



**NATIONAL BANK OF SERBIA**

**PAYMENT SYSTEM DEPARTMENT**

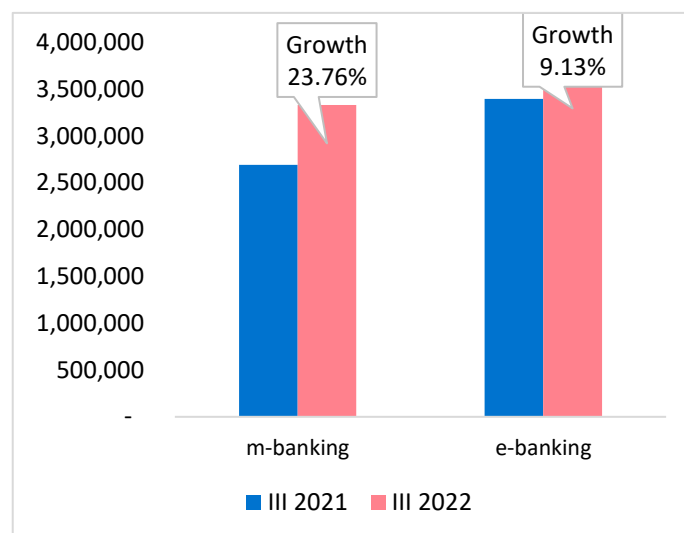
**DIVISION FOR OPERATIONAL ACTIVITIES AND MANAGEMENT OF PAYMENT  
SYSTEM RISKS**

## **OVERVIEW OF DATA ON THE PROVISION OF PAYMENT SERVICES AND E-MONEY**

November 2022

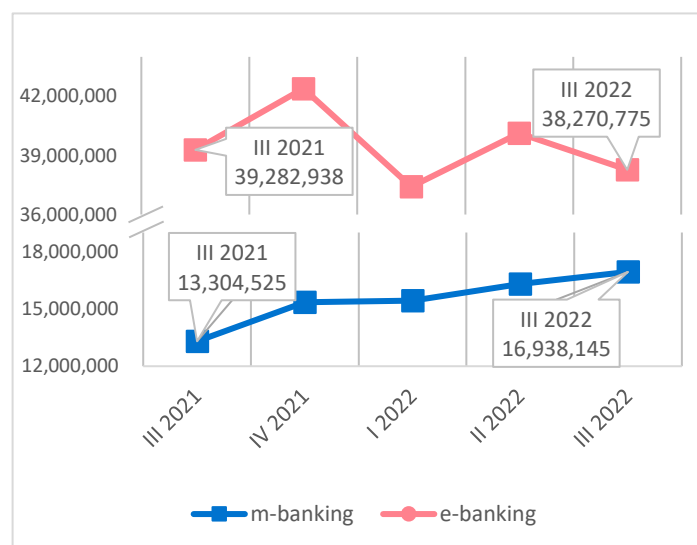
Q3 saw a continued upward trend in the number of users of m- and e-banking. Y-o-y, the total number of m-banking users (natural and legal persons and entrepreneurs) increased by 23.76% (3,332,306 vs. 2,692,552), and e-banking users by 9.13% (3,705,972 vs. 3,396,064).

Chart I.1.1 Number of users of m- and e-banking



The number of m-banking transactions executed in Q3 2022 by natural and legal persons and entrepreneurs rose by 27.31% relative to the same quarter a year before (16,938,145 vs. 13,304,525), while e-banking transactions posted a 2.58% fall in the same period (38,270,775 vs. 39,282,938).

Chart I.1.2 Number of transactions executed via m- and e-banking



The number of card-based and e-money payment transactions used for online purchases of goods and services continued to post stable growth in y-o-y terms. Thus, Q3 2022 saw 10,854,002 transactions of online purchases of goods and services by payment cards and e-money, in all currencies, or 52.59% more than a year ago. At the same time, the number of dinar payments for purchases through websites rose by 55.52% relative to Q3 2021, as confirmed by the y-o-y trend in the number of dinar transactions. Table I.1.1 shows the three most important currencies in terms of the number and value of online purchases of goods and services by payment cards and e-money.

