

Retail Payment Services

About the publication

Norges Bank seeks to contribute to a fruitful public discussion on means of payment and developments in their use. This publication contains annual statistics on the use of electronic means of payment at POS terminals and by other means, and on cash withdrawals from shops and ATMs. Information about the use of cash by households has been obtained from annual surveys.

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

Most of the statistics used in this paper have been compiled by Statistics Norway on behalf of Norges Bank. The surveys were conducted by an external firm on contract to Norges Bank. Detailed figures are presented in the tables in the annex at the end of this paper.

Retail Payment Services 2024 – highlights

The way that we make payments has changed considerably in recent years. A growing share of payments is made using mobile phones, both at physical points of sale and online.

Most payments are made at physical points of sale. Points of sale include shops, restaurants and public transport. Physical payment cards are used in most of these payments but the number of card payments made through mobile apps is increasing rapidly. Our latest survey shows that 30 percent of payments at physical points of sale were made via various mobile payment platforms.

The scale of online purchases has increased significantly over many years. Most online purchases are settled using a payment card, either directly using a physical card or via various mobile payment platforms. One in three online purchases are now settled using mobile phones, and the use is on the rise. One in four online purchases were settled using an invoice.

Different card systems have different areas of use. BankAxept cannot be used to make regular online purchases and could not be used for mobile payments until Spring 2024. The strong growth in online purchases and mobile payments has led to BankAxept payments accounting for an increasingly smaller share of card payments. In 2024, BankAxept accounted for 49 percent of card payments. BankAxept is now able to be used in a range of different mobile payment platforms, which is likely to affect developments ahead.

Norway is one of the countries in the world with the highest annual use of payment cards per inhabitant. On average, each Norwegian used a card 572 times in 2024. In Germany and multiple Mediterranean countries, the use of payment cards is much lower than this, but the use is increasing rapidly.

Cash use has been declining for a long time but has remained stable in recent years. Our latest survey shows that 2 percent of survey participants used cash the last time they paid at a physical point of sale.

Cash withdrawals continue to fall. At the same time, an increasing share of total cash withdrawals is made in shops. The number of ATMs is declining and fewer are owned by banks. In 2024, there were 1129 ATMs in Norway in total, compared with 1168 in 2023.

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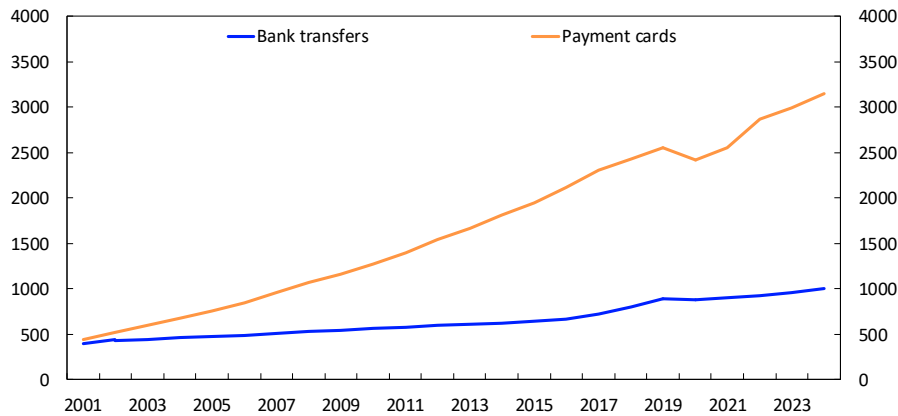


1. Use of payment instruments

A total of 4157 million card payments and bank transfers¹ were made in 2024. The number of card payments was far higher than the number of bank transfers (Chart 1).

Chart 1 Use of payment instruments

In millions of payments, 2001–2024



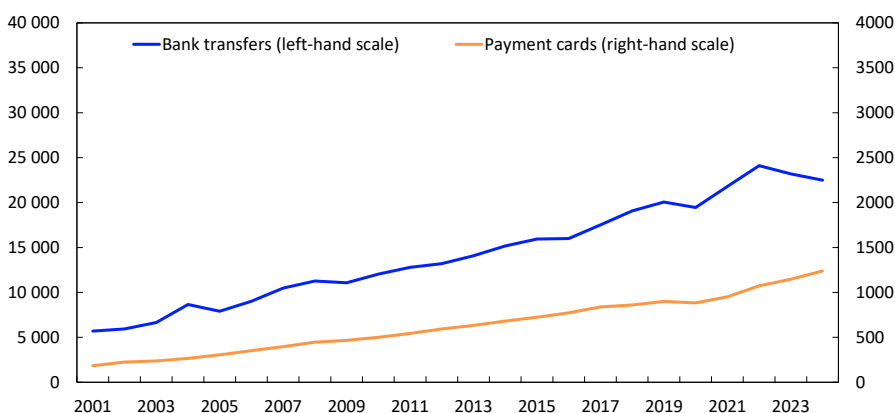
Source: Norges Bank

Bank transfers are direct transfers between bank accounts. They can be initiated by the payer or the payee. Transfers that are initiated by the payer are called credit transfers. An ordinary online banking payment is a credit transfer. Avtalegiro is a form of direct debit initiated by the payee whereby funds are automatically paid from the payer's bank account.

Even though bank transfers were far fewer in number than card payments, their value was far higher than the value of card payments (Chart 2). A typical bank transfer is thus much larger than a typical card payment, and bank transfers made by businesses are especially large.

Chart 2 Use of payment instruments

In billions of NOK, 2001–2024



Source: Norges Bank

¹ A bank transfer is a direct transfer of funds from one bank account to another, without using a card system. We have previously used the term "giro payments" for such payments. They are also called "account-to-account payments" or "A2A payments".

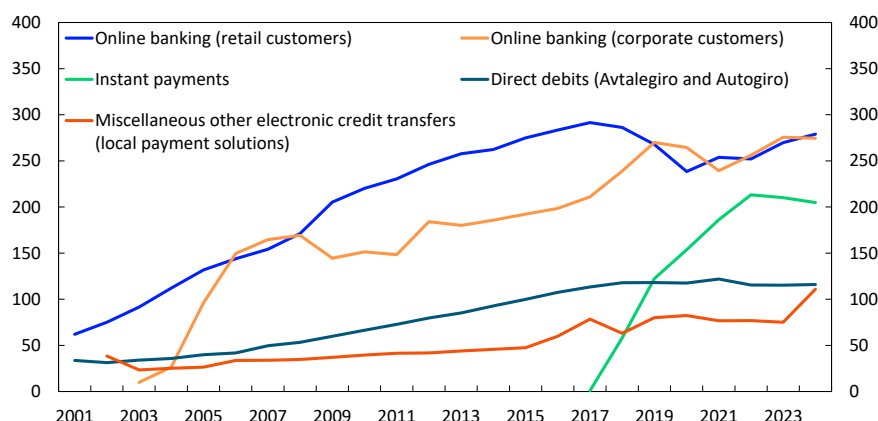
Bank transfers are used for paying large bills and for paying wages and salaries, but are increasingly also being used for smaller payments, such as P2P instant payments using the Vipps mobile payment platform. Payment cards are primarily used for the purchase of goods and services at physical and online points of sale.

Bank transfers in more detail

Chart 3 shows developments in some of the most used bank transfer services.

Chart 3 Different types of bank transfers

In millions of payments. 2001–2024



Source: Norges Bank

Retail and corporate customers make around the same number of online banking payments. Retail and corporate customers' average online banking payments amount to just over NOK 6000 and just under NOK 67 000 respectively.

The use of instant payments increased rapidly over many years but has changed little, or even fallen slightly, since 2022. Instant payments are payments between bank accounts through a dedicated payment infrastructure called NICS Real. The funds are available to the payee within a few seconds of the payer initiating the payment.²

In 2024, 205 million instant payments were made. The largest share of instant payments was initiated from the Vipps mobile payment platform and were P2P payments. Instant payments can also be initiated via online or mobile banking services.

Avtalegiro is a form of direct debit initiated by the payee whereby funds are automatically drawn from the payer's bank account. Autogiro is the corresponding service for the corporate market. In 2024, 112 million avtalegiros and 4 million autogiros were paid.³

² Real-time payments are a slightly broader concept than "instant payments" and include all payments settled immediately. Another example of real-time payments is online banking payments between accounts at the same bank.

³ The figures for direct debit payments have not changed greatly in recent years, however, the number of direct debits sent out to customers is much higher. The reason for the difference between the number of direct debits sent out and the number of direct debits paid is that a direct debit becomes an online banking payment if the customer amends the direct debit, for example by changing the amount, the due date, or the debited account. In 2024, 149.6 million direct debits (Avtalegiro) were sent out. The corresponding figure for 2023 was 148.3 million.

For many credit transfers made via online or mobile banking services, the payee and payer are customers of the same bank. In many of these cases, transfers are settled using local payment solutions, rather than using central payment solutions, such as NICS⁴. Local payment solutions are sometimes also used in Vipps for transfers between customers of the same bank. Local payment solutions used for the settlement of payments such as recurring transactions and loan repayments are also included in the item “Miscellaneous other electronic credit transfers”. In 2024, 111 million such payments were reported, compared with 75 million in 2023. The figures for this item are somewhat uncertain.

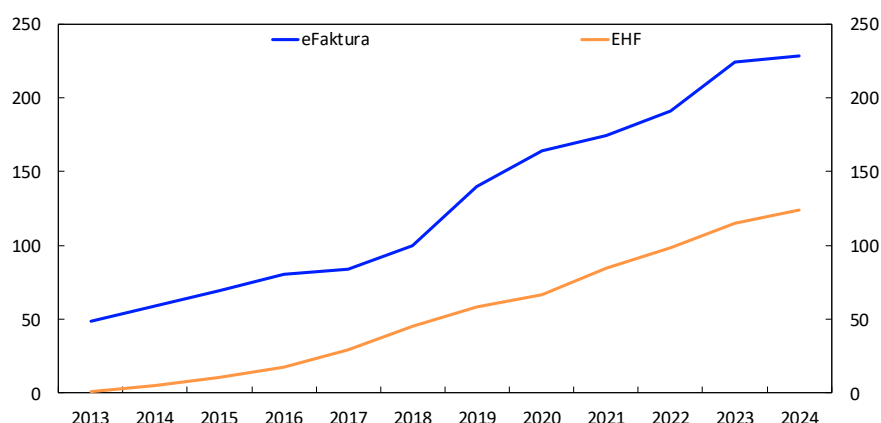
Bank transfer services involving more manual labour, such as telegiros and postal giros, are now seldom used by the vast majority. In 2024, telegiros were used 3.6 million times, and postal giros were used 1.3 million times. Giros were paid at the counter 0.7 million times in 2024, either by debiting an account or depositing cash.⁵

Use of electronic invoices

Bills can be sent in different ways: on paper, as e-mail attachments or as electronic invoices (e-invoices). Chart 4 shows developments in the number of different e-invoices sent.

Chart 4 Sending electronic invoices

In millions. 2013–2024



Source: Norges Bank

In 2024, 228 million eFaktura e-invoices were sent from businesses to retail customers. Growth has levelled off after being strong for several years. From 2023 to 2024, the rise was 2 percent. The strong growth in previous years was due to, among other things, eFaktura e-invoices being made available for distribution through Vipps from March 2019.

A total of 124 million EHF invoices were sent in 2024. EHF is the government’s e-invoicing format and covers both business-to-government (B2G/G2B) and business-to-business (B2B) invoicing. Growth in the use of these invoices from 2023 and 2024 was 8 percent.

⁴ Norwegian Interbank Clearing System.

⁵ Cash deposit payments are not bank transfers according to our definition of this payment instrument.

2. Card transactions

In 2024, 3156 million payments were made with Norwegian payment cards. In addition, 21 million pure cash withdrawals were made.

Of total card payments, 2254 million, or 71 percent, were made at physical payment terminals (EFTPOS terminals)⁶. The rest of the card payments are mostly regular online payments. There are also card payments made at physical points of sale that do not involve physical payment terminals. These payments are registered in the statistics as regular online payments. Examples of such payments include card payments made through the Coopay and Trumf Pay apps for making grocery payments.

A vast majority of payments at physical payment terminals were contactless payments. Only 8 percent of card payments in 2024 were made by inserting the payment card into the card terminal. Contactless payments at payment terminals can be made either with a physical card or in some other manner, for example with a mobile phone, watch or wristband.⁷ The average value of contactless payments was NOK 356.

Payments with physical cards account for most payments at payment terminals. Payments using mobile phones, watches or wristbands accounted for 12 percent of payments at payment terminals in 2024, up from 8 percent in 2023. There were 279 million such payments in 2024. See the box [“Making mobile payments in shops”](#) for more information on how such payments are made.

During the pandemic, it became more common to make large purchases less frequently, instead of making many small purchases. This resulted in fewer card transactions in 2020 and 2021 than in 2019. The number of card transactions per inhabitant is now increasing at the same pace as before (Chart 5). The average number of card transactions per inhabitant (payments and cash withdrawals) was 572 in 2024, compared with 550 in 2023. The average value of card transactions rose from NOK 398 in 2023 to NOK 406 in 2024. One possible reason why the value of card transactions has begun to rise again is that the use of cash seems to have stabilised. The previous fall in the value of card transactions was likely partly due to card transactions replacing cash transactions that are generally lower in value than card transactions. The increase in the value of card transactions is also partly related to inflation.

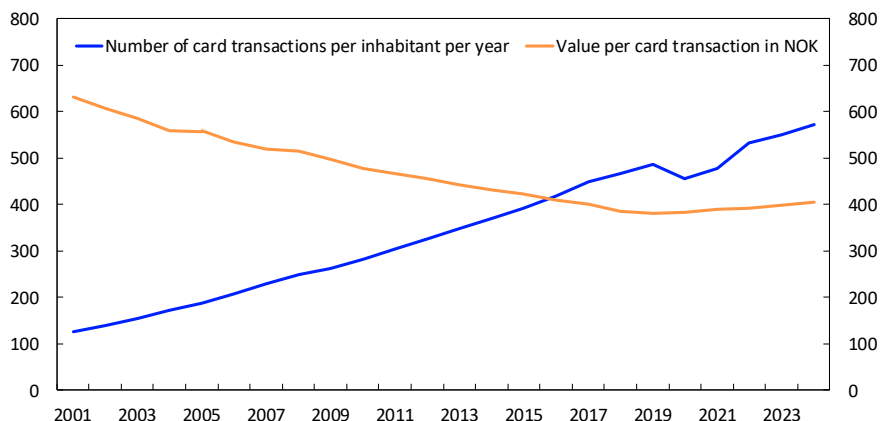
⁶ EFTPOS (Electronic Funds Transfer at Point of Sale) is a system for card payments at terminals at physical points of sale.

