

NORGES BANK PAPERS

Developments in retail payment
services – 2015

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Developments in retail payment services – 2015¹

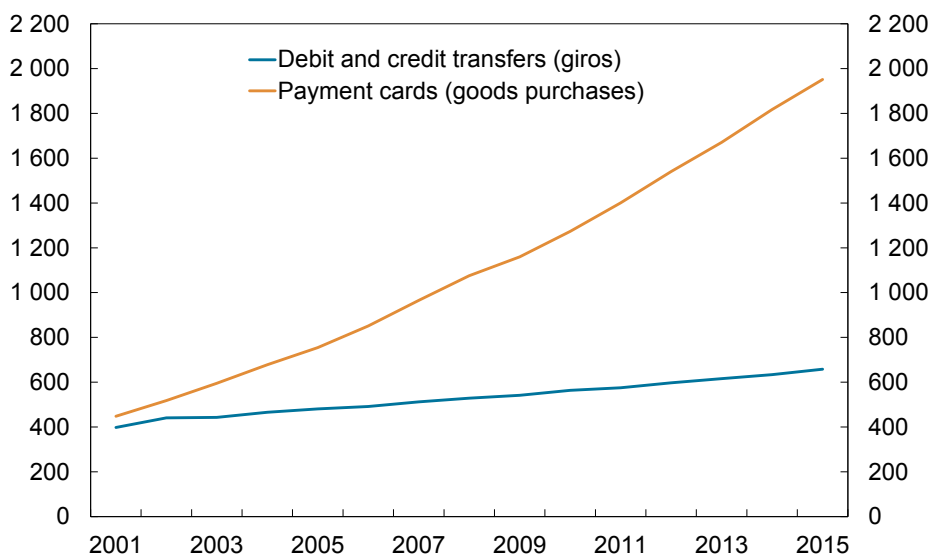
The strong growth in payment card use continued in 2015. The average number of card transactions per inhabitant in 2015 was 391. Payments abroad and over the internet represent a rising share of total payments. This contributed to faster growth in the use of international cards than in the use of BankAxept. Reduced ATM and point-of-sale (POS) withdrawals indicate that cash is becoming less and less widely used in Norway.

1. Use of payment instruments

There are two main types of means of payment: cash and bank deposits (in bank accounts). Means of payment can be accessed by using a payment instrument. Payment cards and debit and credit transfers are examples of payment instruments that provide access to bank accounts. Cash can be used without recourse to any other instrument and is therefore both a means of payment and a payment instrument.

Chart 1 shows the use of payment instruments excluding cash. In 2015, there were 2 610 million payment transactions, 6.5 percent more than in 2014.

Chart 1 Use of payment instruments. In millions of transactions. 2001–2015



Source: Norges Bank

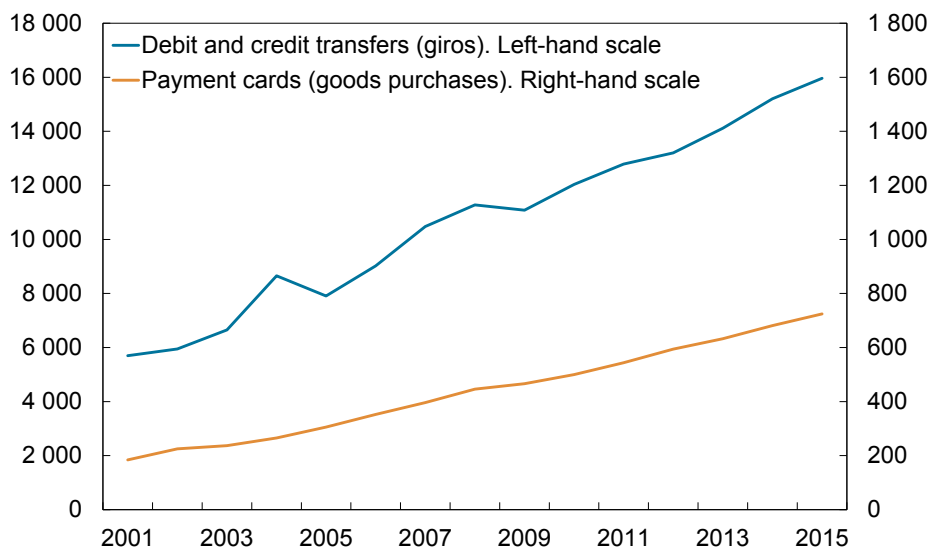
The use of debit and credit transfers has increased steadily over a number of years. In 2015, 658 million such payments were made, 3.8 percent more than in 2014.

The number of transactions using payment cards rose by 7.4 percent, and there were 1 952 million card transactions.

¹ The statistics used in this document have been compiled by Statistics Norway on behalf of Norges Bank. Further details are provided in the tables and are also published on Norges Bank's website.

A typical debit or credit transfer is much larger than a typical card payment. In 2015, the average debit or credit transfer was NOK 24 254, while the average card payment was NOK 371. The value of debit and credit transfers totalled NOK 15 967 billion in 2015 (Chart 2), growing by 5 percent between 2014 and 2015. The value of card payments grew by 6.3 percent in the same period, to NOK 724 billion.

Chart 2 Use of payment instruments. In billions of NOK. 2001–2015

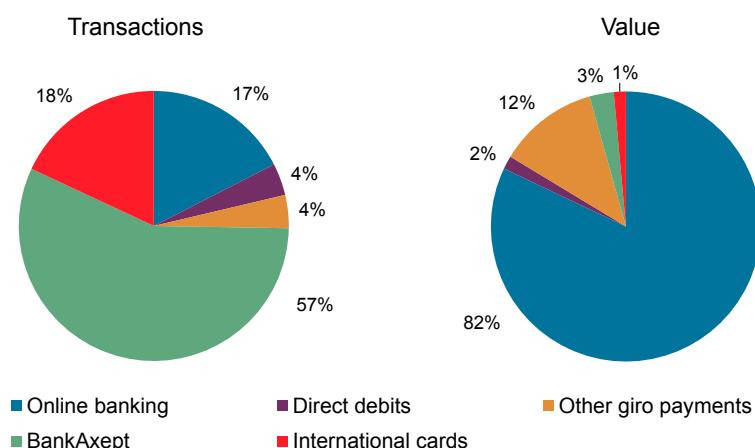


Source: Norges Bank

Breakdown by payment type

More than half (57 percent) of all payment instruments used in 2015 involved the domestic BankAxept debit card system (Chart 3, left). Payments using international payment cards (debit, credit and charge cards) accounted for 18 percent of payments. Other payment cards (domestic credit cards and prepaid international cards) accounted for a marginal share of payments. Online banking payments were the most widely used type of credit transfer (17 percent). Direct debits accounted for 4 percent of all payments. Direct debits are debit transfers initiated by the payee. Examples are AvtaleGiro (retail customers) and Autogiro (corporate customers). Other credit transfers (including postal giro, telegiro and mobile banking payments) also accounted for 4 percent of payments.

Chart 3 Use of selected payment instruments as a share of total number of transactions and total value. 2015



Source: Norges Bank

The value of online banking payments accounted for as much as 82 percent of the total value of payments in 2015. The value of direct debits and other debit and credit transfers amounted to 2 percent and 12 percent, respectively, of the total value. Card payments accounted for only 4 percent of the total value of electronic payments.

Direct debits, electronic invoicing and postal giros

To execute direct debits, both the payee and the payer are required to enter into a direct debit agreement with their bank. At end-2015, there were 18.5 million direct debit agreements, an increase of 7.4 percent on 2014.

Direct debits can be combined with electronic invoicing (e-invoicing). At end-2015, there were 1 619 agreements with enterprises to offer e-invoicing. There were 14.5 million agreements with retail customers and 0.2 million agreements with corporate customers to receive e-invoices (eFaktura²), an increase in the number of agreements of 27.7 percent and 28.5 percent, respectively, since end-2014.

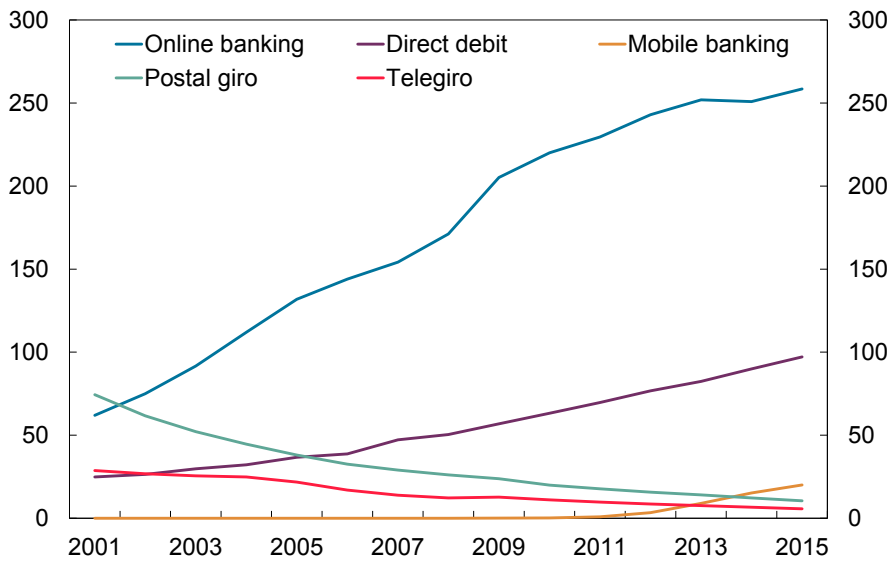
There were 508 134 postal giro agreements at end-2015, 14.8 percent fewer than at end-2014. The decline reflects both lower usage and termination of inactive agreements.

Payments by retail customers

Chart 4 shows debit and credit transfers by retail customers. Online banking transfers, direct debits and mobile banking payments have increased in recent years, and are the three most widely used money transfer services for retail customers. The volume of postal giro and telegiro payments has been falling every year, and these solutions now are little used. Users of postal giros made an average of 21 such payments each in 2015.

² eFaktura is one type of e-invoice. EHF-faktura is another type.

Chart 4 Debit and credit transfers by retail customers. In millions of transactions. 2001–2015

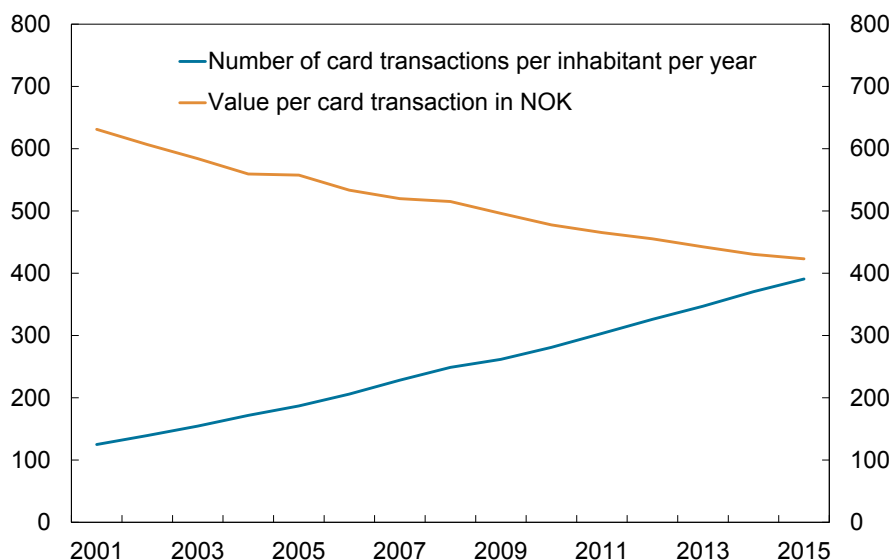


Source: Norges Bank

2. Card transactions

In 2015, the total number of card transactions³ with Norwegian payment cards in Norway came to 2 021 million, an increase of 6.8 percent on 2014. The average number of card transactions per inhabitant in 2015 was 391 (Chart 5). By comparison, the average number of card transactions per inhabitant in 2014 was 370. The average value of card transactions (including withdrawals) was NOK 423, down from NOK 430 in 2014.

Chart 5 Card transactions per inhabitant per year and value per card transaction in NOK. 2001–2015



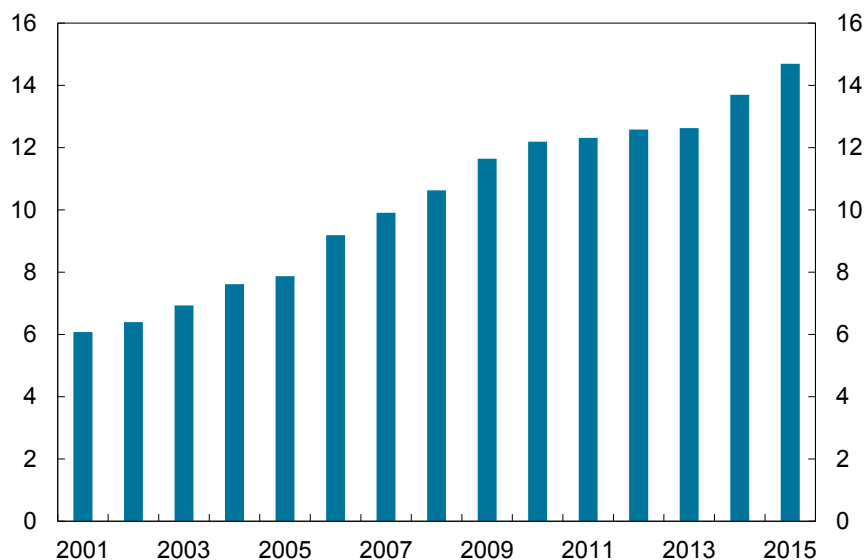
Source: Norges Bank

³ Includes goods purchases with or without cash withdrawals and ATM withdrawals.

