

NORGES BANK PAPERS

Retail payment services 2016

NO 2 | 2017



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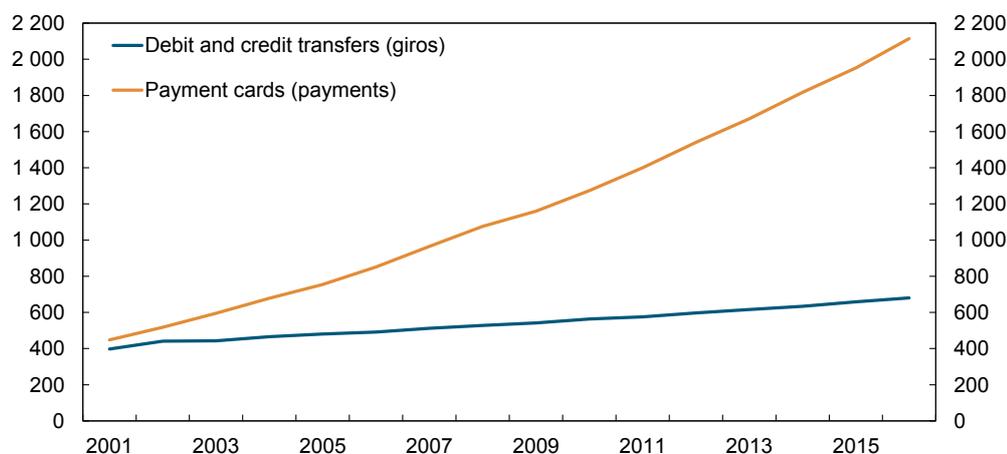
The strong growth in payment card use continued in 2016. Growth in the use of international payment cards was particularly strong, reflecting a sharp increase in payments over the internet and in the use of mobile payment solutions. The average number of card transactions per inhabitant in 2016 was 417. The average value of card transactions was NOK 408. There was a further decline in the use of the cash infrastructure, such as ATMs and cash-back.

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 2016, there were 2 794 million payments, 7.1 percent more than in 2015.

Chart 1 Use of payment instruments. In millions of transactions. 2001–2016



Source: Norges Bank

The use of debit and credit transfers has increased steadily over a number of years. In 2016, 681 million such payments were made, 3.4 percent more than in 2015. Around 60 percent of credit transfers were made by retail customers, while corporate customers accounted for the remaining 40 percent.

The number of payments using payment cards rose by 8.3 percent, and there were 2 114 million card payments in 2016.

Cheques represent a third category of payment instrument. They continue to be used to some extent, even though the number is falling year by year. In 2016, slightly more than 50 000 cheque payments were made (Table 8 in the appendix). Cheques are

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.

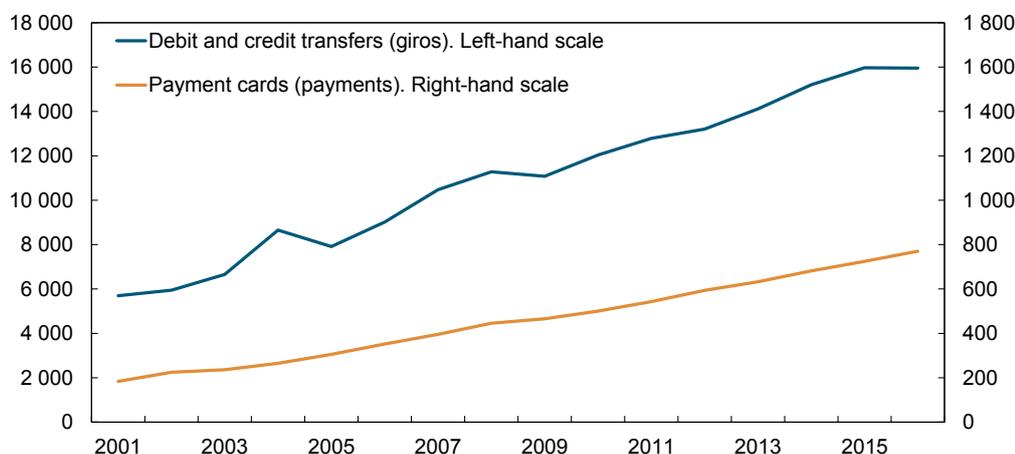
mainly used in the commercial sector, primarily for larger transactions, such as vehicle purchases. The average cheque payment in 2016 was NOK 49 072.

A typical debit or credit transfer is much larger than a typical card payment. In 2016, the average debit or credit transfer was NOK 23 441, while the average card payment was NOK 364.

The value of debit and credit transfers totalled NOK 15 952 billion in 2016 (Chart 2), falling by 0.1 percent between 2015 and 2016. Corporate customers account for 85 percent of the total value of debit and credit transfer payments. Payments by corporate customers thus on average far exceed payments by retail customers.

The value of card payments grew by 6.3 percent in the same period, to NOK 770 billion.

Chart 2 Use of payment instruments. In billions of NOK. 2001–2016

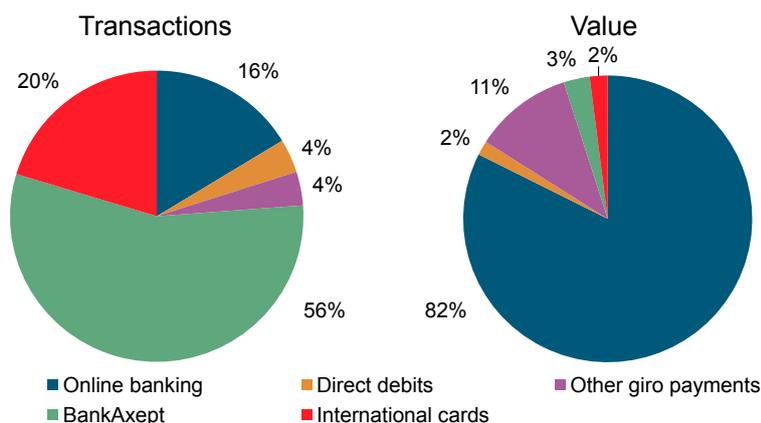


Source: Norges Bank

Breakdown by payment type

More than half (56 percent) of all payment instruments used in 2016 involved the domestic BankAxept debit card system (Chart 3, left). Transactions using international payment cards (debit, credit and charge cards) accounted for 20 percent of transactions. Other payment cards (domestic credit cards and prepaid international cards) accounted for a marginal share of transactions. Online banking payments were the most widely used type of credit transfer (16 percent). Direct debits accounted for 4 percent of all transactions. 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, mobile banking payments and giros delivered at the counter) accounted for the remaining 4 percent of transactions.

Chart 3 Use of selected payment instruments as a share of total number of transactions and total value. 2016



Source: Norges Bank

The value of online banking payments accounted for as much as 81 percent of the total value of transactions in 2016. The value of direct debits and other debit and credit transfers amounted to 2 percent and 12 percent, respectively, of the total value. Card transactions accounted for only 5 percent of the total value of electronic transactions. The difference in the two parts of Chart 3 thus reflects the relatively large number of small card payments and the fewer but larger credit transfers and other giro 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-2016, there were 20 million direct debit agreements, between retail customers, corporate customers and banks. This amounted to an increase of 7.9 percent on 2015.

Direct debits can be combined with electronic invoicing (e-invoicing). At end-2016, there were 1 742 agreements registered with Nets with enterprises to *offer* the Norwegian banking industry's e-invoicing solution (eFaktura). There were 17.4 million agreements with retail customers and 0.2 million agreements with corporate customers to *receive* eFaktura, an increase in the number of agreements of 19.9 percent and 19.1 percent, respectively, since end-2015.

In 2016, approximately 81 million eFaktura invoices were sent from businesses to retail customers and slightly over one million business-to-business eFaktura invoices. The increase between 2015 and 2016 was 15.9 and 11.7 percent, respectively. Slightly over 35 million EHF-faktura² invoices were sent, an increase of 66.2 percent between 2015 and 2016.

There were 461 177 postal giro agreements at end-2016, 9.2 percent fewer than at end-2015. The decline reflects both lower usage and termination of inactive agreements.

Payments by retail customers

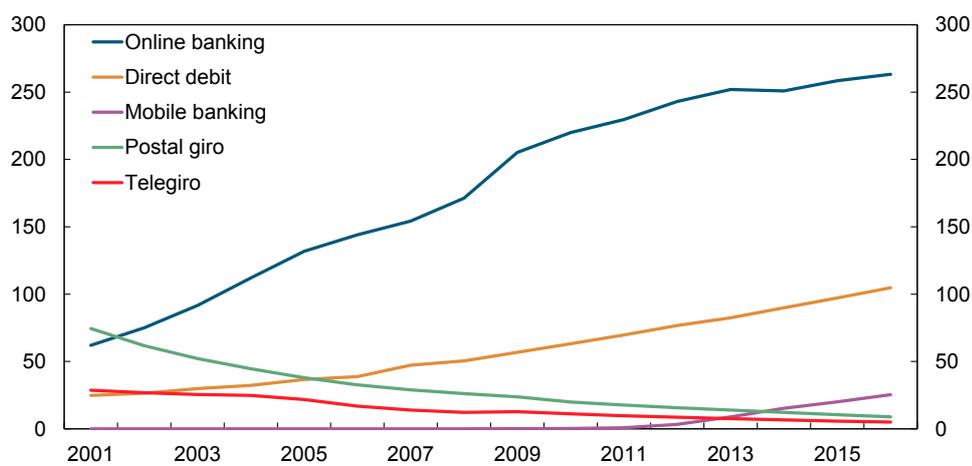
Chart 4 shows debit and credit transfers by retail customers. Online banking transfers, direct debits and mobile banking payments have increased in recent years, and are the

2 EHF-faktura is the government's electronic invoicing format.

three most widely used money transfer services for retail customers. Each retail customer made an average of 75 payment transactions using one of these three services in 2016. Turnover in online and mobile banking payments together amounted to nearly NOK 300 000 kroner per customer, with direct debits amounting to around NOK 26 000 per customer.

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 19 such payments each in 2016.

Chart 4 Debit and credit transfers by retail customers. In millions of transactions. 2001–2016



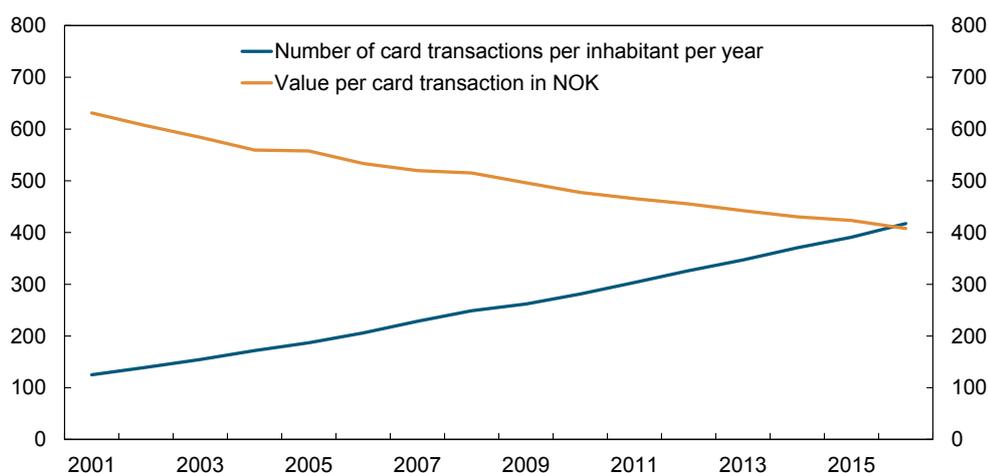
Source: Norges Bank

2. Card transactions

In 2016, the total number of card transactions³ with Norwegian payment cards in Norway came to 2 175 million, an increase of 7.6 percent on 2015. The average number of card transactions per inhabitant in 2016 was 417 (Chart 5). The average value of card transactions continued to fall, and in 2016 was NOK 408.