⁷ Contactless payments with a physical card are made by briefly holding the card close to the terminal. A PIN is required for payments above NOK 500 or if the total value or number of transactions exceeds a set limit. A payment counts as contactless even if a PIN is required. Examples of payments using a mobile phone are those using Apple Pay or Google Pay. Examples of payments using a watch are those using Fitbit Pay or Garmin Pay.

Chart 5 Card transactions per inhabitant per year and value per card transaction in NOK

2001–2024

Card transactions



Source: Norges Bank

Making mobile payments in shops

In general, there are two different types of solution for using a mobile phone to pay in a shop – *terminal-based* and *web-based*. Both mainly use a payment card as the underlying payment instrument. The most common terminal-based solutions are Apple Pay, Google Pay and Vipps NFC, while Coopay and Trumf Pay are examples of web-based solutions. See [Retail Payment Services 2023](#) for details on how different mobile payments work.

The use of mobile payments in shops is increasing rapidly. Mobile payments using terminal-based solutions (including payments with watches, wristbands and so on) accounted for 12 percent of payments at physical payment terminals in 2024. We do not have figures for payments using web-based solutions, as these are part of the data for regular online purchases in the annual payment statistics. Figures from Norges Bank's annual survey indicate that web-based and terminal-based solutions together accounted for 30 percent of payments at physical points of sale in March 2025.

Much has happened in this payment segment over the past year. In August 2024, Trumf Pay was launched. Trumf Pay is a web-based solution for payments in shops affiliated to Norgesgruppen. On 9 December 2024, Vipps launched Vipps NFC, its own solution for terminal-based mobile payments. The following day, DNB and Eika Alliance banks began offering Apple Pay to their customers. Due to the two latter of these developments, the vast majority of Norwegian bank customers now have access to terminal-based mobile payments.

From May 2024, banks started making BankAxept available for mobile payments through Apple Pay. Before this, mobile payments were mainly done using international cards. Since December 2024, customers of DNB and Eika Alliance banks have been able to use BankAxept for Vipps NFC and Apple Pay. BankAxept eBetaling¹ is one of two possible underlying payment instruments in the Trumf Pay merchant app. In Trumf Pay, it is also possible for customers of some banks to use bank transfers. From February 2025, BankAxept eBetaling has been available for use in Coopay. Previously, only international cards was used in Coopay.

¹ Payment using digital BankAxept cards in web-based mobile payment platforms

Number of payment cards

At end-2024, the total number of Norwegian payment cards stood at 12.6 million (Overview 1).

Overview 1 Number of Norwegian payment cards.⁸ In thousands

Card type	2021	2022	2023	2024
Combined BankAxept/international debit cards	7295	7374	7635	7732
International credit cards	5043	4861	4666	4605
Other debit and credit cards	85	85	80	76
International charge cards	367	364	199	201
E-money cards	74	96	35	33
Total	12 864	12 780	12 616	12 647

Source: Norges Bank

The most widely used card type is a card combining BankAxept with an international debit card.⁹ Around 60 percent of cards are of this type. When a combined card is used abroad or for general online purchases, the international card network in the card is used. When paying at physical card terminals in Norway, both the BankAxept system and the international card system can be used. The choice of payment network can be preset in the terminal, and the payee will normally choose the cheapest payment network. However, the terminal must give the cardholder the option of overriding the payee’s choice.

The next most widely used card type is international credit cards, which account for 36 percent of cards.

Card transactions by issuer

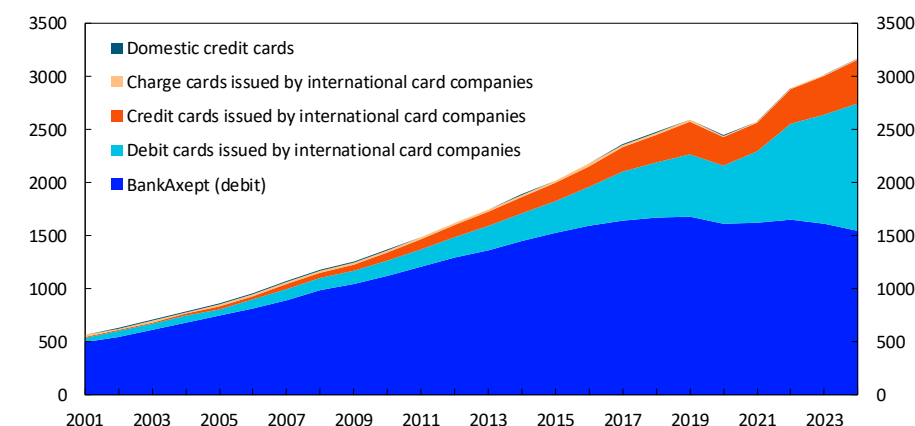
The number of transactions using the national debit card system BankAxept decreased further, from 1612 million in 2023 to 1542 million in 2024 (Chart 6). Transactions using BankAxept cards accounted for 49 percent of transactions using Norwegian cards in 2024, down from 53 percent in 2023. If we only look at transactions made in Norway, BankAxept’s market share in 2024 was 57 percent, down from 63 percent in 2023.

⁸ *Debit card:* Payment card enabling the card user to access deposits and credit from the bank account to which the card is linked. The user’s account is debited each time the card is used.
Credit card: Payment card with a line of credit that may be repaid on terms set out in the cardholder agreement, regardless of when the card is used.
Charge card: The user of the card receives a periodic invoice for all use of the card.

⁹ The term *international card* is used for Norwegian payment cards issued by international card companies or under license from them. These include Visa, Mastercard and American Express.

Chart 6 Use of Norwegian payment cards by issuer and function

In millions of transactions. 2001–2024



Source: Norges Bank

In 2024, 1632 million transactions were made using cards issued by international card companies, an increase of 16 percent on 2023.

BankAxept cards have primarily been used for payments at physical points of sale in Norway. International cards are used for such payments but have also been the only cards used for online purchases, for payments using various apps and for payments abroad. From 2024, BankAxept cards can also be used in various apps (See box: [“Making mobile payments in shops”](#)).

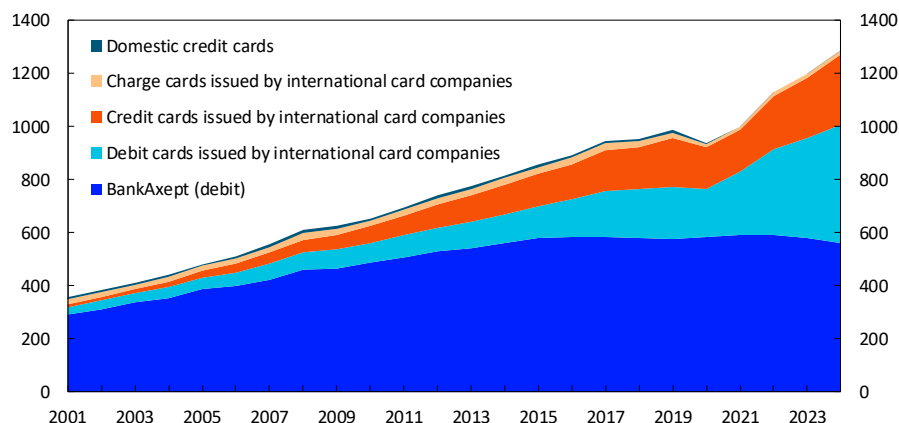
International cards have greatly increased their market share in the past decade. This is due to the strong growth in online purchases during the period. Their market share has grown particularly rapidly in the most recent years, owing to a sharp rise in the use of various apps for purchases of goods and services. International cards’ market share increased from 34 percent in 2020 to 47 percent in 2023 and to 51 percent in 2024.

The total value of transactions using Norwegian cards in 2024 was NOK 1289 billion (Chart 7). The value of BankAxept transactions was NOK 561 billion, down 3 percent on 2023. BankAxept transactions accounted for 44 percent of the total value of card transactions in 2024, down from 48 percent in 2023. The value of transactions using international cards was NOK 722 billion in 2024, up 17 percent on 2023.

The average transaction value was NOK 364 for BankAxept cards, NOK 372 for international debit cards and NOK 629 for international credit cards.

Chart 7 Use of Norwegian payment cards by issuer and function

In billions of NOK, 2001–2024



Source: Norges Bank

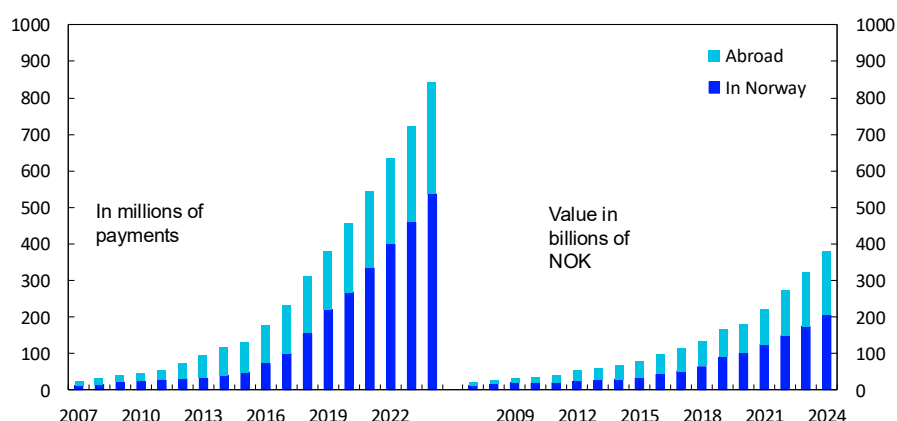
Internet payments (online purchases)

The rapid growth in card payments for online purchases has continued (Chart 8). There were 843 million online payments with Norwegian cards in 2024, up 16 percent on 2023. The figures include both payments in connection with traditional online purchases and payments with various web-based mobile payment solutions at physical points of sale. Growth in payments to Norwegian and international online retailers was approximately the same. Payments to Norwegian online retailers accounted for 64 percent of total card payments for online purchases.

The total value of online payments in 2024 was NOK 381 billion. The value of payments rose by 18 percent from 2023 to 2024. The average value of online payments increased from NOK 444 in 2023 to NOK 453 in 2024.

Chart 8 Online payments with Norwegian payment cards

2007–2024



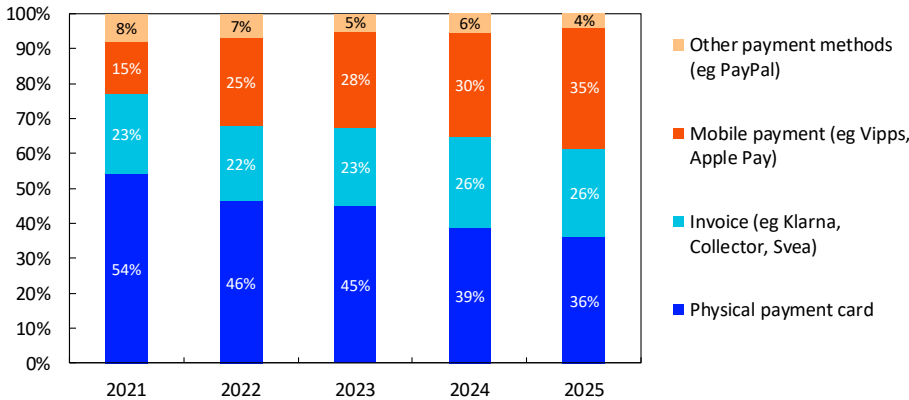
Source: Norges Bank

As part of Norges Bank's annual survey on the use of cash and other means of payment, participants were asked how they paid for their most recent online purchase. Chart 9 shows that 36 percent of purchases in the survey were made directly with a payment card. This share has

decreased in recent years. A mobile payment platform was used for 35 percent of these purchases. An increasing number of survey participants report using mobile payments for online purchases. 26 percent of online purchases were invoiced. However, there is often also an underlying card payment even if the primary method of payment is invoice, mobile payment or some other method. Payment cards are usually the funding source for online mobile payments, and payment cards are often used to pay invoices for online purchases.

Chart 9 Payment methods for online shopping

Results from surveys. 2021–2025

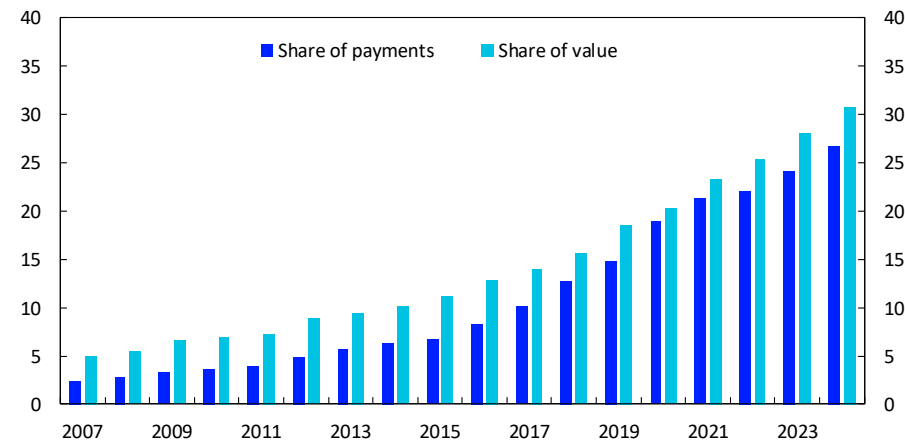


Source: Norges Bank

Online payments account for a growing share of payments made with Norwegian payment cards. Chart 10 shows that online payments accounted for 27 percent of all payments using Norwegian cards in 2024. In terms of value, online payments accounted for 31 percent of all card payments in 2023.

