percent of the value of P2P payments. The value of cash payments has also fallen since the pandemic.

Chart 20 Value of cash payments as a percentage of total value of payments



Source: Norges Bank

Other means of payment

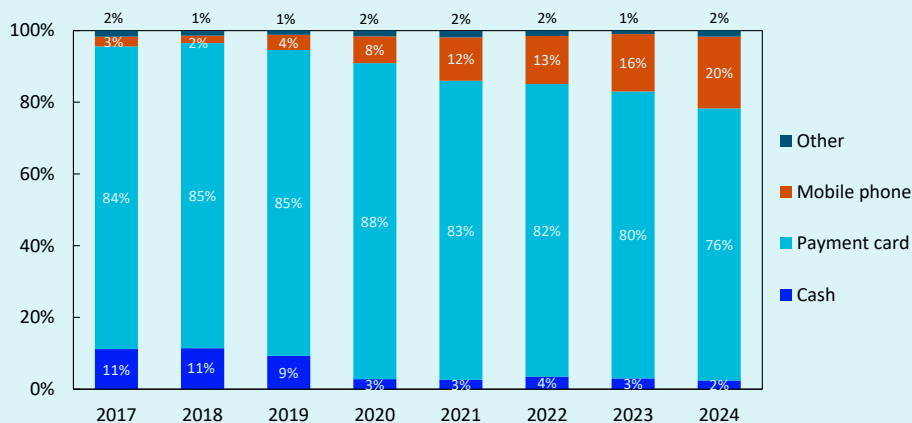
POS payments can be made:

- in cash
- with payment cards
- using a mobile phone (such as Coopay, Vipps, Apple Pay or Google Pay)
- in some other way (such as invoicing)

Although their use has decreased slightly, payment cards are still the most used payment method by far at points of sale (Chart 21). Payment cards accounted for 76 percent of POS payments in the 2024 survey. Mobile phone payments continued to increase and made up 20 percent of payments.¹⁴

Chart 21 Payment methods at points of sale

As a percentage of the total number of payments



Source: Norges Bank

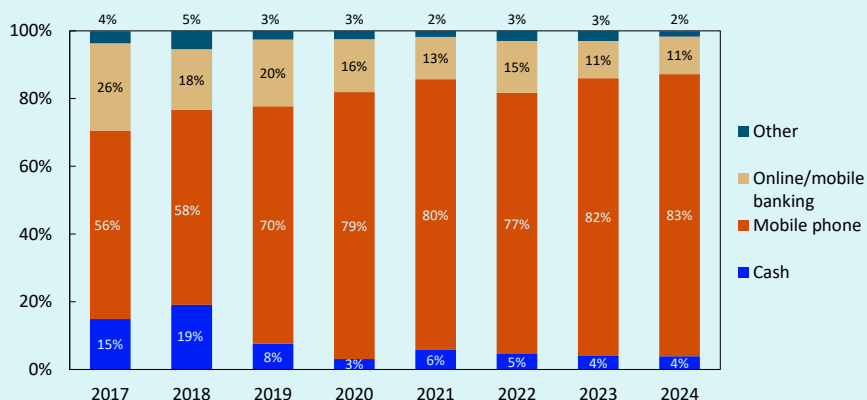
P2P payments can be made:

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

Mobile phone payments accounted for 83 percent of P2P payments in the 2024 survey (Chart 22). Transfers on online and mobile banking platforms were the next most used payment method, accounting for 11 percent of P2P payments.

Chart 22 Payment methods for person-to-person payments

As a percentage of the total number of payments



Source: Norges Bank

¹⁴ In the survey, both payments using physical payment terminals and online payments at points of sale are included. The share of mobile phone payments is therefore larger in the survey than in the payment statistics. The payment statistics only include mobile payments made at physical payment terminals.

5 Prices for payment services

Prices for payment services

Overview 2 provides information on prices for various 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. Fees include annual fees for online banking, fees for payments at points of sale and fees for ATM cash withdrawals. Prices are generally lower for customers belonging to a bank's loyalty scheme than for those not belonging to such a scheme.

Overview 2 Prices for domestic payment services, retail customers. Weighted average price in NOK. At 1 January each year

	Customers who do not belong to loyalty schemes						Customers who belong to loyalty schemes						
	2019	2020	2021	2022	2023	2024	2019	2020	2021	2022	2023	2024	
Payments													
Online banking (with CID), per payment	0.80	0.80	0.70	0.80	0.70	0.60	0.00	0.00	0.10	0.10	0.20	0.00	
Online banking – annual fee	14.50	14.70	13.20	13.30	13.10	12.70	2.30	2.40	0.60	1.10	1.10	1.10	
Direct debit (Avtalegiro), per payment	0.80	0.80	0.80	0.80	0.80	0.60	0.10	0.00	0.20	0.30	0.30	0.10	
Mobile banking (with CID), per payment	0.80	0.80	0.90	0.80	0.70	0.60	0.00	0.00	0.10	0.10	0.20	0.00	
Mobile banking – info by SMS	2.20	2.20	2.10	2.10	2.00	2.10	1.90	1.90	1.80	1.90	1.80	1.60	
Credit transfer via postal giro, per payment	12.10	12.20	12.20	12.90	13.10	13.20	12.10	12.20	12.20	12.80	13.10	13.10	
Giro over the counter – account debit, per payment	94.80	95.70	95.40	97.10	102.50	103.20	94.80	95.70	95.40	97.10	102.50	103.20	
Giro over the counter – cash payment, per payment	107.90	108.10	108.40	108.50	115.20	116.80	107.90	108.10	108.40	108.50	115.20	116.80	
BankAxept cards at payment terminals (EFTPOS), per payment	0.90	0.90	0.80	0.80	0.80	0.50	0.10	0.00	0.10	0.00	0.00	0.00	
Credit card from international credit card company, annual fee	32.40	15.30	21.30	26.80	28.20	18.20	25.20	25.00	23.60	12.50	31.90	4.00	
BankAxept cards (combined with debet card from int. card comp.), annual fee	282.50	290.90	298.00	299.60	295.70	296.90	231.80	238.40	220.50	227.90	227.90	236.30	
Cash withdrawals at payment terminals	-	-	-	-	7.20	8.80	-	-	-	-	6.90	7.10	
ATM withdrawals, debit cards													
Own bank's ATMs during opening hours, per withdrawal	5.60	6.50	7.20	7.80	7.90	8.70	5.90	6.70	6.70	6.50	6.00	4.30	
Other bank's ATMs during opening hours, per withdrawal	7.80	8.10	8.50	8.60	8.70	9.50	7.40	7.80	7.20	7.00	7.30	5.50	
ATM withdrawals, international credit cards													
Own bank's ATMs during opening hours, per withdrawal	30.70	31.60	31.10	31.40	34.40	38.10	22.20	30.80	32.60	33.80	36.40	38.50	
Other bank's ATMs during opening hours, per withdrawal	30.70	31.70	31.10	31.40	34.40	38.10	22.20	31.00	32.60	33.80	36.10	38.50	
Fee as a percentage of withdrawal amount	1.3	1.2	1.1	1.1	1.2	1.3	1.2	1.2	0.8	1.1	1.2	1.2	

Sources: Finansportalen and Norges Bank

Prices for paying bills vary widely among forms of payment. Prices for paper-based and manual payment services continue to rise, while prices for electronic account payments continue to fall. Prices for credit transfers made via cash payment over the counter are now NOK 117, while AvtaleGiro direct debits cost NOK 0.10 for loyalty scheme customers and NOK 0.60 for other customers.

At the beginning of 2024, the average annual fee for a debit card with BankAxept and an international card system (Visa or Mastercard) was NOK 236 for loyalty scheme customers and NOK 297 for other customers. The average price to make a purchase using BankAxept was NOK 0.50 for non-loyalty scheme customers, with no charge for loyalty scheme customers.