³ Includes payments with or without cash withdrawals and ATM withdrawals.

Chart 5 Card transactions per inhabitant per year and value per card transaction in NOK. 2001–2016

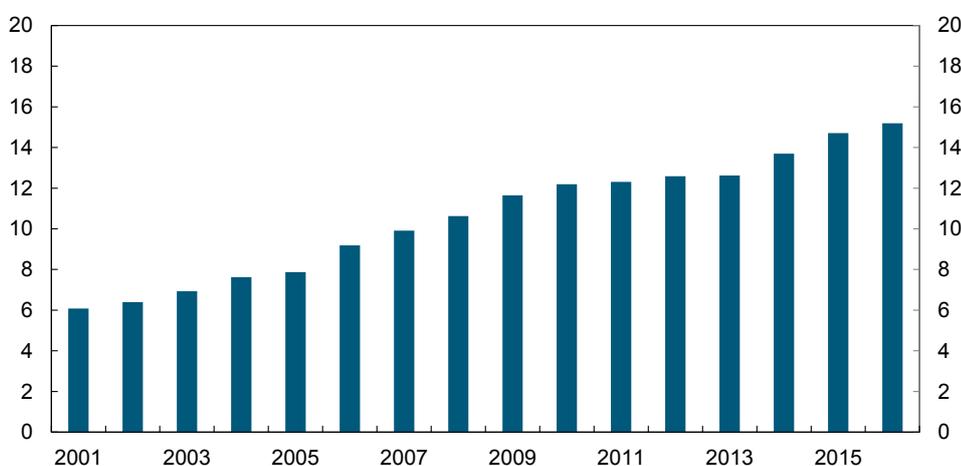


Source: Norges Bank

Number of payment cards

At end-2016, the total number of Norwegian payment cards issued stood at 15.2 million (Chart 6). Since their launch in the latter half of the 1970s, the number of such cards has increased every year. Between 2015 and 2016, the number of cards increased by 3.3 percent.

Chart 6 Number of Norwegian payment cards issued. In millions. 2001–2016



Source: Norges Bank

The most widely used card type is a card combining BankAxept with an international⁴ debit card (usually Visa or Mastercard) (Overview 1). Over half of cards issued are of this type. The next most widely used card type is international credit cards. Slightly more than one-third of cards are of this type. Other card types account for only a small portion of the total number of cards.

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. These include Visa, Mastercard, American Express, Diners Club, JCB and China Union Pay.

Overview 1 Composition of Norwegian payment cards⁵ issued. Percent

Card type	2014	2015	2016
Combined BankAxept/international debit cards	56.4	55.6	54.6
International credit cards	31.7	34.1	36.2
Combined international/domestic credit cards	3.8	3.7	4.0
International charge cards	4.1	3.2	2.8
Non-combined BankAxept cards	1.2	1.1	1.0
E-money cards	2.0	1.9	0.8
Combined BankAxept/domestic credit cards + domestic credit cards	0.8	0.5	0.6

Source: Norges Bank

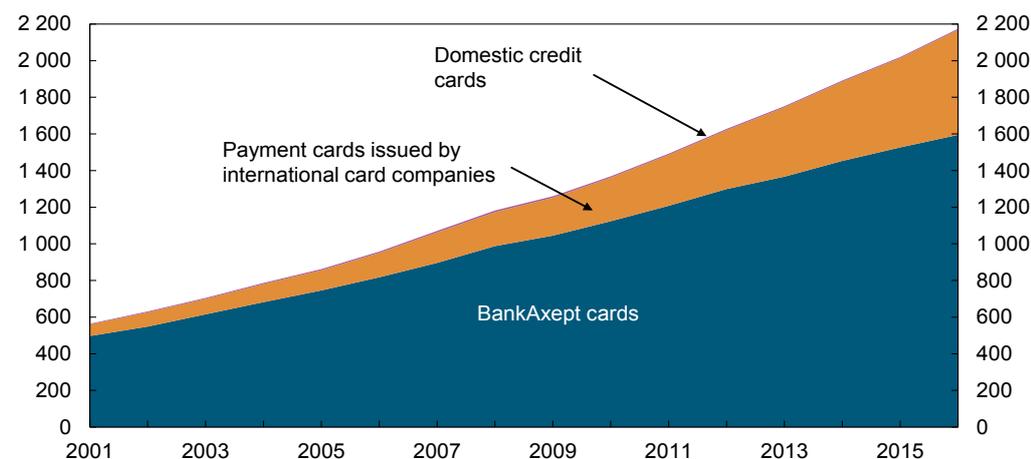
Types of card payment

Payment cards can be used in a number of different ways. Physical payment cards can be used in the traditional way (chip and PIN) and at contactless-enabled terminals. Otherwise, card details can be used to pay directly on a website when making an internet purchase. Card details can also be entered into a mobile phone, so that the phone can be used for internet purchases, for purchases at points of sale and for person-to-person payment transactions.⁶ At end-2016, only international payment cards were capable of being used for mobile payments and internet purchases.

In 2016, the number of transactions using the Norwegian BankAxept debit card system came to 1 595 million (Chart 7). The increase between 2015 and 2016 was 4.5 percent, somewhat lower than in the previous period (5.1 percent). Domestic credit cards accounted for 6 million transactions.

There were 573 million transactions using international cards in 2016. The year-on-year rise accelerated, increasing from 12.6 percent 2015 to 17.6 percent in 2016. The strong growth primarily reflects a substantial increase in online shopping and in the use of mobile payment solutions.

Chart 7 Use of Norwegian payment cards by issuer. In millions of transactions. 2001–2016



Source: Norges Bank

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.

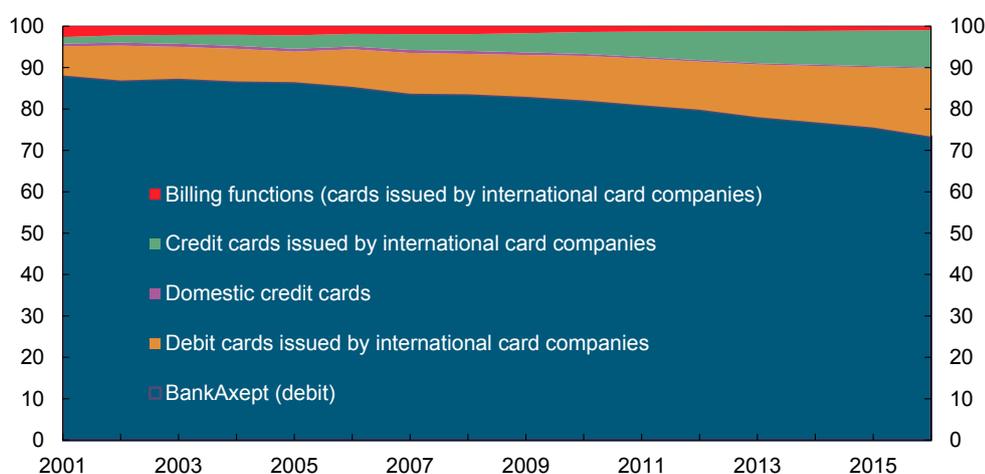
Charge card: The user of the card receives at certain intervals an invoice for total use.

⁶ Mobile payment solutions that could be used in Norway at end-2016 comprised Vipps, MobilePay and mCash.

BankAxept cards' market share continues to decline, falling from 75.5 percent to 73.3 percent between 2015 and 2016 (Chart 8).⁷ The percentage of total card use for international debit cards rose from 14.5 percent to 16.4 percent and for international credit cards from 8.6 percent to 9.0 percent. Total market share of international cards in 2016 was 26.4 percent, up from 24.1 percent in 2015. Domestic credit cards' market share was 0.3 percent.

89.8 percent of all transactions in 2016 were made with a debit card (BankAxept and international debit cards) while 9.3 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.

Chart 8 Use of Norwegian payment cards by issuer and function. Transactions in percent of total number of transactions. 2001–2016

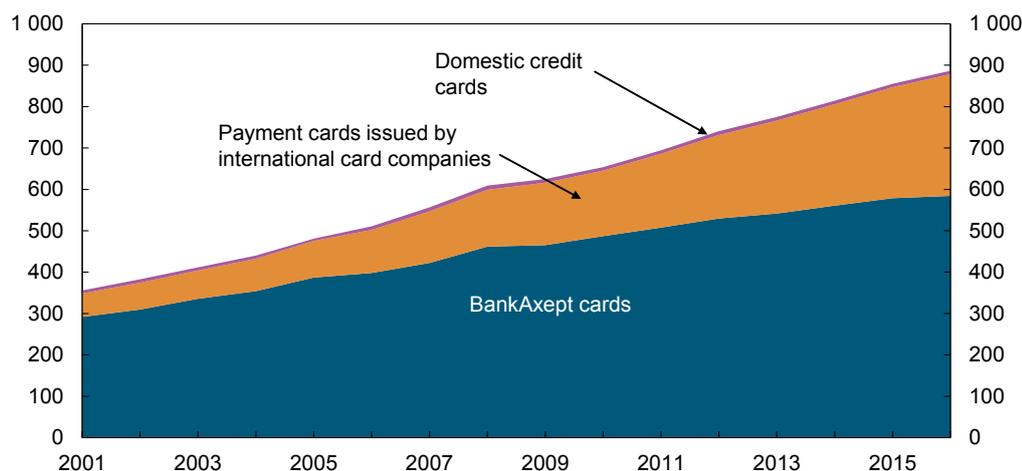


Source: Norges Bank

The total value of BankAxept transactions in 2016 was NOK 584 billion (Chart 9). The increase between 2015 and 2016 was 1.0 percent. The value of transactions using international cards rose by 9.7 percent between 2015 and 2016, totalling NOK 294 billion in 2016. The increase in value was not as pronounced as the increase in the number of transactions. The average transaction value on international cards fell from NOK 550 in 2015 to NOK 513 in 2016.

⁷ The share of the total use of Norwegian cards. BankAxept cards may not be used for purchases abroad and for the time being not for internet purchases either. Excluding such card use, BankAxept's share of total card use was 87.1 percent in 2015 and 85.6 percent in 2016.

Chart 9 Use of Norwegian payment cards by issuer. In billions of NOK. 2001–2016

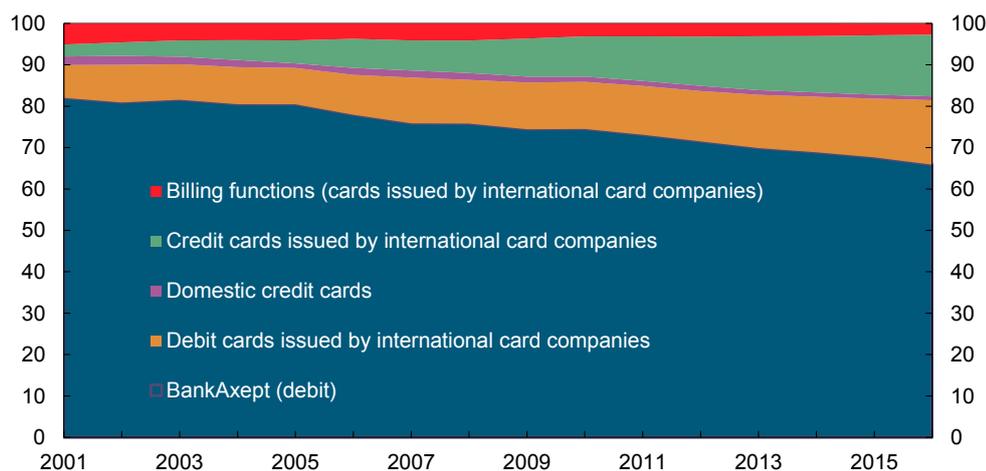


Source: Norges Bank

In value terms, BankAxept transactions represented 65.9 percent of the total value of card transactions (Chart 10). This share was somewhat lower than in 2015 (67.6 percent). International cards increased their share of the total value of card transactions from 31.4 percent to 33.2 percent. International debit cards and international credit cards accounted for 15.6 and 14.9 percent, respectively, of total transaction value. International charge cards accounted for the remaining value of international card transactions.