Number of payment cards

At end-2015, the total number of Norwegian payment cards issued stood at 14.7 million (Chart 6). Since their launch in the latter half of the 1970s, the number of such cards has increased every year. Between 2014 and 2015, the number of cards increased by 7.3 percent.

Chart 6 Number of Norwegian payment cards issued. In thousands. 2001–2015



Source: Norges Bank

The most widely used card type is a card combining BankAxept with an international debit card (usually Visa) (Overview 1). Over half of cards issued are of this type. The next most widely used card type is international credit cards. Approximately one-third of cards are of this type. Other card types account for only a small portion of the total number of cards.

Overview 1 Composition of Norwegian payment cards⁵ issued. Percent

Card type	2014	2015
Combined BankAxept/international debit cards	56.4	55.6
International credit cards	31.7	34.1
Combined international/domestic credit cards	3.8	3.7
International charge cards	4.1	3.2
E-money cards	2.0	1.9
Non-combined BankAxept cards	1.2	1.1
Combined BankAxept/domestic credit cards + domestic credit cards	0.8	0.5

Source: Norges Bank

4 In the remainder of the text, the term *international cards* is used for Norwegian payment cards issued by international card companies or under licence from them.

5 *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.

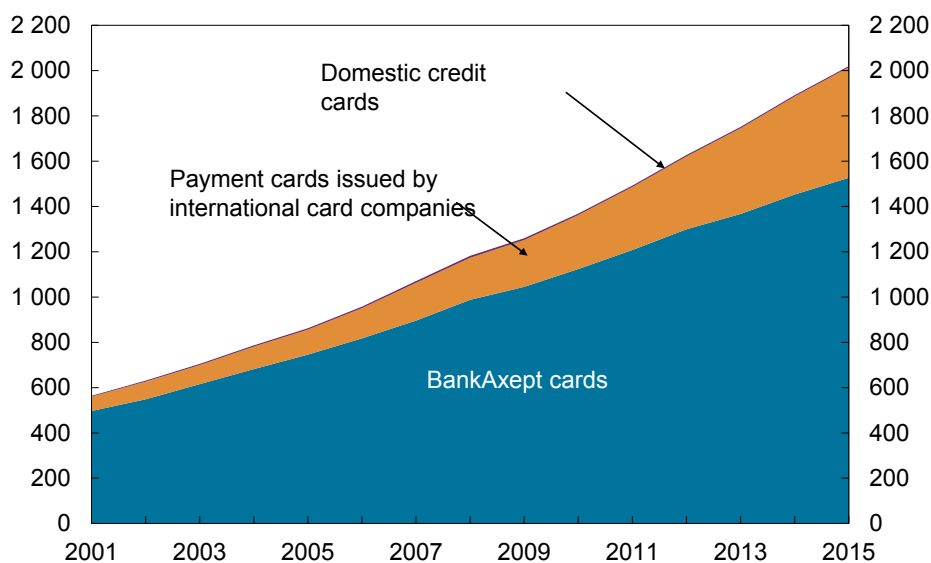
Credit card: Payment card with a line of credit that in accordance with the cardholder agreement may be repaid regardless of when the card is used.

Charge card: The user of the card receives at certain intervals an invoice for total use.

Types of card payment

In 2015, the number of transactions using the Norwegian BankAxept debit card system came to 1 526 million (Chart 7). The increase between 2014 and 2015 was 5.1 percent. The increase in the previous period was 6.3 percent. There were 488 million transactions using international cards in 2015. Growth has slowed somewhat from 14.4 percent in 2014 to 12.6 percent in 2015. Domestic credit cards accounted for 6 million transactions.

Chart 7 Use of Norwegian payment cards by issuer. In millions of transactions. 2001–2015



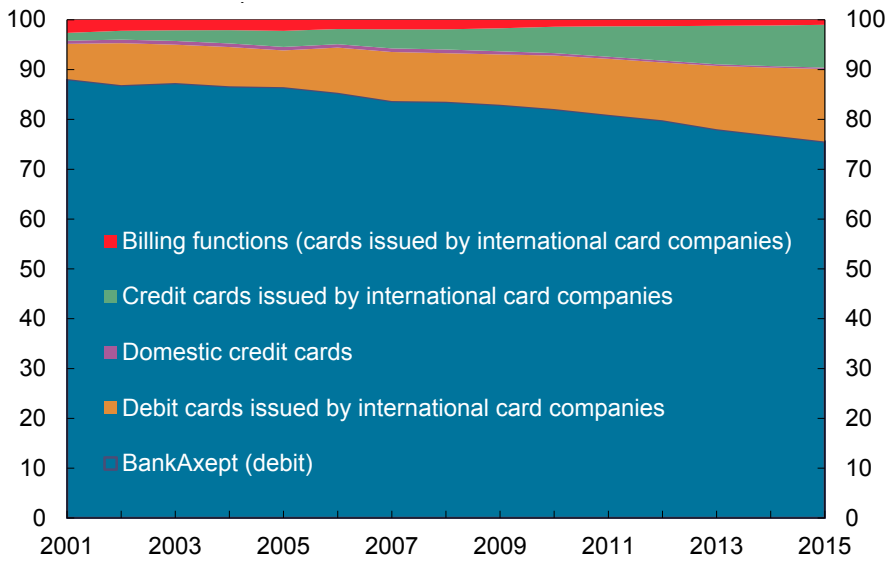
Source: Norges Bank

BankAxept cards' market share continues to decline, falling from 76.7 percent to 75.5 percent between 2014 and 2015 (Chart 8).⁶ The percentage of total card use for international debit cards rose from 13.6 percent to 14.5 percent and for international credit cards from 8.1 percent to 8.6 percent. Total market share of international cards in 2015 was 24.1 percent. Domestic credit cards' market share was 0.3 percent in 2015.

90.1 percent of all transactions in 2015 were made with a debit card (BankAxept and international debit cards) while 8.9 percent were made with a credit card (international and domestic). Credit card use is increasing every year. In 2010, 5.8 percent of transactions were made with a credit card.

⁶ The share of the total use of Norwegian cards. BankAxept cards may not be used for purchases abroad or for internet transactions. Excluding such card use, BankAxept's share of total card use was 87.9 percent in 2015, compared with 89 percent in 2014.

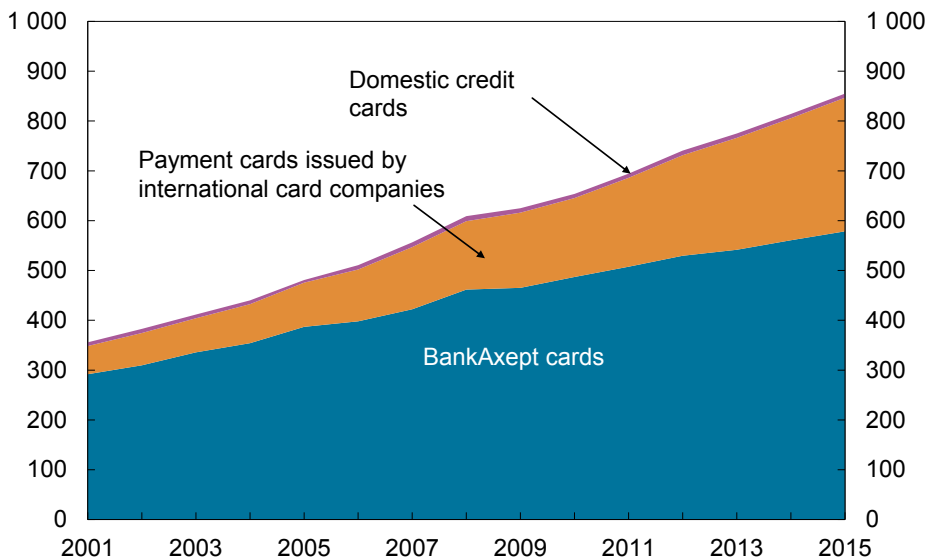
Chart 8 Use of Norwegian payment cards by issuer and function. Transactions in percent of total number of transactions. 2001–2015



Source: Norges Bank

The total value of BankAxept transactions in 2015 was NOK 579 billion (Chart 9). The increase between 2014 and 2015 was 3.2 percent. The value of transactions using international cards rose by 9.5 percent between 2014 and 2015, totalling NOK 268 billion in 2015.

Chart 9 Use of Norwegian payment cards by issuer. In billions of NOK. 2001–2015

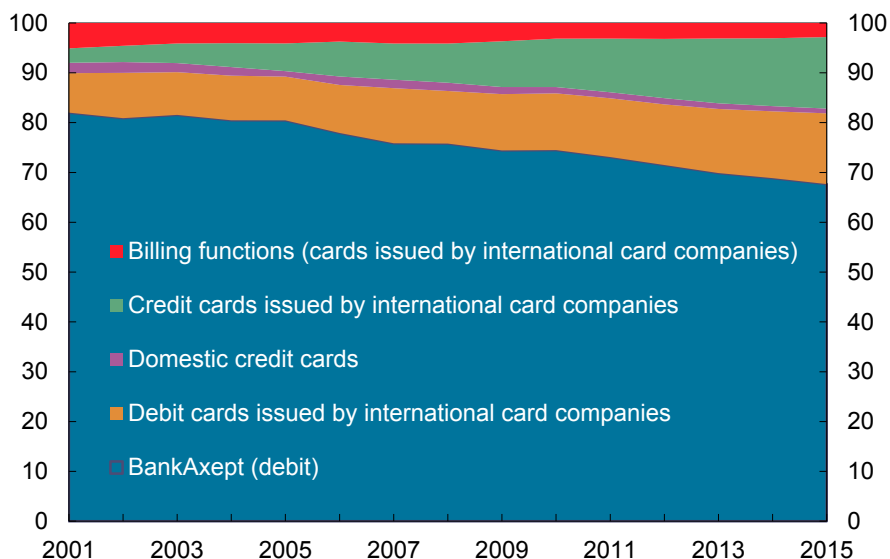


Source: Norges Bank

In value terms, BankAxept transactions represented 67.6 percent of the total value of card transactions (Chart 10). This share was somewhat lower than in 2014 (68.8 percent). International cards increased their share of the total value of card transactions from 30.1 percent to 31.4 percent. International debit cards and international credit cards accounted for 14.2 and 14.3 percent, respectively, of total transaction value.

In 2015, debit cards accounted for 81.8 percent of the total value of card transactions. Credit cards accounted for 15.3 percent. The average debit card transaction was NOK 385, while the average credit card transaction was NOK 730.

Chart 10 Use of Norwegian payment cards by issuer and function. Value in percent of total value. 2001–2015

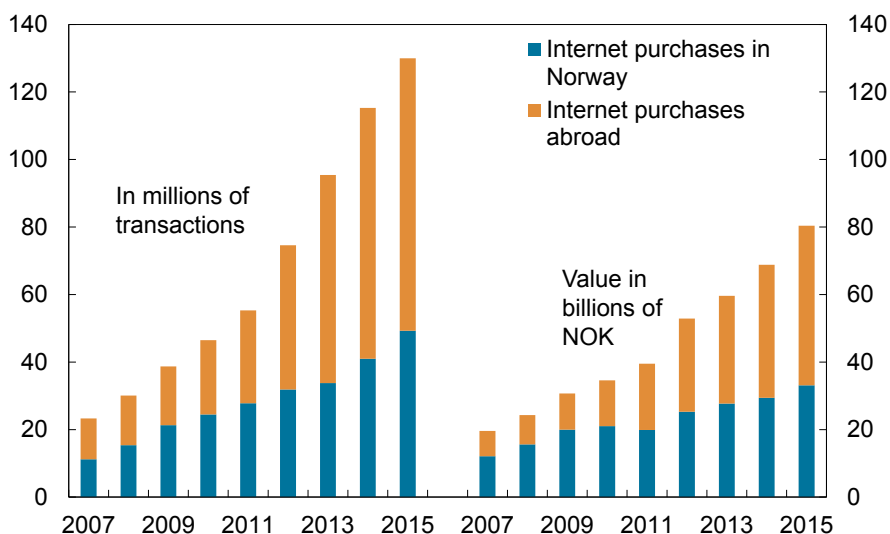


Source: Norges Bank

Internet card payments

There has been a sharp increase in internet goods purchases using payment cards over the past years (Chart 11). In 2015, there were 130 million such purchases. The increase between 2014 and 2015 was 12.7 percent. Purchases from websites abroad accounted for around two-thirds of these purchases. The total value of internet purchases in 2015 was NOK 80 billion, 16.9 percent higher than in 2014. In 2015, the average purchase amount was NOK 619.