Chart I.1.3 Online purchases of goods and services - card and e-money transactions (number of transactions)

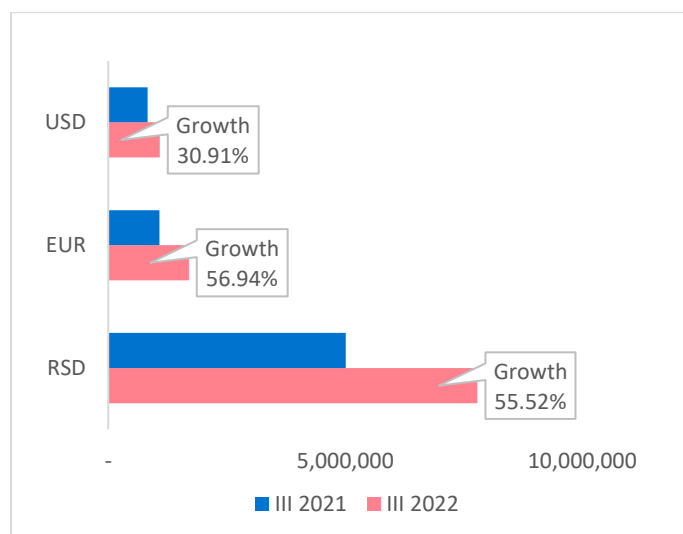


Table I.1.1 Number and value of card and e-money transactions - online purchases of goods and services

Number and value	2021 III	2022 III	Change (%)
RSD:			
number	5,008,540	7,789,460	55.52%
value	12,844,575,937	21,026,319,080	63.70%
EUR:			
number	1,082,668	1,699,187	56.94%
value	56,256,329	102,761,971	82.67%
USD:			
number	830,991	1,087,832	30.91%
value	24,415,502	32,378,349	32.61%

The acquiring network expanded in Q3 2022 and included a total of 120,232 POS terminals, up by 7.89% or 8,788 terminals more y-o-y. The number of virtual points-of-sale increased by 0.51%, while the number of ATMs fell by 3.56%.

In Q3 2022 a total of 109,440,248 card-based transactions were executed in merchant facilities throughout Serbia, up by 18.92% from Q3 2021. This information refers to the cards issued by banks operating in the domestic market, while in the same period the number of payments using cards issued by banks other than those operating in the Republic of Serbia increased by 32.19%, indicating that the upward trend in foreign tourist consumption was maintained.

At end-Q3 2022, the number of payment cards issued amounted to 10,540,487, which is an increase of 3.32% y-o-y.

Table I.1.2 Number of devices and virtual points-of-sale accepting instruments

Card payments		III 2021	III 2022	Change (%)
Acceptance network:	POS terminals	111,444	120,232	7.89%
	virtual points-of-sale	2,970	2,985	0.51%
	ATMs	3,149	3,037	-3.56%
Transactions at merchant POS terminals using cards issued by payment service providers from Serbia		92,027,607	109,440,248	18.92%
Transactions at merchant POS terminals using cards other than those issued by payment service providers from Serbia		7,886,942	10,425,396	32.19%
Issued payment cards		10,201,606	10,540,487	3.32%

As for the number of distance contracts on financial services concluded electronically, according to the data submitted by payment service providers, in Q3 2022 a total of 39,494 distance contracts were concluded, up by 23.93% y-o-y. Of that number, 35,115 were concluded electronically (a 31.30% increase) and 4,379 using customer video identification (a 14.51% decrease).

By financial product, citizens used the possibility of concluding distance contracts more in Q3 2022 compared to Q3 2021 – when contracting current account overdrafts by 2.03% (7,502 vs. 7,353), cash loans by 39% (23,818 vs. 17,135), demand/time deposits by 54.74% (3,152 vs. 2,037) and other services<sup>1</sup> by 5.34% (2,961 vs. 2,811), while opening current accounts decreased by 18.57% (2,061 vs. 2,531).