In 2016, debit cards accounted for 81.5 percent of the total value of card transactions. Credit cards accounted for 15.8 percent. The average debit card transaction was NOK 370, while the average credit card transaction was NOK 696.

Chart 10 Use of Norwegian payment cards by issuer and function. In percent of total value. 2001–2016



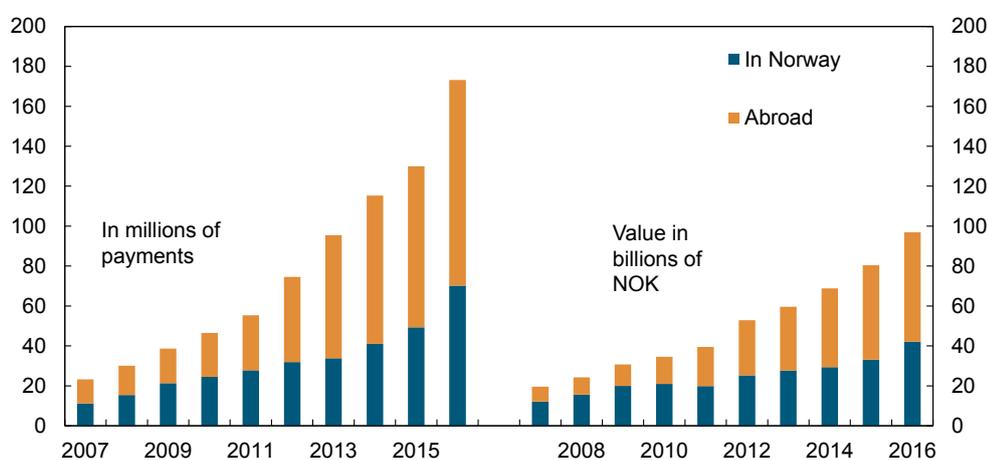
Source: Norges Bank

Internet card payments

There has been a sharp increase in internet card payments over the past years (Chart 11). In 2016, there were 173 million such purchases made with Norwegian payment cards. Payments to websites abroad account for around 60 percent of total internet payments, and increased by 27.6 percent over the past year.

The figures for internet payments in Norway showed an increase of as much as 42.4 percent over the past year. This rise reflects not only growth in traditional online shopping, but also growth in the use of mobile payment solutions. For the years up to and including 2016, all such use is included in the figures for internet payments in Norway.⁸ From 2017, the statistics will distinguish among areas of use for mobile solutions, such as ordinary internet purchases, payments at points of sale and person-to-person payments, so-called “friends and family” payments.

Chart 11 Internet payments with Norwegian payment cards. 2007–2016



Source: Norges Bank

The total value of internet purchases in 2016 was NOK 97 billion. The average purchase amount was NOK 559. The value of internet payments to other countries increased by 15.9 percent between 2015 and 2016, while the value of internet payments in Norway rose by 27.2 percent (which does not only pertain to online shopping (see previous paragraph)).

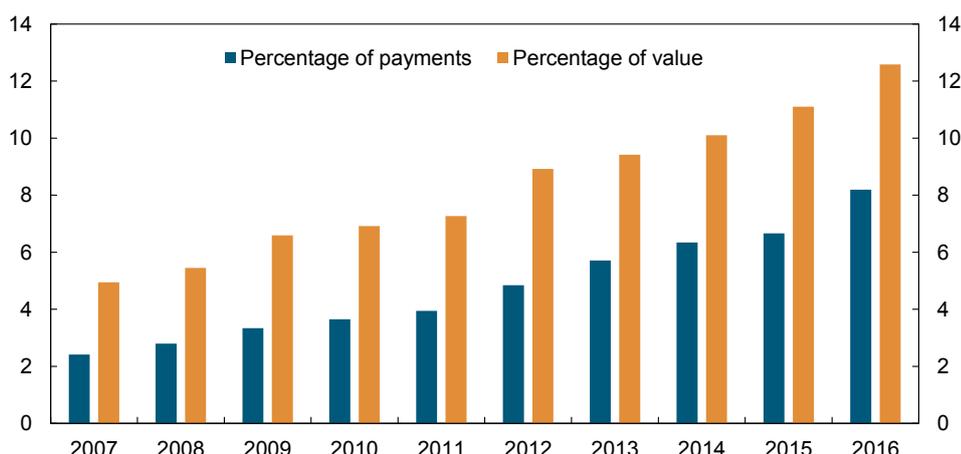
The number of internet payments in Norway has risen much faster than the value of such payments. This may suggest strong growth in small payments using mobile payment solutions.

Customers abroad make fewer purchases at Norwegian online shops than Norwegians make at online shops abroad. Customers abroad accounted for 7.9 million such purchases, with a total value of NOK 17 billion. The value of these transactions rose by 14.9 percent between 2015 and 2016.

Internet payments are assuming an ever larger share of total payments made with Norwegian payment cards. Chart 12 shows that in 2016 internet payments accounted for 8.2 percent of all payments using Norwegian cards. In value terms, internet payments accounted for 12.6 percent of the value of all card payments.

⁸ Mobile solutions use the internet and not the ordinary card infrastructure to carry out transactions.

Chart 12 Internet payments with Norwegian payment cards. Percentage of total payments. 2007–2016

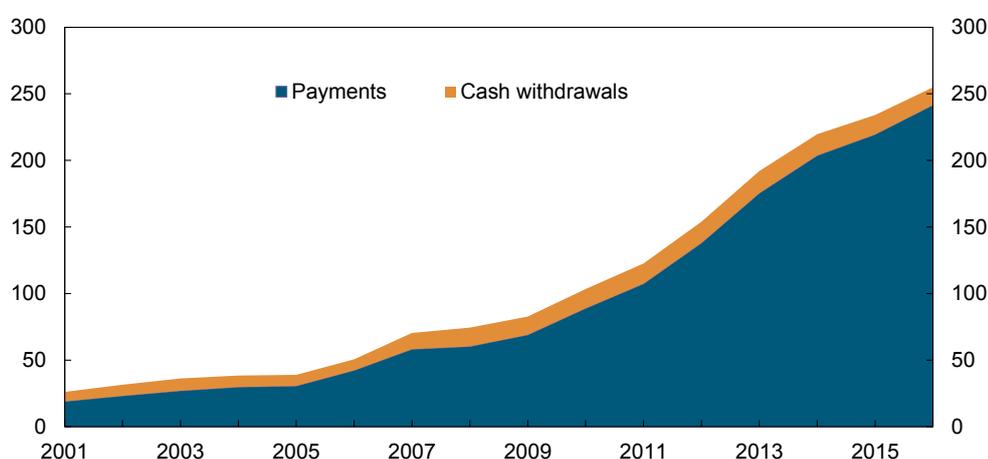


Source: Norges Bank

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 255 million in 2016. 242 million transactions were payments of various kinds, while 13 million transactions were cash withdrawals. The number of payments increased by 10.1 percent between 2015 and 2016. Cash withdrawals declined by 8.9 percent.

Chart 13 Use of Norwegian payment cards abroad. In millions of transactions. 2001–2016



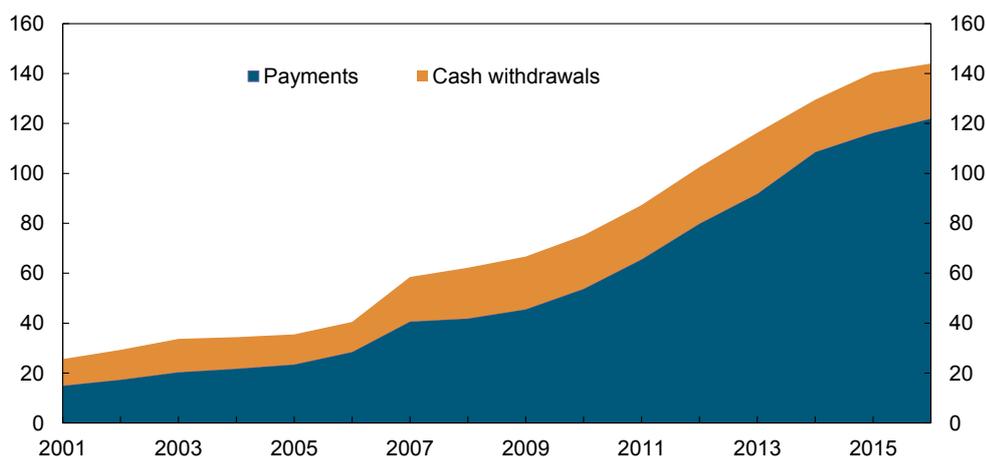
Source: Norges Bank

The entire increase in the number of payments reflects an increase in the number of internet payments. The number of goods purchases at points of sale abroad remained unchanged at 139 million.

For goods purchases at points of sale or websites abroad, international cards are primarily used. The statistics show that international debit cards were used in 76 percent of the cases. International credit cards and charge cards were used in most of the remaining cases, 21 and 2 percent, respectively. A small share of these transactions (1 percent) was carried out using a BankAxept card in Norwegian-owned terminals right across the border from Norway.

The value of card use abroad in 2016 totalled NOK 144 billion, an increase of 2.7 percent on 2015 (Chart 14). The value of various kinds of payment transactions amounted to NOK 122 billion, while the value of cash withdrawals amounted to NOK 22 billion. The average value of cash withdrawals abroad in 2016 corresponded to NOK 1 654. The average value of goods purchases at points of sale abroad corresponded to NOK 485.

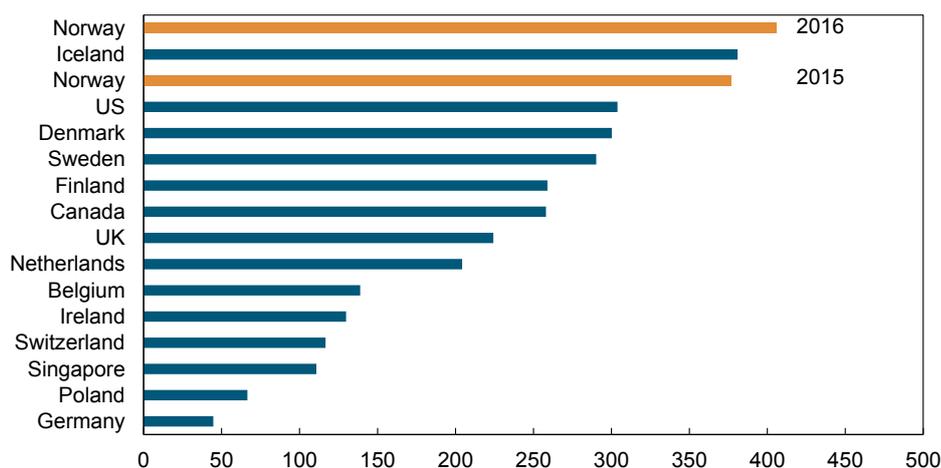
Chart 14 Use of Norwegian payment cards abroad. In billions of NOK. 2001–2016



Source: Norges Bank

Norway is among the countries with the highest use of cards as a means of paying for goods and services (Chart 15). Only Iceland ranks higher. At the other end is Germany, which is one of the advanced economies with the lowest card use. On average, Germans pay using a payment card less frequently than once a week.