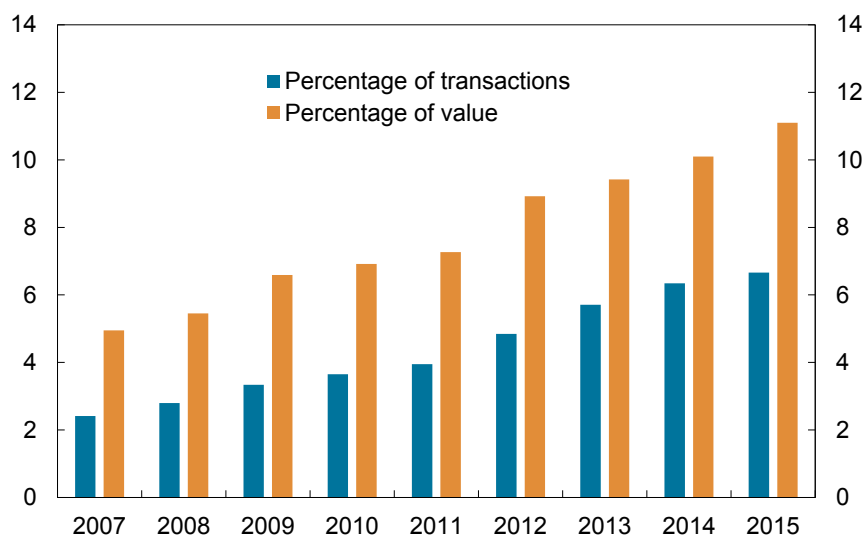
Chart 11 Internet purchases with Norwegian payment cards. 2007–2015



Source: Norges Bank

Goods purchases from websites account for a growing share of total purchases of goods and services. Chart 12 shows that in 2015 internet purchases accounted for 6.7 percent of all goods purchases using Norwegian cards. In value terms, internet purchases accounted for 11.1 percent of the value of all card purchases.

Chart 12 Internet purchases with Norwegian payment cards. Percentage of total purchases of goods. 2007–2015



Source: Norges Bank

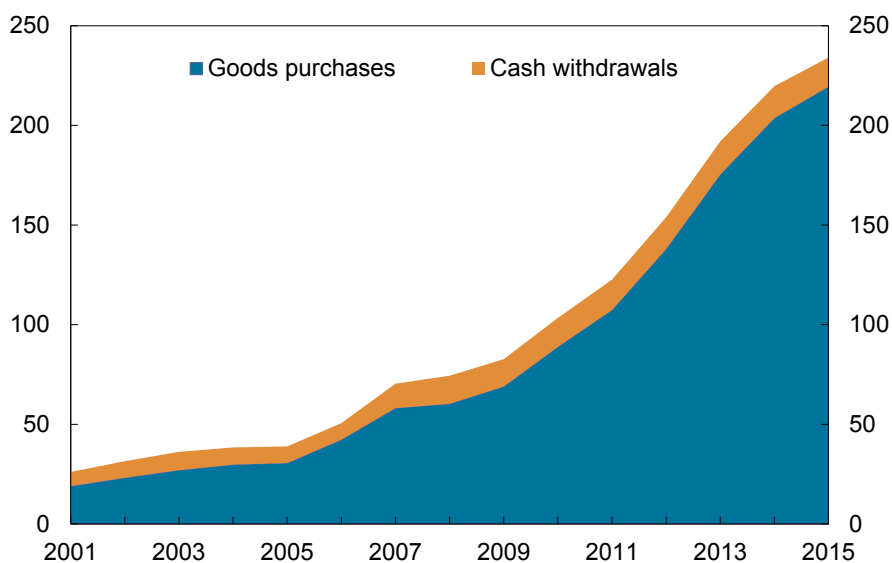
Card payments abroad

Chart 13 shows the total use of Norwegian payment cards abroad, both at terminals and via the internet. The number of transactions abroad came to 234 million in 2015. 220 million transactions were goods purchases, while 15 million transactions were cash withdrawals. The number of goods purchases increased by 7.8 percent between 2014 and 2015. Cash withdrawals declined by 8.8 percent.

Excluding internet purchases, there was also a sharp rise in the use of Norwegian payment cards abroad. Goods purchases at points of sale abroad increased by 7.3 percent between 2014 and 2015, or from 129 million to 139 million payments.

For goods purchases at points of sale or websites abroad, international cards are primarily used. Statistics show that international *debit cards* were used in slightly over 8 out of 10 cases. International *credit cards* were used in most of the remaining instances.

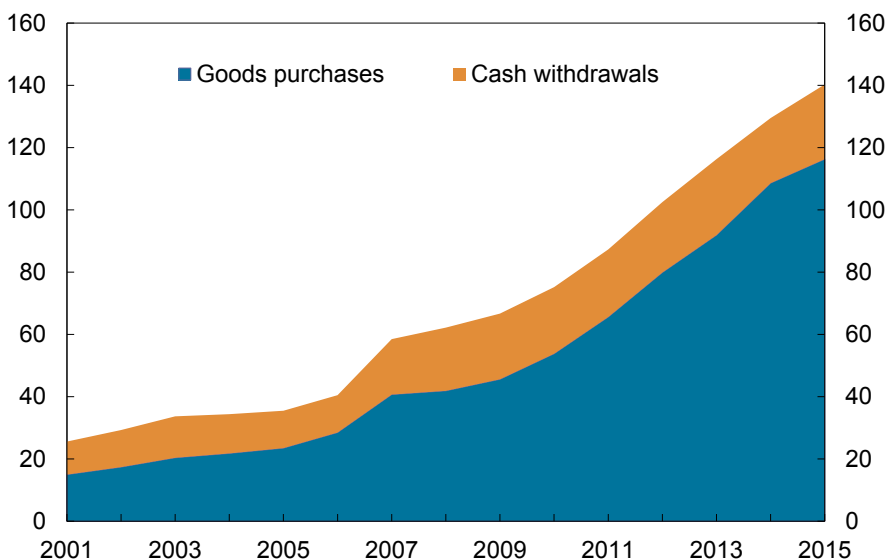
Chart 13 Use of Norwegian payment cards abroad. In millions of transactions. 2001–2015



Source: Norges Bank

The value of card use abroad in 2015 totalled NOK 140 billion, an increase of 8.3 per cent on 2014 (Chart 14). The value of goods purchases amounted to NOK 116 billion, while the value of cash withdrawals amounted to NOK 24 billion. The average value of cash withdrawals abroad in 2015 corresponded to NOK 1 644. The average value of goods purchases at points of sale abroad corresponded to NOK 497.

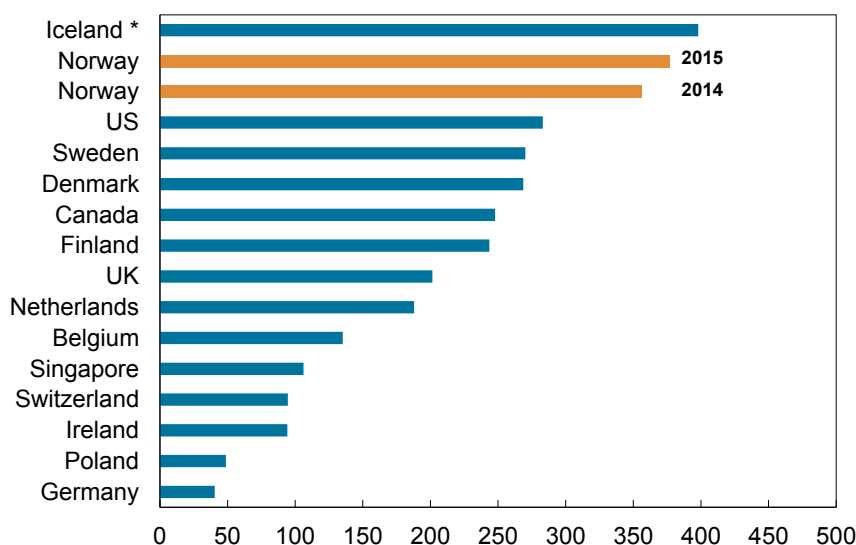
Chart 14 Use of Norwegian payment cards abroad. In billions of NOK. 2001–2015



Source: Norges Bank

Norway remains among the countries with the highest use of cards as a means of paying for goods and services (Chart 15).

Chart 15 Number of card transactions per inhabitant in selected countries.⁷ Payments and cash withdrawals. 2014

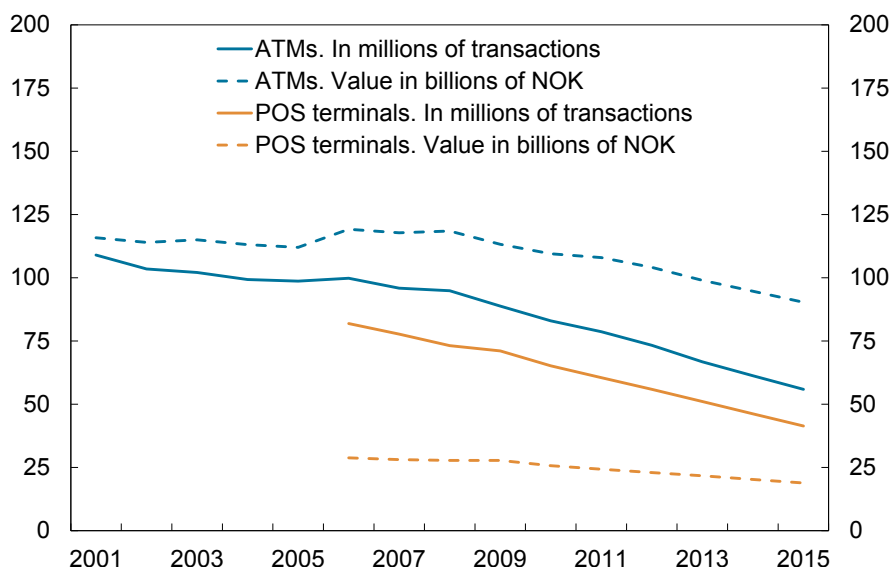


Sources: Norges Bank, ECB, BIS and Seðlabanki Íslands

3. Cash

While card use is on the rise, the use of cash appears to be declining.⁸ Chart 16 shows the number and value of ATM and POS cash withdrawals. There were 56 million ATM withdrawals in 2015, 8.8 percent fewer than in 2014.⁹ ATM withdrawals have now declined every year since 2007.

Chart 16 Cash withdrawals from ATMs and POS terminals. 2001–2015



Source: Norges Bank

⁷ Figures for Iceland included cash withdrawals from ATMs.

⁸ There are no statistics for the use of cash. Some sources may provide indications on whether the use of cash is increasing or decreasing. There are also methods for estimating the use of cash, even if they are associated with uncertainty (see *Norges Bank Papers* 5/2014, “Costs in the Norwegian payment system”).

⁹ Some of the statistics on withdrawals for 2014 that were published in 2015 were incorrect. The number of cash withdrawals from domestic ATMs has been adjusted upward from 55.7 million to 61.3 million and the value of withdrawals has been adjusted upward from NOK 87.9 billion to NOK 94.7 billion.

On the basis of domestic ATM withdrawals using Norwegian cards, each inhabitant used an ATM an average of 11 times in 2015. In 2014, this figure was 12 times. In Sweden, Germany and the UK, each inhabitant withdrew cash from an ATM an average of 22, 32 and 44 times, respectively, in 2014.¹⁰ Less frequent ATM withdrawals in Norway than in many other countries may reflect the fact that POS withdrawals are much more common in Norway and that debit card use is high.

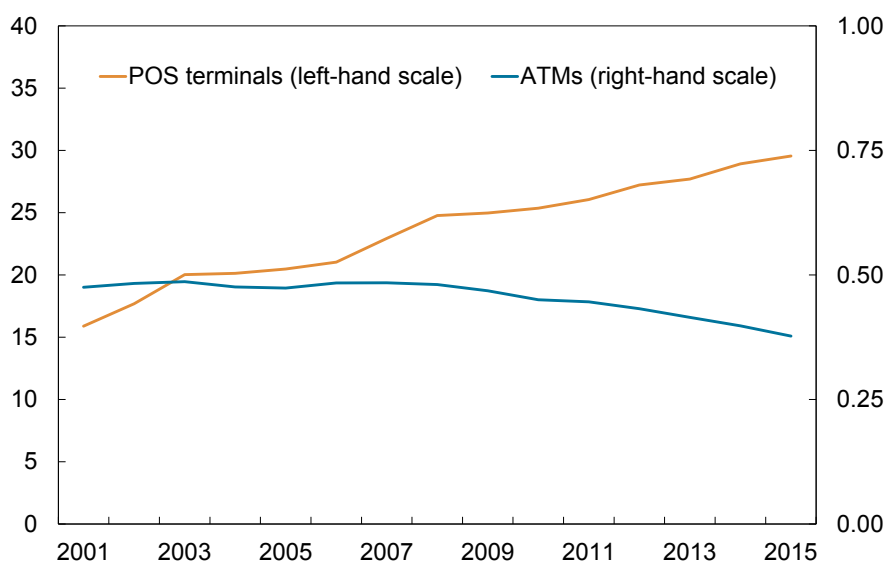
The value of ATM withdrawals totalled NOK 90 billion in 2015. In 2014, the value was NOK 95 billion. The decline between 2014 and 2015 was 4.6 percent. The average ATM withdrawal rose from NOK 1545 in 2014 to NOK 1615 in 2015.

There were 42 million POS withdrawals in 2015, which is 10.2 percent fewer than in 2014. POS withdrawals totalled NOK 19 billion in 2015. The decline between 2014 and 2015 was 6.9 percent. The average POS withdrawal rose from NOK 439 in 2014 to NOK 455 in 2015.

A user can withdraw cash at bank branches, from ATMs and at many POS terminals. The number of ATMs declined from 2 033 in 2014 to 1 950 in 2015. The figure for 2015 corresponds to 0.38 ATMs per thousand inhabitants (Chart 17). The figure for Norway in 2014 was 0.40 ATMs per thousand inhabitants. By comparison, in Sweden there were 0.3 ATMs per thousand inhabitants and in the UK and Germany, 1.1 and 1.0 ATMs, respectively, per thousand inhabitants.

The number of POS terminals has increased in recent years. In 2015, there were 152 757 payment terminals. This corresponds to just under 30 such terminals per thousand inhabitants.