A withdrawal using a debit card during opening hours from an ATM owned by the customer's own bank now costs NOK 4.30 for loyalty scheme customers and NOK 8.70 for other customers. Withdrawals using an international credit card from an ATM owned by the customer's own bank cost NOK 38.50 for loyalty scheme customers and NOK 38.10 for other customers, plus 1.2 percent of the amount withdrawn.

Overview 3 shows a comparison of prices for remittances to other countries. Finansportalen has price data for remittance transactions to 33 countries and regions.¹⁵ Banks, non-bank financial institutions and payment institutions provide remittance services to these countries. Prices for remittances are determined by various factors. A remittance transaction in person is much more expensive than an online payment order. As a percentage of the transfer amount, the price falls as the

¹⁵ Afghanistan, Bosnia-Herzegovina, Brazil, Bulgaria, Chile, China, Colombia, Eritrea, Ethiopia, EU/EEA, Gambia, Ghana, Hungary, India, Iraq, Kosovo, Latvia, Lithuania, Morocco, Nigeria, North Macedonia, Pakistan, Palestine, Philippines, Poland, Romania, Serbia, Somalia, Sri Lanka, Thailand, Turkey, Ukraine and Vietnam.

Overview 3 Prices for remittances to selected countries and regions. Banks and other providers. In percent of amount transferred. At 1 January 2023 and 2024

	Transaction in person				Online payment order			
	NOK 1 000		NOK 5 000		NOK 1 000		NOK 5 000	
	2023	2024	2023	2024	2023	2024	2023	2024
Banks	29.6	29.2	6.6	6.2	6.1	5.6	2.0	1.5
Exchange rate cost	0.9	0.4	0.9	0.4	0.9	0.5	0.9	0.5
Other fees	28.8	28.8	5.8	5.8	5.2	5.1	1.0	1.0
Non-bank financial institutions and payment institutions	14.8	-	12.5	-	5.3	4.6	3.9	3.4
Exchange rate cost	7.3	-	7.3	-	3.3	2.6	3.3	2.6
Other fees	7.5	-	5.2	-	2.0	2.0	0.6	0.8
All providers	26.7	29.2	7.8	6.2	5.6	5.1	3.0	2.5
Exchange rate cost	2.2	0.4	2.2	0.4	2.2	1.6	2.2	1.6
Other fees	24.5	28.8	5.6	5.8	3.4	3.5	0.8	0.9

Sources: Finansportalen and Norges Bank

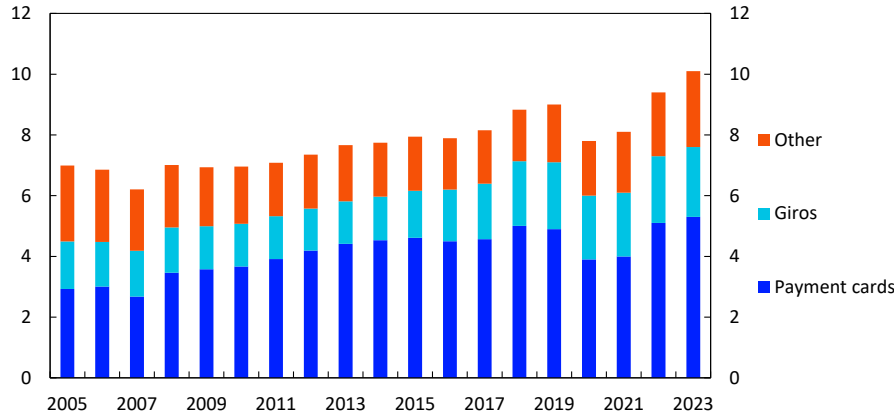
amount rises. This pertains especially to banks, but also when the payment passes through a non-bank financial institution or payment institution. The fee comprises the exchange rate cost and other fees, where “other fees” comprise both a fixed portion and a portion that depends on the amount transferred. Some of the prices for remittances has risen somewhat over the past year.

6 Banks' income from payment services

Banks' income from payment services came to NOK 10.1 billion in 2023 (Chart 23). There was an increase of 7.4 percent from 2022 to 2023. Income from card business accounts for just over half of total income from payment services.

Chart 23 Banks' income from payment services

In billions of kroner. 2005–2023



Sources: Statistics Norway and Norges Bank

Tables

26	General data
26	Means of payment in Norway
27	Payment infrastructure
28	Retail payment services
36	Prices
39	Remittances
41	Sources and notes for the tables



General data

Table 1 General statistical data for Norway

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Population (as at 1 Jan., in millions)	5.05	5.11	5.17	5.21	5.26	5.30	5.33	5.37	5.39	5.43	5.49
Mainland GDP, market value (in billions of NOK)	2 419	2 534	2 614	2 692	2 798	2 931	3 067	3 067	3 315	3 646	3 857
EUR1 in NOK (annual average)	7.81	8.35	8.95	9.29	9.33	9.60	9.85	10.72	10.16	10.10	11.42

Means of payment in Norway

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Narrow money supply (M1)	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	2 811 368	2 673 629
Banknotes and coins	48 454	47 880	48 508	46 665	44 906	41 739	38 648	38 292	37 547	37 580	37 726
Deposits in current accounts	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	2 773 788	2 635 903

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	49 762	49 352	50 068	49 241	46 963	43 828	40 986	40 562	39 336	39 363	39 751
Total banknotes	45 509	44 995	45 605	44 726	42 427	39 354	36 577	36 227	35 018	35 085	35 527
1000-krone	19 798	18 712	17 947	17 029	15 627	14 013	12 238	9 552	7 194	7 269	7 607
500-krone	16 306	17 101	18 355	18 445	17 689	16 567	15 129	17 383	18 871	18 960	19 304
200-krone	6 251	6 033	6 056	5 963	5 830	5 612	6 010	6 154	5 870	5 707	5 547
100-krone	2 118	2 096	2 154	2 172	2 161	2 067	2 145	2 113	2 062	2 108	2 018
50-krone	1 036	1 054	1 093	1 116	1 119	1 095	1 056	1 024	1 022	1 041	1 051
Total coins	4 254	4 357	4 463	4 515	4 536	4 474	4 409	4 336	4 318	4 278	4 224
20-krone	1 679	1 715	1 760	1 775	1 775	1 746	1 717	1 688	1 684	1 664	1 636
10-krone	1 150	1 174	1 194	1 201	1 205	1 180	1 157	1 130	1 122	1 109	1 095
5-krone	502	515	529	539	542	534	525	515	513	510	503
1-krone	767	799	826	847	861	862	858	850	848	845	839
0.5 krone	156	155	154	154	153	153	152	152	152	152	152

Payment infrastructure

Table 4 Institutional infrastructure

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Number of banks	137	137	134	137	136	141	136	134	134	128	123
Savings banks	107	106	104	104	99	98	95	93	91	87	85
Commercial banks	18	19	20	23	25	29	27	25	25	23	21
Number of foreign bank branches in Norway	12	12	10	10	12	14	14	16	18	18	17
Electronic money institutions	2	3	4	6	6	6	7	6	6	6	7