Chart 15 Number of card payments per inhabitant in selected countries. 2015 and 2016 (Norway)



Sources: Norges Bank, ECB, BIS and Seðlabanki Íslands

3. Cash

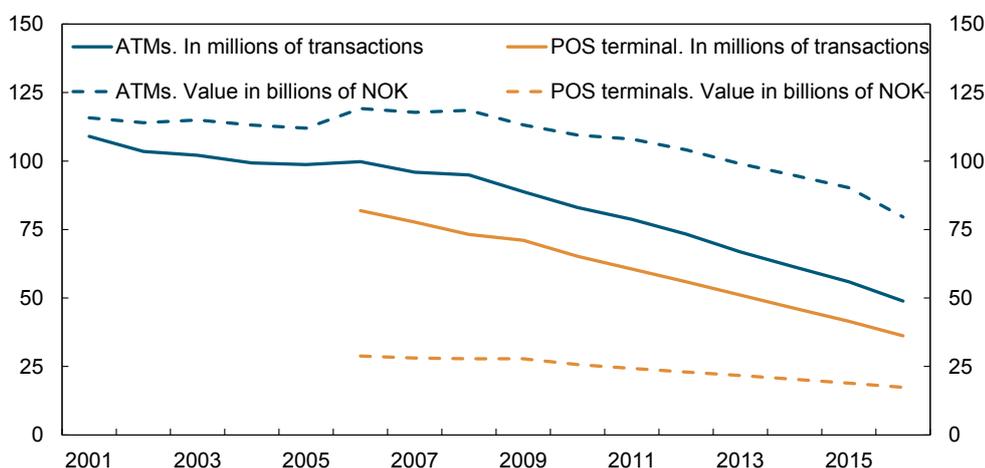
Chart 16 shows the number and value of ATM and POS cash withdrawals. There were 49 million ATM withdrawals in 2016, 12.5 percent fewer than in 2015. The value of ATM withdrawals totalled NOK 90 billion in 2016, 11.8 percent less than in 2015.

There were 36 million POS withdrawals in 2016, which is 12.8 percent fewer than in 2015. POS withdrawals totalled NOK 17 billion in 2016, and declined by 7.9 percent from 2015.

The decline in ATM and POS withdrawals is the most pronounced in a single year to date, in terms of both the number and the value of withdrawals.

The average ATM withdrawal rose from NOK 1 615 in 2015 to NOK 1 628 in 2016. The average POS withdrawal rose from NOK 455 in 2015 to NOK 481 in 2016.

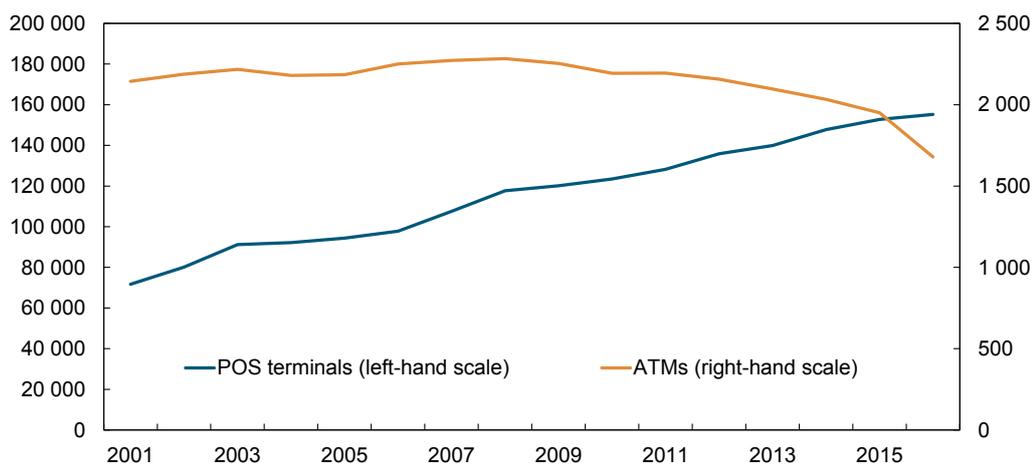
Chart 16 Cash withdrawals from ATMs and POS terminals. 2001–2016



Source: Norges Bank

A user can withdraw cash at bank branches, from ATMs and at many POS terminals. The number of ATMs declined from 1 950 in 2015 to 1 679 in 2016. While the decline in the number of ATMs has been ongoing for some years, the decline over the past year was particularly pronounced. At the same time, the number of POS terminals is increasing. In 2016, a total of 155 212 payment terminals had been installed.

Chart 17 Number of POS terminals and ATMs. 2001–2016



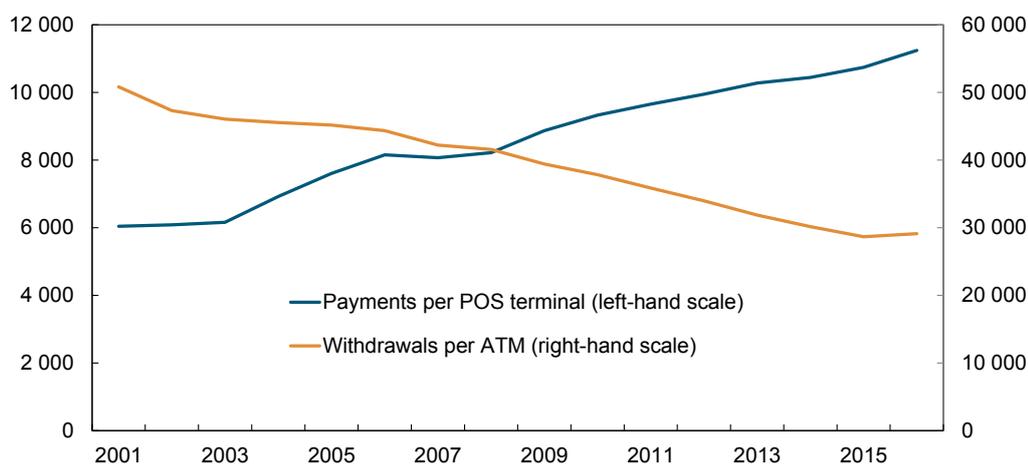
Source: Norges Bank

For POS cash withdrawals, BankAxept cards are primarily used. For ATM withdrawals, various card types may be used. Close to 92 percent of withdrawals from Norwegian ATMs in 2016 were made using BankAxept cards.

In 2016, each ATM was used for an average of 29 124 cash withdrawals (Chart 18), or an average of 80 withdrawals per day. The average amount withdrawn from each ATM was NOK 47 million, or an average of NOK 130 000 per day.

Each POS terminal was used an average of 11 246 times in 2016 (goods purchases with and without cashback).

Chart 18 Use of ATMs and POS terminals per year. 2001–2016



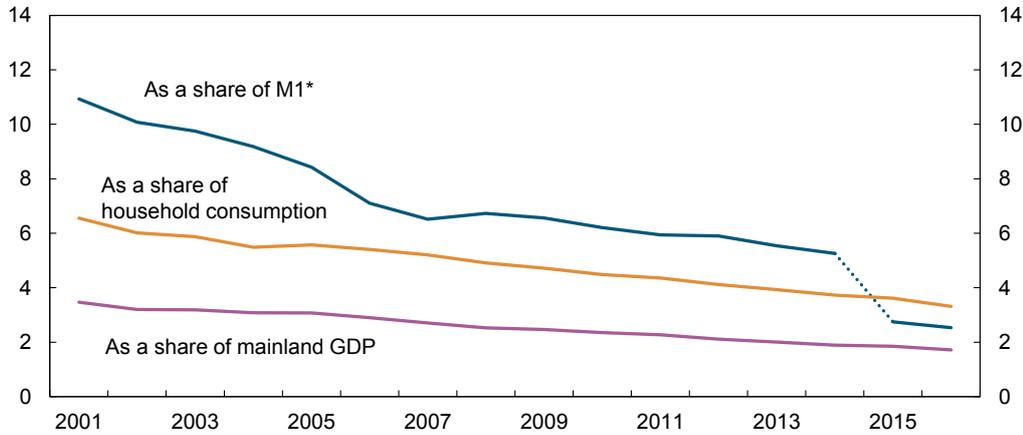
Source: Norges Bank

The value of cash in circulation has remained relatively stable in recent years at just under NOK 50 billion. At year-end 2016, cash in circulation amounted to NOK 46.7 billion. Cash as a share of the monetary aggregate M1⁹ fell from 2.7 percent in 2015 to

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

2.5 percent in 2016.¹⁰ Cash as a share of GDP for mainland Norway amounted to 1.7 percent in 2016.

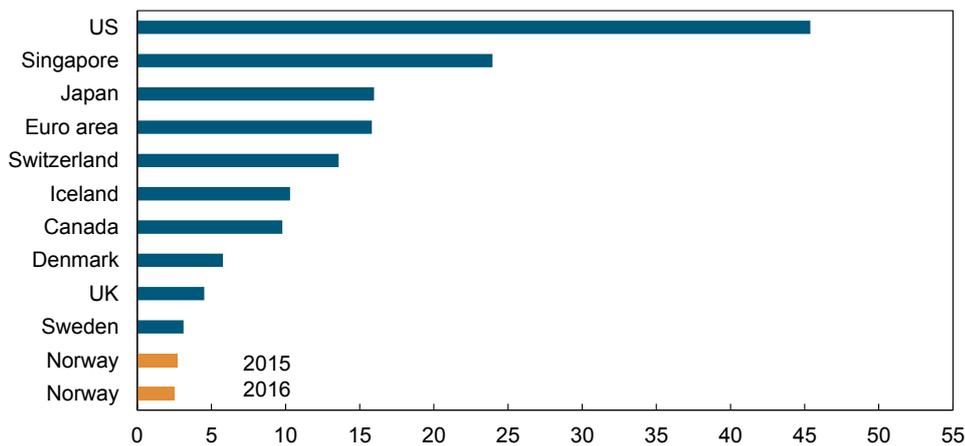
Chart 19 Value of cash in circulation as a share of means of payment (M1), household consumption and mainland GDP. Percent. 2001–2016



Sources: Norges Bank and Statistics Norway

The figures for Norway are low in an international context (Chart 20). Also in the other Nordic countries and the UK, the value of cash as a share of M1 is low. At the opposite end is the US, where cash in circulation accounts for close to half of this monetary aggregate. One reason for this is that USD banknotes and coins are also used in a number of countries other than the US.

Chart 20 Value of cash as a share of means of payment (M1) in selected countries. 2015 and 2016 (Norway)



Sources: Norges Bank, ECB, BIS and Seðlabanki Íslands

¹⁰ Note that this is not an expression for the use of cash.

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 programme than those not belonging to such a programme.

Prices for bill paying vary widely according to form of payment. The prices are clearly highest for paper-based and manual payment services. Average prices for credit transfers made via cash payment over the counter have risen to slightly more 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 close to NOK 1.

At the beginning of 2017, the average annual fee for a BankAxept card combined with an international card was NOK 209 both for customers belonging to a loyalty scheme and for those not belonging to such a scheme. The average price of a goods purchase using BankAxept was zero for customers belonging to schemes and NOK 0.90 for customers not belonging to schemes.

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 NOK 6.50 during opening hours for customers belonging to a loyalty scheme and NOK 6.90 for customers not belonging to such a scheme. Withdrawals using an international credit card cost NOK 17.50 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 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		
	2015	2016	2017	2015	2016	2017
Payments						
Online banking (with CID), per payment	1.50	1.50	0.90	0.00	0.00	0.00
Online banking – annual fee	20.50	14.50	14.10	0.40	0.90	1.30
Direct debit (AvtaleGiro), per payment	1.50	1.50	0.90	0.10	0.10	0.10
Mobile banking (with CID), per payment	1.50	1.50	0.90	0.00	0.06	0.00
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.10	0.00	0.00	0.00
Mobile banking – info by SMS	2.20	2.30	2.00	1.30	1.30	1.80
Credit transfer via postal giro, per payment	8.90	9.70	11.00	9.50	9.80	11.10
Giro over the counter – account debit, per payment	60.20	67.50	80.60	59.30	66.10	80.00
Giro over the counter – cash payment, per payment	77.00	89.50	99.70	88.90	95.60	102.70
BankAxept cards in payment terminals (EFTPOS), per payment	1.70	1.70	0.90	0.00	0.00	0.00
Credit card from international credit card company, annual fee	145.10	134.40	57.80	22.60	15.70	32.40
BankAxept cards (combined with debit card from int. card comp.), annual fee	278.20	271.90	275.80	208.90	204.80	208.60
ATM withdrawals, debit cards						
Own bank's ATMs during opening hours, per withdrawal	0.00	0.00	0.20	0.00	0.00	0.00
Own bank's ATMs outside opening hours, per withdrawal	3.00	2.80	4.80	0.00	0.00	4.20
Other bank's ATMs during opening hours, per withdrawal	5.50	5.60	6.90	5.10	5.00	6.50
ATM withdrawals, international credit cards						
Own bank's ATMs during opening hours, per withdrawal	28.00	24.90	24.80	28.40	16.20	17.50
Other bank's ATMs during opening hours, per withdrawal	28.10	25.00	24.90	28.40	16.40	17.50
Fee as a percentage of withdrawal amount	1.0	1.0	1.3	1.2	0.7	1.1

Sources: Norges Bank and Finansportalen

Overview 3 shows a comparison of prices from Finansportalen's "Sending money home" service, which "makes it cheaper, easier, and secure for immigrants in Norway and Norwegians with an immigrant background to send money to family and friends in their other home country".¹¹ Finansportalen lists prices for remittance services to 28 countries.¹² 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. Fees for remittance transactions in person have increased between 2016 and 2017, while online payment orders via banks have become less expensive.