Chart 10 Online payments with Norwegian payment cards

Shares of total card payments. 2007–2024



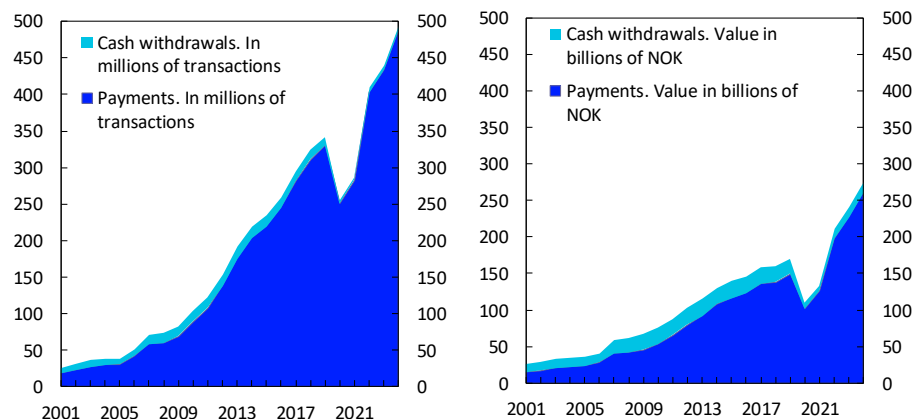
Source: Norges Bank

Card transactions abroad

Chart 12 shows the total use of Norwegian payment cards abroad, both at physical payment terminals and over the internet. A total of 494 million card transactions were made abroad or with foreign counterparties in 2024. This includes 6 million cash withdrawals.

Chart 11 Use of Norwegian payment cards abroad

2001–2024



Source: Norges Bank

The number of payments at physical payment terminals abroad increased from 170 million in 2023 to 182 million in 2024. For the first time, the number of such payments is higher than it was just before the pandemic. The number of payments to websites abroad continued to increase, rising from 264 million in 2023 to 306 million in 2024. Overall, the number of card payments made abroad or with foreign counterparties rose by 12 percent from 2023 to 2024.

The total value of card use abroad in 2024 was NOK 275 billion. The value of payments was NOK 261 billion, while the value of cash withdrawals was NOK 14 billion. The total value of payments was 14 percent higher than in 2023. The average value of card transactions abroad was NOK 557.

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

Norway is among the countries with the highest use of cards as a means of payment for goods and services (Chart 12).¹⁰ The average Norwegian made 545 card payments in 2023, or 1.5 payments per day. Germany and several Mediterranean countries are found at the other end of the scale. However, card use is also increasing rapidly in these countries. The number of card payments per inhabitant in Germany climbed from 122 in 2022 to 139 in 2023. In Italy, the number of card payments per inhabitant increased from 106 in 2022 to 123 in 2023.

¹⁰ Figures are for payments only and do not include cash withdrawals.

Vipps transfers between private individuals in the Nordic region

Most cross-border transfers between private individuals are made using bank transfers. In 2024, Vipps launched a new payment service for transfers between Vipps customers in the Nordic region (except Iceland). The service is card-based and uses the Visa Direct and Mastercard Send services.

Both the payer and payee must be Vipps customers, and the payee must register a recipient payment card in Vipps. Transfers are made in the payee's currency. Fees are paid by the payer and consist of a fee paid to Vipps of 4 percent of the payment amount and a currency surcharge paid to the payer's card issuer. The currency surcharge can vary across banks but is usually around 2 percent of the payment amount. The surcharge is intended to cover fees that the card issuer must pay to the international card network and compensate the card issuer for risk in connection with fluctuating exchange rates.

The payee will usually be able to access the funds immediately, depending on the bank that has issued the card to the payee.

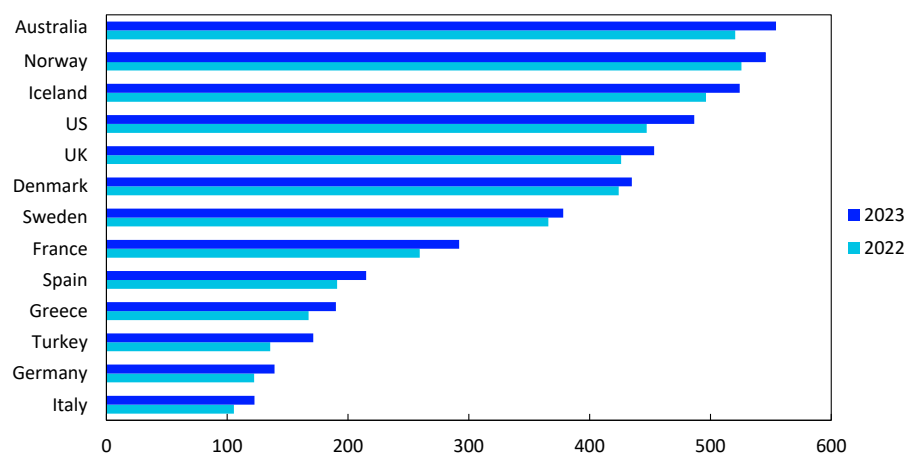
Vipps' card acquirer carries out the transfer on Vipps' behalf. The transfer fees charged by Vipps are intended to compensate the acquirer for the labour and the fees paid by the acquirer to the international card networks.

The acquirer initiates two separate card transactions. First, the acquirer sends a reservation request for the payment amount (in the payee's currency) to the payer's card issuer. Then the acquirer sends a request to the payee's card issuer to credit the amount to the payee. The messages between the acquirer and the two card issuers are sent through the international card network's messaging systems and take place almost instantaneously.

Next, the acquirer and the card issuers settle the payment between themselves. The payer's card issuer sends the funds to the acquirer. And the acquirer sends the funds to the payee's card issuer.

Chart 12 Number of card payments per inhabitant per year in selected countries¹¹

2022 and 2023



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

¹¹ The figures do not include card payments with e-money as the means of payment.

3. Use of cash services

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

In 2024, there were 12.9 million withdrawals from ATMs in Norway, and 11.4 million cash withdrawals from POS terminals (cashback and in-store cash services).¹² Chart 13 shows the number of cash withdrawals from ATMs and POS terminals and their values. The number of ATM withdrawals fell by 18 percent, while the number of withdrawals from POS terminals increased by 1 percent.

The value of ATM withdrawals was NOK 24.9 billion in 2024, and the value of withdrawals from POS terminals was NOK 12.6 billion. The value of ATM withdrawals fell by 17 percent last year, while the value of withdrawals from POS-terminals increased by 10 percent in the same period. An increasing share of total cash withdrawals takes place in shops.

Some ATM withdrawals are foreign currency withdrawals. In 2024, there were 1.1 million ATM withdrawals of foreign currency with a total value equivalent to NOK 3.6 billion. The value of foreign currency withdrawals thus constituted 14 percent of the total value of ATM withdrawals.

¹² We do not have statistics for over-the-counter cash withdrawals at bank branches.

The cash infrastructure

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

The number of bank branches where it is possible to withdraw and deposit cash over the counter has been falling for many years. At the end of 2024, there were 39 such branches in total, down from 74 at the end of 2023.

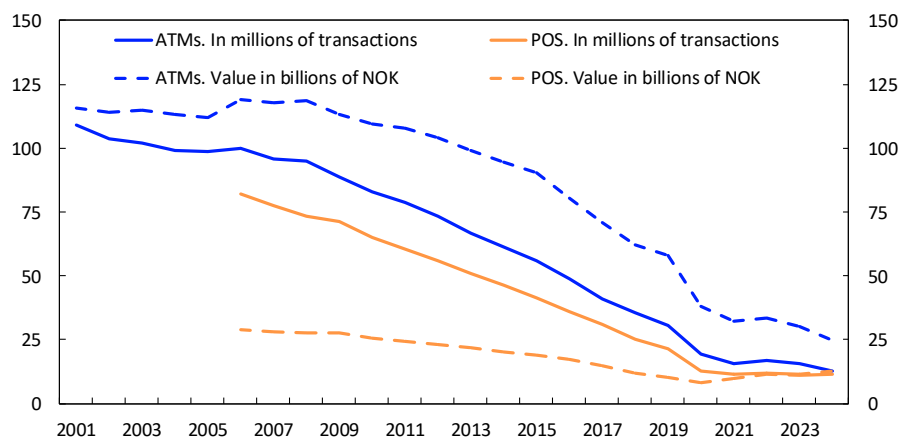
There are machines both for cash withdrawals (ATMs) and for cash deposits. Cash recycling machines allow both withdrawals and deposits. At end-2024, there were 793 ATMs, 60 cash deposit machines and 336 recycling machines

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

Cash services are also offered in shops. Cashback is a voluntary arrangement provided by shops, where customers can withdraw cash in connection with the purchase of goods. Through the “in-store cash services” solution, customers can withdraw and deposit cash at grocery shops. Operated by Vipps AS, this service is available at shops affiliated to Norgesgruppen and some Bunnpris shops, and requires the use of a BankAxept card and PIN code. Shops that take part in the scheme are obliged to have sufficient cash available. At end-2024, there were 1466 participating shops

Chart 13 Cash withdrawals from ATMs and POS terminals

2001–2024



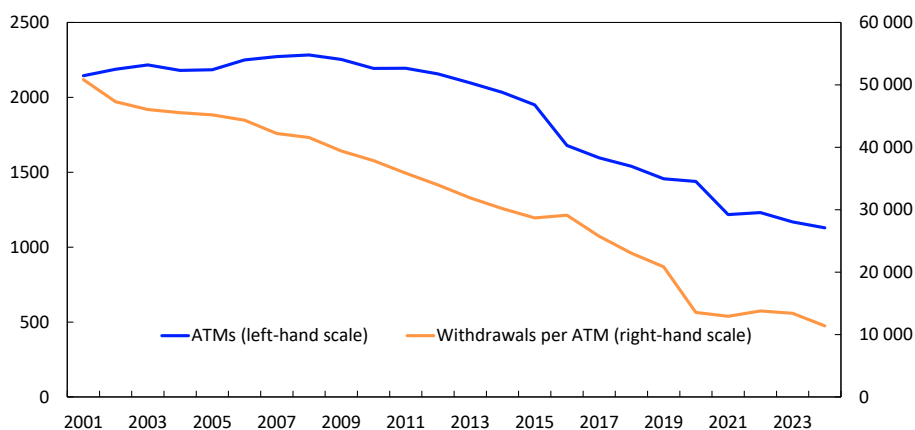
Source: Norges Bank

The average withdrawal in 2024 was NOK 2287 for in-store cash services and NOK 796 for cashback. The average withdrawal from Norwegian ATMs was NOK 1939.

The number of ATMs in Norway fell from 1168 at end-2023 to 1129 at end-2024 (Chart 14). Each of these machines was used for an average of 11 383 cash withdrawals during the year, or 31 per day. The average amount withdrawn from each ATM was NOK 22.1 million in 2024, or just over NOK 60 000 per day

Chart 14 Number of ATMs and withdrawals per ATM per year

2001–2024



Source: Norges Bank

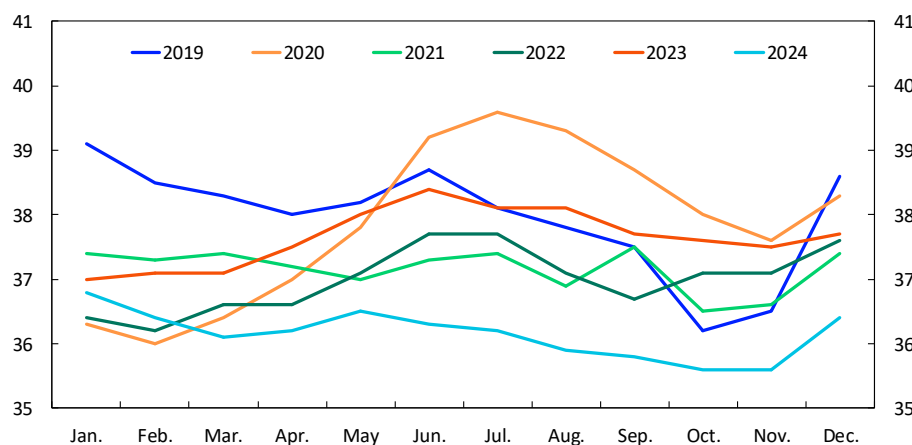
4. Cash in circulation

The amount of cash in circulation does not necessarily provide any indication of the volume of cash payments. Cash is both a means of payment and a store of value. Banknotes or coins may often be used solely as a store of value. On the other hand, a banknote or coin could very well be used in multiple payments over the course of a year. See the box [“Use of cash and other payment methods in Norway”](#) for more information on the use of cash.

The amount of cash in circulation shows seasonal variation, with increased demand from the public in connection with the summer holidays, Christmas and Easter. Following the outbreak of the pandemic in spring 2020, the amount of cash in circulation temporarily increased. The value of cash in circulation was somewhat lower in 2024 than in 2023 (Chart 15). At end-2024, the total amount of cash in general circulation was NOK 36.4 billion.¹³

Chart 15 Cash in circulation among the public

In billions of NOK. January 2019 – December 2024



Source: Statistics Norway

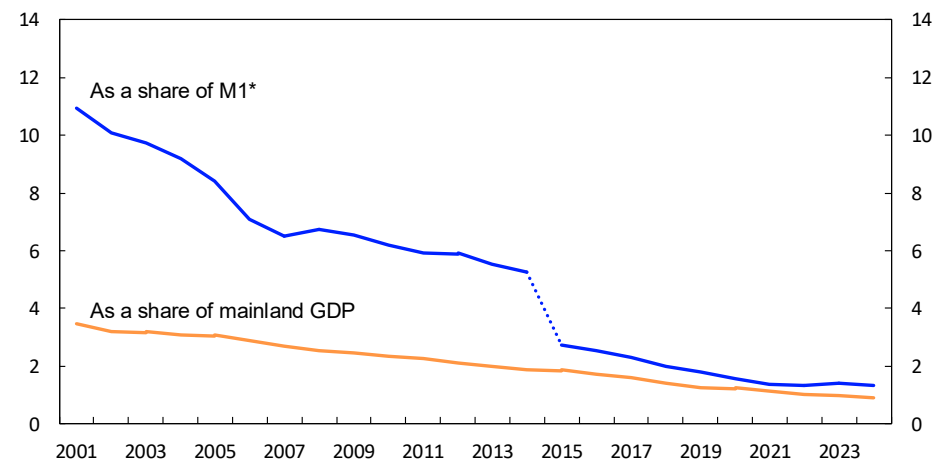
Cash as a share of the narrow monetary aggregate M1¹⁴ fell from 1.4 percent at end-2023 to 1.3 percent at end-2024 (Chart 16). Cash as a share of GDP for mainland Norway amounted to 0.9 percent in 2024.