Table 5 Number of agreements

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Online and mobile banking agreements	6 317 283	7 259 134	7 889 444	8 427 064	8 780 020	8 677 815	8 619 107	8 720 172	9 769 703	10 253 606	10 468 211
Retail customers	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	8 382 347	8 381 561
Corporate customers	459 225	491 119	618 351	640 477	668 581	776 563	1 001 744	1 336 813	1 639 334	1 871 259	2 086 650
Agreements to offer electronic invoicing (eFaktura) to retail customers	1 220	1 378	1 490	1 611	1 577	8 108	13 462	24 161	28 505	33 903	43 882
Agreements on receipt of electronic invoicing (eFaktura) – retail customers	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	39 088 984	39 139 286
Agreements on receipt of electronic invoicing – EHF-format	7 760	31 064	48 927	65 218	96 158	129 525	154 589	181 734	218 136	255 080	284 309
Company terminal giro agreements	15 963	16 534	18 362	22 193	27 822	33 530	33 962	25 631	14 669	12 886	12 023
Postal giro agreements	626 342	596 126	508 134	461 177	343 855	302 542	276 856	256 381	228 821	202 595	186 780
Direct debit agreements (Avtalegiro and Autogiro)	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	24 770 703	28 918 082
Avtalegiro – payees	16 417	15 520	15 940	16 215	17 627	18 408	19 723	20 474	21 313	22 049	23 066
Autogiro – payees	654	618	587	627	705	705	691	670	666	627	594

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Number of cards issued (as at 31 Dec.)	12 626	13 698	14 704	14 841	15 755	13 274	13 677	12 905	12 864	12 780	12 627
Contactless cards (NFC)	-	-	-	-	774	8 617	10 094	11 140	12 465	12 485	12 420
Chip cards	11 862	12 764	13 859	14 390	14 803	4 570	3 561	1 697	375	245	138
Magnetic stripe cards	761	928	839	445	166	73	2	2	1	2	0
Virtual cards	3	6	6	6	13	14	20	23	23	48	68
Number of functions in cards issued	20 289	21 988	23 464	23 791	25 381	20 988	21 487	20 189	20 167	20 128	20 204
Debit functions	14 449	15 650	16 552	16 777	18 065	14 161	14 730	14 495	14 665	14 803	15 248
BankAxept	7 332	7 931	8 377	8 487	9 124	7 229	7 419	7 294	7 370	7 429	7 643
Payment cards issued by international card companies	7 117	7 719	8 175	8 290	8 941	6 932	7 311	7 201	7 295	7 374	7 605
Billing functions (payment cards issued by international card companies)	569	557	450	431	357	394	328	340	367	364	199
Credit functions	5 054	5 504	6 185	6 456	6 864	6 326	6 344	5 296	5 061	4 865	4 721
Domestic credit cards	600	635	609	698	732	851	529	74	9	2	0
Payment cards issued by international card companies	4 454	4 869	5 577	5 759	6 132	5 455	5 797	5 211	5 052	4 863	4 721
E-money	218	277	278	127	94	107	85	59	74	96	35

Table 7 Cash infrastructure

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Bank branches with over-the-counter cash services	-	-	-	-	-	-	-	137	87	74	74
Points of sale with in-shop cash services	-	-	-	-	-	-	-	1 422	1 462	1 456	1 459
ATMs	2 096	2 033	1 950	1 679	1 596	1 550	1 456	1 447	1 217	1 231	1 168
Cash deposit machines	-	-	-	-	-	-	-	573	473	451	430

Retail payment services

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	2 279.5	2 443.2	2 602.0	2 791.6	3 037.3	3 226.0	3 446.1	3 308.5	3 455.9	3 795.5	3 958.4
Giros	608.6	625.8	650.3	670.4	728.1	797.0	891.7	885.4	901.1	930.8	964.0
Electronic	589.0	608.8	635.3	658.0	718.5	789.3	885.2	880.6	897.3	927.7	961.9
Paper-based	19.6	17.0	15.0	12.4	9.6	7.7	6.5	4.7	3.8	3.1	2.1
Payment cards (payments)	1 670.8	1 817.3	1 951.6	2 121.2	2 309.1	2 429.0	2 554.4	2 423.2	2 554.8	2 864.7	2 994.3
Electronic	1 668.8	1 815.3	1 949.2	2 120.6	2 308.6	2 428.5	2 553.8	2 422.9	2 554.6	2 864.3	2 994.1
Manual	2.0	2.1	2.5	0.6	0.5	0.6	0.6	0.2	0.2	0.4	0.3
Cheques	0.1	0.1	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Table 9 Giros (in millions of payments)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	608.6	625.8	650.3	683.2	728.1	797.0	891.7	885.4	901.1	930.8	964.0
Credit transfers	520.9	530.8	548.1	574.1	613.7	678.1	772.9	767.6	779.1	815.4	848.8
Electronic	503.7	516.0	535.4	550.6	605.2	671.2	767.1	763.1	775.3	812.3	846.7
Company terminal giro	14.5	15.7	15.1	16.7	18.8	21.2	23.8	22.7	16.8	12.0	13.4
Telegiros	7.6	6.6	5.7	5.0	4.4	3.6	3.0	1.7	2.5	2.2	2.3
Online and mobile banking	437.7	448.1	467.1	481.8	502.6	525.3	537.8	502.8	493.2	508.1	545.3
Retail customers	257.7	262.4	274.9	283.4	291.5	286.3	267.9	238.4	253.8	252.1	269.7
Corporate customers	180.0	185.7	192.3	198.4	211.1	238.9	269.9	264.4	239.4	256.1	275.6
Instant payments	-	-	-	-	0.9	58.1	122.3	153.6	186.2	213.2	214.9
Miscellaneous other electronic credit transfers	43.9	45.7	47.4	59.9	78.4	63.1	80.1	82.3	76.7	76.8	70.8
Paper-based	17.2	14.8	12.7	10.7	8.5	6.9	5.8	4.4	3.8	3.1	2.1
Company terminal giros and online banking as money order	0.5	0.5	0.4	0.4	0.3	0.3	0.2	0.1	0.0	0.0	0.0
Postal giros	14.0	12.2	10.5	8.9	7.1	5.8	4.8	3.7	3.0	2.3	1.3
Giros delivered at the counter – account debits	2.6	2.1	1.7	1.4	1.1	0.9	0.8	0.6	0.7	0.8	0.7
Direct debits	85.2	92.8	99.9	107.4	113.3	118.0	118.1	117.5	121.9	115.4	115.2
Giros delivered at the counter – cash payments	2.4	2.2	2.3	1.7	1.1	0.8	0.7	0.3	0.0	0.0	0.0