11 <https://www.finansportalen.no/andre-valg/artikler/om-sende-penger-hjem/>

12 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.

Overview 3 Prices for remittances to selected countries. Banks and other providers.
In percent of amount transferred. At 1 January 2016 and 2017

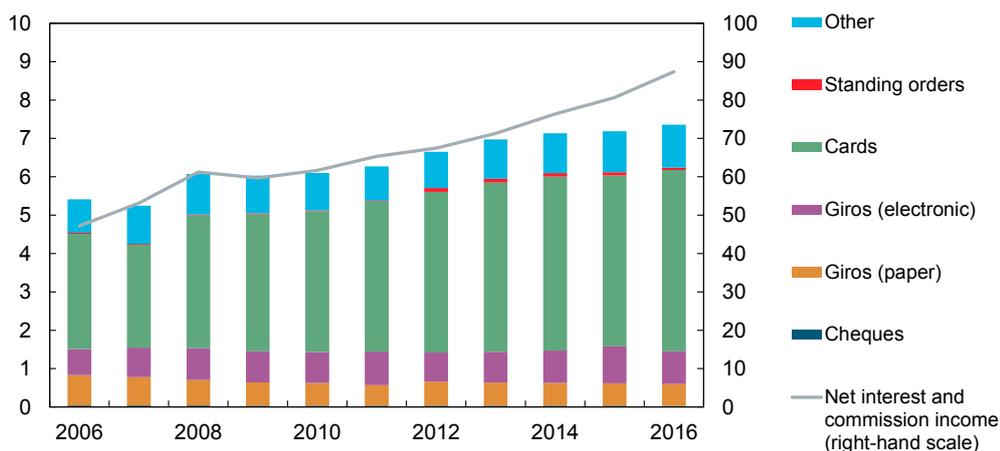
	Transaction in Person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2016	2017	2016	2017	2016	2017	2016	2017
Banks	24.4	28.1	5.3	6.1	6.0	5.5	1.7	1.6
Exchange rate cost	0.6	0.6	0.6	0.6	0.7	0.7	0.7	0.7
Other fees	23.9	27.5	4.8	5.5	5.4	4.8	1.1	1.0
Non-bank financial institutions and payment institutions	10.3	11.0	9.1	9.1	6.3	6.2	4.4	4.6
Exchange rate cost	4.5	3.8	4.5	3.8	2.4	1.9	2.4	1.9
Other fees	5.9	7.2	4.6	5.3	4.0	4.3	2.0	2.7
All providers	22.1	22.4	6.0	7.1	6.1	5.9	2.8	3.0
Exchange rate cost	1.2	1.6	1.2	1.6	1.3	1.2	1.3	1.2
Other fees	20.9	20.7	4.8	5.4	4.8	4.6	1.5	1.7

Sources: Norges Bank and Finansportalen

5. Banks' income from payment services

In 2016, banks' income from payment services came to NOK 7.4 billion (Chart 21), an increase of 2.3 percent between 2015 and 2016. Income from payment cards as a share of the total income from payment services rose to 64 percent in 2016, the highest percentage in many years. 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 and net interest and commission. In billions of NOK. 2006–2015



Sources: Norges Bank and Statistics Norway

General data

Table 1: General statistical data for Norway

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Population (as at 1 Jan., in millions)	4.65	4.69	4.75	4.81	4.87	4.92	4.99	5.05	5.11	5.17	5.21
GDP, market value (in billions of NOK)	2 215	2 350	2 605	2 430	2 590	2 792	2 965	3 071	3 140	3 117	3 112
Mainland GDP, market value (in billions of NOK)	1 662	1 830	1 943	1 965	2 074	2 158	2 295	2 419	2 533	2 620	2 715
Total household consumption (in billions of NOK)	853	911	956	978	1 038	1 072	1 121	1 174	1 220	1 273	1 336
EUR 1 in NOK (annual average)	8.05	8.02	8.22	8.73	8.01	7.79	7.47	7.81	8.35	8.95	9.29

Means of payment in Norway

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Money supply (M2)	1 152 611	1 319 799	1 374 095	1 416 088	1 507 041	1 593 137	1 671 765	1 793 673	1 907 974	1 919 805	2 017 429
Narrow money supply (M1)	679 503	760 448	729 838	737 822	784 613	824 760	820 075	874 546	910 322	1 766 857	1 842 656
Banknotes and coins	48 247	49 543	49 132	48 401	48 721	48 980	48 403	48 454	47 880	48 508	46 665
Deposits in current accounts	631 256	710 905	680 706	689 421	735 892	775 780	771 672	826 092	862 442	1 718 349	1 795 991
Other deposits	473 108	559 351	644 257	678 266	722 428	768 377	851 690	919 127	997 652	152 948	174 773

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Sight deposits	24 536	24 867	41 713	75 111	46 832	46 498	32 167	32 981	34 078	33 243	33 940
Banks' deposits at the central bank at the reserve rate	:	:	:	:	:	1 039 ¹	1 312	923	954	1 031	381
Deposits at the central bank (F-deposits)	:	:	:	:	:	26 344 ¹	11 402	9 527	28 744	22 778	8 814
Lending (F-loans + D-loans)	34 411	46 670	67 515	66 242	72 759	32 351	15 352	15 806	5 147	6 142	16 896

1 Average from 3 October 2011

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Total	49 218	50 439	50 413	50 356	50 450	50 315	51 179	49 762	49 352	50 068	49 241
Total banknotes	44 523	45 858	45 838	45 704	45 676	45 463	46 379	45 509	44 995	45 605	44 725
1000-krone	25 818	26 179	25 371	24 382	23 134	21 678	21 180	19 798	18 712	17 947	17 029
500-krone	10 374	11 213	11 882	12 722	13 623	14 542	15 633	16 306	17 101	18 355	18 445
200-krone	5 296	5 381	5 522	5 580	5 846	6 103	6 335	6 251	6 033	6 056	5 963
100-krone	2 119	2 121	2 083	2 029	2 062	2 099	2 149	2 118	2 096	2 154	2 172
50-krone	916	964	980	993	1 012	1 041	1 080	1 036	1 054	1 093	1 116
Total coins	4 695	4 582	4 575	4 653	4 774	4 853	4 801	4 254	4 357	4 463	4 516
20-krone	1 849	1 665	1 541	1 556	1 599	1 629	1 638	1 679	1 715	1 760	1 775
10-krone	1 145	1 214	1 259	1 276	1 307	1 323	1 317	1 150	1 174	1 194	1 201
5-krone	598	630	654	664	674	679	662	502	515	529	539
1-krone	799	845	884	912	941	962	943	767	799	826	847
0.5 krone	218	228	237	245	253	260	241	156	155	154	154
0.1 krone	86	:	:	:	:	:	:	:	:	:	:

Payment infrastructure

Table 5: Institutional infrastructure

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Number of banks	147	149	149	149	145	142	138	137	137	134	137
Savings banks	124	123	121	118	113	111	109	107	106	104	104
Commercial banks	15	16	18	20	20	19	17	18	19	20	23
Number of foreign bank branches in Norway	8	10	10	11	12	12	12	12	12	10	10
Electronic money institutions	4	3	3	3	3	3	2	2	3	4	6

Table 6: Number of agreements

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Online banking agreements	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	7 655 106
Online banking agreements – retail customers	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	7 027 261
Online banking agreements – corporate customers	325 478	348 493	369 893	386 154	399 030	412 558	424 882	459 225	482 161	607 627	627 845
Mobile banking agreements	-	-	-	:	:	:	:	98 609	569 028	675 619	771 958
Mobile banking agreements – retail customers	-	-	-	:	:	:	:	98 609	560 070	664 895	759 326
Mobile banking agreements – corporate customers	-	-	-	-	-	-	-	:	8 958	10 724	12 632
Agreements to offer electronic invoicing (eFaktura) – retail customers	330	460	532	648	770	945	1 071	1 220	1 378	1 490	1 611
Agreements to offer electronic invoicing (eFaktura) – corporate customers	-	-	-	-	:	:	132	123	125	129	131
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	10 485 529	14 206 011	14 547 500	17 447 887
Agreements on receipt of electronic invoicing (eFaktura) – corporate customers	-	-	-	-	:	:	58 278	84 126	120 004	154 165	183 602
Agreements on receipt of electronic invoicing – EHF-format	-	-	-	-	-	:	2 005	7 760	31 064	48 927	65 218
Company terminal giro agreements	27 904	28 707	29 127	32 983	33 466	26 153	15 129	15 963	16 534	18 362	22 193
Postal giro agreements	1 189 770	1 152 349	906 957	810 818	759 995	723 867	681 023	626 342	596 126	508 134	461 177
Direct debit agreements (AvtaleGiro and Autogiro)	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	19 964 802
AvtaleGiro – payees	9 554	10 373	11 135	11 945	12 619	13 130	13 572	16 417	15 520	15 940	16 215
Autogiro – payees	1 441	1 350	1 170	1 342	716	708	690	654	618	587	627

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Number of cards issued	9 187	9 908	10 629	11 644	12 190	12 313	12 583	12 626	13 698	14 704	15 195
Chip cards	1 235	2 540	3 848	6 516	10 066	11 568	12 029	11 862	12 764	13 859	14 743
Magnetic stripe cards	7 953	7 368	6 781	5 127	2 124	745	553	761	928	839	445
Virtual cards	:	:	:	:	:	:	:	3	6	6	6
Number of functions in cards issued	14 169	15 335	16 772	17 837	19 015	19 447	19 795	20 289	21 988	23 464	24 144
Debit functions	10 138	10 519	11 899	11 789	12 968	13 564	13 620	14 449	15 650	16 552	16 779
Bank cards/BankAxept	5 537	5 569	6 218	6 057	6 620	6 897	6 945	7 332	7 931	8 377	8 489
Payment cards issued by international card companies	4 601	4 949	5 681	5 732	6 349	6 667	6 675	7 117	7 719	8 175	8 290
Billing functions (payment cards issued by international card companies)	478	522	535	542	528	593	572	569	557	450	431
Credit functions	3 553	4 294	4 338	5 506	5 519	5 290	5 603	5 054	5 504	6 185	6 808
Domestic credit cards	548	647	625	629	642	662	630	600	635	609	698
Payment cards issued by international card companies	3 005	3 647	3 713	4 877	4 877	4 628	4 973	4 454	4 869	5 577	6 110
E-money	:	218	277	278	127						
Number of terminals that accept BankAxept cards	100 021	109 821	119 953	122 359	125 684	130 397	138 034	141 980	149 817	154 707	156 891
ATMs	2 250	2 272	2 283	2 253	2 193	2 194	2 157	2 096	2 033	1 950	1 679
Payment terminals (EFTPOS)	97 771	107 549	117 670	120 106	123 491	128 203	135 877	139 884	147 784	152 757	155 212
Owned by banks	74 303	75 460	77 804	77 892	:	:	:	:	:	:	:
Owned by others	23 468	32 089	39 866	42 214	:	:	:	:	:	:	:
Number of locations with payment terminals (EFTPOS) that accept BankAxept cards	78 656	85 490	94 708	96 152	97 722	100 758	105 726	110 282	111 401	114 227	115 750