Chart I.1.4 Distance contracts

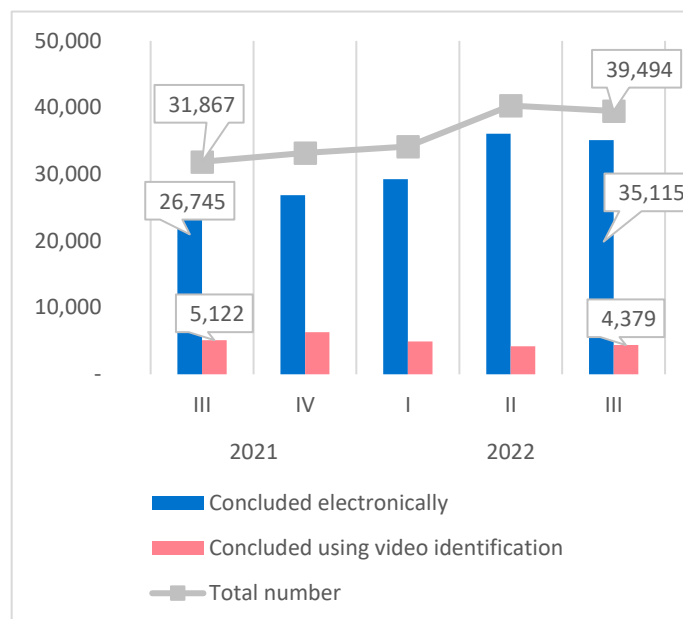
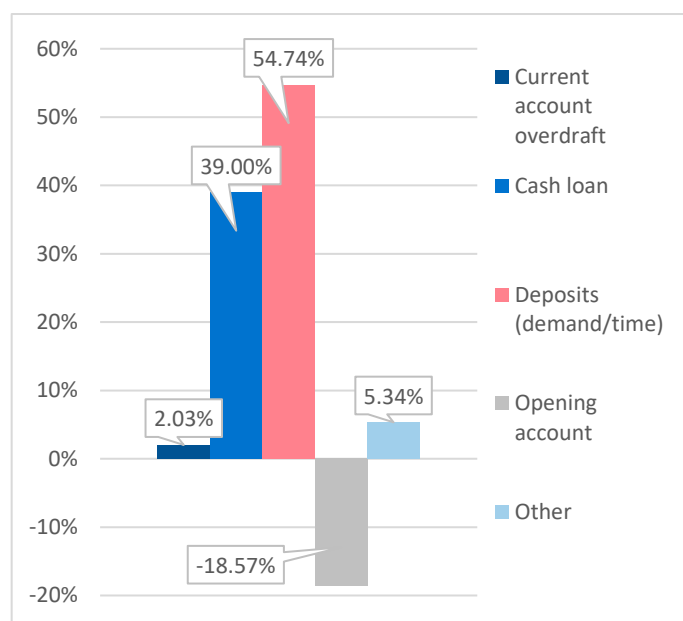


Chart I.1.5 Percentage of change of concluded distance contracts by financial product y-o-y (%)



<sup>1</sup> Other services include contracts related to cards, loan insurance, eServices, set of accounts, standing orders, direct debits, etc.

The increasingly frequent use of instant payments is confirmed by the higher number and value of executed transactions in Q3 2022 – up by 20.82% (from 10,885,159 to 13,151,907 transactions) and 39.77% y-o-y (from RSD 93.2 bn to RSD 130.3 bn).

In addition to the basic possibility of making an instant credit transfer to any payee with a current account in a bank, additional services provided by the NBS IPS payment system refer to the payment of monthly bills for utility and other services by scanning a unique NBS IPS QR code printed on the bill/invoice; at brick-and-mortar and online shops using the IPS Scan and IPS Show options; by using the Transfer service – a designated payee's code, i.e. their mobile phone.<sup>2</sup> Also, three more banks upgraded their m-banking applications and by using the IPS Scan method, users can now pay online in a few clicks via deep link technology.<sup>3</sup> In addition, the Generator/Validator services are also available, enabling generating (technical preparation) and validating (technical verification) of the NBS IPS QR code.

All information on instant payments in the Republic of Serbia is available at <https://ips.nbs.rs/>.

Chart I.1.6 Number and value of transactions executed in the NBS IPS system

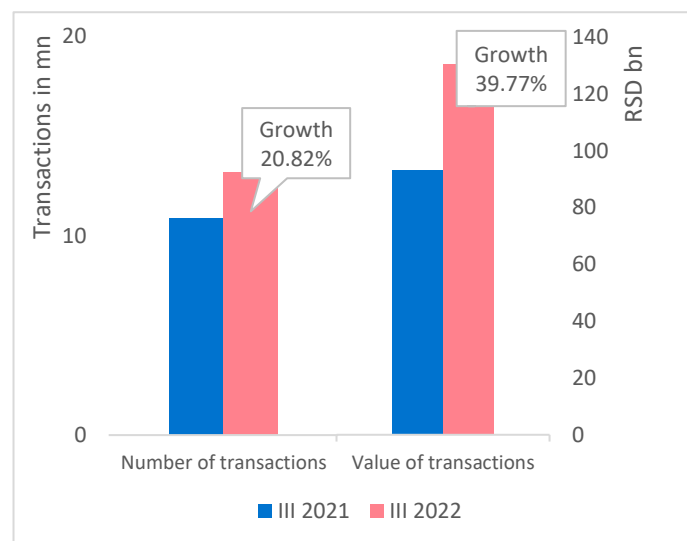


Table I.1.3 NBS IPS system performance indicators

NBS IPS system	III 2021	III 2022
Number of transactions	10,885,159	13,151,907
Value of transactions	93,229,475,933.94	130,302,810,115.21
Average transaction value	8,564.82	9,907.52
Average daily number of transactions	118,317	142,956
Average daily value of transactions	1,013,363,868.85	1,416,334,892.56

<sup>2</sup> At the moment of the publication of this press release, six banks offer the Transfer service. Banks offering this service can be found at <https://ips.nbs.rs/en/pregled-usluga>.

<sup>3</sup> As at 30 September 2022, 12 banks have enabled services using deep link technology.