Table 10a Payment cards. Use of cards (in millions of transactions)ns)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total use of Norwegian cards (in Norway and abroad)	1752.3	1892.8	2 020.7	2 182.1	2 362.2	2 475.9	2 594.9	2 444.4	2 575.4	2 890.3	3 018.6
Use of Norwegian cards in Norway	1560.3	1673.1	1 786.6	1 923.4	2 067.3	2 155.3	2 253.4	2 189.5	2 289.0	2 480.3	2 578.1
Payments	1495.5	1613.6	1732.1	1875.8	2 027.3	2 121.1	2 224.1	2 170.3	2 272.0	2 461.7	2 560.6
Payments at EFTPOS terminals	1459.7	1570.1	1680.0	1800.4	1869.3	1916.8	1975.3	1879.7	1909.0	2 018.2	2 052.6
Of which: contactless payments	-	-	-	-	15.7	82.3	302.1	1226.3	1556.9	1755.8	1857.4
- with physical cards	-	-	-	-	-	-	-	1213.0	1509.3	1649.3	1692.9
- other contactless payments	-	-	-	-	-	-	-	13.3	47.5	106.5	164.5
Payments without cash-back	1408.5	1523.9	1638.5	1764.2	1838.2	1891.4	1953.9	1867.1	1899.2	2 008.6	2 043.8
Payments with cash-back	51.1	46.2	41.4	36.2	31.0	25.3	21.3	12.6	9.8	9.6	8.8
Internet payments	33.8	41.0	49.3	73.7	99.8	155.7	219.6	268.1	334.0	400.1	460.5
Other electronic payments and manual payments	2.1	2.6	2.8	1.8	58.2	48.6	29.2	22.5	29.0	43.4	47.5
Cash withdrawals	64.9	59.5	54.5	47.6	40.0	34.2	29.3	19.2	17.0	18.6	17.5
Use of Norwegian cards abroad	192.0	219.7	234.1	258.7	294.9	320.5	341.5	254.9	286.4	410.0	440.5
Payments	175.4	203.7	219.5	245.4	281.8	307.9	330.3	251.1	282.8	403.0	433.8
Payments at EFTPOS terminals	113.2	128.7	138.1	141.7	147.2	158.1	171.5	61.0	71.7	168.9	170.2
Of which: contactless payments	-	-	-	-	7.1	20.5	41.8	23.8	40.8	124.2	138.8
- with physical cards	-	-	-	-	-	-	-	23.5	37.5	112.5	119.8
- other contactless payments	-	-	-	-	-	-	-	0.3	3.3	11.7	19.0
Payments without cash-back	113.2	128.7	138.1	141.6	147.2	158.1	171.5	61.0	71.7	168.8	170.1
Payments with cash-back	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Internet payments	61.6	74.3	80.7	103.5	134.6	149.7	158.7	190.1	211.1	234.1	263.6
Other electronic payments and manual payments	0.6	0.7	0.8	0.1	0.1	0.1	0.1	0.0	0.0	0.1	0.1
Cash withdrawals	16.6	16.0	14.6	13.3	13.1	12.6	11.3	3.8	3.6	7.0	6.7
Use of Norwegian cards by function	1752.4	1892.8	2 020.7	2 182.1	2 362.1	2 475.9	2 594.9	2 444.3	2 575.4	2 890.2	3 018.6
Debit functions	1589.1	1709.9	1 820.2	1 959.4	2 099.6	2 190.8	2 268.8	2 165.1	2 300.0	2 554.2	2 643.8
BankAxept	1366.8	1452.7	1526.4	1594.8	1638.5	1667.5	1682.7	1609.8	1620.0	1647.4	1612.0
Payment cards issued by international card companies	222.3	257.2	293.8	364.6	461.1	523.3	586.1	555.3	680.0	906.7	1 031.8
Billing functions (payment cards issued by international card companies)	21.0	21.6	20.2	20.3	20.9	20.4	17.1	11.5	11.8	10.9	10.3
Credit functions	141.2	160.0	179.2	201.8	241.2	264.3	308.7	267.4	263.3	323.9	362.2
Domestic credit cards	5.9	5.9	5.6	5.7	5.5	5.5	4.9	2.0	0.2	0.0	-
Payment cards issued by international card companies	135.2	154.1	173.6	196.1	235.7	258.8	303.9	265.4	263.1	323.9	362.2
E-money	1.1	1.3	1.1	0.6	0.4	0.4	0.3	0.3	0.3	1.3	2.3
Use of foreign cards in Norway	31.6	36.6	40.2	48.3	54.7	67.2	71.7	33.0	34.3	77.8	91.9
Payments	29.6	34.7	38.5	46.7	53.2	65.8	70.5	32.4	33.9	77.1	91.3
Cash withdrawals	2.0	1.9	1.6	1.7	1.5	1.3	1.2	0.6	0.4	0.7	0.7

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Use of Norwegian and foreign cards at Norwegian terminals	1 623.5	1 739.7	1 855.2	1 998.4	2 149.5	2 248.9	2 352.3	2 248.5	2 347.9	2 583.7	2 700.7
Withdrawals through in-store cash services	-	-	-	-	-	-	-	0.3	1.7	2.3	2.5
Cash withdrawals from ATMs	66.8	61.3	55.9	48.9	41.1	35.4	30.4	19.5	15.7	17.0	15.7
Payments at EFTPOS terminals	1 517.6	1 630.3	1 742.2	1 866.7	1 940.3	1 999.8	2 061.6	1 933.5	1 963.6	2 115.2	2 164.2
Of which: payments with cashback	51.1	46.2	41.5	36.2	31.1	25.3	21.3	12.6	9.8	9.6	8.8
Of which: contactless payments	-	-	-	-	15.7	82.4	312.0	1 239.5	1 577.3	1 807.2	1 923.4
Internet payments	38.5	46.8	55.9	81.6	110.3	165.5	231.7	271.9	338.2	407.5	471.1
Other payments at domestic terminals	0.6	1.2	1.1	1.3	57.8	48.1	28.7	23.3	28.7	41.7	47.3
Use of Norwegian cards at Norwegian terminals	1 591.9	1 703.1	1 815.5	1 952.2	2 095.2	2 182.2	2 281.1	2 215.8	2 313.7	2 506.2	2 609.0
Withdrawals through in-store cash services	-	-	-	-	-	-	-	0.3	1.7	2.3	2.5
Cash withdrawals from ATMs	64.8	59.4	54.3	47.2	39.6	34.1	29.1	18.9	15.3	16.2	15.0
BankAxept	59.5	54.4	49.7	43.3	36.0	31.1	26.5	17.3	13.8	14.4	13.0
Other cards	5.4	5.0	4.5	3.9	3.6	3.0	2.6	1.6	1.5	1.8	1.9
Payments at payment terminals	1 526.5	1 642.5	1 760.0	1 903.7	1 997.8	2 100.0	2 223.4	2 173.3	2 268.0	2 446.0	2 544.3
BankAxept – payments at EFTPOS terminal (including payments with cash-back)	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	1 630.7	1 596.4
BankAxept	0.2	0.2	0.2	0.2	0.2	0.1	0.1	0.1	0.0	0.1	0.0
Cards issued by international card companies and Norwegian credit cards	190.0	216.1	255.7	325.1	368.8	438.2	540.7	556.4	638.6	786.8	914.5
Cards issued by oil companies	24.5	23.1	23.3	22.9	22.5	21.4	22.5	21.1	21.5	22.4	21.0
Cards issued by retail chains	4.1	4.4	3.8	3.8	3.7	3.7	3.7	3.3	3.1	4.8	10.1
E-money cards	0.6	0.6	0.5	0.4	0.3	0.3	0.3	0.2	0.3	1.3	2.3
Other payments at Norwegian terminals	0.6	1.2	1.1	1.3	57.8	48.1	28.7	23.3	28.7	41.7	47.2
Use of foreign cards at Norwegian terminals	31.6	36.5	39.7	46.2	54.3	66.7	71.2	32.7	34.1	77.5	91.7
Payments	29.6	34.6	38.1	44.5	52.8	65.3	69.9	32.1	33.7	76.8	91.0
Of which: internet payments	4.7	5.8	6.6	7.9	10.5	9.8	12.1	3.9	4.1	7.4	10.3
Cash withdrawals	2.0	1.9	1.6	1.6	1.5	1.3	1.2	0.6	0.4	0.7	0.7

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Transfers from Norway	10.0	10.3	10.9	11.2	11.5	11.5	11.1	11.6	12.7	13.5	13.7
SWIFT	8.7	9.3	9.9	10.1	10.3	10.4	10.1	10.7	11.8	12.7	13.0
Foreign currency cheques	0.1	0.1	0.1	0.1	0.0	0.0	0.0	0.1	0.1	0.1	0.1
Other transfers (MoneyGram, Western Union, etc.)	1.2	0.8	0.9	1.0	1.1	1.1	1.0	0.8	0.8	0.7	0.6
Transfers to Norway	4.3	4.9	5.3	5.9	7.1	7.6	7.5	7.8	8.2	9.6	11.0
SWIFT	4.2	4.7	5.3	5.9	7.1	7.6	7.4	7.8	8.2	9.6	11.0
Foreign currency cheques	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	14 724.3	15 858.2	16 662.4	16 763.6	18 355.1	19 935.4	20 957.7	20 340.0	22 739.2	25 180.9	24 333.4
Giros	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	24 107.1	23 185.9
Electronic	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	23 993.4	23 077.0
Paper-based	138.5	126.9	138.7	151.6	126.1	122.6	120.7	94.5	92.6	113.8	108.9
Payment cards (payments)	632.7	681.3	724.3	772.7	839.4	860.1	899.3	883.5	952.2	1 073.6	1 147.4
Electronic	628.8	677.4	720.3	769.7	836.3	857.1	896.4	882.9	951.7	1 072.7	1 146.7
Manual	3.9	3.9	4.1	3.0	3.1	3.0	2.9	0.6	0.4	0.9	0.7
Cheques	6.5	4.8	3.4	2.5	1.8	1.1	0.5	0.4	0.2	0.1	0.1