Chart 17 Number of POS terminals and ATMs per one thousand inhabitants. 2001–2015



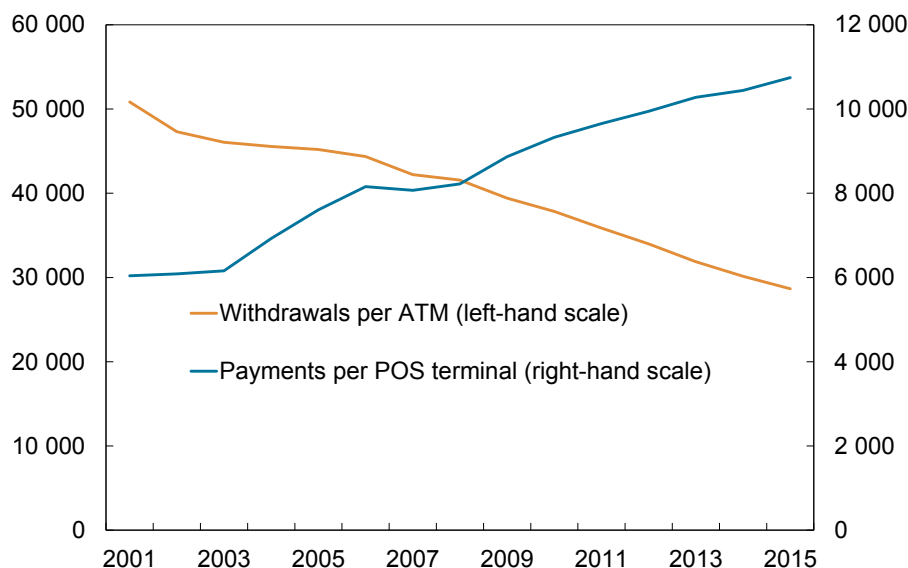
Source: Norges Bank

¹⁰ The source for international figures is the BIS: *Statistics on payment, clearing and settlement systems in the CPPI countries. Figures for 2014* (Red Book).

For POS cash withdrawals, BankAxept cards are primarily used. For ATM withdrawals, various card types may be used. Just above 90 percent of withdrawals from Norwegian ATMs in 2015 were made using BankAxept cards.

In 2015, each ATM was used for an average of 28 667 cash withdrawals (Chart 18). The average amount withdrawn from each ATM was NOK 46.3 million. Each POS terminal was used an average of 10 745 times in 2015 (goods purchases with and without cashback), compared with 10 442 times in 2014.

Chart 18 Use of POS terminals and ATMs per year. 2001–2015



Source: Norges Bank

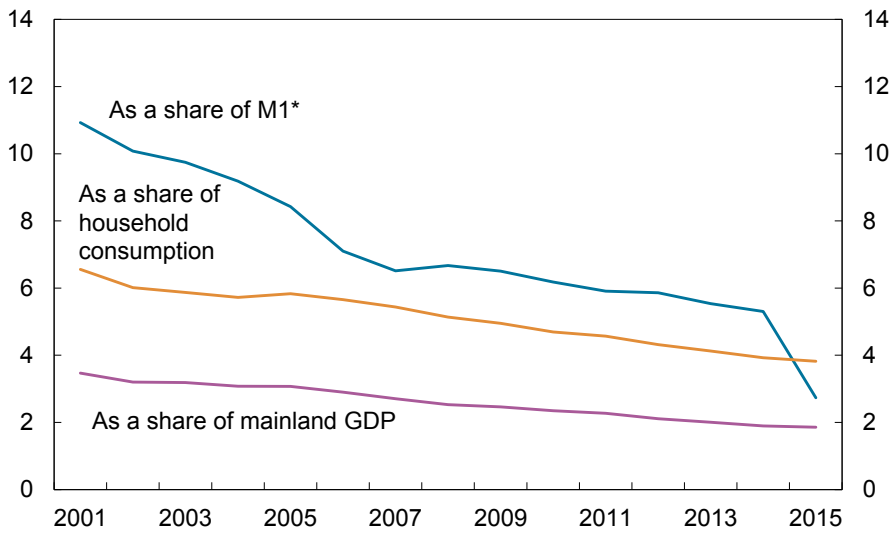
The average value of cash in circulation was NOK 48.5 billion in 2015, and has shown little change in recent years. But because bank deposits are increasing, the value of cash in circulation as a share of means of payment available to the public (M1¹¹) are falling.¹² In 2014, this share came to 5.3 percent (Chart 19). Partly as a consequence of a revision of monetary aggregate statistics in line with changes in international standards, this share fell to 2.7 percent in 2015.¹³ It is impossible to tell exactly how much of this decline is attributable to the revision.

11 M1 is the narrow monetary aggregate. This is money that is available and can be used immediately. Comprises current accounts and cash in circulation.

12 Note that this is not an expression for the use of cash.

13 For more information about the revision, see <http://ssb.no/bank-og-finansmarked/artikler-og-publikasjoner/omlegging-av-pengemengdestatistikken--259581> (in Norwegian).

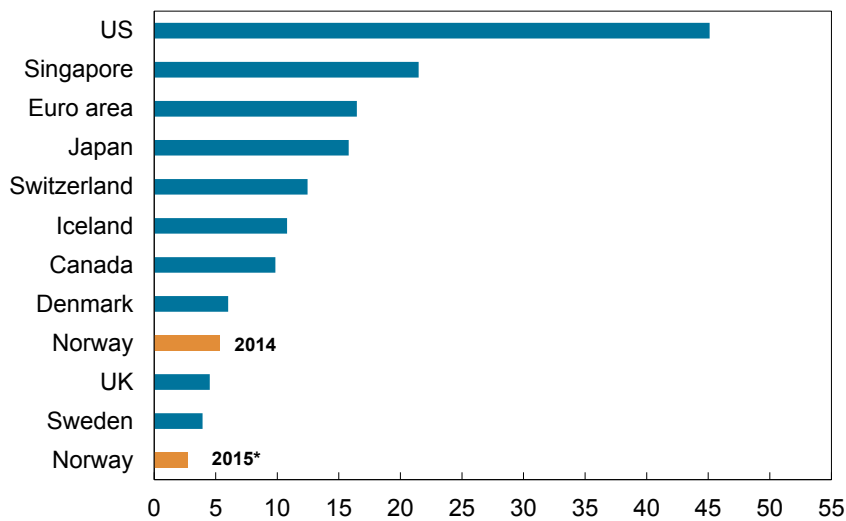
Chart 19 Value of cash in circulation as a share of means of payments (M1), household consumption and mainland GDP. Percent. 2001–2015



Sources: Norges Bank and Statistics Norway

The figure for Norway is low in an international context (Chart 20). It is unclear whether the content of the monetary aggregate is the same in all countries shown in the chart.

Chart 20 Cash as a share of means of payments (M1) in selected countries. Percent. 2014



Sources: Norges Bank, ECB, BIS and Seðlabanki Íslands

4. Prices for payment services

Overview 2 provides information on prices for different banking and card services. Prices are lower for customers belonging to a bank's loyalty scheme than those not belonging to such a scheme.

Prices for bill paying vary widely according to form of payment. The prices are clearly highest for paper-based and manual payment services. Credit transfers made via cash payment over the counter cost an average of slightly less than NOK 100 for customers belonging to a loyalty scheme. Payments using AvtaleGiro (direct debit) or via an online banking service with CID are largely free of charge for customers belonging to a loyalty scheme, but cost other customers around NOK 1.50.

At the beginning of 2016, the average annual fee for a BankAxept card combined with an international card was NOK 205 for customers belonging to a loyalty scheme and NOK 272 for customers not belonging to such a scheme. The average price of a goods purchase using BankAxept was zero for customers belonging to schemes and approximately NOK 1.70 for customers not belonging to schemes.

Overview 2 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			
	2013	2014	2015	2016	2013	2014	2015	2016
Payments								
Online banking (with CID), per payment	1.31	1.50	1.46	1.48	0.03	0.03	0.02	0.03
Online banking - annual fee	14.22	20.32	20.47	14.51	1.46	1.44	0.43	0.92
Direct debit (AvtaleGiro), per payment	1.36	1.55	1.52	1.54	0.04	0.05	0.05	0.07
Mobile banking (with CID), per payment	1.33	1.52	1.52	1.49	0.04	0.04	0.04	0.06
Mobile banking - transfers between own accounts, per transfer	0.08	0.07	0.07	0.08	0.02	0.02	0.00	0.00
Mobile banking - info by SMS	2.15	2.11	2.16	2.30	1.08	1.20	1.27	1.33
Credit transfer via postal giro, per payment	8.84	8.81	8.91	9.75	9.19	9.48	9.51	9.80
Giro over the counter - account debit, per payment	63.28	61.04	60.19	67.48	61.34	58.95	59.29	66.09
Giro over the counter - cash payment, per payment	81.79	84.64	76.97	89.54	80.48	85.06	88.87	95.55
BankAxept cards in payment terminals (EFTPOS), per payment	1.50	1.70	1.66	1.67	0.02	0.02	0.02	0.02
Credit card from international credit card company, annual fee	145.85	147.47	145.14	134.44	14.33	27.35	22.62	15.67
BankAxept cards (combined with debit card from int. card comp.), annual fee	268.20	276.59	278.22	271.87	218.75	206.97	208.92	204.84
ATM withdrawals, debit cards								
Own bank's ATMs during opening hours, per withdrawal	0.05	0.06	0.01	0.03	0.01	0.01	0.01	0.01
Own bank's ATMs outside opening hours, per withdrawal	2.66	3.14	3.03	2.77	0.02	0.08	0.03	0.04
Other bank's ATMs during opening hours, per withdrawal	4.94	5.65	5.46	5.61	4.80	5.15	5.08	4.99
ATM withdrawals, international credit cards								
Own bank's ATMs during opening hours, per withdrawal	23.87	27.69	28.04	24.88	30.14	28.52	28.37	16.19
Other bank's ATMs during opening hours, per withdrawal	23.96	27.75	28.10	25.03	30.21	28.59	28.44	16.40
Fee as a percentage of withdrawal amount	0.9	1.0	1.0	1.0	1.2	1.2	1.2	0.7

Sources: Norges Bank and Finansportalen

Cash withdrawals using a debit card from an ATM belonging to the customer's bank are normally free of charge during opening hours. Withdrawals using a debit card from an ATM belonging to another bank cost approximately NOK 5 during opening hours for customers belonging to a loyalty scheme and approximately NOK 5.60 for customers not belonging to such a scheme. Withdrawals using an international credit card cost over NOK 16 for customers belonging to a loyalty scheme and approximately NOK 25 for customers not belonging to such a scheme. In addition, a fee is charged of approximately 1 percent of the amount withdrawn.

Overview 3 shows a comparison of prices from Finansportalen's "Sending money home" service, which is "intended to help consumers in Norway who need to send money to family and friends in their home country". Remittance services to 28 countries are covered by the service.¹⁴ 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 amount remitted, the price declines as the amount remitted increases. A remittance transaction in person is much more expensive than an online payment order. This pertains especially to banks, but also when the payment passes through a non-bank financial institution or payment institution. The fee comprises the exchange rate cost and other fees, where other fees comprise both a fixed portion and a portion that depends on the amount transferred. In general, fees have fallen between 2015 and 2016.

Table 22 in the appendix shows that prices for remittances depend only to a limited degree on the country of the recipient. The underlying data show for the most part that the faster the transfer using a service takes place, the higher the fee. Nevertheless, standardised SEPA payments via banks, which take exactly two days, are less expensive than both faster and slower payments.

Overview 3 Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2016

	Transaction in Person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2015	2016	2015	2016	2015	2016	2015	2016
Banks	25.1	24.4	5.8	5.3	6.4	6.0	2.1	1.7
Exchange rate cost	1.0	0.6	1.0	0.6	1.0	0.7	1.0	0.7
Other fees	24.0	23.9	4.8	4.8	5.4	5.4	1.1	1.1
Non-bank financial institutions and payment institutions	9.9	10.3	8.6	9.1	6.7	6.3	4.7	4.4
Exchange rate cost	4.3	4.5	4.3	4.5	2.6	2.4	2.6	2.4
Other fees	5.6	5.9	4.2	4.6	4.1	4.0	2.1	2.0
All providers	20.7	22.1	6.6	6.0	6.5	6.1	3.1	2.8
Exchange rate cost	2.0	1.2	2.0	1.2	1.6	1.3	1.6	1.3
Other fees	18.7	20.9	4.6	4.8	4.9	4.8	1.5	1.5

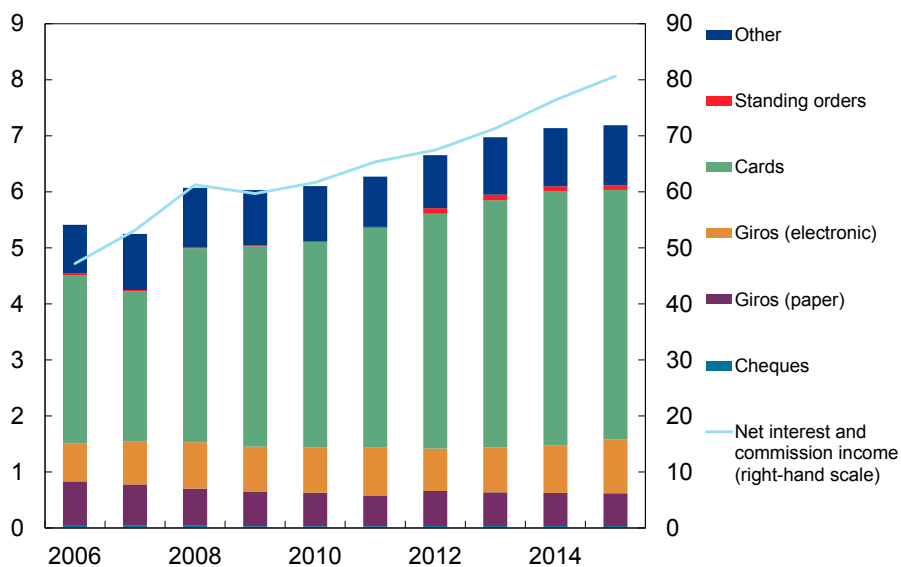
Sources: Norges Bank and Finansportalen

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

5. Banks' income from payment services

In 2015, banks' income from payment services came to NOK 7.2 billion (Chart 21), an increase of 0.7 percent between 2014 and 2015. In 2015, the income from payment cards represented 62 percent of banks' total income from payment services. The growth in income from payment services has been low compared to the growth in banks' total net interest and commission income.