¹³ In addition to cash held by the public, banks also hold cash. At end-2024, banks' stock of cash was NOK 1.8 billion. This includes cash stored in banks' ATMs, branches and depots. Banks' cash holdings were NOK 0.2 billion lower at end-2024 than at end-2023

¹⁴ M1 is the narrow monetary aggregate. This is money that is available for immediate use, which means current accounts and cash in circulation. The definition of M1 was changed in 2015, leading to a break in the statistics.

Chart 16 Cash in circulation as a share of means of payment (M1) and mainland GDP

2001–2024

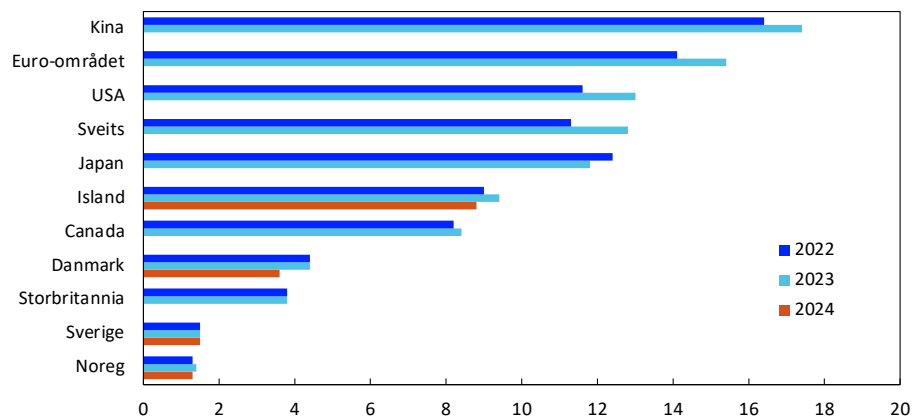


Sources: Statistics Norway and Norges Bank

The figures for Norway are low by international standards (Chart 17). The share of cash payments is also very low in Sweden.

Chart 17 Cash in circulation as a share of means of payments (M1) in selected countries

2022, 2023 and 2024 (Nordic countries)



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

Use of cash and other payment methods in Norway

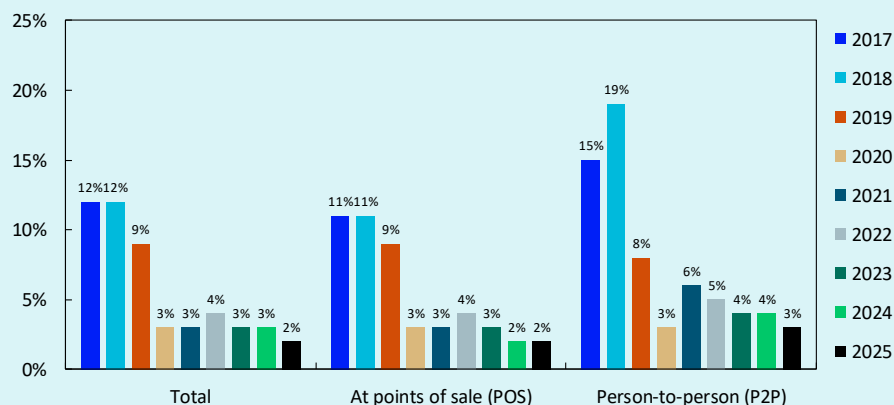
Norges Bank conducts annual household surveys which, among other things, cover the use of cash.¹ The surveys examine payment situations in which cash can actually be used. These are mainly person-to-person (P2P) payments and payments for the purchase of goods and services at a point of sale (POS). Points of sale include shops, restaurants, vending machines, hairdressing salons, public transport and so on. Survey participants are asked to provide information about their most recent payment. They are asked to specify if the payment was at a POS or P2P and the payment method used.

Main results from the surveys

In the survey in spring 2025, cash accounted for 2 percent of total payments, 2 percent of POS payments and 3 percent of P2P payments (Chart 18). The cash share declined in connection with the pandemic and has since remained low. In 2019, the cash share was 8–9 percent.

Chart 18 Number of cash payments as a share of the total number of payments

2017–2025



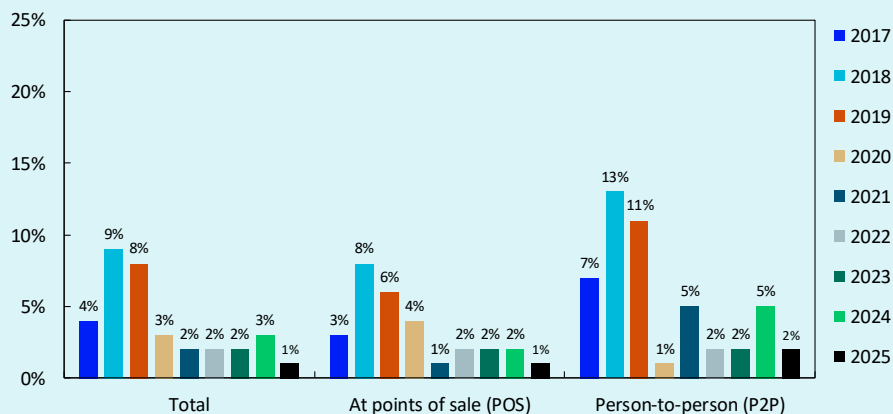
Source: Norges Bank

The value of cash payments as a share of the total value of payments varies more than the number of cash payments as a share of the total number of payments. In the 2025 survey, the value of cash payments accounted for 1 percent of the total value of payments (Chart 19). The value of cash payments accounted for 1 percent of the value of POS payments and 2 percent of the value of P2P payments. The value of cash payments has also fallen since the pandemic.

¹ Data were collected by an external market research firm. In each survey, 2000 individuals were queried using both phone- and web-based interviews. The minimum age limit was 15 years for the phone-based interviews and 18 years for the web-based interviews. The survey sample is representative of the wider population, meaning that its composition is virtually identical to that of the population in terms of key variables such as sex, age and residence. Representativity allows survey results to be generalised to the whole population. At the same time, the limited sample size makes the results somewhat uncertain, particularly for subgroups.

Chart 19 Value of cash payments as a share of total value of payments

2017–2025



Source: Norges Bank

Other payment methods

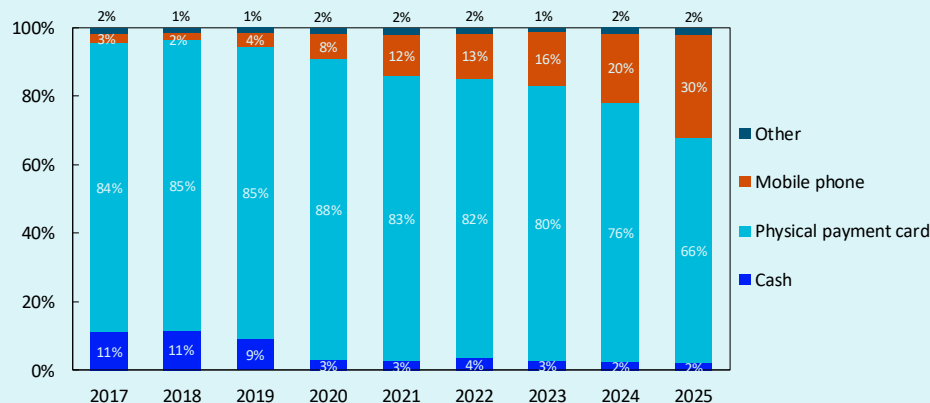
POS payments can be made:

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

Although their use has decreased slightly, payment cards are still the most used payment method by far at points of sale (Chart 20). Payment cards accounted for 66 percent of POS payments in the 2025 survey. Mobile phone payments continued to increase and accounted for 30 percent of payments.²

Chart 20 Payment methods at points of sale (POS)

2017–2025



Source: Norges Bank

P2P payments can be made:

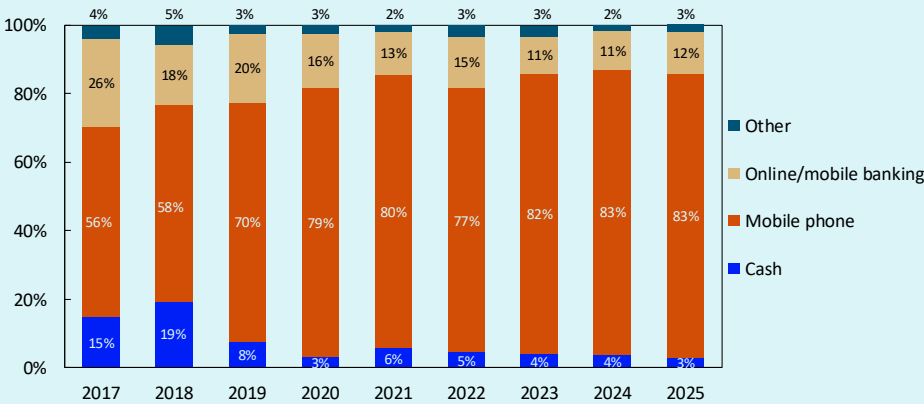
- in cash
- using a mobile phone (mainly Vipps)
- using online/mobile banking
- in some other way

² In the survey, both terminal-based and web-based mobile payments at physical points of sale are included. In the regular payment statistics, web-based mobile payments at physical points of sale are included in the figures for online purchases.

Mobile phone payments accounted for 83 percent of P2P payments in the 2025 survey (Chart 21). Transfers using online and mobile banking platforms were the next most used payment method, accounting for 12 percent of P2P payments.

Chart 21 Payment methods person-to-person (P2P)

2017–2025



Source: Norges Bank

5. Prices for payment services

Overview 2 provides information on prices for various banking and card services. The overview shows average prices and may conceal substantial differences between banks. For many of the services, only a few banks charge fees, while the majority of services offer no-fee services. Fees include annual fees for online banking, fees for payments at points of sale and fees for ATM cash withdrawals. Prices are generally lower for customers belonging to a bank’s loyalty scheme than for those not belonging to such a scheme.

Prices for paying bills vary widely among forms of payment. Prices for paper-based and manual payment services continue to rise, while prices for electronic account payments continue to fall. Prices for credit transfers made via cash payment over the counter are now NOK 131, while Avtalegiro direct debits cost NOK 0.60 for non-loyalty scheme customers and no charge for loyalty scheme customers.

At the beginning of 2025, the average annual fee for a debit card with BankAxept and an international card system (Visa or Mastercard) was NOK 232 for loyalty scheme customers and NOK 294 for other customers. The average price of purchase with BankAxept was NOK 0.50 for non-loyalty scheme customers, with no charge for loyalty scheme customers

In February 2024, the rules for ATM fees were changed. This was discussed in [last year’s report](#). The data for the prices of ATM withdrawals using debit cards are insufficient. ATM cash withdrawals using international credit cards cost NOK 37.90. There is also a fee of just over 1 percent of the withdrawn amount.

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

	Customers who do not belong to loyalty schemes			Customers who belong to loyalty schemes		
	2023	2024	2025	2023	2024	2025
Payments						
Online banking (with CID), per payment	0.70	0.60	0.50	0.20	0.00	0.00
Online banking – annual fee	13.10	12.70	8.20	1.10	1.10	1.20
Direct debit (Avtalegiro), per payment	0.80	0.60	0.60	0.30	0.10	0.00
Mobile banking (with CID), per payment	0.70	0.60	0.50	0.20	0.00	0.00
Mobile banking – info by SMS	2.00	2.10	2.20	1.80	1.60	2.10
Credit transfer via postal giro, per payment	13.10	13.20	13.40	13.10	13.10	13.30
Giro over the counter – account debit, per payment	102.50	103.20	131.00	102.50	103.20	131.00
Giro over the counter – cash payment, per payment	115.20	116.80	118.00	115.20	116.80	118.00
BankAxept cards at payment terminals (EFTPOS), per payment	0.80	0.50	0.50	0.00	0.00	0.00
Credit card from international credit card company, annual fee	28.20	18.20	22.20	31.90	4.00	3.10
BankAxept cards (combined with debet card from int. card comp.), annual fee	295.70	296.90	294.40	227.90	236.30	231.60
Cash withdrawals in-store	7.20	8.80	9.00	6.90	7.10	6.20
ATM withdrawals, debit cards						
Own bank's ATMs during opening hours, per withdrawal	7.90	8.70	-	6.00	4.30	-
Other bank's ATMs during opening hours, per withdrawal	8.70	9.50	-	7.30	5.50	-
ATM withdrawals, international credit cards						
Price per withdrawal	34.40	38.10	37.90	36.40	38.50	37.90
Fee as a percentage of withdrawal amount	1.2	1.3	1.3	1.2	1.2	1.2

Sources: Finansportalen and Norges Bank

Overview 3 shows a comparison of prices for remittances to other countries. Finansportalen has price data for remittance transactions to 32 countries and regions.¹⁵ Banks, non-bank financial institutions (NBFIs) and payment institutions provide remittance services to these countries. Prices for remittances are determined by various factors. A remittance transaction in person is much more expensive than an online payment order. As a percentage of the transfer amount, the price falls as the amount rises. This pertains especially to banks, but also when the payment passes through an NBFi 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. Transfer prices have changed little over the past year.