Table 13 Giros (in billions of NOK)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	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	24 107.1	23 185.9
Credit transfers	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	23 593.0	22 657.4
Electronic	13 697.4	14 790.9	15 528.8	15 568.9	17 126.4	18 664.6	19 639.7	18 979.6	21 183.6	23 482.0	22 549.7
Company terminal giro	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	1 179.3	1 248.0
Telegiros	20.3	18.0	16.0	13.7	12.0	9.6	8.1	4.1	6.5	6.2	6.4
Online banking	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	21 462.4	20 497.2
Retail customers	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	1 476.1	1 507.9
Corporate customers	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	19 986.3	18 989.4
Instant payments	-	-	-	-	4.1	45.4	84.6	110.2	129.8	147.8	137.8
Miscellaneous other electronic credit transfers	687.0	790.6	832.9	746.4	695.8	741.8	720.5	740.4	644.2	686.4	660.3
Paper-based	118.5	110.2	114.9	122.7	113.7	114.0	112.8	89.1	88.8	110.9	107.7
Company terminal giros and online banking as money order	6.9	6.3	5.7	5.1	3.6	2.9	2.6	1.4	1.1	0.6	0.3
Postal giros	28.3	24.4	20.7	17.3	13.9	11.4	9.5	7.5	6.4	4.9	3.2
Giros delivered at the counter – account debits	83.3	79.4	88.4	100.3	96.2	99.7	100.6	80.2	81.3	105.4	104.2
Direct debits	249.2	254.3	267.2	267.8	261.4	287.0	297.5	381.9	510.7	511.3	527.3
Giros delivered at the counter – cash payments	20.0	16.7	23.8	28.9	12.4	8.6	8.0	5.5	3.8	2.8	1.2

Table 14a Payment cards. Use of cards (in billions of NOK)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total use of Norwegian cards (in Norway and abroad)	775.3	814.6	855.3	890.9	945.7	954.9	986.8	936.3	1000.8	1130.6	1201.9
Use of Norwegian cards in Norway	658.9	685.1	715.0	744.9	787.6	795.0	816.8	826.7	867.5	919.0	960.2
Payments	540.8	572.7	608.1	649.2	703.7	722.3	749.6	781.2	826.3	875.5	919.9
Payments at EFTPOS terminals	508.7	538.1	569.8	599.8	621.2	631.7	645.2	669.5	689.7	711.8	729.6
Of which: contactless payments	-	-	-	-	1.8	12.9	63.7	391.6	533.4	588.5	635.9
- with physical cards	-	-	-	-	-	-	-	387.6	519.0	558.1	586.6
- other contactless payments	-	-	-	-	-	-	-	4.0	14.3	30.5	49.4
Internet payments	27.7	29.4	33.1	44.3	51.7	65.0	90.1	102.2	125.8	148.8	174.3
Other electronic payments and manual payments	4.4	5.2	5.2	5.1	30.7	25.6	14.4	9.6	10.8	14.9	16.0
Cash-back from EFTPOS terminals	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2	5.0	4.8
Other cash withdrawals	96.5	92.1	88.1	78.3	68.9	60.6	56.7	38.4	36.0	38.5	35.4
Use of Norwegian cards abroad	116.3	129.5	140.2	145.9	158.2	159.9	170.0	109.7	133.3	211.6	241.7
Payments	91.9	108.6	116.3	123.5	135.7	137.9	149.7	101.8	125.8	198.1	227.5
Payments at EFTPOS terminals	59.4	68.4	68.1	67.9	69.9	68.9	73.1	25.0	29.7	74.1	79.9
Of which: contactless payments	-	-	-	-	1.4	4.0	9.7	7.1	14.9	46.3	55.4
- with physical cards	-	-	-	-	-	-	-	7.0	13.9	42.4	47.9
- other contactless payments	-	-	-	-	-	-	-	0.1	0.9	3.9	7.4
Internet payments	31.9	39.4	47.3	55.4	65.7	68.7	76.3	76.7	96.0	123.9	147.4
Other electronic payments and manual payments	0.7	0.8	0.9	0.2	0.1	0.2	0.2	0.1	0.1	0.2	0.2
Cash withdrawals	24.4	20.9	24.0	22.4	22.4	22.0	20.3	7.9	7.4	13.5	14.2
Use of Norwegian cards by function	775.3	814.6	855.3	890.9	945.7	954.9	986.8	936.3	1000.8	1130.6	1201.9
Debit functions	641.0	670.0	700.0	726.0	758.0	763.0	771.0	764.4	828.1	912.9	955.9
BankAxept	542.0	561.0	579.0	585.0	584.0	581.0	577.0	584.6	592.8	590.3	578.9
Payment cards issued by international card companies	99.7	109.2	121.4	141.2	174.5	181.5	194.4	179.8	235.3	322.7	377.0
Billing functions (payment cards issued by international card companies)	24.0	24.9	24.1	23.8	24.7	24.1	20.7	12.4	13.0	14.8	15.5
Credit functions	109.6	119.4	130.8	140.4	162.7	168.0	194.8	159.3	159.4	202.1	229.1
Domestic credit cards	8.8	8.5	8.2	8.2	8.5	8.5	9.3	2.6	0.1	0.0	-
Payment cards issued by international card companies	100.9	110.9	122.7	132.2	154.2	159.5	185.6	156.7	159.3	202.1	229.1
E-money	0.4	0.4	0.4	0.3	0.3	0.2	0.2	0.2	0.3	0.8	1.4
Use of foreign cards in Norway	21.8	27.9	33.1	38.7	44.4	46.8	54.5	17.9	16.6	42.1	53.0
Payments	19.1	25.2	30.6	36.1	42.0	44.6	52.4	16.8	15.7	40.7	51.7
Cash withdrawals	2.7	2.7	2.5	2.6	2.4	2.2	2.1	1.1	0.9	1.4	1.3