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Total	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	2 794.5
Debit and credit transfers (giros)	491.2	512.4	528.3	541.6	563.4	575.3	597.2	615.7	633.9	658.3	680.5
Electronic	437.4	462.3	483.9	503.6	533.5	550.0	575.1	596.1	616.9	643.3	668.1
Paper-based	53.8	50.2	44.5	38.1	29.9	25.3	22.1	19.6	17.0	15.0	12.4
Payment cards (payments)	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	2 113.9
Electronic	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	2 110.7
Manual	20.4	4.8	2.4	1.9	1.7	1.8	2.1	2.0	2.1	2.5	3.2
Cheques	0.7	0.5	0.4	0.3	0.2	0.2	0.1	0.1	0.1	0.1	0.1

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Total	491.2	512.4	528.3	541.6	563.4	575.3	597.2	615.7	633.9	658.3	680.5
Credit transfers	441.3	455.1	468.8	476.0	492.7	499.3	514.7	528.0	538.9	556.1	571.4
Electronic	395.6	412.7	430.5	443.6	467.1	477.1	495.4	510.8	524.1	543.4	560.7
Company terminal giro	51.5	46.1	43.2	44.1	44.9	47.1	14.5	14.5	15.7	15.1	16.7
Online banking	293.6	318.8	340.4	349.6	371.3	378.1	427.1	435.8	440.8	455.1	466.4
Online banking solutions for retail customers	144.0	154.2	171.2	205.2	220.0	229.6	243.0	251.9	250.9	258.5	263.2
Online banking solutions for corporate customers	149.6	164.6	169.2	144.4	151.4	148.4	184.1	183.8	189.9	196.6	203.2
Mobile banking	-	-	-	0.1	0.2	0.8	3.3	9.0	15.4	20.1	25.6
Mobile banking solutions for retail customers	-	-	-	0.1	0.2	0.8	3.3	8.9	15.2	20.0	25.3
Mobile banking solutions for corporate customers	-	-	-	-	-	-	0.0	0.1	0.2	0.1	0.3
Telegiros	16.9	13.9	12.2	12.7	11.1	9.7	8.6	7.6	6.6	5.7	5.0
Miscellaneous other electronic credit transfers	33.6	33.8	34.7	37.1	39.5	41.5	41.9	43.9	45.7	47.4	47.1
Paper-based	45.7	42.4	38.3	32.4	25.6	22.1	19.3	17.2	14.8	12.7	10.7
Company terminal giros and online banking as money order	1.0	1.7	1.3	1.2	0.9	0.7	0.6	0.5	0.5	0.4	0.4
Postal giros	32.6	29.0	26.1	23.8	19.9	17.7	15.7	14.0	12.2	10.5	8.9
Giros delivered at the counter – account debits	12.1	11.7	10.9	7.4	4.8	3.8	3.0	2.6	2.1	1.7	1.4
Direct debits	41.8	49.6	53.4	59.9	66.4	72.8	79.7	85.2	92.8	99.9	107.4
Giros delivered at the counter – cash payments	8.0	7.8	6.2	5.7	4.3	3.2	2.8	2.4	2.2	2.3	1.7

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Total use of Norwegian cards (in Norway and abroad)	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	2 174.6
Goods purchases	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	2 113.9
Goods purchases without cashback	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	2 077.7
Goods purchases with cashback	81.9	77.7	73.2	71.1	65.2	60.6	55.9	51.1	46.2	41.5	36.2
Cash withdrawals without goods purchases	106.6	105.6	106.4	100.1	95.3	91.5	86.9	81.5	75.5	69.1	60.7
Use of Norwegian cards by function	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	2 174.6
Debit functions	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	1 951.9
BankAxept	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	1 594.8
Payment cards issued by international card companies	86.8	105.3	115.1	127.1	146.9	167.7	188.6	222.3	257.2	293.8	357.1
Billing functions (payment cards issued by international card companies)	17.7	20.5	22.6	21.4	19.1	19.5	20.8	21.0	21.6	20.2	20.3
Credit functions	35.7	48.8	56.5	66.2	79.1	97.3	118.5	141.2	160.0	179.2	201.7
Domestic credit cards	6.5	7.8	8.8	8.0	6.7	6.2	6.3	5.9	5.9	5.6	5.7
Payment cards issued by international card companies	29.2	40.9	47.8	58.2	72.4	91.1	112.3	135.2	154.1	173.6	196.0
E-money	:	:	:	:	:	:	0.2	1.1	1.3	1.1	0.6
Use of Norwegian cards in Norway	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	1 919.8
Goods purchases without cashback	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	1 836.1
Goods purchases with cashback	81.8	77.7	73.2	71.0	65.2	60.5	55.9	51.1	46.2	41.4	36.2
Cash withdrawals without goods purchases	98.3	93.4	92.3	86.5	80.8	76.4	71.0	64.9	59.5	54.5	47.6
Use of Norwegian cards abroad	50.6	70.4	74.4	82.7	103.4	122.7	153.9	192.0	219.7	234.2	254.9
Goods purchases	42.3	58.2	60.3	69.0	88.9	107.4	138.0	175.4	203.7	219.5	241.6
Cash withdrawals	8.3	12.2	14.1	13.7	14.5	15.2	15.9	16.6	16.0	14.6	13.3
Use of foreign cards in Norway	14.3	14.3	16.3	17.5	19.3	22.5	27.1	31.6	36.6	40.0	48.3
Goods purchases	12.6	11.7	13.5	15.1	17.0	20.1	24.7	29.6	34.7	38.4	46.7
Cash withdrawals	1.7	2.7	2.8	2.4	2.3	2.4	2.3	2.0	1.9	1.6	1.7

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Use of Norwegian terminals	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	1 855.2	1 991.7
Cash withdrawals from ATMs	99.8	95.9	94.9	88.8	83.0	78.7	73.3	66.8	61.3	55.9	48.9
Goods purchases in EFTPOS terminals that accept bank cards/BankAxept	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	1 745.5
Of which bank cards/BankAxept goods purchases with cashback	81.9	77.7	73.2	71.1	65.2	60.6	55.9	51.1	46.2	41.5	36.2
Goods purchases etc in other Norwegian payment terminals	43.7	71.0	84.0	68.2	74.4	96.7	105.7	118.3	133.9	156.8	196.0
Other goods purchases in Norway	:	:	:	:	:	:	0.3	0.6	1.2	1.1	1.3
Use of Norwegian cards in Norwegian terminals	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	1 945.5
Cash withdrawals from ATMs	98.1	93.3	92.1	86.4	80.7	76.3	70.9	64.8	59.4	54.3	47.2
BankAxept	88.7	86.7	84.5	78.9	74.6	70.5	65.3	59.5	54.4	49.7	43.3
Domestic credit cards	1.1	0.9	0.8	0.7	0.7	0.6	0.6	0.6	0.5	0.4	0.4
Cards issued by international card companies	8.4	5.6	6.8	6.7	5.4	5.2	5.0	4.8	4.5	4.1	3.5
E-money cards	-	-	-	-	-	-	:	0.0	0.0	0.0	0.0
Goods purchases etc in payment terminals	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	1 897.0
Bank cards/BankAxept – goods purchases (including purchases with cashback) in EFTPOS terminals	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	1 551.3
BankAxept – goods purchases	:	:	0.0	0.0	0.1	0.2	0.2	0.2	0.2	0.2	0.2
Domestic credit cards – goods purchases	5.3	6.7	7.8	7.1	5.8	5.3	5.3	5.1	5.1	5.0	5.1
Cards issued by international card companies – goods purchases etc	70.4	90.9	105.9	119.5	133.5	154.1	165.8	184.9	211.0	250.7	314.3
Cards issued by oil companies	24.5	21.6	21.1	24.8	20.3	16.7	22.4	24.5	23.1	23.3	21.9
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	3.8
E-money – goods purchases etc	:	:	:	:	:	:	0.2	0.6	0.6	0.5	0.4
Other payments in Norwegian terminals	:	:	:	:	:	:	0.3	0.6	1.2	1.1	1.3
Use of foreign cards in Norwegian terminals	14.1	13.2	16.2	17.5	19.3	22.5	27.0	31.6	36.6	39.7	46.2

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

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
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	173.2
Norwegian cards in Norway	11.2	15.4	21.3	24.5	27.8	31.9	33.8	41.0	49.3	70.2
Norwegian cards abroad	12.1	14.7	17.4	22.0	27.5	42.7	61.6	74.3	80.7	103.0
Use of foreign cards in Norway	1.6	1.8	2.5	2.6	3.5	3.8	4.7	5.8	6.6	7.9

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	2016
Transfers from Norway	6.3	6.5	6.8	7.3	8.1	9.0	10.0	10.3	10.9	11.2
SWIFT	5.9	5.9	6.1	6.6	7.3	8.0	8.7	9.3	9.9	10.1
Foreign currency cheques	0.1	0.2	0.2	0.2	0.2	0.1	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	1.0
Transfers to Norway	2.8	2.9	2.9	3.1	3.4	3.6	4.3	4.9	5.3	5.9
SWIFT	2.7	2.8	2.9	3.1	3.3	3.5	4.2	4.7	5.3	5.9
Foreign currency cheques	:	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	:	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.0

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Total	9 386.5	10 884.7	11 735.1	11 558.4	12 547.3	13 339.3	13 802.8	14 751.9	15 889.8	16 694.3	16 724.4
Debit and credit transfers (giros)	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	15 951.8
Electronic	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	15 801.2
Paper-based	338.5	263.5	235.0	212.2	182.3	180.6	146.0	138.5	126.9	138.7	150.6
Payment cards (payments)	352.2	396.1	445.8	465.8	500.1	543.4	594.1	632.7	681.3	724.3	770.1
Electronic	336.3	390.2	442.2	463.3	497.6	540.5	590.0	628.8	677.4	720.3	765.0
Manual	15.9	6.0	3.5	2.5	2.5	2.9	4.1	3.9	3.9	4.1	5.2
Cheques	15.8	12.9	11.3	12.0	10.3	7.7	7.7	6.5	4.8	3.4	2.5

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Total	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	15 951.8
Credit transfers	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	15 655.0
Electronic	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	15 533.4
Company terminal giro	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	1 016.3
Online banking	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	13 681.4
Online banking solutions for retail customers	585.4	650.1	775.6	966.8	1 078.0	1 184.6	1 286.3	1 373.4	1 424.7	1 405.7	1 457.3
Online banking solutions for corporate customers	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	12 224.1
Mobile banking	-	-	-	0.2	0.3	1.0	12.6	34.8	58.4	57.9	83.7
Mobile banking solutions for retail customers	-	-	-	0.2	0.3	1.0	12.6	34.7	58.2	57.7	82.0
Mobile banking solutions for corporate customers	-	-	-	-	-	-	0.0	0.1	0.2	0.2	1.7
Telegiros	37.5	31.0	29.7	32.8	29.0	26.1	23.1	20.3	18.0	16.0	13.7
Miscellaneous other electronic credit transfers	352.6	543.8	487.6	504.5	650.2	632.6	574.8	687.0	790.6	832.9	738.4
Paper-based	275.5	196.0	172.9	159.6	147.3	158.1	126.6	118.5	110.2	114.9	121.6
Company terminal giros and online banking as money order	11.7	15.7	10.5	13.8	11.4	7.7	7.4	6.9	6.3	5.7	5.1
Postal giros	81.7	72.0	62.6	53.1	43.5	38.0	32.0	28.3	24.4	20.7	17.3
Giros delivered at the counter – account debits	182.0	108.4	99.7	92.6	92.3	112.4	87.2	83.3	79.4	88.4	99.2
Direct debits	223.5	219.7	183.4	187.3	218.3	230.5	238.7	249.2	254.3	267.2	267.8
Giros delivered at the counter – cash payments	63.0	67.4	62.2	52.6	34.9	22.5	19.4	20.0	16.7	23.8	28.9