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

Overview 3 Prices for remittances to selected countries and regions. Banks and other providers. In percent of amount transferred. At 1 January 2024 and 2025

	Transaction in person				Online payment order			
	NOK 1 000		NOK 5000		NOK 1000		NOK 5000	
	2024	2025	2024	2025	2024	2025	2024	2025
Banks	29.2	29.7	6.2	6.7	5.6	5.9	1.5	1.9
Exchange rate cost	0.4	1.0	0.4	1.0	0.5	0.9	0.5	0.9
Other fees	28.8	28.8	5.8	5.8	5.1	5.0	1.0	1.0
Non-bank financial institutions and payment institutions	-	-	-	-	4.6	4.6	3.4	3.0
Exchange rate cost	-	-	-	-	2.6	2.0	2.6	2.0
Other fees	-	-	-	-	2.0	2.6	0.8	1.0
All providers	29.2	29.7	6.2	6.7	5.1	5.4	2.5	2.3
Exchange rate cost	0.4	1.0	0.4	1.0	1.6	1.3	1.6	1.3
Other fees	28.8	28.8	5.8	5.8	3.5	4.1	0.9	1.0

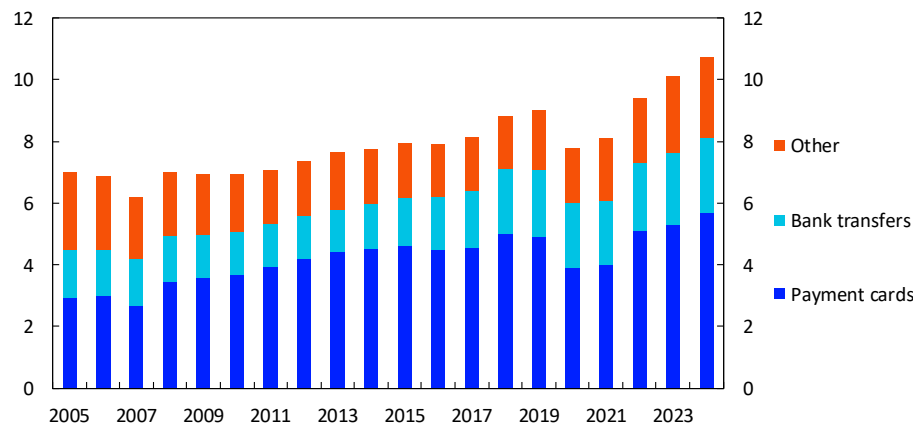
Sources: Finansportalen and Norges Bank

6. Banks’ income from payment services

Banks’ income from payment services came to NOK 10.7 billion in 2024 (Chart 22), with an increase of 5.9 percent from 2023 to 2024. Income from all main groups increased over the past year. Income from card business accounts for just over half of total income from payment services

Chart 22 Banks’ income from payment services

In billions of NOK. 2005–2024



Sources: Statistics Norway and Norges Bank

Tables

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26	Means of payment in Norway
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General data

Table 1 General statistical data for Norway

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Population (as at 1 Jan., in millions)	5.11	5.17	5.21	5.26	5.30	5.33	5.37	5.39	5.43	5.49	5.55
Mainland GDP, market value (in billions of NOK)	2 534	2 614	2 692	2 798	2 931	3 067	3 067	3 315	3 679	3 879	4 050
EUR 1 in NOK (annual average)	8.35	8.95	9.29	9.33	9.60	9.85	10.72	10.16	10.10	11.42	11.63

Means of payment in Norway

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Narrow money supply (M1)	910 322	1 766 857	1 842 654	1 944 684	2 096 769	2 161 960	2 464 909	2 723 568	2 811 071	2 673 639	2 752 218
Banknotes and coins	47 880	48 508	46 665	44 906	41 739	38 648	38 292	37 427	37 573	37 741	36 350
Deposits in current accounts	862 442	1 718 349	1 795 989	1 899 778	2 055 030	2 123 312	2 426 617	2 686 141	2 772 498	2 635 898	2 715 868

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	49 352	50 068	49 241	46 963	43 828	40 986	40 562	39 336	39 363	39 751	38 526
Total banknotes	44 995	45 605	44 726	42 427	39 354	36 577	36 227	35 018	35 085	35 527	34 335
1000-krone	18 712	17 947	17 029	15 627	14 013	12 238	9 552	7 194	7 269	7 607	7 457
500-krone	17 101	18 355	18 445	17 689	16 567	15 129	17 383	18 871	18 960	19 304	18 569
200-krone	6 033	6 056	5 963	5 830	5 612	6 010	6 154	5 870	5 707	5 547	5 287
100-krone	2 096	2 154	2 172	2 161	2 067	2 145	2 113	2 062	2 108	2 018	1 973
50-krone	1 054	1 093	1 116	1 119	1 095	1 056	1 024	1 022	1 041	1 051	1 048
Total coins	4 357	4 463	4 515	4 536	4 474	4 409	4 336	4 318	4 278	4 224	4 191
20-krone	1 715	1 760	1 775	1 775	1 746	1 717	1 688	1 684	1 664	1 636	1 621
10-krone	1 174	1 194	1 201	1 205	1 180	1 157	1 130	1 122	1 109	1 095	1 083
5-krone	515	529	539	542	534	525	515	513	510	503	499
1-krone	799	826	847	861	862	858	850	848	845	839	836
0.5 krone	155	154	154	153	153	152	152	152	152	152	152

Payment infrastructure

Table 4 Institutional infrastructure

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Number of banks	137	134	137	136	141	136	134	134	128	123	115
Savings banks	106	104	104	99	98	95	93	91	87	85	79
Commercial banks	19	20	23	25	29	27	25	25	23	21	20
Number of foreign bank branches in Norway	12	10	10	12	14	14	16	18	18	17	16
Electronic money institutions	3	4	6	6	6	7	6	6	6	7	9

Table 5 Number of agreements

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Online and mobile banking agreements	7 259 134	7 889 444	8 427 064	8 780 020	8 677 815	8 619 107	8 720 172	10 109 706	10 493 330	10 644 827	10 571 008
Retail customers	6 768 015	7 271 093	7 786 587	8 111 439	7 901 252	7 617 363	7 383 359	8 462 163	8 616 457	8 552 923	8 472 221
Corporate customers	491 119	618 351	640 477	668 581	776 563	1 001 744	1 336 813	1 647 543	1 876 873	2 091 904	2 098 787
Agreements to offer electronic invoicing (eFaktura) to retail customers	1 378	1 490	1 611	1 577	8 108	13 462	24 161	28 505	33 903	43 882	49 641
Agreements on receipt of electronic invoicing (eFaktura) – retail customers	15 304 127	14 547 500	17 447 887	19 581 987	23 489 647	34 467 240	37 440 453	38 875 210	39 088 984	39 139 286	39 139 790
Agreements on receipt of electronic invoicing – EHF-format	31 064	48 927	65 218	96 158	129 525	154 589	181 734	218 136	255 080	287 988	317 336
Company terminal giro agreements	16 534	18 362	22 193	27 822	33 530	33 962	25 631	14 669	12 886	12 023	9 991
Postal giro agreements	596 126	508 134	461 177	343 855	302 542	276 856	256 381	228 821	202 595	186 780	167 706
Direct debit agreements (Avtalegiro and Autogiro)	17 218 355	18 496 228	19 964 802	19 514 813	19 988 423	20 511 972	20 770 830	21 258 883	24 770 703	28 918 082	32 713 659
Avtalegiro – payees	15 520	15 940	16 215	17 627	18 408	19 723	20 474	21 313	22 049	23 066	25 083
Autogiro – payees	618	587	627	705	705	691	670	666	627	594	564

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Number of cards issued (as at 31 Dec.)	13 698	14 704	14 841	15 755	13 274	13 677	12 905	12 864	12 780	12 616	12 647
Contactless cards (NFC)	-	-	-	774	8 617	10 094	11 140	12 465	12 485	12 396	12 454
Chip cards	12 764	13 859	14 390	14 803	4 570	3 561	1 697	375	245	152	112
Magnetic stripe cards	928	839	445	166	73	2	2	1	2	0	1
Virtual cards	6	6	6	13	14	20	23	23	48	68	80
Number of functions in cards issued	21 988	23 464	23 791	25 381	20 988	21 487	20 189	20 167	20 156	20 257	20 386
Debit functions	15 650	16 552	16 777	18 065	14 161	14 730	14 495	14 665	14 830	15 343	15 535
Bank cards/BankAxept	7 931	8 377	8 487	9 124	7 229	7 419	7 294	7 370	7 456	7 708	7 802
Payment cards issued by international card companies	7 719	8 175	8 290	8 941	6 932	7 311	7 201	7 295	7 374	7 635	7 732
Billing functions (payment cards issued by international card companies)	557	450	431	357	394	328	340	367	364	199	201
Credit functions	5 504	6 185	6 456	6 864	6 326	6 344	5 296	5 061	4 865	4 680	4 618
Domestic credit cards	635	609	698	732	851	529	74	9	2	-	-
Payment cards issued by international card companies	4 869	5 577	5 759	6 132	5 455	5 797	5 211	5 052	4 863	4 673	4 611
E-money	277	278	127	94	107	85	59	74	96	35	33

Table 7 Cash infrastructure

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Bank branches with over-the-counter cash services	-	-	-	-	-	-	137	87	74	74	39
Points of sale with in-store cash services	-	-	-	-	-	-	1 422	1 462	1 456	1 459	1 466
ATMs	2 033	1 950	1 679	1 596	1 550	1 456	1 447	1 217	1 231	1 168	1 129
Cash deposit machines	-	-	-	-	-	-	573	473	451	430	396

Retail payment services

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	2 443.2	2 602.0	2 791.6	3 037.3	3 226.0	3 446.1	3 308.5	3 455.9	3 795.5	3 957.9	4 157.4
Bank transfers	625.8	650.3	670.4	728.1	797.0	891.7	885.4	901.1	930.8	963.5	1 001.9
Electronic	608.8	635.3	658.0	718.5	789.3	885.2	880.6	897.3	927.7	961.4	999.9
Paper-based	17.0	15.0	12.4	9.6	7.7	6.5	4.7	3.8	3.1	2.1	2.0
Payment cards (payments)	1 817.3	1 951.6	2 121.2	2 309.1	2 429.0	2 554.4	2 423.2	2 554.8	2 864.7	2 994.3	3 155.5
Electronic	1 815.3	1 949.2	2 120.6	2 308.6	2 428.5	2 553.8	2 422.9	2 554.6	2 864.3	2 994.1	3 155.3
Manual	2.1	2.5	0.6	0.5	0.6	0.6	0.2	0.2	0.4	0.3	0.2
Cheques	0.1	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Table 9 Bank transfers (in millions of transactions)

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	625.8	650.3	683.2	728.1	797.0	891.7	885.4	901.1	930.8	963.5	1 001.9
Credit transfers	530.8	548.1	574.1	613.7	678.1	772.9	767.6	779.1	815.4	848.3	885.9
Electronic	516.0	535.4	550.6	605.2	671.2	767.1	763.1	775.3	812.3	846.3	885.4
Company terminal giro	15.7	15.1	16.7	18.8	21.2	23.8	22.7	16.8	12.0	13.4	10.0
Telegiros	6.6	5.7	5.0	4.4	3.6	3.0	1.7	2.5	2.2	2.3	3.6
Online and mobile banking	448.1	467.1	481.8	502.6	525.3	537.8	502.8	493.2	508.1	545.3	553.5
Retail customers	262.4	274.9	283.4	291.5	286.3	267.9	238.4	253.8	252.1	269.7	279.0
Corporate customers	185.7	192.3	198.4	211.1	238.9	269.9	264.4	239.4	256.1	275.6	274.5
Instant payments	-	-	-	0.9	58.1	122.3	153.6	186.2	213.2	210.2	204.8
Miscellaneous other electronic credit transfers	45.7	47.4	59.9	78.4	63.1	80.1	82.3	76.7	76.8	75.1	110.9
Paper-based	14.8	12.7	10.7	8.5	6.9	5.8	4.4	3.8	3.1	2.1	2.0
Company terminal giros and online banking as money order	0.5	0.4	0.4	0.3	0.3	0.2	0.1	0.0	0.0	0.0	0.0
Postal giros	12.2	10.5	8.9	7.1	5.8	4.8	3.7	3.0	2.3	1.3	1.3
Giros delivered at the counter – account debits	2.1	1.7	1.4	1.1	0.9	0.8	0.6	0.7	0.8	0.7	0.7
Direct debits (Avtalegiro and Autogiro)	92.8	99.9	107.4	113.3	118.0	118.1	117.5	121.9	115.4	115.2	116.0
Giros delivered at the counter – cash payments	2.2	2.3	1.7	1.1	0.8	0.7	0.3	0.0	0.0	0.0	0.0

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total use of Norwegian cards (in Norway and abroad)	1 892.8	2 020.7	2 182.1	2 362.2	2 475.9	2 594.9	2 444.4	2 575.4	2 890.3	3 018.6	3 176.6
Use of Norwegian cards in Norway	1 673.1	1 786.6	1 923.4	2 067.3	2 155.3	2 253.4	2 189.5	2 289.0	2 480.3	2 578.1	2 682.7
Payments	1 613.6	1 732.1	1 875.8	2 027.3	2 121.1	2 224.1	2 170.3	2 272.0	2 461.7	2 560.6	2 668.0
Payments at EFTPOS terminals	1 570.1	1 680.0	1 800.4	1 869.3	1 916.8	1 975.3	1 879.7	1 909.0	2 018.2	2 052.6	2 072.1
Of which: contactless payments	-	-	-	15.7	82.3	302.1	1 226.3	1 556.9	1 755.8	1 857.4	1 927.7
- with physical cards	-	-	-	-	-	-	1 213.0	1 509.3	1 649.3	1 692.9	1 677.3
- other contactless payments	-	-	-	-	-	-	13.3	47.5	106.5	164.5	250.4
Payments without cash-back	1 523.9	1 638.5	1 764.2	1 838.2	1 891.4	1 953.9	1 867.1	1 899.2	2 008.6	2 043.8	2 062.9
Payments with cash-back	46.2	41.4	36.2	31.0	25.3	21.3	12.6	9.8	9.6	8.8	9.1
Internet payments	41.0	49.3	73.7	99.8	155.7	219.6	268.1	334.0	400.1	460.5	536.7
Other electronic payments and manual payments	2.6	2.8	1.8	58.2	48.6	29.2	22.5	29.0	43.4	47.5	59.2
Cash withdrawals	59.5	54.5	47.6	40.0	34.2	29.3	19.2	17.0	18.6	17.5	14.7
Use of Norwegian cards abroad	219.7	234.1	258.7	294.9	320.5	341.5	254.9	286.4	410.0	440.5	493.9
Payments	203.7	219.5	245.4	281.8	307.9	330.3	251.1	282.8	403.0	433.8	487.5
Payments at EFTPOS terminals	128.7	138.1	141.7	147.2	158.1	171.5	61.0	71.7	168.9	170.2	181.5
Of which: contactless payments	-	-	-	7.1	20.5	41.8	23.8	40.8	124.2	138.8	155.1
- with physical cards	-	-	-	-	-	-	23.5	37.5	112.5	119.8	126.8
- other contactless payments	-	-	-	-	-	-	0.3	3.3	11.7	19.0	28.3
Payments without cash-back	128.7	138.1	141.6	147.2	158.1	171.5	61.0	71.7	168.8	170.1	181.5
Payments with cash-back	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Internet payments	74.3	80.7	103.5	134.6	149.7	158.7	190.1	211.1	234.1	263.6	306.0
Other electronic payments and manual payments	0.7	0.8	0.1	0.1	0.1	0.1	0.0	0.0	0.1	0.1	0.0
Cash withdrawals	16.0	14.6	13.3	13.1	12.6	11.3	3.8	3.6	7.0	6.7	6.3
Use of Norwegian cards by function	1 892.8	2 020.7	2 182.1	2 362.1	2 475.9	2 594.9	2 444.3	2 575.4	2 890.2	3 018.6	3 176.6
Debit functions	1 709.9	1 820.2	1 959.4	2 099.6	2 190.8	2 268.8	2 165.1	2 300.0	2 554.2	2 643.8	2 746.1
BankAxept	1 452.7	1 526.4	1 594.8	1 638.5	1 667.5	1 682.7	1 609.8	1 620.0	1 647.4	1 612.0	1 542.4
Payment cards issued by international card companies	257.2	293.8	364.6	461.1	523.3	586.1	555.3	680.0	906.7	1 031.8	1 203.7
Billing functions (payment cards issued by international card companies)	21.6	20.2	20.3	20.9	20.4	17.1	11.5	11.8	10.9	10.3	10.7
Credit functions	160.0	179.2	201.8	241.2	264.3	308.7	267.4	263.3	323.9	362.2	417.4
Domestic credit cards	5.9	5.6	5.7	5.5	5.5	4.9	2.0	0.2	0.0	-	-
Payment cards issued by international card companies	154.1	173.6	196.1	235.7	258.8	303.9	265.4	263.1	323.9	362.2	417.4
E-money	1.3	1.1	0.6	0.4	0.4	0.3	0.3	0.3	1.3	2.3	2.3
Use of foreign cards in Norway	36.6	40.2	48.3	54.7	67.2	71.7	33.0	34.3	77.8	91.9	89.7
Payments	34.7	38.5	46.7	53.2	65.8	70.5	32.4	33.9	77.1	91.3	89.2
Cash withdrawals	1.9	1.6	1.7	1.5	1.3	1.2	0.6	0.4	0.7	0.7	0.5