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Use of Norwegian and foreign cards at Norwegian terminals	696.4	728.0	761.6	795.2	843.9	856.3	886.4	860.0	902.4	985.9	1 037.6
Withdrawals through in-store cash services	-	-	-	-	-	-	-	1.3	4.7	6.6	6.6
Cash withdrawals from ATMs	99.0	94.7	90.3	80.5	70.7	62.3	58.2	38.1	32.1	33.3	30.0
Payments at EFTPOS terminals that accept BankAxept	561.0	590.5	621.4	651.0	671.5	686.4	705.3	703.1	724.3	774.0	797.7
Of these: POS cash withdrawals (cash-back)	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2	5.0	4.9
Of which: contactless payments	-	-	-	:	1.8	12.9	69.7	397.2	541.6	607.2	662.2
Internet payments	35.3	40.8	48.0	61.3	74.0	85.3	111.3	107.9	130.1	158.4	187.8
Other payments at Norwegian terminals	1.1	2.0	1.9	2.3	27.7	22.2	11.7	9.5	11.0	13.7	15.5
Use of Norwegian cards at Norwegian terminals	674.7	700.3	729.2	757.9	800.6	810.6	833.2	842.4	886.1	944.7	985.2
Withdrawals through in-store cash services	-	-	-	-	-	-	-	1.3	4.7	6.6	6.6
Cash withdrawals from ATMs	96.3	92.0	87.8	77.9	68.3	60.1	56.1	37.0	31.3	31.9	28.8
Bank cards/BankAxept	87.4	83.3	79.6	70.8	61.6	54.6	51.2	33.9	28.4	28.7	25.4
Other cards	8.9	8.7	8.3	7.2	6.7	5.5	4.9	3.1	2.9	3.2	3.4
Cash-back from EFTPOS terminals	21.7	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2	5.0	4.9
Payments at payment terminals	555.5	586.1	620.5	660.3	689.6	716.2	755.0	787.5	833.9	887.5	929.5
BankAxept – payments at EFTPOS terminal	432.1	456.7	479.7	496.4	506.4	513.9	514.6	542.1	554.3	549.8	542.1
BankAxept	0.5	0.4	0.4	0.5	0.6	0.6	0.4	0.3	0.2	0.2	0.0
Cards issued by international card companies and Norwegian credit cards	105.9	112.3	124.6	148.7	167.3	183.5	221.4	229.6	261.0	310.1	360.5
Cards issued by oil companies	15.2	14.6	14.0	12.9	13.6	16.5	16.8	13.8	16.7	23.7	21.4
Cards issued by retail chains	1.6	1.8	1.5	1.6	1.5	1.6	1.6	1.5	1.5	2.9	4.2
E-money cards	0.3	0.3	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.8	1.4
Other payments at Norwegian terminals	1.1	2.0	1.9	2.3	27.7	22.2	11.7	9.5	11.0	13.7	15.5
Use of foreign cards at Norwegian terminals	21.7	27.7	32.4	37.3	43.3	45.7	53.2	17.6	16.3	41.2	52.4
Payments	19.1	25.0	30.0	34.7	41.0	43.5	51.2	16.4	15.4	39.9	51.1
Of which: internet payments	7.5	11.5	14.9	17.0	22.3	20.3	21.2	5.7	4.4	9.6	13.4
Cash withdrawals	2.7	2.7	2.5	2.6	2.4	2.2	2.1	1.1	0.9	1.4	1.3

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Transfers from Norway	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	9 738.7	10 333.4
SWIFT	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	9 062.9	9 687.9
Foreign currency cheques	1 921.8	2 159.3	2 641.0	849.3	727.8	607.2	407.7	389.8	364.3	647.4	600.7
Other transfers (MoneyGram, Western Union, etc.)	4.1	3.0	3.3	3.6	10.0	6.6	6.9	8.1	24.7	28.4	44.8
Transfers to Norway	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	13 326.9	13 600.3
SWIFT	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	13 326.8	13 600.0
Foreign currency cheques	0.4	0.3	0.3	0.3	0.2	0.3	0.2	0.2	0.2	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.2	0.2	0.2	0.2	7.8	1.3	0.2	0.2	0.1	0.1	0.3

Table 16 Sending of electronic invoices (in millions)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
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	191.3	224.6
EHF format	1.3	5.0	10.6	17.9	29.1	45.2	58.1	66.4	84.7	98.5	114.1

Prices

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

	Customers who do not belong to loyalty schemes						Customers who belong to loyalty schemes					
	2019	2020	2021	2022	2023	2024	2019	2020	2021	2022	2023	2024
Payments												
Online banking (with CID), per payment	0.80	0.80	0.70	0.80	0.70	0.60	0.00	0.00	0.10	0.10	0.20	0.00
Online banking – annual fee	14.50	14.70	13.20	13.30	13.10	12.70	2.30	2.40	0.60	1.10	1.10	1.10
Direct debit (Avtalegiro), per payment	0.80	0.80	0.80	0.80	0.80	0.60	0.10	0.00	0.20	0.30	0.30	0.10
Mobile banking (with CID), per payment	0.80	0.80	0.90	0.80	0.70	0.60	0.00	0.00	0.10	0.10	0.20	0.00
Mobile banking – info by SMS	2.20	2.20	2.10	2.10	2.00	2.10	1.90	1.90	1.80	1.90	1.80	1.60
Credit transfer via postal giro, per payment	12.10	12.20	12.20	12.90	13.10	13.20	12.10	12.20	12.20	12.80	13.10	13.10
Giro over the counter – account debit, per payment	94.80	95.70	95.40	97.10	102.50	103.20	94.80	95.70	95.40	97.10	102.50	103.20
Giro over the counter – cash payment, per payment	107.90	108.10	108.40	108.50	115.20	116.80	107.90	108.10	108.40	108.50	115.20	116.80
BankAxept cards at payment terminals (EFTPOS), per payment	0.90	0.90	0.80	0.80	0.80	0.50	0.10	0.00	0.10	0.00	0.00	0.00
Credit card from international credit card company, annual fee	32.40	15.30	21.30	26.80	28.20	18.20	25.20	25.00	23.60	12.50	31.90	4.00
BankAxept cards (combined with debit card from int. card comp.), annual fee	282.50	290.90	298.00	299.60	295.70	296.90	231.80	238.40	220.50	227.90	227.90	236.30
Cash withdrawals at payment terminals	-	-	-	-	7.20	8.80	-	-	-	-	6.90	7.10
ATM withdrawals, debit cards												
Own bank's ATMs during opening hours, per withdrawal	5.60	6.50	7.20	7.80	7.90	8.70	5.90	6.70	6.70	6.50	6.00	4.30
Other bank's ATMs during opening hours, per withdrawal	7.80	8.10	8.50	8.60	8.70	9.50	7.40	7.80	7.20	7.00	7.30	5.50
ATM withdrawals, international credit cards												
Own bank's ATMs during opening hours, per withdrawal	30.70	31.60	31.10	31.40	34.40	38.10	22.20	30.80	32.60	33.80	36.40	38.50
Other bank's ATMs during opening hours, per withdrawal	30.70	31.70	31.10	31.40	34.40	38.10	22.20	31.00	32.60	33.80	36.10	38.50
Fee as a percentage of withdrawal amount	1.3	1.2	1.1	1.1	1.2	1.3	1.2	1.2	0.8	1.1	1.2	1.2

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

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Payments												
Electronic giro services												
Corporate online banking monthly fee	-	-	-	-	-	-	-	-	-	-	71.20	102.90
Corporate online banking without notification	1.60	2.60	2.80	2.60	3.10	3.30	3.20	3.30	3.60	3.80	4.40	4.70
Corporate online banking with notification	4.20	4.30	4.40	4.40	4.50	4.50	4.50	4.90	5.10	5.30	5.00	5.30
Corporate online banking with CID	1.10	1.20	1.10	1.30	1.30	1.40	1.50	1.50	1.50	1.50	1.50	1.50
Autogiro payment	-	-	-	-	-	-	-	-	-	-	2.30	2.40
Receipt of payment												
Electronic giro services												
Avtalegiro monthly fee	-	-	-	-	-	-	-	-	-	-	80.40	86.40
Direct debits (Autogiro) without notification	1.30	1.40	1.40	1.60	1.60	1.70	2.00	2.00	2.00	2.60	2.60	2.60
Direct debits (Autogiro) with notification	3.60	3.80	3.80	3.60	3.60	3.90	3.90	3.90	4.10	4.10	4.10	4.20
Avtalegiro monthly fee	-	-	-	-	-	-	-	-	-	-	80.30	86.30
Direct debits without notification	2.20	2.40	2.70	2.80	2.80	3.10	3.80	3.60	3.70	3.80	3.50	3.70
Direct debits with notification	7.40	7.80	8.00	7.60	7.60	8.10	8.40	8.30	8.40	8.40	7.80	8.30
E-giro monthly fee	-	-	-	-	-	-	-	-	-	-	84.50	87.00
E-giro with CID	-	-	-	-	-	-	-	-	-	-	2.20	2.40
E-giro with notification	-	-	-	-	-	-	-	-	-	-	2.50	2.60
Optical Character Recognition monthly fee	-	-	-	-	-	-	-	-	-	-	84.50	87.00
Optical Character Recognition with CID	-	-	-	-	-	-	-	-	-	-	2.20	3.00
Sending eFaktura												
eFaktura B2C monthly fee	-	-	-	-	-	-	-	-	-	-	76.30	80.60
eFaktura B2C per invoice	-	-	-	-	-	-	-	-	-	-	3.40	3.60
eFaktura B2C invoice hotell per invoice	-	-	-	-	-	-	-	-	-	-	1.80	1.80
eFaktura B2B online banking monthly fee	-	-	-	-	-	-	-	-	-	-	38.30	45.20
eFaktura B2B online banking per invoice	-	-	-	-	-	-	-	-	-	-	8.40	8.60
eFaktura B2B file-based monthly fee	-	-	-	-	-	-	-	-	-	-	201.90	191.90
eFaktura B2B file-based per invoice	-	-	-	-	-	-	-	-	-	-	3.30	3.00
Receipt of eFaktura												
eFaktura B2B online banking monthly fee	-	-	-	-	-	-	-	-	-	-	21.70	41.20
eFaktura B2B online banking per invoice	-	-	-	-	-	-	-	-	-	-	3.20	3.20
eFaktura B2B file-based monthly fee	-	-	-	-	-	-	-	-	-	-	201.80	191.80
eFaktura B2B file-based per invoice	-	-	-	-	-	-	-	-	-	-	3.40	3.30