Chart 21 Banks' income from payment services (left-hand scale) and net interest and commission (right-hand scale). In billions of NOK. 2006–2015



Sources: Norges Bank and Statistics Norway

General data

Table 1: General statistical data for Norway

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Population (as at 1 Jan., in millions)	4.61	4.65	4.69	4.75	4.81	4.87	4.92	4.99	5.05	5.11	5.17
GDP, market value (in billions of NOK)	1 989	2 215	2 350	2 605	2 430	2 590	2 792	2 965	3 071	3 154	3 141
Mainland GDP, market value (in billions of NOK)	1 514	1 662	1 830	1 943	1 965	2 074	2 158	2 295	2 419	2 525	2 611
Total household consumption (in billions of NOK)	798	853	911	956	978	1 038	1 072	1 121	1 174	1 219	1 270
EUR 1 in NOK (annual average)	8.01	8.05	8.02	8.22	8.73	8.01	7.79	7.47	7.81	8.35	8.95

Means of payment in Norway

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Money supply (M2)	1 085 330	1 233 749	1 440 205	1 494 802	1 529 940	1 609 936	1 709 189	1 773 712	1 881 344	1 980 609	1 926 026
Narrow money supply (M1)	552 246	679 503	760 448	736 491	744 260	788 613	828 816	826 016	875 018	902 793	1 772 840
Banknotes and coins	46 530	48 247	49 543	49 128	48 399	48 725	48 983	48 408	48 457	47 880	48 503
Deposits in current accounts	505 716	631 256	710 905	687 363	695 861	739 888	779 833	777 608	826 561	854 913	1 724 337
Other deposits	435 483	473 108	559 351	657 162	693 888	731 271	780 481	868 558	931 727	1 010 026	153 186
Certificates of deposit + units in money market funds	97 601	81 138	120 406	101 149	91 792	90 052	99 892	79 138	74 599	67 790	:

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Sight deposits	28 666	24 536	24 867	41 713	75 111	46 832	46 498	32 167	32 981	34 078	33 245
Banks' deposits at the central bank at the reserve rate	:	:	:	:	:	:	1 039 ¹	1 312	923	954	1 031
Deposits at the central bank (F-deposits)	:	:	:	:	:	:	26 344 ¹	11 402	9 527	28 744	22 778
Lending (F-loans + D-loans)	14 694	34 411	46 670	67 515	66 242	72 759	32 351	15 352	15 806	5 147	6 152

¹ Average from 3 October 2011

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total	45 887	49 218	50 439	50 413	50 356	50 450	50 315	51 179	49 762	49 352	50 068
Total banknotes	41 382	44 523	45 858	45 838	45 704	45 676	45 463	46 379	45 509	44 995	45 605
1000-krone	24 649	25 818	26 179	25 371	24 382	23 134	21 678	21 180	19 798	18 712	17 947
500-krone	9 060	10 374	11 213	11 882	12 722	13 623	14 542	15 633	16 306	17 101	18 355
200-krone	4 819	5 296	5 381	5 522	5 580	5 846	6 103	6 335	6 251	6 033	6 056
100-krone	2 021	2 119	2 121	2 083	2 029	2 062	2 099	2 149	2 118	2 096	2 154
50-krone	833	916	964	980	993	1 012	1 041	1 080	1 036	1 054	1 093
Total coins	4 506	4 695	4 582	4 575	4 653	4 774	4 853	4 801	4 254	4 357	4 463
20-krone	1 778	1 849	1 665	1 541	1 556	1 599	1 629	1 638	1 679	1 715	1 760
10-krone	1 076	1 145	1 214	1 259	1 276	1 307	1 323	1 317	1 150	1 174	1 194
5-krone	563	598	630	654	664	674	679	662	502	515	529
1-krone	753	799	845	884	912	941	962	943	767	799	826
0.5 krone	208	218	228	237	245	253	260	241	156	155	154
0.1 krone	128	86	:	:	:	:	:	:	:	:	:

Payment infrastructure

Table 5: Institutional infrastructure

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Number of banks	149	147	149	149	149	145	142	138	137	137	134
Savings banks	126	124	123	121	118	113	111	109	107	106	104
Commercial banks	14	15	16	18	20	20	19	17	18	19	20
Number of foreign bank branches in Norway	9	8	10	10	11	12	12	12	12	12	10
Electronic money institutions	5	4	3	3	3	3	3	2	2	3	4

Table 6: Number of agreements

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Online banking agreements	3 282 793	4 009 321	4 438 137	4 841 244	5 251 874	5 496 535	5 712 911	6 020 427	6 218 674	6 690 106	7 213 825
Online banking agreements - retail customers	3 221 839	3 683 843	4 089 644	4 471 351	4 865 720	5 097 505	5 300 353	5 595 545	5 759 449	6 207 945	6 606 198
Online banking agreements - corporate customers	60 954	325 478	348 493	369 893	386 154	399 030	412 558	424 882	459 225	482 161	607 627
Mobile banking agreements	-	-	-	-	:	:	:	:	98 609	569 028	675 619
Mobile banking agreements - retail customers	-	-	-	-	:	:	:	:	98 609	560 070	664 895
Mobile banking agreements - corporate customers	-	-	-	-	-	-	-	-	:	8 958	10 724
Agreements to offer electronic invoicing (eFaktura) - retail customers	:	330	460	532	648	770	945	1 071	1 220	1 378	1 490
Agreements to offer electronic invoicing (eFaktura) - corporate customers	-	-	-	-	-	:	:	132	123	125	129
Agreements on receipt of electronic invoicing (eFaktura) - retail customers	:	2 149 356	2 914 946	4 074 429	5 249 722	6 358 929	7 932 093	9 713 391	12 093 853	15 304 127	14 547 500
Agreements on receipt of electronic invoicing (eFaktura) - corporate customers	-	-	-	-	-	:	:	58 278	84 126	293 004	154 165
Agreements on receipt of electronic invoicing - EHF-format	-	-	-	-	-	-	:	2 005	7 760	31 064	48 927
Company terminal giro agreements	:	27 904	28 707	29 127	32 983	33 466	26 153	15 129	15 963	16 534	18 362
Postal giro agreements	1 453 825	1 189 770	1 152 349	906 957	810 818	759 995	723 867	681 023	626 342	596 126	508 134
Direct debit agreements (AvtaleGiro and Autogiro)	6 305 218	7 523 461	8 544 208	9 523 732	10 707 639	11 933 080	13 162 659	14 393 988	15 597 964	17 218 355	18 496 228
AvtaleGiro - payees	8 761	9 554	10 373	11 135	11 945	12 619	13 130	13 572	16 417	15 520	15 940
Autogiro - payees	1 243	1 441	1 350	1 170	1 342	716	708	690	654	618	587

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Number of cards issued	7 872	9 187	9 908	10 629	11 644	12 190	12 313	12 583	12 626	13 698	14 696
Chip cards	:	1 235	2 540	3 848	6 516	10 066	11 568	12 029	11 862	12 764	13 807
Magnetic stripe cards	:	7 953	7 368	6 781	5 127	2 124	745	553	761	928	883
Virtual cards	:	:	:	:	:	:	:	:	3	6	6
Number of functions in cards issued	12 449	14 169	15 335	16 772	17 837	19 015	19 447	19 795	20 289	21 988	23 457
Debit functions	9 107	10 138	10 519	11 899	11 789	12 968	13 564	13 620	14 449	15 650	16 552
Bank cards/BankAxept	4 894	5 537	5 569	6 218	6 057	6 620	6 897	6 945	7 332	7 931	8 377
Payment cards issued by international card companies	4 214	4 601	4 949	5 681	5 732	6 349	6 667	6 675	7 117	7 719	8 175
Billing functions (payment cards issued by international card companies)	451	478	522	535	542	528	593	572	569	557	470
Credit functions	2 891	3 553	4 294	4 338	5 506	5 519	5 290	5 603	5 054	5 504	6 157
Domestic credit cards	546	548	647	625	629	642	662	630	600	635	609
Payment cards issued by international card companies	2 345	3 005	3 647	3 713	4 877	4 877	4 628	4 973	4 454	4 869	5 549
E-money	:	:	:	:	:	:	:	:	218	277	278
Number of terminals that accept BankAxept cards	96 591	100 021	109 821	119 953	122 359	125 684	130 397	138 034	141 980	149 817	154 707
ATMs	2 184	2 250	2 272	2 283	2 253	2 193	2 194	2 157	2 096	2 033	1 950
Payment terminals (EFTPOS)	94 407	97 771	107 549	117 670	120 106	123 491	128 203	135 877	139 884	147 784	152 757
Owned by banks	66 786	74 303	75 460	77 804	77 892	:	:	:	:	:	:
Owned by others	27 621	23 468	32 089	39 866	42 214	:	:	:	:	:	:
Number of locations with payment terminals (EFTPOS) that accept BankAxept cards	73 242	78 656	85 490	94 708	96 152	97 722	100 758	105 726	110 282	111 401	114 227

Table 8: Use of payment services (in millions of transactions)

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total	1 235.5	1 342.9	1 478.0	1 604.3	1 701.4	1 837.1	1 976.1	2 137.7	2 286.6	2 451.3	2 610.0
Debit and credit transfers (giros)	480.4	491.2	512.4	528.3	541.6	563.4	575.3	597.2	615.7	633.9	658.3
Electronic	411.8	437.4	462.3	483.9	503.6	533.5	550.0	575.1	596.1	616.9	643.3
Paper-based	68.6	53.8	50.2	44.5	38.1	29.9	25.3	22.1	19.6	17.0	15.0
Payment cards (goods purchases)	754.2	851.0	965.1	1 075.6	1 159.5	1 273.5	1 400.6	1 540.4	1 670.8	1 817.3	1 951.6
Electronic	737.9	830.7	960.3	1 073.2	1 157.7	1 271.8	1 398.9	1 538.3	1 668.8	1 815.3	1 949.2
Manual	16.3	20.4	4.8	2.4	1.9	1.7	1.8	2.1	2.0	2.1	2.5
Cheques	0.8	0.7	0.5	0.4	0.3	0.2	0.2	0.1	0.1	0.1	0.1

Table 9: Debit and credit transfers (giros) (in millions of transactions)

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total	480.4	491.2	512.4	528.3	541.6	563.4	575.3	597.2	615.7	633.9	658.3
Credit transfers	431.6	441.3	455.1	468.8	476.0	492.7	499.3	514.7	528.0	538.9	556.1
Electronic	371.9	395.6	412.7	430.5	443.6	467.1	477.1	495.4	510.8	524.1	543.4
Company terminal giro	95.8	51.5	46.1	43.2	44.1	44.9	47.1	14.5	14.5	15.7	15.1
Online banking	227.8	293.6	318.8	340.4	349.6	371.3	378.1	427.1	435.8	440.8	455.1
Online banking solutions for retail customers	131.8	144.0	154.2	171.2	205.2	220.0	229.6	243.0	251.9	250.9	258.5
Online banking solutions for corporate customers	96.0	149.6	164.6	169.2	144.4	151.4	148.4	184.1	183.8	189.9	196.6
Mobile banking	-	-	-	-	0.1	0.2	0.8	3.3	9.0	15.4	20.1
Mobile banking solutions for retail customers	-	-	-	-	0.1	0.2	0.8	3.3	8.9	15.2	20.0
Mobile banking solutions for corporate customers	-	-	-	-	-	-	-	0.0	0.1	0.2	0.1
Telegiros	21.8	16.9	13.9	12.2	12.7	11.1	9.7	8.6	7.6	6.6	5.7
Miscellaneous other electronic credit transfers	26.4	33.6	33.8	34.7	37.1	39.5	41.5	41.9	43.9	45.7	47.4
Paper-based	59.8	45.7	42.4	38.3	32.4	25.6	22.1	19.3	17.2	14.8	12.7
Company terminal giros and online banking as money order	2.6	1.0	1.7	1.3	1.2	0.9	0.7	0.6	0.5	0.5	0.4
Postal giros	38.0	32.6	29.0	26.1	23.8	19.9	17.7	15.7	14.0	12.2	10.5
Giros delivered at the counter - account debits	19.2	12.1	11.7	10.9	7.4	4.8	3.8	3.0	2.6	2.1	1.7
Direct debits	39.9	41.8	49.6	53.4	59.9	66.4	72.8	79.7	85.2	92.8	99.9
Giros delivered at the counter - cash payments	8.9	8.0	7.8	6.2	5.7	4.3	3.2	2.8	2.4	2.2	2.3