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Use of Norwegian and foreign cards at Norwegian terminals	1 739.7	1 855.2	1 998.4	2 149.5	2 248.9	2 352.3	2 248.5	2 347.9	2 583.7	2 700.7	2 802.9
Withdrawals through in-store cash services	-	-	-	-	-	-	0.3	1.7	2.3	2.5	2.3
Cash withdrawals from ATMs	61.3	55.9	48.9	41.1	35.4	30.4	19.5	15.7	17.0	15.7	12.9
Payments at EFTPOS terminals that accept BankAxept	1 630.3	1 742.2	1 866.7	1 940.3	1 999.8	2 061.6	1 933.5	1 963.6	2 115.2	2 165.1	2 181.8
Of which: payments with cashback	46.2	41.5	36.2	31.1	25.3	21.3	12.6	9.8	9.6	8.8	9.1
Of which: contactless payments	-	-	-	15.7	82.4	312.0	1 239.5	1 577.3	1 807.2	1 923.8	1 995.7
Internet payments	46.8	55.9	81.6	110.3	165.5	231.7	271.9	338.2	407.5	470.1	546.7
Other payments at domestic terminals	1.2	1.1	1.3	57.8	48.1	28.7	23.3	28.7	41.7	47.2	59.2
Use of Norwegian cards at Norwegian terminals	1 703.1	1 815.5	1 952.2	2 095.2	2 182.2	2 281.1	2 215.8	2 313.7	2 506.2	2 609.0	2 713.4
Withdrawals through in-store cash services	-	-	-	-	-	-	0.3	1.7	2.3	2.5	2.3
Cash withdrawals from ATMs	59.4	54.3	47.2	39.6	34.1	29.1	18.9	15.3	16.2	15.0	12.4
BankAxept	54.4	49.7	43.3	36.0	31.1	26.5	17.3	13.8	14.4	13.0	10.5
Other cards	5.0	4.5	3.9	3.6	3.0	2.6	1.6	1.5	1.8	1.9	1.9
Payments at payment terminals	1 642.5	1 760.0	1 903.7	1 997.8	2 100.0	2 223.4	2 173.3	2 268.0	2 446.0	2 544.3	2 639.6
BankAxept – payments at EFTPOS terminal and eBetaling (from 2024)	1 398.2	1 476.5	1 551.3	1 602.4	1 636.2	1 656.1	1 592.1	1 604.5	1 630.7	1 596.4	1 529.6
BankAxxess	0.2	0.2	0.2	0.2	0.1	0.1	0.1	0.0	0.1	-	-
Cards issued by international card companies and Norwegian credit cards	216.1	255.7	325.1	368.8	438.2	540.7	556.4	638.6	786.8	914.5	1 076.9
Cards issued by oil companies	23.1	23.3	22.9	22.5	21.4	22.5	21.1	21.5	22.4	21.0	20.0
Cards issued by retail chains	4.4	3.8	3.8	3.7	3.7	3.7	3.3	3.1	4.8	10.1	10.8
E-money cards	0.6	0.5	0.4	0.3	0.3	0.3	0.2	0.3	1.3	2.3	2.3
Other payments at Norwegian terminals	1.2	1.1	1.3	57.8	48.1	28.7	23.3	28.7	41.7	47.2	59.1
Use of foreign cards at Norwegian terminals	36.5	39.7	46.2	54.3	66.7	71.2	32.7	34.1	77.5	91.6	89.5
Payments	34.6	38.1	44.5	52.8	65.3	69.9	32.1	33.7	76.8	90.9	89.0
Of which: internet payments	5.8	6.6	7.9	10.5	9.8	12.1	3.9	4.1	7.4	9.3	9.7
Cash withdrawals	1.9	1.6	1.6	1.5	1.3	1.2	0.6	0.4	0.7	0.7	0.5

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Transfers from Norway	10.3	10.9	11.2	11.5	11.5	11.1	11.6	12.7	13.5	13.7	13.7
SWIFT	9.3	9.9	10.1	10.3	10.4	10.1	10.7	11.8	12.7	13.0	13.1
Foreign currency cheques	0.1	0.1	0.1	0.0	0.0	0.0	0.1	0.1	0.1	0.1	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.8	0.9	1.0	1.1	1.1	1.0	0.8	0.8	0.7	0.6	0.6
Transfers to Norway	4.9	5.3	5.9	7.1	7.6	7.5	7.8	8.2	9.6	11.0	11.9
SWIFT	4.7	5.3	5.9	7.1	7.6	7.4	7.8	8.2	9.6	11.0	11.9
Foreign currency cheques	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	15 858.2	16 662.4	16 763.6	18 355.1	19 935.4	20 957.7	20 340.0	22 739.2	25 180.9	24 332.7	23 727.9
Bank transfers	15 172.1	15 934.7	15 988.4	17 513.9	19 074.2	20 057.9	19 456.1	21 786.9	24 107.1	23 185.1	22 489.3
Electronic	15 045.2	15 796.0	15 836.8	17 387.8	18 951.6	19 937.2	19 361.6	21 694.3	23 993.4	23 076.2	22 381.6
Paper-based	126.9	138.7	151.6	126.1	122.6	120.7	94.5	92.6	113.8	108.9	107.7
Payment cards (payments)	681.3	724.3	772.7	839.4	860.1	899.3	883.5	952.2	1 073.6	1 147.4	1 238.6
Electronic	677.4	720.3	769.7	836.3	857.1	896.4	882.9	951.7	1 072.7	1 146.7	1 238.0
Manual	3.9	4.1	3.0	3.1	3.0	2.9	0.6	0.4	0.9	0.7	0.6
Cheques	4.8	3.4	2.5	1.8	1.1	0.5	0.4	0.2	0.1	0.1	0.0

Table 13 Bank transfers (in billions of NOK)

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	15 172.1	15 934.7	15 988.4	17 513.9	19 074.2	20 057.9	19 456.1	21 786.9	24 107.1	23 185.1	22 489.3
Credit transfers	14 901.0	15 643.7	15 691.6	17 240.1	18 778.6	19 752.4	19 068.7	21 272.4	23 593.0	22 656.7	21 942.7
Electronic	14 790.9	15 528.8	15 568.9	17 126.4	18 664.6	19 639.7	18 979.6	21 183.6	23 482.0	22 548.9	21 835.5
Company terminal giro	977.0	958.0	1 016.3	1 123.5	1 136.1	1 253.3	1 158.1	1 206.7	1 179.3	1 248.0	934.8
Telegiros	18.0	16.0	13.7	12.0	9.6	8.1	4.1	6.5	6.2	6.4	10.1
Online banking	13 005.2	13 721.9	13 792.6	15 291.0	16 767.2	17 573.2	16 966.9	19 196.4	21 462.4	20 497.2	20 009.8
Retail customers	1 480.3	1 462.0	1 536.9	1 618.1	1 574.6	1 549.3	1 331.7	1 392.1	1 476.1	1 507.9	1 700.2
Corporate customers	11 524.9	12 259.9	12 255.7	13 672.9	15 192.6	16 023.9	15 635.2	17 804.4	19 986.3	18 989.4	18 309.6
Instant payments	-	-	-	4.1	45.4	84.6	110.2	129.8	147.8	134.3	135.2
Miscellaneous other electronic credit transfers	790.6	832.9	746.4	695.8	741.8	720.5	740.4	644.2	686.4	663.1	743.5
Paper-based	110.2	114.9	122.7	113.7	114.0	112.8	89.1	88.8	110.9	107.7	107.2
Company terminal giros and online banking as money order	6.3	5.7	5.1	3.6	2.9	2.6	1.4	1.1	0.6	0.3	0.2
Postal giros	24.4	20.7	17.3	13.9	11.4	9.5	7.5	6.4	4.9	3.2	3.3
Giros delivered at the counter – account debits	79.4	88.4	100.3	96.2	99.7	100.6	80.2	81.3	105.4	104.2	103.8
Direct debits (Avtalegiro and Autogiro)	254.3	267.2	267.8	261.4	287.0	297.5	381.9	510.7	511.3	527.3	546.1
Giros delivered at the counter – cash payments	16.7	23.8	28.9	12.4	8.6	8.0	5.5	3.8	2.8	1.2	0.5

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total use of Norwegian cards (in Norway and abroad)	814.6	855.3	890.9	945.7	954.9	986.8	936.3	1000.8	1130.6	1201.9	1289.0
Use of Norwegian cards in Norway	685.1	715.0	744.9	787.6	795.0	816.8	826.7	867.5	919.0	960.2	1014.1
Payments	572.7	608.1	649.2	703.7	722.3	749.6	781.2	826.3	875.5	919.9	977.5
Payments at EFTPOS terminals	538.1	569.8	599.8	621.2	631.7	645.2	669.5	689.7	711.8	729.6	748.1
Of which: contactless payments	-	-	-	1.8	12.9	63.7	391.6	533.4	588.5	635.9	676.8
- with physical cards	-	-	-	-	-	-	387.6	519.0	558.1	586.6	597.8
- other contactless payments	-	-	-	-	-	-	4.0	14.3	30.5	49.4	79.0
Internet payments	29.4	33.1	44.3	51.7	65.0	90.1	102.2	125.8	148.8	174.3	207.6
Other electronic payments and manual payments	5.2	5.2	5.1	30.7	25.6	14.4	9.6	10.8	14.9	16.0	21.7
Cash-back from EFTPOS terminals	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2	5.0	4.8	7.3
Other cash withdrawals	92.1	88.1	78.3	68.9	60.6	56.7	38.4	36.0	38.5	35.4	29.4
Use of Norwegian cards abroad	129.5	140.2	145.9	158.2	159.9	170.0	109.7	133.3	211.6	241.7	274.9
Payments	108.6	116.3	123.5	135.7	137.9	149.7	101.8	125.8	198.1	227.5	261.1
Payments at EFTPOS terminals	68.4	68.1	67.9	69.9	68.9	73.1	25.0	29.7	74.1	79.9	87.4
Of which: contactless payments	-	-	-	1.4	4.0	9.7	7.1	14.9	46.3	55.4	65.4
- with physical cards	-	-	-	-	-	-	7.0	13.9	42.4	47.9	53.6
- other contactless payments	-	-	-	-	-	-	0.1	0.9	3.9	7.4	11.9
Internet payments	39.4	47.3	55.4	65.7	68.7	76.3	76.7	96.0	123.9	147.4	173.5
Other electronic payments and manual payments	0.8	0.9	0.2	0.1	0.2	0.2	0.1	0.1	0.2	0.2	0.1
Cash withdrawals	20.9	24.0	22.4	22.4	22.0	20.3	7.9	7.4	13.5	14.2	13.8
Use of Norwegian cards by function	814.6	855.3	890.9	945.7	954.9	986.8	936.3	1000.8	1130.6	1201.9	1289.0
Debit functions	670.0	700.0	726.0	758.0	763.0	771.0	764.4	828.1	912.9	955.9	1008.6
BankAxept	561.0	579.0	585.0	584.0	581.0	577.0	584.6	592.8	590.3	578.9	560.7
Payment cards issued by international card companies	109.2	121.4	141.2	174.5	181.5	194.4	179.8	235.3	322.7	377.0	447.9
Billing functions (payment cards issued by international card companies)	24.9	24.1	23.8	24.7	24.1	20.7	12.4	13.0	14.8	15.5	16.3
Credit functions	119.4	130.8	140.4	162.7	168.0	194.8	159.3	159.4	202.1	229.1	262.6
Domestic credit cards	8.5	8.2	8.2	8.5	8.5	9.3	2.6	0.1	0.0	-	-
Payment cards issued by international card companies	110.9	122.7	132.2	154.2	159.5	185.6	156.7	159.3	202.1	229.1	262.6
E-money	0.4	0.4	0.3	0.3	0.2	0.2	0.2	0.3	0.8	1.4	1.5
Use of foreign cards in Norway	27.9	33.1	38.7	44.4	46.8	54.5	17.9	16.6	42.1	53.0	51.2
Payments	25.2	30.6	36.1	42.0	44.6	52.4	16.8	15.7	40.7	51.7	50.3
Cash withdrawals	2.7	2.5	2.6	2.4	2.2	2.1	1.1	0.9	1.4	1.3	0.9