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						
	2019	2020	2021	2022	2023	2024	2019	2020	2021	2022	2023	2024	
SEPA (SWIFT) transfers													
With BIC and IBAN, NOK 2 500	29.20	25.80	26.50	25.70	29.10	28.70	-	-	-	-	-	-	-
Ordinary Swift transfer in NOK													
Without BIC and IBAN, NOK 2 500	90.90	98.70	102.40	122.80	125.30	129.60	299.70	294.50	298.80	306.50	311.70	307.10	307.10
With BIC and IBAN, NOK 2 500	66.70	71.50	72.60	69.30	72.40	71.40	299.10	294.10	298.10	299.00	305.20	302.10	302.10
Ordinary Swift transfer in EUR													
Without BIC and IBAN, NOK 2 500 equivalent	73.00	82.20	84.90	109.50	113.40	118.60	299.70	294.50	298.80	306.50	311.80	307.10	307.10
With BIC and IBAN, NOK 2 500 equivalent	54.60	65.00	62.50	60.80	64.30	67.20	299.10	294.10	298.10	299.00	305.20	302.10	302.10
SWIFT express transfer in NOK													
Without BIC and IBAN, NOK 150 000	387.00	355.40	326.40	292.60	309.00	340.30	527.70	488.00	498.70	494.10	490.50	489.90	489.90
With BIC and IBAN, NOK 150 000	258.80	257.30	241.20	218.60	231.90	296.30	532.70	493.60	487.60	491.60	489.20	490.30	490.30
SWIFT express transfer in EUR													
Without BIC and IBAN, NOK 150 000 equivalent	376.00	345.90	317.00	279.30	297.10	329.30	527.70	488.00	498.70	494.10	490.50	489.90	489.90
With BIC and IBAN, NOK 150 000 equivalent	254.70	253.70	237.40	213.50	227.30	292.00	524.60	486.10	487.60	491.60	489.20	490.30	490.30
Cheques to other countries													
Equivalent to NOK 2 500	-	-	-	-	-	-	262.90	268.90	271.60	265.70	267.70	263.20	263.20

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												
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	
Receipt of SEPA (SWIFT) payments													
With BIC and IBAN, NOK 2 500 equivalent	-	-	-	21.30	22.40	21.20	21.10	18.00	17.90	17.50	18.70	18.40	18.40
With BIC and IBAN, NOK 150 000 equivalent	-	-	-	21.70	22.80	21.50	21.20	18.10	17.90	17.50	18.80	18.40	18.40
Receipt of payments in EUR													
Without BIC and IBAN, NOK 2 500 equivalent	61.50	64.30	54.20	59.40	62.60	70.50	72.40	76.10	79.50	81.50	86.90	90.10	90.10
Without BIC and IBAN, NOK 150 000 equivalent	83.40	86.50	77.70	73.50	76.70	84.70	83.70	87.30	87.10	95.00	96.00	95.00	95.00
With BIC and IBAN, NOK 2 500 equivalent	20.20	20.60	20.80	53.10	55.10	59.10	57.20	62.10	68.60	67.00	75.60	78.20	78.20
With BIC and IBAN, NOK 150 000 equivalent	20.20	20.60	20.80	58.50	60.40	64.70	63.20	68.60	88.40	88.20	93.60	93.40	93.40
Receipt of payments in other currencies													
Without BIC and IBAN, NOK 2 500 equivalent	69.00	71.00	71.30	79.00	79.00	81.70	85.10	85.50	89.60	91.90	94.90	97.80	97.80
Without BIC and IBAN, NOK 150 000 equivalent	90.40	97.00	97.90	93.90	93.80	95.90	95.90	96.70	96.80	104.40	104.00	102.70	102.70
With BIC and IBAN, NOK 2 500 equivalent	68.90	71.00	71.30	72.10	72.70	73.80	73.50	75.00	77.00	74.90	79.00	81.40	81.40
With BIC and IBAN, NOK 150 000 equivalent	89.10	95.80	96.80	96.00	96.20	96.80	96.80	96.90	96.80	96.10	97.00	96.60	96.60

Remittances

Table 21 Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2022 and 2023

	Transaction in person				Online payment order			
	NOK 1 000		NOK 5 000		NOK 1 000		NOK 5 000	
	2023	2024	2023	2024	2023	2024	2023	2024
Banks	29.6	29.2	6.6	6.2	6.1	5.6	2.0	1.5
Exchange rate cost	0.9	0.4	0.9	0.4	0.9	0.5	0.9	0.5
Other fees	28.8	28.8	5.8	5.8	5.2	5.1	1.0	1.0
Non-bank financial institutions and payment institutions	14.8	-	12.5	-	5.3	4.6	3.9	3.4
Exchange rate cost	7.3	-	7.3	-	3.3	2.6	3.3	2.6
Other fees	7.5	-	5.2	-	2.0	2.0	0.6	0.8
All providers	26.7	29.2	7.8	6.2	5.6	5.1	3.0	2.5
Exchange rate cost	2.2	0.4	2.2	0.4	2.2	1.6	2.2	1.6
Other fees	24.5	28.8	5.6	5.8	3.4	3.5	0.8	0.9

Table 22 Prices for remittances to selected countries. In percent of amount transferred. At 1 January 2022 and 2023