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total use of Norwegian cards (in Norway and abroad)	862.2	957.6	1 070.7	1 182.0	1 259.7	1 368.8	1 492.2	1 627.3	1 752.3	1 892.8	2 020.7
Goods purchases	754.5	851.0	965.1	1 075.6	1 159.5	1 273.5	1 400.6	1 540.4	1 670.8	1 817.3	1 951.6
Goods purchases without cashback	618.5	769.1	887.4	1 002.4	1 088.5	1 208.3	1 340.1	1 484.5	1 619.7	1 771.2	1 910.2
Goods purchases with cashback	135.9	81.9	77.7	73.2	71.1	65.2	60.6	55.9	51.1	46.2	41.5
Cash withdrawals without goods purchases	107.8	106.6	105.6	106.4	100.1	95.3	91.5	86.9	81.5	75.5	69.1
Use of Norwegian cards by function	862.2	957.6	1 070.6	1 181.9	1 259.7	1 368.8	1 492.2	1 627.3	1 752.3	1 892.8	2 020.6
Debit functions	809.2	904.2	1 001.3	1 102.8	1 172.1	1 270.6	1 375.4	1 487.7	1 589.2	1 709.9	1 820.1
BankAxept	745.7	817.4	896.1	987.7	1 045.0	1 123.6	1 207.7	1 299.1	1 366.8	1 452.7	1 526.4
Payment cards issued by international card companies	63.5	86.8	105.3	115.1	127.1	146.9	167.7	188.6	222.3	257.2	293.8
Billing functions (payment cards issued by international card companies)	19.1	17.7	20.5	22.6	21.4	19.1	19.5	20.8	21.0	21.6	20.2
Credit functions	33.9	35.7	48.8	56.5	66.2	79.1	97.3	118.5	141.2	160.0	179.2
Domestic credit cards	6.1	6.5	7.8	8.8	8.0	6.7	6.2	6.3	5.9	5.9	5.6
Payment cards issued by international card companies	27.8	29.2	40.9	47.8	58.2	72.4	91.1	112.3	135.2	154.1	173.6
E-money	:	:	:	:	:	:	:	0.2	1.1	1.3	1.1
Use of Norwegian cards in Norway	823.4	907.1	1 000.3	1 107.6	1 177.0	1 265.4	1 369.5	1 473.3	1 560.3	1 673.1	1 786.6
Goods purchases without cashback	587.9	726.9	829.2	942.1	1 019.5	1 119.4	1 232.6	1 346.5	1 444.4	1 567.5	1 690.7
Goods purchases with cashback	135.9	81.8	77.7	73.2	71.0	65.2	60.5	55.9	51.1	46.2	41.4
Cash withdrawals without goods purchases	99.5	98.3	93.4	92.3	86.5	80.8	76.4	71.0	64.9	59.5	54.5
Use of Norwegian cards abroad	38.8	50.6	70.4	74.4	82.7	103.4	122.7	153.9	192.0	219.7	234.2
Goods purchases	30.6	42.3	58.2	60.3	69.0	88.9	107.4	138.0	175.4	203.7	219.5
Cash withdrawals	8.3	8.3	12.2	14.1	13.7	14.5	15.2	15.9	16.6	16.0	14.6
Use of foreign cards in Norway	13.6	14.3	14.3	16.3	17.5	19.3	22.5	27.1	31.6	36.6	40.0
Goods purchases	12.4	12.6	11.7	13.5	15.1	17.0	20.1	24.7	29.6	34.7	38.4
Cash withdrawals	1.3	1.7	2.7	2.8	2.4	2.3	2.4	2.3	2.0	1.9	1.6

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Use of Norwegian terminals	857.3	941.1	1 035.1	1 146.3	1 222.2	1 309.4	1 413.0	1 531.2	1 623.5	1 739.7	1 855.1
Cash withdrawals from ATMs	98.7	99.8	95.9	94.9	88.8	83.0	78.7	73.3	66.8	61.3	55.9
Goods purchases in EFTPOS terminals that accept bank cards/BankAxept	718.1	797.6	868.1	967.5	1 065.2	1 152.0	1 237.6	1 351.9	1 437.7	1 543.2	1 641.3
Of which bank cards/BankAxept goods purchases with cashback	135.9	81.9	77.7	73.2	71.1	65.2	60.6	55.9	51.1	46.2	41.5
Goods purchases in other Norwegian payment terminals	40.5	43.7	71.0	84.0	68.2	74.4	96.7	105.7	118.3	133.9	156.7
Other goods purchases in Norway	:	:	:	:	:	:	:	0.3	0.6	1.2	1.1
Use of Norwegian cards in Norwegian terminals	846.8	927.0	1 021.9	1 130.1	1 204.7	1 290.1	1 390.5	1 504.2	1 591.9	1 703.1	1 815.5
Cash withdrawals from ATMs	98.8	98.1	93.3	92.1	86.4	80.7	76.3	70.9	64.8	59.4	54.3
BankAxept	91.7	88.7	86.7	84.5	78.9	74.6	70.5	65.3	59.5	54.4	49.7
Domestic credit cards	0.8	1.1	0.9	0.8	0.7	0.7	0.6	0.6	0.6	0.5	0.4
Cards issued by international card companies	6.3	8.4	5.6	6.8	6.7	5.4	5.2	5.0	4.8	4.5	4.1
E-money cards	-	-	-	-	-	-	-	:	0.0	0.0	0.0
Goods purchases in payment terminals	748.0	829.1	928.5	1 038.0	1 118.3	1 209.4	1 314.2	1 432.9	1 526.5	1 642.5	1 760.0
Bank cards/BankAxept - goods purchases (including purchases with cashback) in EFTPOS terminals	654.1	728.7	809.4	903.1	966.1	1 048.9	1 137.1	1 233.6	1 307.1	1 398.2	1 476.5
BankAxept - goods purchases	:	:	:	0.0	0.0	0.1	0.2	0.2	0.2	0.2	0.2
Domestic credit cards - goods purchases	4.8	5.3	6.7	7.8	7.1	5.8	5.3	5.3	5.1	5.1	5.0
Cards issued by international card companies - goods purchases	61.3	70.4	90.9	105.9	119.5	133.5	154.1	165.8	184.9	211.0	250.7
Cards issued by oil companies	27.8	24.5	21.6	21.1	24.8	20.3	16.7	22.4	24.5	23.1	23.3
Cards issued by retail chains	:	0.2	0.1	0.1	0.8	0.8	0.8	5.3	4.1	4.4	3.8
E-money - goods purchases	:	:	:	:	:	:	:	0.2	0.6	0.6	0.5
Other goods purchases in Norway	:	:	:	:	:	:	:	0.3	0.6	1.2	1.1
Use of foreign cards in Norway	10.5	14.1	13.2	16.2	17.5	19.3	22.5	27.0	31.6	36.6	39.6

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

	2007	2008	2009	2010	2011	2012	2013	2014	2015
Use of Norwegian cards (in Norway and abroad)	23.3	30.1	38.7	46.5	55.3	74.6	95.4	115.3	130.0
Norwegian cards in Norway	11.2	15.4	21.3	24.5	27.8	31.9	33.8	41.0	49.3
Norwegian cards abroad	12.1	14.7	17.4	22.0	27.5	42.7	61.6	74.3	80.7
Use of foreign cards in Norway	1.6	1.8	2.5	2.6	3.5	3.8	4.7	5.8	6.6

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

	2007	2008	2009	2010	2011	2012	2013	2014	2015
Transfers from Norway	6.3	6.5	6.8	7.3	8.1	9.0	10.0	10.3	10.9
SWIFT	5.9	5.9	6.1	6.6	7.3	8.0	8.7	9.3	9.9
Foreign currency cheques	0.1	0.2	0.2	0.2	0.2	0.1	0.1	0.1	0.1
Other transfers (MoneyGram, Western Union, etc.)	0.3	0.4	0.5	0.6	0.7	0.9	1.2	0.8	0.9
Transfers to Norway	2.8	2.9	2.9	3.1	3.4	3.6	4.3	4.9	5.3
SWIFT	2.7	2.8	2.9	3.1	3.3	3.5	4.2	4.7	5.3
Foreign currency cheques	:	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
Other transfers (MoneyGram, Western Union, etc.)	:	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.0

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total	8 247.9	9 386.5	10 884.7	11 735.1	11 558.4	12 547.3	13 339.3	13 802.8	14 751.9	15 889.7	16 694.3
Debit and credit transfers (giros)	7 909.5	9 018.6	10 475.7	11 278.0	11 080.7	12 036.9	12 788.2	13 201.0	14 112.8	15 203.6	15 966.6
Electronic	7 662.1	8 680.1	10 212.2	11 042.9	10 868.5	11 854.7	12 607.6	13 055.0	13 974.3	15 076.8	15 827.9
Paper-based	247.4	338.5	263.5	235.0	212.2	182.3	180.6	146.0	138.5	126.9	138.7
Payment cards (goods purchases)	305.5	352.2	396.1	445.8	465.8	500.1	543.4	594.1	632.7	681.3	724.3
Electronic	289.5	336.3	390.2	442.2	463.3	497.6	540.5	590.0	628.8	677.4	720.3
Manual	16.0	15.9	6.0	3.5	2.5	2.5	2.9	4.1	3.9	3.9	4.1
Cheques	32.9	15.8	12.9	11.3	12.0	10.3	7.7	7.7	6.5	4.8	3.4

Table 13: Debit and credit transfers (giros) (in billions of NOK)

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total	7 909.5	9 018.6	10 475.7	11 278.0	11 080.7	12 036.9	12 788.2	13 201.0	14 112.8	15 203.6	15 966.6
Credit transfers	7 612.6	8 732.1	10 188.6	11 032.4	10 840.8	11 783.7	12 535.2	12 942.9	13 843.6	14 932.6	15 675.6
Electronic	7 449.2	8 456.6	9 992.5	10 859.6	10 681.2	11 636.4	12 377.1	12 816.3	13 725.1	14 822.4	15 560.7
Company terminal giro	2 976.6	2 294.1	2 921.4	2 102.9	2 576.2	2 904.7	3 225.4	1 042.6	1 073.0	977.0	958.0
Online banking	4 272.8	5 772.4	6 496.3	8 239.4	7 567.5	8 052.0	8 492.0	11 163.2	11 910.0	12 978.4	13 695.8
Online banking solutions for retail customers	517.3	585.4	650.1	775.6	966.8	1 078.0	1 184.6	1 286.3	1 373.4	1 424.6	1 405.7
Online banking solutions for corporate customers	3 755.6	5 187.0	5 846.2	7 463.8	6 600.7	6 974.1	7 307.4	9 876.8	10 536.6	11 553.8	12 290.1
Mobile banking	-	-	-	-	0.2	0.3	1.0	12.6	34.8	58.4	57.9
Mobile banking solutions for retail customers	-	-	-	-	0.2	0.3	1.0	12.6	34.7	58.2	57.7
Mobile banking solutions for corporate customers	-	-	-	-	-	-	-	0.0	0.1	0.2	0.2
Telegiros	43.8	37.5	31.0	29.7	32.8	29.0	26.1	23.1	20.3	18.0	16.0
Miscellaneous other electronic credit transfers	155.9	352.6	543.8	487.6	504.5	650.2	632.6	574.8	687.0	790.6	832.9
Paper-based	163.5	275.5	196.0	172.9	159.6	147.3	158.1	126.6	118.5	110.2	114.9
Company terminal giros and online banking as money order	4.5	11.7	15.7	10.5	13.8	11.4	7.7	7.4	6.9	6.3	5.7
Postal giros	103.0	81.7	72.0	62.6	53.1	43.5	38.0	32.0	28.3	24.4	20.7
Giros delivered at the counter - account debits	55.9	182.0	108.4	99.7	92.6	92.3	112.4	87.2	83.3	79.4	88.4
Direct debits	212.9	223.5	219.7	183.4	187.3	218.3	230.5	238.7	249.2	254.3	267.2
Giros delivered at the counter - cash payments	83.9	63.0	67.4	62.2	52.6	34.9	22.5	19.4	20.0	16.7	23.8

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total use of Norwegian cards (in Norway and abroad)	480.8	510.8	556.6	609.0	625.1	653.7	694.4	740.9	775.3	814.6	855.3
Goods purchases	305.4	352.2	396.1	445.8	465.8	500.1	543.4	594.1	632.7	681.3	724.3
Cashback from EFTPOS terminals	49.4	28.8	28.1	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9
Cash withdrawals without goods purchases	126.0	129.8	132.4	135.5	131.4	128.0	126.7	123.7	120.9	113.0	112.1
Use of Norwegian cards by function	480.8	510.8	556.6	609.0	625.1	653.8	694.6	740.9	775.4	814.6	855.2
Debit functions	429.1	447.3	483.7	525.9	535.8	561.4	589.5	619.7	641.3	669.9	699.9
BankAxept	386.9	398.0	422.2	461.7	465.2	487.0	507.6	529.6	541.6	560.7	578.6
Payment cards issued by international card companies	42.2	49.2	61.5	64.3	70.6	74.4	81.9	90.1	99.7	109.2	121.4
Billing functions (payment cards issued by international card companies)	19.7	19.0	22.9	25.1	22.9	20.5	21.7	23.6	24.0	24.9	24.1
Credit functions	32.0	44.5	50.0	58.0	66.4	71.9	83.2	97.4	109.6	119.4	130.8
Domestic credit cards	5.3	8.7	9.5	10.1	8.9	8.3	8.4	9.3	8.8	8.5	8.2
Payment cards issued by international card companies	26.7	35.8	40.4	47.9	57.4	63.5	74.8	88.1	100.9	110.9	122.7
E-money	:	:	:	:	:	:	:	0.1	0.4	0.4	0.4
Use of Norwegian cards in Norway	445.3	470.3	498.1	546.8	558.3	578.6	607.1	638.4	658.9	685.1	715.0
Goods purchases without cashback	281.9	323.7	355.5	403.9	420.2	446.3	477.8	514.3	540.8	572.7	608.1
Goods purchases with cashback	49.4	28.8	28.1	27.8	27.8	25.6	24.3	23.0	21.7	20.3	18.9
Cash withdrawals without goods purchases	114.0	117.8	114.5	115.2	110.3	106.7	105.0	101.2	96.5	92.1	88.1
Use of Norwegian cards abroad	35.5	40.5	58.5	62.2	66.8	75.1	87.3	102.4	116.3	129.5	140.2
Goods purchases	23.5	28.5	40.7	41.9	45.6	53.8	65.6	79.9	91.9	108.6	116.3
Cash withdrawals	12.0	12.0	17.8	20.3	21.1	21.4	21.7	22.6	24.4	20.9	24.0
Use of foreign cards in Norway	9.6	10.2	10.0	12.2	12.6	13.7	15.5	17.3	20.6	27.9	32.6
Goods purchases	7.7	7.9	6.3	8.4	9.3	10.6	12.3	14.2	17.9	25.2	30.1
Cash withdrawals	1.8	2.4	3.7	3.8	3.3	3.1	3.2	3.1	2.7	2.7	2.5