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Use of Norwegian and foreign cards at Norwegian terminals	728.0	761.6	795.2	843.9	856.3	886.4	860.0	902.4	985.9	1 037.4	1 089.0
Withdrawals through in-store cash services	-	-	-	-	-	-	1.3	4.7	6.6	6.6	5.3
Cash withdrawals from ATMs	94.7	90.3	80.5	70.7	62.3	58.2	38.1	32.1	33.3	30.0	24.9
Payments at EFTPOS terminals that accept BankAxept	590.5	621.4	651.0	671.5	686.4	705.3	703.1	724.3	774.0	796.3	814.5
Of these: POS cash withdrawals (cash-back)	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2	5.0	4.9	7.3
Of which: contactless payments	-	-	-	1.8	12.9	69.7	397.2	541.6	607.2	661.0	705.0
Internet payments	40.8	48.0	61.3	74.0	85.3	111.3	107.9	130.1	158.4	189.0	222.8
Other payments at Norwegian terminals	2.0	1.9	2.3	27.7	22.2	11.7	9.5	11.0	13.7	15.5	21.4
Use of Norwegian cards at Norwegian terminals	700.3	729.2	757.9	800.6	810.6	833.2	842.4	886.1	944.7	985.2	1 038.2
Withdrawals through in-store cash services	-	-	-	-	-	-	1.3	4.7	6.6	6.6	5.3
Cash withdrawals from ATMs	92.0	87.8	77.9	68.3	60.1	56.1	37.0	31.3	31.9	28.8	24.0
Bank cards/BankAxept	83.3	79.6	70.8	61.6	54.6	51.2	33.9	28.4	28.7	25.4	20.7
Other cards	8.7	8.3	7.2	6.7	5.5	4.9	3.1	2.9	3.2	3.4	3.3
Cash-back from EFTPOS terminals	20.3	18.9	17.4	15.0	12.1	10.4	7.0	5.2	5.0	4.9	7.3
Payments at payment terminals	586.1	620.5	660.3	689.6	716.2	755.0	787.5	833.9	887.5	929.5	980.3
BankAxept – payments at EFTPOS terminal and eBetaling (from 2024)	456.7	479.7	496.4	506.4	513.9	514.6	542.1	554.3	549.8	542.1	527.3
BankAxxess	0.4	0.4	0.5	0.6	0.6	0.4	0.3	0.2	0.2	-	-
Cards issued by international card companies and Norwegian credit cards	112.3	124.6	148.7	167.3	183.5	221.4	229.6	261.0	310.1	360.5	427.0
Cards issued by oil companies	14.6	14.0	12.9	13.6	16.5	16.8	13.8	16.7	23.7	21.4	20.0
Cards issued by retail chains	1.8	1.5	1.6	1.5	1.6	1.6	1.5	1.5	2.9	4.2	4.5
E-money cards	0.3	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.8	1.4	1.5
Other payments at Norwegian terminals	2.0	1.9	2.3	27.7	22.2	11.7	9.5	11.0	13.7	15.5	21.3
Use of foreign cards at Norwegian terminals	27.7	32.4	37.3	43.3	45.7	53.2	17.6	16.3	41.2	52.1	50.7
Payments	25.0	30.0	34.7	41.0	43.5	51.2	16.4	15.4	39.9	50.9	49.8
Of which: internet payments	11.5	14.9	17.0	22.3	20.3	21.2	5.7	4.4	9.6	14.6	15.1
Cash withdrawals	2.7	2.5	2.6	2.4	2.2	2.1	1.1	0.9	1.4	1.3	0.9

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Transfers from Norway	8 683.7	10 748.0	7 655.6	8 196.4	7 891.1	6 456.0	6 622.3	7 324.5	9 738.7	10 333.4	9 788.9
SWIFT	6 521.4	8 103.7	6 802.8	7 458.5	7 277.4	6 041.3	6 224.4	6 935.5	9 062.9	9 687.9	9 367.1
Foreign currency cheques	2 159.3	2 641.0	849.3	727.8	607.2	407.7	389.8	364.3	647.4	600.7	406.4
Other transfers (MoneyGram, Western Union, etc.)	3.0	3.3	3.6	10.0	6.6	6.9	8.1	24.7	28.4	44.8	15.4
Transfers to Norway	6 739.4	8 266.3	6 933.5	7 066.2	6 988.8	7 181.0	7 905.1	8 428.8	13 326.9	13 600.3	13 570.1
SWIFT	6 738.8	8 265.8	6 933.0	7 058.2	6 987.2	7 180.7	7 904.7	8 428.5	13 326.8	13 600.0	13 570.0
Foreign currency cheques	0.3	0.3	0.3	0.2	0.3	0.2	0.2	0.2	0.0	0.0	0.0
Other transfers (MoneyGram, Western Union, etc.)	0.2	0.2	0.2	7.8	1.3	0.2	0.2	0.1	0.1	0.3	0.1

Table 16 Sending electronic invoices (in millions)

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
eFaktura from businesses to retail customers	59.0	69.7	80.8	83.8	99.6	139.8	163.9	174.7	191.3	224.6	228.4
EHF format	5.0	10.6	17.9	29.1	45.2	58.1	66.4	84.7	98.5	115.2	123.9

Prices

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

	Customers who do not belong to loyalty schemes						Customers who belong to loyalty schemes					
	2020	2021	2022	2023	2024	2025	2020	2021	2022	2023	2024	2025
Payments												
Online banking (with CID), per payment	0.80	0.70	0.80	0.70	0.60	0.50	0.00	0.10	0.10	0.20	0.00	0.00
Online banking – annual fee	14.70	13.20	13.30	13.10	12.70	8.20	2.40	0.60	1.10	1.10	1.10	1.20
Direct debit (Avtalegiro), per payment	0.80	0.80	0.80	0.80	0.60	0.60	0.00	0.20	0.30	0.30	0.10	0.00
Mobile banking (with CID), per payment	0.80	0.90	0.80	0.70	0.60	0.50	0.00	0.10	0.10	0.20	0.00	0.00
Mobile banking – info by SMS	2.20	2.10	2.10	2.00	2.10	2.20	1.90	1.80	1.90	1.80	1.60	2.10
Credit transfer via postal giro, per payment	12.20	12.20	12.90	13.10	13.20	13.40	12.20	12.20	12.80	13.10	13.10	13.30
Giro over the counter – account debit, per payment	95.70	95.40	97.10	102.50	103.20	131.00	95.70	95.40	97.10	102.50	103.20	131.00
Giro over the counter – cash payment, per payment	108.10	108.40	108.50	115.20	116.80	118.00	108.10	108.40	108.50	115.20	116.80	118.00
BankAxept cards at payment terminals (EFTPOS), per payment	0.90	0.80	0.80	0.80	0.50	0.50	0.00	0.10	0.00	0.00	0.00	0.00
Credit card from international credit card company, annual fee	15.30	21.30	26.80	28.20	18.20	22.20	25.00	23.60	12.50	31.90	4.00	3.10
BankAxept cards (combined with debet card from int. card comp.), annual fee	290.90	298.00	299.60	295.70	296.90	294.40	238.40	220.50	227.90	227.90	236.30	231.60
Cash withdrawals in-store												
	-	-	-	7.20	8.80	9.00	-	-	-	6.90	7.10	6.20
ATM withdrawals, debit cards												
Own bank's ATMs during opening hours, per withdrawal	6.50	7.20	7.80	7.90	8.70	-	6.70	6.70	6.50	6.00	4.30	-
Other bank's ATMs during opening hours, per withdrawal	8.10	8.50	8.60	8.70	9.50	-	7.80	7.20	7.00	7.30	5.50	-
ATM withdrawals, international credit cards												
Price per withdrawal	31.60	31.10	31.40	34.40	38.10	37.90	30.80	32.60	33.80	36.40	38.50	37.90
Fee as a percentage of withdrawal amount	1.2	1.1	1.1	1.2	1.3	1.3	1.2	0.8	1.1	1.2	1.2	1.2

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

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2024
Payments												
Electronic bank transfers												
Corporate online banking monthly fee	-	-	-	-	-	-	-	-	-	71.20	102.90	75.30
Corporate online banking without notification	2.60	2.80	2.60	3.10	3.30	3.20	3.30	3.60	3.80	4.40	4.70	4.80
Corporate online banking with notification	4.30	4.40	4.40	4.50	4.50	4.50	4.90	5.10	5.30	5.00	5.30	5.30
Corporate online banking with CID	1.20	1.10	1.30	1.30	1.40	1.50	1.50	1.50	1.50	1.50	1.50	1.60
Autogiro payment	-	-	-	-	-	-	-	-	-	2.30	2.40	2.40
Receipt of payment												
Electronic bank transfers												
Avtalegiro monthly fee	-	-	-	-	-	-	-	-	-	80.40	86.40	86.10
Direct debits (Autogiro) without notification	1.40	1.40	1.60	1.60	1.70	2.00	2.00	2.00	2.60	2.60	2.60	3.00
Direct debits (Autogiro) with notification	3.80	3.80	3.60	3.60	3.90	3.90	3.90	4.10	4.10	4.10	4.20	4.40
Avtalegiro monthly fee	-	-	-	-	-	-	-	-	-	80.30	86.30	87.00
Direct debits without notification	2.40	2.70	2.80	2.80	3.10	3.80	3.60	3.70	3.80	3.50	3.70	4.20
Direct debits with notification	7.80	8.00	7.60	7.60	8.10	8.40	8.30	8.40	8.40	7.80	8.30	7.90
E-giro monthly fee	-	-	-	-	-	-	-	-	-	84.50	87.00	85.00
E-giro with CID	-	-	-	-	-	-	-	-	-	2.20	2.40	2.40
E-giro with notification	-	-	-	-	-	-	-	-	-	2.50	2.60	2.60
Optical Character Recognition monthly fee	-	-	-	-	-	-	-	-	-	84.50	87.00	86.00
Optical Character Recognition with CID	-	-	-	-	-	-	-	-	-	2.20	3.00	2.60
Sending eFaktura												
eFaktura B2C monthly fee	-	-	-	-	-	-	-	-	-	76.30	80.60	82.90
eFaktura B2C per invoice	-	-	-	-	-	-	-	-	-	3.40	3.60	3.60
eFaktura B2C invoice hotell per invoice	-	-	-	-	-	-	-	-	-	1.80	1.80	1.60
eFaktura B2B online banking monthly fee	-	-	-	-	-	-	-	-	-	38.30	45.20	41.10
eFaktura B2B online banking per invoice	-	-	-	-	-	-	-	-	-	8.40	8.60	7.10
eFaktura B2B file-based monthly fee	-	-	-	-	-	-	-	-	-	201.90	191.90	182.80
eFaktura B2B file-based per invoice	-	-	-	-	-	-	-	-	-	3.30	3.00	3.00
Receipt of eFaktura												
eFaktura B2B online banking monthly fee	-	-	-	-	-	-	-	-	-	21.70	41.20	30.60
eFaktura B2B online banking per invoice	-	-	-	-	-	-	-	-	-	3.20	3.20	3.30
eFaktura B2B file-based monthly fee	-	-	-	-	-	-	-	-	-	201.80	191.80	182.80
eFaktura B2B file-based per invoice	-	-	-	-	-	-	-	-	-	3.40	3.30	3.30

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

	Electronic payment order/automated processing						Manual payment order					
	2020	2021	2022	2023	2024	2025	2020	2021	2022	2023	2024	2025
SEPA (SWIFT) transfers												
With BIC and IBAN, NOK 2 500	25.80	26.50	25.70	29.10	28.70	27.80	-	-	-	-	-	-
Ordinary Swift transfer in NOK												
Without BIC and IBAN, NOK 2 500	98.70	102.40	122.80	125.30	129.60	68.40	294.50	298.80	306.50	311.70	307.10	316.40
With BIC and IBAN, NOK 2 500	71.50	72.60	69.30	72.40	71.40	70.10	294.10	298.10	299.00	305.20	302.10	315.90
Ordinary Swift transfer in EUR												
Without BIC and IBAN, NOK 2 500 equivalent	82.20	84.90	109.50	113.40	118.60	53.50	294.50	298.80	306.50	311.80	307.10	317.70
With BIC and IBAN, NOK 2 500 equivalent	65.00	62.50	60.80	64.30	67.20	63.90	294.10	298.10	299.00	305.20	302.10	317.30
SWIFT express transfer in NOK												
Without BIC and IBAN, NOK 150 000	355.40	326.40	292.60	309.00	340.30	314.80	488.00	498.70	494.10	490.50	489.90	507.80
With BIC and IBAN, NOK 150 000	257.30	241.20	218.60	231.90	296.30	338.60	493.60	487.60	491.60	489.20	490.30	506.50
SWIFT express transfer in EUR												
Without BIC and IBAN, NOK 150 000 equivalent	345.90	317.00	279.30	297.10	329.30	300.00	488.00	498.70	494.10	490.50	489.90	507.80
With BIC and IBAN, NOK 150 000 equivalent	253.70	237.40	213.50	227.30	292.00	331.40	486.10	487.60	491.60	489.20	490.30	506.50
Cheques to other countries												
Equivalent to NOK 2 500	-	-	-	-	-	-	268.90	271.60	265.70	267.70	263.20	136.90

**Table 20 Prices for receipt of payments from EU/EEA countries. Weighted average (NOK) for a sample of banks.
1 January each year**

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Receipt of SEPA (SWIFT) payments												
With BIC and IBAN, NOK 2 500 equivalent	-	-	21.30	22.40	21.20	21.10	18.00	17.90	17.50	18.70	18.40	17.40
With BIC and IBAN, NOK 150 000 equivalent	-	-	21.70	22.80	21.50	21.20	18.10	17.90	17.50	18.80	18.40	38.30
Receipt of payments in EUR												
Without BIC and IBAN, NOK 2 500 equivalent	64.30	54.20	59.40	62.60	70.50	72.40	76.10	79.50	81.50	86.90	90.10	90.90
Without BIC and IBAN, NOK 150 000 equivalent	86.50	77.70	73.50	76.70	84.70	83.70	87.30	87.10	95.00	96.00	95.00	95.70
With BIC and IBAN, NOK 2 500 equivalent	20.60	20.80	53.10	55.10	59.10	57.20	62.10	68.60	67.00	75.60	78.20	77.10
With BIC and IBAN, NOK 150 000 equivalent	20.60	20.80	58.50	60.40	64.70	63.20	68.60	88.40	88.20	93.60	93.40	92.20
Receipt of payments in other currencies												
Without BIC and IBAN, NOK 2 500 equivalent	71.00	71.30	79.00	79.00	81.70	85.10	85.50	89.60	91.90	94.90	97.80	98.80
Without BIC and IBAN, NOK 150 000 equivalent	97.00	97.90	93.90	93.80	95.90	95.90	96.70	96.80	104.40	104.00	102.70	104.00
With BIC and IBAN, NOK 2 500 equivalent	71.00	71.30	72.10	72.70	73.80	73.50	75.00	77.00	74.90	79.00	81.40	80.30
With BIC and IBAN, NOK 150 000 equivalent	95.80	96.80	96.00	96.20	96.80	96.80	96.90	96.80	96.10	97.00	96.60	95.50