	Transaction in person				Online payment order			
	NOK 1 000		NOK 5 000		NOK 1 000		NOK 5 000	
	2023	2024	2023	2024	2023	2024	2023	2024
Europe (EU)	27.1	28.4	7.3	5.8	4.7	3.3	2.5	1.4
EU/EEA	29.0	28.8	6.0	5.8	3.1	2.4	0.9	0.6
Bulgaria	31.7	31.7	7.7	7.7	6.5	5.1	4.0	2.5
Latvia	26.8	28.8	7.8	5.8	3.8	2.8	1.9	1.2
Lithuania	27.0	28.8	8.1	5.8	3.9	2.7	2.0	1.1
Poland	25.2	29.0	6.3	6.0	4.2	3.5	2.1	1.5
Romania	27.3	28.9	8.3	5.9	4.7	3.1	2.5	1.3
Hungary	26.3	25.1	6.3	5.1	5.7	4.8	3.0	1.9
Other Europe	28.1	30.4	8.1	6.3	6.1	5.9	3.3	2.3
Bosnia-Herzegovina	28.8	31.7	9.0	6.4	7.9	5.7	4.7	1.3
Kosovo	25.9	28.8	6.9	5.8	5.9	6.1	2.3	1.8
North Macedonia	29.0	28.8	6.0	5.8	5.4	4.4	2.4	0.6
Serbia	30.6	32.1	10.9	6.7	6.8	5.6	3.9	1.8
Turkey	28.1	32.6	8.4	7.2	6.0	6.6	3.4	3.3
Ukraine	-	-	-	-	4.7	9.6	4.0	8.4
Asia	28.2	31.6	8.4	7.2	6.3	6.0	3.1	2.5
Afghanistan	28.5	31.8	8.3	6.5	6.9	6.8	3.3	2.5
Philippines	25.2	29.2	6.6	6.2	4.7	4.8	1.9	1.7
India	28.5	33.0	8.8	7.7	6.1	5.7	3.2	2.5
Iraq	29.0	34.4	8.7	9.1	7.2	8.2	3.4	4.0
China	27.3	29.5	8.3	6.5	6.1	5.6	2.9	2.2
Pakistan	28.0	35.4	8.4	10.0	6.2	6.3	3.2	3.1
Palestine	32.4	32.3	7.0	6.9	6.8	6.9	2.9	2.7
Sri Lanka	31.4	32.5	11.8	7.2	9.3	8.3	6.0	4.0
Thailand	26.0	29.6	7.4	6.6	5.0	5.3	2.3	2.2
Vietnam	29.1	31.8	9.4	6.5	5.8	5.2	2.6	1.5
Americas	27.8	29.9	8.6	6.2	6.5	6.7	3.5	3.1
Brazil	29.3	32.3	9.5	6.9	7.4	7.3	4.1	3.7
Chile	27.1	28.8	8.2	5.8	7.3	7.0	3.6	2.6
Colombia	0.0	0.0	0.0	0.0	3.4	4.4	2.3	3.1
Africa	29.1	31.9	8.5	6.6	7.2	7.0	4.0	3.4
Eritrea	26.9	31.8	8.1	6.5	6.8	6.4	2.6	1.4
Ethiopia	31.9	31.8	6.6	6.5	6.0	6.8	3.0	3.4
Gambia	27.8	31.8	9.0	6.5	9.1	7.5	5.7	3.5
Ghana	29.0	31.8	10.2	6.5	9.3	7.7	6.0	4.0
Morocco	29.0	32.4	9.3	7.0	7.5	7.7	4.1	3.8
Nigeria	31.9	31.8	6.6	6.5	5.6	6.0	2.4	2.3
Somalia	-	-	-	-	5.9	6.8	3.5	4.4

Sources and notes for the tables

Source material for the data, an overview of data quality and averaging methods are presented briefly 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 and Norges Bank
- Information on giros, cheques, payment cards and ATMs: 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) AS; Tietoevry Norge AS; SDC A/S; EVRY Card Services AS; Komplet Bank ASA; 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; Euronet 360 Finance Limited; Vipps AS; Circle K Norge AS; Wex Europe Services AS; ST1 Norge AS; Blue Energy AS; YX Norge AS; Norgesgruppen Finans AS; GIFTY AS; Ticketmaster Norge AS; Mestergull AS; Coop Norge SA
- Information on locations where the public can deposit and withdraw cash has been obtained from banks in Norway.
- Information on electronic invoices has been collected from Mastercard Payment Services Infrastructure (Norway) AS 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 (Norwegian Tax Administration).
- Information on fees for fund transfers to selected countries/regions and fees for retail customer services have been collected from Finansportalen.

Notes on the tables:

Table 5 – Number of agreements

- The number of agreements to offer or receive eFaktura electronic invoicing refers to agreements on sending e-invoices in the bank network using online banking to retail customers. The number of agreements for electronic invoicing in EHF format refers to businesses 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 other card issuers. Figures include e-money cards (prepaid cards from Visa and Mastercard) and accounts in card systems that are not linked to physical cards.
- Physically, cards are broken down by contact technology. They may be contactless cards or have a chip and/or magnetic stripe. They may also be virtual, such as card accounts in watches, wristbands and so on, or travel accounts in card systems not linked to physical cards.
- The functions in the card are broken down by settlement method, namely whether card use entails immediate debit of a bank account (debit function), whether the user receives an invoice that is paid in full a few weeks later (billing function), whether the user has a line of credit that is repaid in instalments (credit function) or whether the user pays with a prepaid card (e-money).

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-store cash services” was obtained from the following webpage: [Kontanttjenester i butikk – BankAxept](#) [Norwegian only]

Tables 9 and 13 – Giro payments

- Instant payments include instant payments made on mobile payment platforms, such as Vipps, and instant payments using online or mobile banking platforms settled through NICS Real. In the papers for 2021 and 2022, payments between accounts at the same bank with immediate settlement were also included in the figures. This year, these payments are included under “Miscellaneous other electronic credit transfers”.
- “Miscellaneous other electronic credit transfers” include payments made on mobile payment platforms that are not instant payments, payments between accounts at the same bank with immediate settlement, and local payment solutions used for recurring transactions, loan repayments and so on.
- The figures for payments with “online banking for corporate customers” for 2021 and 2022 are probably too low.

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

- The tables show all use of payment cards issued in Norway (from Table 6). It also shows the use of foreign payment cards in Norway.
- The figures for “POS cash withdrawals” are for cashback at EFTPOS terminals, while the figures for “other cash withdrawals” refer to in-store cash services and withdrawals over the counter at banks and at ATMs.
- “Other contactless payments” include payments at EFTPOS 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.
- The 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, prepaid Visa and Mastercard cards issued by banks in Norway, and universal gift cards.
- 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 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 ATMs and 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 are not therefore included in Tables 10a and 14a.
- The tables also show the online use of Norwegian and foreign cards on Norwegian websites. The figures include both payments made with physical cards and payments using different mobile payment platforms such as Vipps, Apple Pay and Google Pay.
- The figures for “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 in Norway and abroad.

Table 16 – Sending electronic invoices

- The table shows the number of eFaktura e-invoices, which is the banks' electronic invoicing solution, and e-invoices in EHF format, which is the government's format for electronic invoicing.
- Figures for B2B eFaktura e-invoices are included in the figures for invoices in EHF format from 2019.

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 76 banks with prices published by Finansportalen. These banks accounted for 88 percent of the market measured by deposits in current accounts. There are two average prices for each service, one for customers who belong to a loyalty scheme and one for those who do not. Average prices are calculated by weighting the price at each bank based on the bank's share of deposits in current accounts. In cases where a bank has multiple loyalty schemes, the median price for these schemes is used to calculate the average price for all banks for services in loyalty schemes.
- The prices for corporate services are collected from online price lists, and information on prices for cross-border payments are reported on a form. Prices are from price lists and forms from 20 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 discounts. Average prices are calculated by compiling average prices for commercial and savings banks by weighting the price at each bank based on 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 annual fee for BankAxept cards (combined with international debit cards) applies to "ordinary" cards. These cards can be used for payments at physical outlets and for online purchases. There is no cardholder identification on these cards.
- 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 multiple credit cards for non-loyalty scheme customers rather than just one card 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, or costs that the payer must cover for the payee.

Tables 21 and 22 – Prices for remittances to selected countries/regions

- Prices are based on information from 11 service providers. Six of them are banks and five are non-bank financial institutions, payment institutions or foreign service providers. The service providers that have provided information are 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

Norges Bank Papers No. 1 | 2024

Oslo 2024

Address: Bankplassen 2

Postal address: Postboks 1179 Sentrum, N-0107 Oslo

Phone: +47 22316000

E-mail: post@norges-bank.no

www.norges-bank.no

Design: TRY

Layout: Aksell AS

ISSN 1894-0277 (online)

ISBN 978-82-8379-322-2 (online)