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Total use of Norwegian cards (in Norway and abroad)	510.8	556.6	609.0	625.1	653.7	694.4	740.9	775.3	814.6	855.3	886.9
Goods purchases	352.2	396.1	445.8	465.8	500.1	543.4	594.1	632.7	681.3	724.3	770.1
Cashback from EFTPOS terminals	28.8	28.1	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4
Cash withdrawals without goods purchases	129.8	132.4	135.5	131.4	128.0	126.7	123.7	120.9	113.0	112.1	99.3
Use of Norwegian cards by function	510.8	556.6	609.0	625.1	653.8	694.6	740.9	775.4	814.6	855.2	886.9
Debit functions	447.3	483.7	525.9	535.8	561.4	589.5	619.7	641.3	669.9	699.9	722.4
BankAxept	398.0	422.2	461.7	465.2	487.0	507.6	529.6	541.6	560.7	578.6	584.2
Payment cards issued by international card companies	49.2	61.5	64.3	70.6	74.4	81.9	90.1	99.7	109.2	121.4	138.2
Billing functions (payment cards issued by international card companies)	19.0	22.9	25.1	22.9	20.5	21.7	23.6	24.0	24.9	24.1	23.9
Credit functions	44.5	50.0	58.0	66.4	71.9	83.2	97.4	109.6	119.4	130.8	140.3
Domestic credit cards	8.7	9.5	10.1	8.9	8.3	8.4	9.3	8.8	8.5	8.2	8.2
Payment cards issued by international card companies	35.8	40.4	47.9	57.4	63.5	74.8	88.1	100.9	110.9	122.7	132.1
E-money	:	:	:	:	:	:	0.1	0.4	0.4	0.4	0.3
Use of Norwegian cards in Norway	470.3	498.1	546.8	558.3	578.6	607.1	638.4	658.9	685.1	715.0	742.9
Goods purchases without cashback	323.7	355.5	403.9	420.2	446.3	477.8	514.3	540.8	572.7	608.1	648.2
Goods purchases with cashback	28.8	28.1	27.8	27.8	25.6	24.3	23.0	21.7	20.3	18.9	17.4
Cash withdrawals without goods purchases	117.8	114.5	115.2	110.3	106.7	105.0	101.2	96.5	92.1	88.1	77.3
Use of Norwegian cards abroad	40.5	58.5	62.2	66.8	75.1	87.3	102.4	116.3	129.5	140.2	144.0
Goods purchases	28.5	40.7	41.9	45.6	53.8	65.6	79.9	91.9	108.6	116.3	122.0
Cash withdrawals	12.0	17.8	20.3	21.1	21.4	21.7	22.6	24.4	20.9	24.0	22.0
Use of foreign cards in Norway	10.2	10.0	12.2	12.6	13.7	15.5	17.3	20.6	27.9	32.6	38.7
Goods purchases	7.9	6.3	8.4	9.3	10.6	12.3	14.2	17.9	25.2	30.1	36.1
Cash withdrawals	2.4	3.7	3.8	3.3	3.1	3.2	3.1	2.7	2.7	2.5	2.6

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Use of Norwegian terminals	483.1	515.4	570.6	583.7	605.2	637.2	673.6	696.4	728.0	761.1	792.3
Cash withdrawals from ATMs	119.2	117.8	118.5	113.2	109.5	108.0	104.1	99.0	94.7	90.3	79.6
Goods purchases in EFTPOS terminals that accept bank cards/BankAxept cards	305.8	319.7	364.7	395.7	422.8	454.4	487.2	511.2	543.6	575.3	602.5
Cashback with goods purchases using BankAxept cards	28.8	28.1	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4
Goods purchases etc at other Norwegian payment terminals	29.3	49.8	59.6	47.0	47.3	50.6	57.5	62.3	67.5	74.7	90.6
Other goods purchases in Norway	:	:	:	:	:	:	0.4	1.1	2.0	1.9	2.3
Use of Norwegian cards in Norwegian terminals	473.3	505.9	558.5	571.5	591.5	621.7	655.0	674.7	700.3	729.2	755.0
Cash withdrawals from ATMs	116.9	114.1	114.8	109.9	106.4	104.8	101.0	96.3	92.0	87.8	77.0
Bank cards/BankAxept	103.1	103.2	102.8	98.4	96.8	95.4	91.7	87.4	83.3	79.6	69.8
Domestic credit cards	1.6	1.4	1.4	1.2	1.1	1.0	1.0	0.9	0.8	0.7	0.6
Cards issued by international card companies	12.3	9.5	10.6	10.4	8.5	8.3	8.2	8.0	7.8	7.5	6.5
E-money cards	-	-	-	-	-	-	:	0.0	0.1	0.1	0.1
Cashback with goods purchases using BankAxept cards	28.8	28.1	27.8	27.8	25.7	24.3	23.0	21.7	20.3	18.9	17.4
Goods purchases etc in payment terminals	327.6	363.6	416.0	433.7	459.5	492.6	530.6	555.5	586.1	620.5	658.4
Bank cards/BankAxept – goods purchases in EFTPOS terminals	267.0	290.9	331.0	338.9	364.3	387.4	414.3	432.1	456.7	479.7	496.4
BankAxept – goods purchases	:	:	0.0	0.1	0.2	0.5	0.5	0.5	0.4	0.4	0.5
Domestic credit cards – goods purchases etc	5.9	6.8	7.7	6.7	6.0	5.8	5.8	5.2	5.1	5.1	5.1
Cards issued by international card companies – goods purchases	44.8	55.1	63.9	74.3	76.1	84.2	92.0	100.7	107.2	119.5	141.0
Cards issued by oil companies	10.6	10.8	13.3	13.4	12.5	14.4	15.4	15.2	14.6	14.0	13.6
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	1.6
E-money – goods purchases etc	:	:	:	:	:	:	0.1	0.3	0.3	0.2	0.2
Other payments in Norwegian terminals	:	:	:	:	:	:	0.4	1.1	2.0	1.9	2.3
Use of foreign cards in Norwegian terminals	9.8	9.5	12.1	12.2	13.7	15.5	17.2	20.5	27.7	32.4	37.3

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

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
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	96.9
Norwegian cards in Norway	12.1	15.6	20.0	21.0	19.9	25.3	27.7	29.4	33.1	42.1
Norwegian cards abroad	7.5	8.7	10.7	13.6	19.6	27.6	31.9	39.4	47.3	54.8
Use of foreign cards in Norway	1.0	1.7	2.4	3.0	3.7	5.7	7.5	11.5	14.8	17.0

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	2016
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	7 655.6
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	6 802.8
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	849.3
Other transfers (MoneyGram, Western Union, etc.)	1.3	1.7	2.0	2.2	2.3	3.3	4.1	3.0	3.3	3.6
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	6 933.5
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	6 933.0
Foreign currency cheques	7.2	3.9	0.9	0.9	0.6	0.5	0.4	0.3	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	0.2

Table 16: Sending electronic invoices (in millions)

	2013	2014	2015	2016
eFaktura from businesses to retail customers (B2C)	49.1	59.0	69.7	80.8
eFaktura from businesses to businesses (B2B)	:	0.8	1.2	1.4
EHF-faktura	2.6	10.0	21.2	35.3

**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					
	2012	2013	2014	2015	2016	2017	2012	2013	2014	2015	2016	2017
Payments												
Online banking (with CID), per payment	1.70	1.30	1.50	1.50	1.50	0.90	0.00	0.00	0.00	0.00	0.00	0.00
Online banking – annual fee	19.70	14.20	20.30	20.50	14.50	14.10	1.60	1.50	1.40	0.40	0.90	1.30
Direct debit (AvtaleGiro), per payment	1.60	1.40	1.60	1.50	1.50	0.90	0.00	0.00	0.10	0.10	0.10	0.10
Mobile banking (with CID), per payment	1.70	1.30	1.50	1.50	1.50	0.90	0.00	0.00	0.00	0.00	0.06	0.00
Mobile banking – transfers between own accounts, per transfer	0.10	0.10	0.10	0.10	0.10	0.10	0.00	0.00	0.00	0.00	0.00	0.00
Mobile banking – info by SMS	2.50	2.10	2.10	2.20	2.30	2.00	1.30	1.10	1.20	1.30	1.30	1.80
Credit transfer via postal giro, per payment	8.10	8.80	8.80	8.90	9.70	11.00	8.30	9.20	9.50	9.50	9.80	11.10
Giro over the counter – account debit, per payment	56.60	63.30	61.00	60.20	67.50	80.60	54.70	61.30	59.00	59.30	66.10	80.00
Giro over the counter – cash payment, per payment	79.30	81.80	84.60	77.00	89.50	99.70	78.50	80.50	85.10	88.90	95.60	102.70
BankAxept cards in payment terminals (EFTPOS), per payment	1.50	1.50	1.70	1.70	1.70	0.90	0.10	0.00	0.00	0.00	0.00	0.00
Credit card from international credit card company, annual fee	149.20	145.80	147.50	145.10	134.40	57.80	27.10	14.30	27.35	22.60	15.70	32.40
BankAxept cards (combined with debet card from int. card comp.), annual fee	260.90	268.20	276.60	278.20	271.90	275.80	209.30	218.80	207.00	208.90	204.80	208.60
Cheques – retail customers, per cheque booklet	21.30	17.80	17.80	18.40	18.60	13.10	4.20	18.40	17.50	19.60	2.60	2.60
Cheques – retail customers, per cheque payment	40.00	44.00	45.40	45.60	46.00	46.50	35.70	38.70	41.70	42.30	40.10	40.00
ATM withdrawals, debit cards												
Own bank's ATMs during opening hours, per withdrawal	0.30	0.10	0.10	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00
Own bank's ATMs outside opening hours, per withdrawal	2.50	2.70	3.10	3.00	2.80	4.80	0.00	0.00	0.10	0.00	0.00	4.20
Other bank's ATMs during opening hours, per withdrawal	4.90	4.90	5.60	5.50	5.60	6.90	5.50	4.80	5.20	5.10	5.00	6.50
ATM withdrawals, international credit cards												
Own bank's ATMs during opening hours, per withdrawal	24.40	23.90	27.70	28.00	24.90	24.80	29.30	30.10	28.50	28.40	16.20	17.50
Other bank's ATMs during opening hours, per withdrawal	24.50	24.00	27.70	28.10	25.00	24.90	29.40	30.20	28.60	28.40	16.40	17.50
Fee as a percentage of withdrawal amount	0.9	0.9	1.1	1.0	1.0	1.3	1.1	1.2	1.2	1.2	0.7	1.1

**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	2017
Payments										
Electronic giro services										
Online banking – without notification	1.50	1.50	1.50	1.50	1.50	1.60	2.60	2.80	2.50	3.10
Online banking – with notification	4.20	4.10	4.20	4.20	4.20	4.20	4.30	4.40	4.40	4.40
Online banking – with CID	1.10	1.10	1.10	1.10	1.10	1.10	1.20	1.10	1.30	1.30
Paper-based giro services										
Corporate online banking sent as money order	50.20	75.30	75.60	73.00	74.80	75.10	84.00	89.30	92.00	98.70
Receipt of payments										
Electronic giro services										
Direct debits (Autogiro) without notification	1.30	1.40	1.20	1.30	1.30	1.30	1.40	1.40	1.50	1.50
Optical Character Recognition (OCR) – File	1.30	1.30	1.30	1.40	1.40	1.50	1.50	1.50	1.70	1.80
Paper-based giro services										
Optical Character Recognition (OCR) – Return	3.30	3.20	3.90	4.40	3.20	3.10	3.40	4.30	4.60	4.70