Table 21 Prices for remittances to selected countries. Banks and other providers. In percent of amount transferred. At 1 January 2024 and 2025

	Transaction in person				Online payment order			
	NOK 1 000		NOK 5000		NOK 1000		NOK 5000	
	2024	2025	2024	2025	2024	2025	2024	2025
Banks	29.2	29.7	6.2	6.7	5.6	5.9	1.5	1.9
Exchange rate cost	0.4	1.0	0.4	1.0	0.5	0.9	0.5	0.9
Other fees	28.8	28.8	5.8	5.8	5.1	5.0	1.0	1.0
Non-bank financial institutions and payment institutions	-	-	-	-	4.6	4.6	3.4	3.0
Exchange rate cost	-	-	-	-	2.6	2.0	2.6	2.0
Other fees	-	-	-	-	2.0	2.6	0.8	1.0
All providers	29.2	29.7	6.2	6.7	5.1	5.4	2.5	2.3
Exchange rate cost	0.4	1.0	0.4	1.0	1.6	1.3	1.6	1.3
Other fees	28.8	28.8	5.8	5.8	3.5	4.1	0.9	1.0

Table 22 Prices for remittances to selected countries. In percent of amount transferred. At 1 January 2024 and 2025

	Transaction in person				Online payment order			
	NOK 1 000		NOK 5 000		NOK 1 000		NOK 5 000	
	2024	2025	2024	2025	2024	2025	2024	2025
Europe (EU)	28.4	29.0	5.8	6.4	3.3	3.7	1.4	1.5
EU/EEA	28.8	29.3	5.8	6.3	2.4	2.9	0.6	1.1
Bulgaria	31.7	32.0	7.7	8.1	5.1	6.6	2.5	2.7
Latvia	28.8	29.3	5.8	6.3	2.8	2.9	1.2	1.1
Lithuania	28.8	29.3	5.8	6.3	2.7	2.9	1.1	1.1
Poland	29.0	29.6	6.0	6.6	3.5	3.9	1.5	1.5
Romania	28.9	29.5	5.9	6.5	3.1	3.6	1.3	1.5
Hungary	25.1	26.1	5.1	6.1	4.8	6.0	1.9	2.1
Other Europe	30.3	30.9	6.3	6.8	5.9	6.3	2.3	1.9
Bosnia-Herzegovina	31.7	32.3	6.4	6.9	5.7	6.0	1.3	1.6
Kosovo	28.8	29.3	5.8	6.3	6.1	6.6	1.8	1.8
North Macedonia	28.8	29.3	5.8	6.3	4.4	6.0	0.6	1.6
Serbia	32.0	32.6	6.7	7.3	5.6	6.3	1.8	1.9
Turkey	32.6	33.2	7.2	7.9	6.5	6.2	3.3	2.1
Asia	31.6	32.4	7.2	7.7	6.0	6.6	2.5	2.5
Afghanistan	31.8	32.4	6.5	7.1	6.8	6.9	2.5	1.9
Philippines	29.2	32.9	6.2	7.5	4.8	5.8	1.7	2.2
India	33.0	33.5	7.7	8.2	5.7	6.3	2.5	2.8
Iraq	34.4	34.6	9.1	9.2	8.2	8.5	4.0	3.5
China	29.5	30.0	6.5	7.0	5.6	7.1	2.2	2.4
Pakistan	35.3	35.7	10.0	10.4	6.3	7.2	3.1	3.4
Palestine	32.3	32.6	6.9	7.2	6.9	7.0	2.6	2.0
Sri Lanka	32.5	32.7	7.2	7.3	8.3	6.6	4.0	2.3
Thailand	29.5	30.3	6.5	7.3	5.3	5.9	2.2	2.5
Vietnam	31.8	32.4	6.5	7.1	5.2	6.9	1.5	1.9
Americas	29.9	30.5	6.2	6.7	6.7	6.3	3.1	2.2
Brazil	32.3	33.0	6.9	7.7	7.3	6.4	3.7	2.3
Chile	28.8	29.2	5.8	6.2	7.0	6.5	2.6	1.6
Colombia	-	-	-	-	4.4	5.5	3.1	3.9
Africa	31.9	32.5	6.5	7.1	7.0	7.0	3.3	2.6
Eritrea	31.8	32.4	6.5	7.1	6.4	6.9	1.4	1.9
Ethiopia	31.8	32.4	6.5	7.1	6.8	7.0	3.4	3.0
Gambia	31.8	32.4	6.5	7.1	7.5	6.9	3.5	1.9
Ghana	31.8	32.4	6.5	7.1	7.7	6.9	3.9	1.9
Morocco	32.4	32.7	7.0	7.4	7.7	8.4	3.8	3.4
Nigeria	31.8	32.4	6.5	7.1	6.0	5.4	2.3	1.4
Somalia	-	-	-	-	6.8	6.7	4.4	4.4

Sources and table notes

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

Sources:

- General data: Statistics Norway and Norges Bank
- Information on means of payment in Norway: Statistics Norway and Norges Bank
- Information on bank transfers, cheques, payment cards, ATMs and mobile payments: Finans Norge; DNB Bank ASA; Nordea Bank ABP, Norway Branch; Danske Bank; Handelsbanken; Cultura Sparebank; Skandinaviska Enskilda Banken AB; BNP Paribas S.A. Norway Branch; Eika Gruppen AS; Nets Branch Norway; Mastercard Payment Services Infrastructure (Norway) AS; Tietoevry Norge AS; Skandinavisk Data Center; EVRY Card Services AS; SEB Kort Bank AB Oslo Branch, Ikano Bank AB (publ) Norway Branch; U.S. Bank Europe Designated Activity Company NUF; American Express S.A. (Norway Branch); Swedbank AB NUF; Morrow Bank ASA; Entercard Norge, branch of Entercard Group AB; Bambora Norge NUF; Euronet 360 Finance Limited; Vipps AS; Circle K Norge AS; Wex Europe Services AS; ST1 Norge AS; Blue Energy AS; Uno X Mobility Norge AS; YX Norge AS; Norgesgruppen Finans AS; Coop Norge SA
- Information on locations where the public can deposit and withdraw cash has been obtained from banks in Norway.
- Information on electronic invoices has been collected from Mastercard Payment Services Infrastructure (Norway) AS and the Norwegian Agency for Public and Financial Management (DFØ).
- Information on cross-border payments other than by card has been collected from the Register of Crossborder Currency Transactions and Currency Exchange (Norwegian Tax Administration).
- Information on fees for fund transfers to selected countries/regions and fees for retail customer services have been collected from Finansportalen.

Notes on the tables:

Table 5 – Number of agreements

- The number of agreements to offer or receive eFaktura e-invoicing refers to agreements on sending e-invoices in the banking network using online banking to retail customers. The number of agreements for e-invoicing in EHF format refers to businesses registered as recipients of e-invoices in EHF format sent via the access point in the PEPPOL infrastructure. PEPPOL is a Norwegian version of an international format, PEPPOL BIS.

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

- The table shows the number of cards issued in Norway by banks and other card issuers. Figures include e-money cards (prepaid cards) from Visa and Mastercard.
- Physically, cards are broken down by contact technology. They may be contactless cards or have a chip and/or magnetic stripe. They may also be virtual, such as card accounts in watches, wristbands and so on, or travel accounts in card systems not linked to physical cards.
- The functions in the card are broken down by settlement method, namely whether card use entails immediate debit of a bank account (debit function), whether the user receives an invoice that is paid in full a few weeks later (billing function), whether the user has a line of credit that is repaid in instalments (credit function) or whether the user pays with a prepaid card (e-money)¹.

Table 7 – Cash infrastructure

- The table shows the number of locations where the public can deposit and withdraw cash.
- The number of locations with “in-store cash services” was obtained from the following webpage: [Kontanttjenester i butikk – BankAxept](#) [in-store cash services – BankAxept] (in Norwegian only).

Tables 9 og 13 – Bank transfers

- “Instant payments” include instant payments made on mobile payment platforms, such as Vipps, and instant payments using online or mobile banking platforms settled through NICS Real. In the papers for 2021 and 2022, payments between accounts at the same bank with immediate settlement, but not settled through NICS Real, were also included in the figures. In the papers from 2023 and forwards, such payments are included under “Miscellaneous other electronic credit transfers”.
- “Miscellaneous other electronic credit transfers” include payments made on mobile payment platforms that are not instant payments, payments between accounts at the same bank with immediate settlement, and local payment solutions used for recurring transactions, loan repayments and so on.

¹ According to Finanstilsynet (Financial Supervisory Authority of Norway), e-money is: “an electronically stored monetary value represented by a claim on the issuer that is issued upon receipt of funds to carry out payment transactions and is recognised as a means of payment by entities other than the issuer”.

- The figures for payments with “online banking for corporate customers” for 2021 and 2022 are probably too low.

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

- The tables show all use of payment cards issued in Norway (from Table 6). It also shows the use of foreign payment cards in Norway.
- The figures for “POS cash withdrawals” are for cashback at EFTPOS terminals, while the figures for “other cash withdrawals” refer to in-store cash services and withdrawals over the counter at banks and at ATMs.
- “Other contactless payments” include payments at EFTPOS terminals using Vipps and other mobile payment platforms such as Apple Pay and Google Pay, and payments using watches and wristbands such as Fitbit Pay and Garmin Pay.
- “Online payments” include both payments with physical cards and payments via different mobile payment platforms such as Vipps, Apple Pay and Google Pay.
- The figures for “Other electronic payments and manual payments” include payments made using mobile payment platforms other than payments at websites, and payments from accounts without the use of physical cards, such as payments from travel accounts in offline card systems.
- The figures for prepayments/e-money include registered use of Nav (Norwegian Labour and Welfare Administration) cash cards, prepaid Visa and Mastercard cards issued by banks in Norway, and universal gift cards.
- The figures for use of Norwegian cards abroad and foreign cards in Norway primarily refer to cards issued by international card companies, including Visa, Eurocard, Mastercard, Diners, American Express, JCB and China Union Pay.
- The use of BankAxept cards in Norwegian-owned EFTPOS terminals abroad has been included in the figures for use of Norwegian cards abroad.

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

- The tables refer to use of Norwegian and foreign payment cards at all ATMs and Norwegian-owned EFTPOS terminals installed in Norway and abroad. Note that this applies even if payments using Norwegian cards at terminals abroad are included as use of Norwegian cards abroad in Tables 10a and 14a.
- In order to show how the terminals are used, the use of cards issued by retail chains are included, even though such cards are not defined as payment cards and are not therefore included in Tables 10a and 14a. The figures for cards issued by retail chains also include the use of such cards online that are registered in the banks’ data centres.
- The tables also show the online use of Norwegian and foreign cards on Norwegian websites. The figures include both payments made with physical cards and payments using different mobile payment platforms such as Vipps, Apple Pay and Google Pay.

- The figures for “Other payments at Norwegian terminals” include payments made using offline mobile payment platforms, and payments from accounts without the use of physical cards, such as payments from travel accounts in offline card systems.
- The figures for cash withdrawals from ATMs with e-money include prepaid Visa and Mastercard payment cards (until 2021) and use of Nav cash cards (until 2023). The figures for payments with e-money include the registered use of universal gift cards in Norway and prepaid Visa and Mastercard payment cards in Norway and abroad.

Table 16 – Sending electronic invoices

- The table shows the number of eFaktura e-invoices, which is the banks’ electronic invoicing solution, and e-invoices in EHF format, which is the government’s format for electronic invoicing.

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

- Information on prices for retail customer services (Table 17) is from 69 banks with prices published by Finansportalen. These banks accounted for 90 percent of the market measured by deposits in current accounts. There are two average prices for each service, one for customers who belong to a loyalty scheme and one for those who do not. Average prices are calculated by weighing the price at each bank based on the bank’s share of deposits in current accounts. In cases where a bank has multiple loyalty schemes, the median price for these schemes is used to calculate the average price for all banks for services in loyalty schemes
- The prices for corporate services and for cross-border payments are reported in a form from 18 and 17 banks respectively, that had a market share of 81 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 on its share of deposits in transaction accounts. The average prices for all banks are then calculated by weighting the prices for banking groups by market share measured by the number of transactions during the statistical year.
- The annual fee for BankAxept cards (combined with international debit cards) applies to “ordinary” cards. These cards can be used for payments at physical outlets and for online purchases. There is no cardholder identification on these cards.
- The price of postal giros is for each form posted. Postage for each form posted comes in addition.
- The price of direct debit (Avtalegiro) receipt refers to receipt without notification.

- From 2017, Finansportalen has had information on prices for multiple credit cards for non-loyalty scheme customers rather than just one card as before. From 2017, the median of prices at each bank for the different credit cards has therefore been used to calculate average prices for non-loyalty scheme customers.
- Cross-border fees refer to fixed sum transfers in the EEA with or without BIC and IBAN information and excluding exchange rate cost. Fees do not include additional costs for cash payments, third country currency, or costs that the payer must cover for the payee.

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

- Prices for 2025 are based on information from eight service providers that had information in Finansportalen. Five of them are banks and three are foreign service providers. The prices for 2024 are calculated using information from two Norwegian payment institutions in addition to the eight service providers. The sample of service providers is small, the figures are therefore uncertain.
- Average prices are calculated by first calculating an arithmetic average for each of the reporting institutions that charge more than one price per service/service variable. Then an arithmetic average is calculated of the prices from all providers of the service/service variable.
- Banks' prices refer to prices for SWIFT transfers, while the prices reported by the other institutions refer to transfers over proprietary networks.

Standard symbols in the tables:

- Incomplete information or zero
- 0.0 Less than 0.05 of the unit used



Norges Bank

Retail Payment Services 2024

Oslo 2025

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