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

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Use of Norwegian terminals	454.8	483.1	515.4	570.6	583.7	605.2	637.2	673.6	696.4	728.0	761.1
Cash withdrawals from ATMs	112.0	119.2	117.8	118.5	113.2	109.5	108.0	104.1	99.0	94.7	90.3
Goods purchases in EFTPOS terminals that accept bank cards/BankAxept cards	272.6	305.8	319.7	364.7	395.7	422.8	454.4	487.2	511.2	543.6	575.3
Cashback with goods purchases using BankAxept cards	49.4	28.8	28.1	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9
Goods purchases at other Norwegian payment terminals	20.8	29.3	49.8	59.6	47.0	47.3	50.6	57.5	62.3	67.5	74.7
Other goods purchases in Norway	:	:	:	:	:	:	:	0.4	1.1	2.0	1.9
Use of Norwegian cards in Norwegian terminals	452.4	473.3	505.9	558.5	571.5	591.5	621.7	655.0	674.7	700.3	729.2
Cash withdrawals from ATMs	112.1	116.9	114.1	114.8	109.9	106.4	104.8	101.0	96.3	92.0	87.8
Bank cards/BankAxept	101.9	103.1	103.2	102.8	98.4	96.8	95.4	91.7	87.4	83.3	79.6
Domestic credit cards	1.3	1.6	1.4	1.4	1.2	1.1	1.0	1.0	0.9	0.8	0.7
Cards issued by international card companies	8.9	12.3	9.5	10.6	10.4	8.5	8.3	8.2	8.0	7.8	7.5
E-money cards	-	-	-	-	-	-	-	:	0.0	0.1	0.1
Cashback with goods purchases using BankAxept cards	49.4	28.8	28.1	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9
Goods purchases in payment terminals	290.9	327.6	363.6	416.0	433.7	459.5	492.6	530.6	555.5	586.1	620.5
Bank cards/BankAxept - goods purchases in EFTPOS terminals	235.4	267.0	290.9	331.0	338.9	364.3	387.4	414.3	432.1	456.7	479.7
BankAxept - goods purchases	:	:	:	0.0	0.1	0.2	0.5	0.5	0.5	0.4	0.4
Domestic credit cards - goods purchases	5.7	5.9	6.8	7.7	6.7	6.0	5.8	5.8	5.2	5.1	5.1
Cards issued by international card companies - goods purchases	36.6	44.8	55.1	63.9	74.3	76.1	84.2	92.0	100.7	107.2	119.5
Cards issued by oil companies	13.1	10.6	10.8	13.3	13.4	12.5	14.4	15.4	15.2	14.6	14.0
Cards issued by retail chains	:	0.1	0.0	0.1	0.3	0.3	0.3	2.4	1.6	1.8	1.5
E-money - goods purchases	:	:	:	:	:	:	:	0.1	0.3	0.3	0.2
Other goods purchases in Norwegian terminals	:	:	:	:	:	:	:	0.4	1.1	2.0	1.9
Use of foreign cards in Norwegian terminals	2.5	9.8	9.5	12.1	12.2	13.7	15.5	17.2	20.5	27.7	31.9

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

	2007	2008	2009	2010	2011	2012	2013	2014	2015
Use of Norwegian cards (in Norway and abroad)	19.6	24.3	30.7	34.6	39.5	53.0	59.6	68.8	80.4
Norwegian cards in Norway	12.1	15.6	20.0	21.0	19.9	25.3	27.7	29.4	33.1
Norwegian cards abroad	7.5	8.7	10.7	13.6	19.6	27.6	31.9	39.4	47.3
Use of foreign cards in Norway	1.0	1.7	2.4	3.0	3.7	5.7	7.5	11.5	14.8

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

	2007	2008	2009	2010	2011	2012	2013	2014	2015
Transfers from Norway	5 791.4	6 503.1	6 549.5	7 124.4	9 909.7	9 206.3	8 225.7	8 683.7	10 748.0
SWIFT	5 153.2	5 818.3	5 544.9	5 496.8	7 929.0	7 274.5	6 299.8	6 521.4	8 103.7
Foreign currency cheques	636.9	683.0	1 002.6	1 625.5	1 978.4	1 928.6	1 921.8	2 159.3	2 641.0
Other transfers (MoneyGram, Western Union, etc.)	1.3	1.7	2.0	2.2	2.3	3.3	4.1	3.0	3.3
Transfers to Norway	4 047.0	4 578.1	4 377.5	4 366.1	5 023.6	5 634.6	6 413.2	6 739.4	8 266.3
SWIFT	4 039.8	4 574.0	4 376.5	4 365.0	5 022.9	5 633.9	6 412.5	6 738.8	8 265.8
Foreign currency cheques	7.2	3.9	0.9	0.9	0.6	0.5	0.4	0.3	0.3
Other transfers (MoneyGram, Western Union, etc.)	0.1	0.1	0.1	0.1	0.1	0.2	0.2	0.2	0.2

Table 16: Sending electronic invoices (in millions)

	2013	2014	2015
eFaktura from businesses to retail customers (B2C)	49.1	59.0	69.7
eFaktura from businesses to businesses (B2B)	:	0.8	1.2
EHF-faktura	2.6	10.0	21.2

**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					
	2011	2012	2013	2014	2015	2016	2011	2012	2013	2014	2015	2016
Payments												
Online banking (with CID), per payment	1.5	1.7	1.3	1.5	1.5	1.5	0.0	0.0	0.0	0.0	0.0	0.0
Online banking - annual fee	10.6	19.7	14.2	20.3	20.5	14.5	0.3	1.6	1.5	1.4	0.4	0.9
Direct debit (AvtaleGiro), per payment	1.5	1.6	1.4	1.6	1.5	1.5	0.0	0.0	0.0	0.1	0.1	0.1
Mobile banking (with CID), per payment	1.6	1.7	1.3	1.5	1.5	1.5	0.1	0.0	0.0	0.0	0.0	0.1
Mobile banking - transfers between own accounts, per transfer	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0	0.0	0.0
Mobile banking - info by SMS	2.5	2.5	2.1	2.1	2.2	2.3	2.1	1.3	1.1	1.2	1.3	1.3
Credit transfer via postal giro, per payment	7.5	8.1	8.8	8.8	8.9	9.7	8.1	8.3	9.2	9.5	9.5	9.8
Giro over the counter - account debit, per payment	49.0	56.6	63.3	61.0	60.2	67.5	39.9	54.7	61.3	59.0	59.3	66.1
Giro over the counter - cash payment, per payment	63.4	79.3	81.8	84.6	77.0	89.5	59.9	78.5	80.5	85.1	88.9	95.6
BankAxept cards in payment terminals (EFTPOS), per payment	1.6	1.5	1.5	1.7	1.7	1.7	0.0	0.1	0.0	0.0	0.0	0.0
Credit card from international credit card company, annual fee	158.5	149.2	145.8	147.5	145.1	134.4	20.2	27.1	14.3	27.3	22.6	15.7
BankAxept cards (combined with debet card from int. card comp.), annual fee	246.2	260.9	268.2	276.6	278.2	271.9	191.1	209.3	218.8	207.0	208.9	204.8
Cheques - retail customers, per cheque booklet	19.3	21.3	17.8	17.8	18.4	18.6	15.3	4.2	18.4	17.5	19.6	2.6
Cheques - retail customers, per cheque payment	21.0	40.0	44.0	45.4	45.6	46.0	23.7	35.7	38.7	41.7	42.3	40.1
ATM withdrawals, debit cards												
Own bank's ATMs during opening hours, per withdrawal	0.3	0.3	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Own bank's ATMs outside opening hours, per withdrawal	2.4	2.5	2.7	3.1	3.0	2.8	0.0	0.0	0.0	0.1	0.0	0.0
Other bank's ATMs during opening hours, per withdrawal	4.9	4.9	4.9	5.6	5.5	5.6	5.2	5.5	4.8	5.2	5.1	5.0
ATM withdrawals, international credit cards												
Own bank's ATMs during opening hours, per withdrawal	25.3	24.4	23.9	27.7	28.0	24.9	29.4	29.3	30.1	28.5	28.4	16.2
Other bank's ATMs during opening hours, per withdrawal	24.9	24.5	24.0	27.7	28.1	25.0	29.5	29.4	30.2	28.6	28.4	16.4
Fee as a percentage of withdrawal amount	0.8	0.9	0.9	1.0	1.0	1.0	1.0	1.1	1.2	1.2	1.2	0.7

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016
Payments									
Electronic giro services									
Online banking - without notification	1.5	1.5	1.5	1.5	1.5	1.6	2.6	2.8	2.5
Online banking - with notification	4.2	4.1	4.2	4.2	4.2	4.2	4.3	4.4	4.4
Online banking - with CID	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.3
Paper-based giro services									
Corporate online banking sent as money order	50.2	75.3	75.6	73.0	74.8	75.1	84.0	89.3	92.0
Receipt of payments									
Electronic giro services									
Direct debits (Autogiro) without notification	1.3	1.4	1.2	1.3	1.3	1.3	1.4	1.4	1.5
Optical Character Recognition (OCR) - File	1.3	1.3	1.3	1.4	1.4	1.5	1.5	1.5	1.7
Paper-based giro services									
Optical Character Recognition (OCR) - Return	3.3	3.2	3.9	4.4	3.2	3.1	3.4	4.3	4.6

**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					
	2011	2012	2013	2014	2015	2016	2011	2012	2013	2014	2015	2016
SEPA (SWIFT) transfers												
With BIC and IBAN, NOK 2 500	:	:	:	:	:	29.3	:	:	:	:	:	:
Ordinary SWIFT transfer in NOK												
Without BIC and IBAN, NOK 2 500	64.3	61.3	61.5	70.2	85.8	89.5	161.7	162.9	164.0	175.6	249.0	293.1
With BIC and IBAN, NOK 2 500	56.9	56.4	56.8	64.0	66.4	66.4	150.2	152.3	153.2	165.1	193.9	229.4
Ordinary SWIFT transfer in EUR												
Without BIC and IBAN, NOK 2 500 equivalent	65.1	61.3	59.8	50.1	63.3	67.0	157.9	159.1	164.0	175.6	249.0	293.1
With BIC and IBAN, NOK 2 500 equivalent	28.7	28.7	28.9	29.4	29.3	52.2	146.6	148.7	149.0	161.1	193.9	229.4
SWIFT express transfer in NOK												
Without BIC and IBAN, NOK 150 000	331.7	338.9	339.8	362.6	388.7	388.6	402.7	402.6	404.1	425.3	526.7	535.4
With BIC and IBAN, NOK 150 000	300.1	307.5	308.2	330.7	339.2	358.1	391.3	391.8	393.4	413.2	446.8	483.1
SWIFT express transfer in EUR												
Without BIC and IBAN, NOK 150 000 equivalent	340.9	348.5	333.1	350.6	376.0	373.9	399.3	399.1	404.1	425.3	526.7	535.4
With BIC og IBAN, NOK 150 000 equivalent	296.8	294.4	295.9	326.3	334.8	352.7	390.5	391.1	393.4	413.2	446.8	483.1
Cheques to other countries												
Equivalent to NOK 2 500	:	:	:	:	:	:	203.6	222.9	227.0	225.4	255.1	254.2

**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									
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Receipt of SEPA (SWIFT) payments										
With BIC and IBAN, NOK 2 500 equivalent	:	:	:	:	:	:	:	:	:	21.3
With BIC and IBAN, NOK 150 000 equivalent	:	:	:	:	:	:	:	:	:	21.7
Receipt of payments in EUR										
Without BIC and IBAN, NOK 2 500 equivalent	80.8	80.8	59.9	63.0	61.1	60.8	61.5	64.3	54.2	55.1
Without BIC and IBAN, NOK 150 000 equivalent	85.1	84.6	62.8	66.0	64.4	81.6	83.4	86.6	77.7	70.2
With BIC and IBAN, NOK 2 500 equivalent	12.6	10.4	16.0	17.2	18.5	18.6	20.2	20.5	20.8	51.4
With BIC and IBAN, NOK 150 000 equivalent	12.6	10.4	16.0	17.2	18.5	18.6	20.2	20.5	20.8	56.8
Receipt of payments in other currencies										
Without BIC and IBAN, NOK 2 500 equivalent	92.9	90.6	70.2	71.6	70.5	70.2	68.9	70.8	71.3	77.1
Without BIC and IBAN, NOK 150 000 equivalent	98.0	96.4	96.7	93.2	92.2	91.4	90.4	97.0	97.9	93.2
With BIC and IBAN, NOK 2 500 equivalent	92.3	90.2	69.6	71.1	70.5	70.2	68.9	70.8	71.3	71.1
With BIC and IBAN, NOK 150 000 equivalent	95.1	94.5	74.2	73.9	73.3	90.4	89.1	95.8	96.8	95.9