**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					
	2012	2013	2014	2015	2016	2017	2012	2013	2014	2015	2016	2017
SEPA (SWIFT) transfers												
With BIC and IBAN, NOK 2 500	:	:	:	:	31.80	31.60	:	:	:	:	:	:
Ordinary SWIFT transfer in NOK												
Without BIC and IBAN, NOK 2 500	61.30	61.50	75.50	81.20	82.80	77.80	162.90	164.00	185.70	265.40	317.70	320.80
With BIC and IBAN, NOK 2 500	56.40	56.80	65.30	66.20	66.80	65.90	152.30	153.20	182.10	195.60	220.00	220.70
Ordinary SWIFT transfer in EUR												
Without BIC and IBAN, NOK 2 500 equivalent	61.30	59.80	45.10	48.40	51.10	47.80	159.10	164.00	185.70	265.40	317.70	320.80
With BIC and IBAN, NOK 2 500 equivalent	28.70	28.90	31.60	30.90	46.40	46.00	148.70	149.00	180.70	195.60	220.00	220.70
SWIFT express transfer in NOK												
Without BIC and IBAN, NOK 150 000	338.90	339.80	383.20	393.90	389.80	382.90	402.60	404.10	442.30	560.80	573.40	571.00
With BIC and IBAN, NOK 150 000	307.50	308.20	330.90	337.80	362.50	361.60	391.80	393.40	438.30	453.80	493.20	490.40
SWIFT express transfer in EUR												
Without BIC and IBAN, NOK 150 000 equivalent	248.50	333.10	365.00	374.90	367.20	361.80	399.10	404.10	442.30	560.80	573.20	571.00
With BIC og IBAN, NOK 150 000 equivalent	294.40	295.90	342.20	327.10	354.10	353.60	391.10	393.40	438.20	453.80	493.20	490.40
Cheques to other countries												
Equivalent to NOK 2 500	:	:	:	:	:	:	222.90	227.00	225.40	255.10	254.20	223.00

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	2017
Receipt of SEPA (SWIFT) payments											
With BIC and IBAN, NOK 2 500 equivalent	:	:	:	:	:	:	:	:	:	19.50	21.10
With BIC and IBAN, NOK 150 000 equivalent	:	:	:	:	:	:	:	:	:	20.10	21.70
Receipt of payments in EUR											
Without BIC and IBAN, NOK 2 500 equivalent	80.80	80.80	59.90	63.00	61.07	60.80	61.50	51.20	48.20	38.30	42.10
Without BIC and IBAN, NOK 150 000 equivalent	85.10	84.60	62.80	66.00	64.40	81.60	83.40	81.90	79.60	54.30	59.30
With BIC and IBAN, NOK 2 500 equivalent	12.60	10.40	16.00	17.20	18.50	18.60	20.20	21.10	19.50	32.60	33.80
With BIC and IBAN, NOK 150 000 equivalent	12.60	10.40	16.00	17.20	18.50	18.60	20.20	21.10	19.50	36.00	37.70
Receipt of payments in other currencies											
Without BIC and IBAN, NOK 2 500 equivalent	92.90	90.60	70.20	71.60	70.50	70.20	68.90	61.00	60.70	72.10	70.70
Without BIC and IBAN, NOK 150 000 equivalent	98.00	96.40	96.80	93.20	92.20	91.40	90.40	97.50	96.90	89.60	89.20
With BIC and IBAN, NOK 2 500 equivalent	93.00	90.20	69.60	71.10	70.50	70.20	68.90	61.00	60.70	62.90	62.30
With BIC and IBAN, NOK 150 000 equivalent	95.10	94.50	74.20	73.90	73.30	90.40	89.10	97.10	96.60	96.00	95.70

“Sending money home”

Table 21: Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2016 and 2017

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2016	2017	2016	2017	2016	2017	2016	2017
Banks	24.4	28.1	5.3	6.1	6.0	5.5	1.7	1.6
Exchange rate cost	0.6	0.6	0.6	0.6	0.7	0.7	0.7	0.7
Other fees	23.9	27.5	4.8	5.5	5.4	4.8	1.1	1.0
Non-bank financial institutions and payment institutions	10.3	11.0	9.1	9.1	6.3	6.2	4.4	4.6
Exchange rate cost	4.5	3.8	4.5	3.8	2.4	1.9	2.4	1.9
Other fees	5.9	7.2	4.6	5.3	4.0	4.3	2.0	2.7
All providers	22.1	22.4	6.0	7.1	6.1	5.9	2.8	3.0
Exchange rate cost	1.2	1.6	1.2	1.6	1.3	1.2	1.3	1.2
Other fees	20.9	20.7	4.8	5.4	4.8	4.6	1.5	1.7

**Table 22: Prices for remittances to selected countries. In percent of amount transferred.
At 1 January 2016 and 2017**

	Transaction in person				Online payment order			
	NOK 1000		NOK 5000		NOK 1000		NOK 5000	
	2016	2017	2016	2017	2016	2017	2016	2017
Europe (EU)	20.3	22.8	5.1	7.3	4.1	4.4	1.9	2.5
Latvia	19.8	23.0	5.1	7.7	3.9	4.4	1.8	2.6
Lithuania	19.6	22.8	4.9	7.5	3.7	4.4	1.7	2.6
Poland	21.3	22.7	5.2	6.8	4.6	4.4	2.1	2.3
Romania	20.6	22.7	5.1	7.4	4.4	4.5	1.9	2.6
Other Europe	22.4	23.4	6.1	8.0	6.4	6.4	2.7	3.3
Bosnia-Herzegovina	22.4	23.6	6.1	8.3	5.9	6.0	2.6	3.4
Kosovo	21.9	22.9	5.6	7.5	6.7	7.1	2.3	3.0
Macedonia	21.9	23.3	5.6	8.0	5.8	6.6	2.1	3.2
Russia	22.9	24.0	6.6	8.6	7.5	7.4	3.0	4.2
Serbia	21.8	22.9	5.5	7.6	5.7	6.0	1.9	2.9
Turkey	23.8	23.5	7.5	8.2	7.0	5.8	3.9	3.0
Asia	22.7	22.7	6.1	7.1	7.0	6.5	3.0	3.1
Afghanistan	24.2	22.9	6.6	6.9	7.3	7.4	2.9	3.4
Philippines	21.5	22.3	5.5	7.3	7.1	6.5	3.1	3.2
India	23.4	23.1	6.6	7.3	6.9	6.8	3.0	3.3
Iraq	22.7	21.1	6.4	5.6	6.0	4.8	1.6	1.5
China	22.7	23.3	6.4	8.0	7.1	6.5	3.2	3.5
Pakistan	23.1	22.3	6.3	6.5	7.0	6.1	2.9	2.7
Palestine	22.9	23.1	6.1	7.0	7.8	7.0	3.4	3.6
Sri Lanka	22.4	22.9	5.6	7.1	7.4	6.8	3.1	3.4
Thailand	22.9	23.4	6.6	8.0	7.2	6.4	3.3	3.3
Vietnam	21.8	22.1	5.5	6.8	6.7	6.6	2.9	3.1
Americas	22.8	23.6	6.5	8.3	6.9	6.6	3.3	3.4
Brazil	23.0	23.6	6.7	8.3	7.0	6.4	3.5	3.4
Chile	22.6	23.5	6.3	8.2	7.0	6.9	3.1	3.5
Africa	22.0	20.9	5.9	6.2	7.4	6.1	3.3	2.5
Eritrea	21.4	22.2	5.5	7.7	7.3	7.6	2.9	3.7
Ethiopia	22.0	21.8	6.1	7.2	8.0	7.1	3.5	3.2
Gambia	21.9	21.9	6.0	7.3	7.0	7.0	2.9	3.2
Ghana	22.1	22.6	6.3	8.1	7.7	7.3	3.2	3.5
Morocco	22.5	22.5	5.7	6.9	7.2	6.3	3.3	3.1
Nigeria	21.9	14.3	6.0	-0.3	7.0	1.8	2.7	-2.0

**Table 23: Prices for remittances to selected countries. In percent of amount transferred.
At 1 January 2016 and 2017**

Transfer times	2016	2017
Less than one hour	10.3	10.7
Same day	9.1	14.9
Next day	6.8	4.0
2 days	4.5	3.8
3–5 days	11.7	11.3
6 days or more	10.9	10.5

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.

The statistics and tables are based on full counts in the areas concerned, unless otherwise specified.

Sources:

- General data: Statistics Norway and Finanstilsynet (Financial Supervisory Authority of Norway).
- Information on banknotes and coins in Norway: Statistics Norway (SSB).
- Information on giros, cheques, payment cards, ATMs and payment terminals: Finance Norway; Nets Branch Norway; Teller Branch Norway; EVRY 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 branch of Diners Club Nordic AB; Ikano Bank AB (publ.) Norway Branch; Handelsbanken; Elavon Financial Services DAC Norway Branch; American Express Services Europe Limited Branch; Swedbank Norge; Santander Consumer Bank AS; Entercard Norge AS; Kortaccept Nordic AB; Bambora Norge NUF; Circle K Norge AS; WEX Europe Services AS; A/S Norske Shell; YX-Norge AS; and ST1 Norge Automat AS.
- 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 2016. 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 78 percent in terms of deposits. All fees are as at 1 January each year.
- "Sending money home" prices have been collected from Finansportalen and are based on reports from six banks, three non-bank financial institutions/payment institutions and three foreign institutions. All prices are as at 1 January 2016 and 1 January 2017. Reporting institutions represent a sample of a larger group of Norwegian and foreign institutions that provide remittance services in Norway.

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 technology type. They may come with contactless technology and have a chip and a magnetic stripe, only have a chip and a magnetic stripe or only a magnetic stripe or they can be virtual, such as travel accounts in card systems not linked to physical cards.
- The functions in the card are broken down by settlement method, 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 figures for online banking transactions from 2007 also include mobile payments via online banking solutions. The figures for mobile banking only include dedicated 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 payments (goods purchases and debiting of accounts in card systems for mobile payments/credit transfers), and further by settlement method/settlement function (debit, billing, credit and e-money) 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 2016, such use of cards abroad came to 1,2 percent of transactions and turnover.

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. Note that this applies even if payments using Norwegian cards in terminals abroad are included as use of Norwegian cards abroad in Tables 10a and 14a.
- In order to show how the terminals are used, use of cards issued by retail chains are included, even though such cards are not defined as payment cards and included in Tables 10a and 14a.
- The 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.
- “Other payments in Norwegian terminals” are non-card payments.
- Figures for “Goods purchases etc. in other Norwegian terminals” refer to the use of payment cards over the internet and in EFTPOS terminals that do not accept BankAxept cards. From 2014, payments via mobile solutions such as Vipps, mCash and MobilePay are included in the figures.
- 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.

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. From 2014, payments via mobile solutions such as Vipps, mCash and MobilePay are included in the figures.

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 2007–2016. The figures for “Other transfers” for 2012 are somewhat uncertain.

Tables 17 to 20 – Prices for domestic payment transactions, cash withdrawals and payment receipt, and prices for cross-border transactions

- Price statistics for retail customer services (Table 17) 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 78 percent in terms of deposits in transaction accounts. The prices only include customers that do not belong to loyalty schemes or receive other types of discount. Average prices are calculated by compiling average prices for commercial and savings banks by weighting the price at each bank based its share of deposits in transaction accounts. The average prices for all banks are then calculated by weighting the prices for banking groups by market share measured by the number of transactions during the statistical year.
- The price of postal giros is for each form posted. Postage for each form posted comes in addition.
- The price of 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 schemes in 2016 and 2017 include prices for a number of membership cards that were not previously included in the statistics. From 2017, banks have posted information to Finansportalen on prices for a number of credit cards for customers who do not belong to loyalty schemes, and not, as previously, only the price of one credit card. The median of the prices of each bank for the various credit cards has therefore been used in calculating the average prices of credit cards for customers who do not belong to loyalty schemes in 2017.
- Cross-border fees refer to fixed sum transfers in the EEA with or without BIC and IBAN information and excluding exchange rate cost. Fees do not include additional costs for cash payments, third country currency, confirmations or costs that the payer must cover for the payee.

Tables 21 to 23 – Prices for remittances to selected countries (“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



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