“Sending money home”

**Table 21: Prices for remittances to selected countries. Banks and other providers.
In percent of amount transferred. At 15 March 2015 and 1 January 2016**

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2015	2016	2015	2016	2015	2016	2015	2016
Banks	25.1	24.4	5.8	5.3	6.4	6.0	2.1	1.7
Exchange rate cost	1.0	0.6	1.0	0.6	1.0	0.7	1.0	0.7
Other fees	24.0	23.9	4.8	4.8	5.4	5.4	1.1	1.1
Non-bank financial institutions and payment institutions	9.9	10.3	8.6	9.1	6.7	6.3	4.7	4.4
Exchange rate cost	4.3	4.5	4.3	4.5	2.6	2.4	2.6	2.4
Other fees	5.6	5.9	4.2	4.6	4.1	4.0	2.1	2.0
All providers	20.7	22.1	6.6	6.0	6.5	6.1	3.1	2.8
Exchange rate cost	2.0	1.2	2.0	1.2	1.6	1.3	1.6	1.3
Other fees	18.7	20.9	4.6	4.8	4.9	4.8	1.5	1.5

**Table 22: Prices for remittances to selected countries. In percent of amount transferred.
At 15 March 2015 and 1 January 2016**

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2015	2016	2015	2016	2015	2016	2015	2016
Europe (EU)	21.0	20.3	5.9	5.1	5.0	4.1	2.6	1.9
Latvia	21.5	19.8	6.1	5.1	4.6	3.9	2.5	1.8
Lithuania	21.2	19.6	5.8	4.9	4.7	3.7	2.4	1.7
Poland	20.6	21.3	6.0	5.2	5.8	4.6	3.1	2.1
Romania	21.8	20.6	6.0	5.1	5.1	4.4	2.6	1.9
Other Europe	22.6	22.4	7.2	6.1	7.0	6.4	3.3	2.7
Bosnia-Herzegovina	22.0	22.4	7.8	6.1	6.5	5.9	3.2	2.6
Kosovo	22.7	21.9	6.4	5.6	7.4	6.7	2.9	2.3
Macedonia	22.6	21.9	6.3	5.6	6.5	5.8	2.8	2.1
Russia	24.1	22.9	7.8	6.6	9.0	7.5	4.5	3.0
Serbia	22.6	21.8	6.3	5.5	6.4	5.7	2.7	1.9
Turkey	22.3	23.8	8.0	7.5	7.0	7.0	3.9	3.9
Asia	21.7	22.7	6.2	6.1	7.1	7.0	3.1	3.0
Afghanistan	24.0	24.2	6.3	6.6	7.3	7.3	2.9	2.9
Philippines	19.7	21.5	5.9	5.5	7.2	7.1	3.3	3.1
India	21.8	23.4	6.8	6.6	7.0	6.9	3.1	3.0
Iraq	22.7	22.7	6.4	6.4	7.2	6.0	2.7	1.6
China	21.9	22.7	5.6	6.4	6.0	7.1	2.1	3.2
Pakistan	21.1	23.1	6.0	6.3	7.6	7.0	3.3	2.9
Palestine	23.4	22.9	6.6	6.1	8.2	7.8	3.8	3.4
Sri Lanka	20.4	22.4	5.3	5.6	7.5	7.4	3.0	3.1
Thailand	21.7	22.9	7.4	6.6	7.4	7.2	3.6	3.3
Vietnam	21.8	21.8	5.5	5.5	6.6	6.7	2.8	2.9
Americas	22.8	22.8	6.5	6.5	6.9	6.9	3.1	3.3
Brazil	22.9	23.0	6.6	6.7	7.0	7.0	3.3	3.5
Chile	22.7	22.6	6.4	6.3	6.8	7.0	2.9	3.1
Africa	20.4	22.0	6.7	5.9	7.5	7.4	3.3	3.3
Eritrea	20.4	21.4	6.5	5.5	7.2	7.3	2.8	2.9
Ethiopia	19.8	22.0	6.4	6.1	7.9	8.0	3.4	3.5
Gambia	20.2	21.9	6.7	6.0	7.2	7.0	2.8	2.9
Ghana	20.6	22.1	7.1	6.3	7.7	7.7	3.2	3.2
Morocco	21.1	22.5	6.8	5.7	7.5	7.2	3.5	3.3
Nigeria	20.1	21.9	6.7	6.0	7.1	7.0	3.0	2.7

**Table 23: Prices for remittances to selected countries. In percent of amount transferred.
At 15 March 2015 and 1 January 2016**

Transfer times	2015	2016
Less than one hour	10.1	10.3
Same day	10.0	9.1
Next day	7.3	6.8
2 days	6.6	4.5
3-5 days	12.4	11.7
6 days or more	12.2	10.9

Explanations and sources 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 Finanstilsynet (Financial Supervisory Authority of Norway).
- Information on banknotes and coins in Norway: Norges Bank.
- Information on giros, cheques, payment cards, ATMs and payment terminals: Finance Norway, Nets Branch Norway, Teller Branch Norway, EVERY Norge AS, SDC AS, Eika Gruppen AS, DNB Bank ASA, Nordea Bank Norge ASA, Danske Bank, Skandinaviska Enskilda Banken AB (publ.) Oslo branch, Cultura Sparebank, Visa Norge FLI, Eurocard branch of Eurocard AB, SEB Kort AB Oslo branch, Diners Club Norge, Ikano Bank AB (publ.) Norway Branch, Handelsbanken, Elavon Financial Services Ltd. Norway Branch, American Express Services Europe Limited Branch, Swedbank Norge, Santander Consumer Bank AS, Entercard Norge AS, Statoil Fuel & Retail Norge AS, ST1 Norge AS, YX Betjent AS, Esso Norge AS, WEX Europe Services AS and A/S Norske Shell.
- Information on cross-border payments other than by card: Register of Crossborder Currency Transactions and Currency Exchange (Norwegian Directorate of Customs and Excise).
- Information on fees for retail customer services as from 2009 is based on a selection of 89 banks. Prices have been collected from Finansportalen. These banks had a market share of 89 percent in terms of current account deposits at end-November 2015. Previous fees for retail customer services, corporate customer services and fees for cross-border payments are collected from banks' price lists and forms from 22 banks. These banks had a market share of 79 percent in terms of deposits. All fees are as at 1 January each year.
- "Sending money home" prices have been collected from www.finansportalen.no and are based on reports from six banks, three non-bank financial institutions/ payment institutions and three foreign institutions. Reporting institutions represent a sample of a larger group of Norwegian and foreign institutions that provide remittance services in Norway. All prices are as at 15 March 2015 and 1 January 2016.

Comments on some of the tables:

Table 6 – Number of agreements

- The number of agreements for offering or receiving e-invoices refers to agreements relating to sending and receiving e-invoices in bank networks. The figures do not include sending and receiving bilaterally, through access points or electronic invoice transmitters that are connected to samtrafikk.no or similar invoice transmitters. The number of agreements to receive EHF invoices refers to agreements to receive electronic invoices in EHF-format transmitted via access points in the PEPPOL infrastructure.

Table 7 – Number of cards issued, number of functions in cards issued and number of terminals

- Figures for cards up to and including 2012 do not include e-money cards and travel accounts in card systems that are not linked to physical cards.

- 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, pre-paid cards) and travel accounts in card systems that are not linked to physical cards, which were not included earlier.
- The table presents the number of physical cards and the number of functions embedded in the cards.
- Physically, the cards are broken down by security feature. They can have a chip and a magnetic stripe or only a magnetic stripe or they can be virtual, such as travel accounts in card systems that do not issue a physical card.
- The functions in the card are broken down by settlement method, i.e. 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).
- The number of physical cards is lower than the number of functions in the cards owing to the large number of combined cards.
- The statistics for the number of payment terminal only include EFTPOS terminal that accept BankAxept cards. The number of payment terminals owned by banks up to and including 2009 refers to terminals that have been owned or leased by banks. Since 2009, most banks have transferred contracts to Nets with Nets becoming the owner. From 2010, only a few terminals are owned by banks. The number of sites where terminals are installed refers to the individual shop, post office, etc.

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 – Debit and credit transfers (giros)

- The number of cash payments in 2005 is estimated by Norges Bank in collaboration with Nets (previously: BBS (Banks' Central Clearing House)). The figures for online banking transactions from 2007 also include mobile payments via online banking solutions. The figures for mobile banking only include certain mobile banking solutions.

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

- The tables show all use of payment cards issued in Norway and included in Table 7. The figures for the years up to and including 2011 do not include the use of virtual cards (accounts in card systems that are not linked to the physical card, such as travel accounts) and e-money cards.
- The tables present total use of cards in Norway and abroad, broken down by cards used for cash withdrawals or goods purchases, and further by settlement method/settlement function (debit, billing, credit and e-money; see explanation to Table 7 above) and by card type (BankAxept, payment card issued by an international card company or domestic credit card).
- The table also provides an overview of Norwegian cards used abroad broken down by whether the cards are used in Norway or abroad and whether use in Norway or abroad refers to cash withdrawals or goods purchases.
- The last item in the table provides an overview of total use of foreign cards in Norway broken down between cash withdrawals and goods purchases.
- 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 POS cash withdrawals include cash back at EFTPOS terminals that accept BankAxept cards, while the figures for other cash withdrawals refer to over-the-counter and ATM withdrawals.
- 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 figures for cards used abroad up to 2006 are somewhat uncertain. As from 2006, use of BankAxept cards in Norwegian-owned EFTPOS terminals abroad has been included in the figures for use of Norwegian cards abroad. In 2015, such use of cards abroad came to 2 percent of transactions and accounted for 1.4 percent of turnover in the same year.

Tables 10b and 14b – Payment cards. Use of payment terminals

- The tables refer to use of Norwegian and foreign payment cards in all Norwegian-owned terminals installed in Norway and abroad. Goods purchases at domestic payment terminals also include use of cards over the internet in Norway. Note that the figures include use of cards in all Norwegian-owned terminals that are installed in Norway and abroad, even though cash withdrawals and payments in terminals abroad are included as card use 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 figures for 2005 only include use of such cards issued by oil companies, but as from 2006, cards issued by other retail chains are also included.
- The figures up to and including 2011 do not include use of virtual cards (accounts in card systems that are not linked to the physical card, such as travel accounts) and e-money cards. As from 2012, payments from travel accounts in card systems excluding the internet are also included.
- The figures for cash withdrawals from ATMs using e-money refers to use of NAV cash cards. The figures for payments using e-money include registered use of universal gift cards in Norway and prepaid Visa and MasterCard cards issued by banks in Norway. The figures for 2012 only include prepaid cards used in EFTPOS terminals that accept BankAxept cards. The figures as from 2013 include all use of such cards in Norway.
- The figures for cash withdrawals (cash back) up to 2006 are based on estimates from BBS and Norges Bank. The lower figures as from 2006 only include registered cash withdrawals.
- The figures for payment cards used in other Norwegian payment terminals include domestic credit cards and international cards over the internet and in EFTPOS terminals that do not accept BankAxept cards.
- Information on ATM withdrawals using domestic credit cards and payment cards issued by international card companies in 2005 comes from ATM owners, while information as from 2006 has been collected from card issuers.

Tables 10c and 14c

- Use of cards over the internet is included in the figures for goods purchases and card use broken down by function in Tables 10a and 14a. Use of foreign and Norwegian cards on Norwegian networks is also included in the figures for use of domestic terminals in Tables 10b and 14 b.

Tables 11 and 15 – Cross-border transfers registered in the Register of Crossborder Currency Transactions and Currency Exchange (SWIFT, foreign currency cheque, foreign currency giro, MoneyGram and Western Union)

- The statistics refer to payments registered in the Register of Crossborder Currency Transactions and Currency Exchange in the period 2007–2014. The figures for “Other transfers” for 2012 are somewhat uncertain.

Tables 16 to 19 – Prices for domestic payment transactions, cash withdrawals and payment receipt, and prices for cross-border transactions

- Price statistics for retail customer services (Table 16) are collected from Finansportalen. 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 price lists on the internet and statistics on prices for cross-border payments are reported on forms. The prices are collected from price lists and forms from 22 banks that had a market share of 79 percent in terms of deposits in transaction accounts. The prices only include customers that do not belong to loyalty schemes or receive other types of discount. Average prices are calculated by compiling average prices for commercial and savings banks by weighting the price at each bank based its share of deposits in transaction accounts. The average prices for all banks are then calculated by weighting the prices for banking groups by market share measured by the number of transactions during the statistical year.
- The price of postal giros is for each form posted. Postage for each form posted comes in addition.
- The price of annual fees for online banking for 2007 and 2008 refers to the annual fee for Digipass, while subsequent prices include general annual fees.
- The price of direct debit (AvtaleGiro) receipt refers to receipt without notification.
- The average prices for international credit cards in customer loyalty programmes in 2016 include prices for a number of membership cards that were not previously included in the statistics.
- 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 20 to 23 – Prices for remittances to selected countries (“Sending money home”)

- 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

- Zero

0 Less than 0.5 of the unit used



NORGES BANK