



NATIONAL BANK OF SERBIA

PAYMENT SYSTEM DEPARTMENT

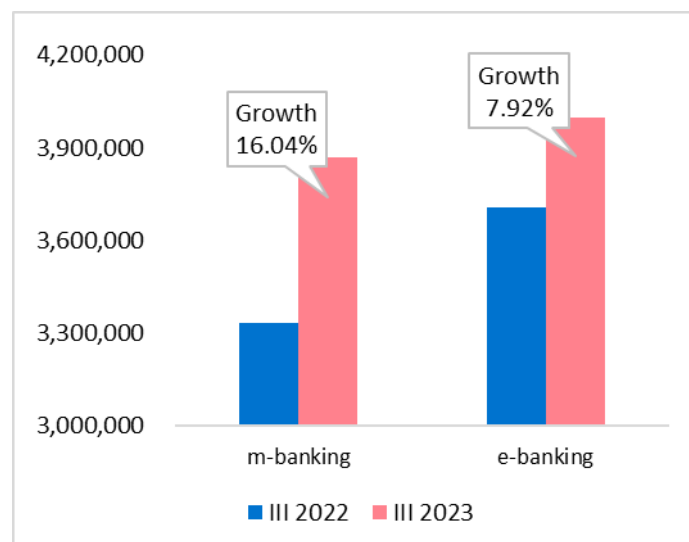
**DIVISION FOR OPERATIONAL ACTIVITIES AND MANAGEMENT
OF PAYMENT SYSTEM RISKS**

**OVERVIEW OF DATA ON THE PROVISION OF
PAYMENT SERVICES AND E-MONEY ISSUANCE
Q3 2023**

November 2023

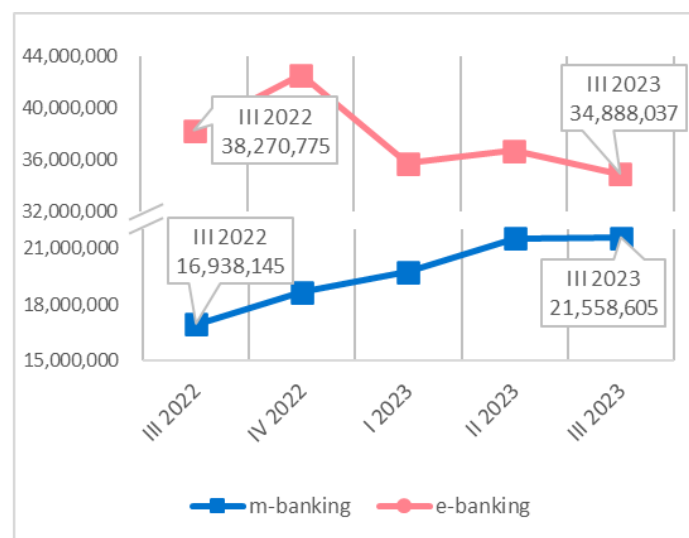
The number of m- and e-banking users continued rising in Q3 2023. Relative to the same quarter a year earlier, the total number of m-banking users (natural and legal persons and entrepreneurs) increased by 16.04% (3,866,868 vs. 3,332,306) and e-banking users by 7.92% (3,999,511 vs. 3,705,972).

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



The number of m-banking transactions executed in Q3 2023 by natural and legal persons and entrepreneurs rose by 27.28% compared to Q3 2022 (21,558,605 vs. 16,938,145), while e-banking transactions posted an 8.84% fall (38,270,775 vs. 34,888,037).

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 2023 saw 14,840,078 transactions of online purchases of goods and services by payment cards and e-money, in all currencies, or 36.72% more than in Q3 2022. At the same time, the number of dinar payments for online purchases rose by 27.72%, confirming the y-o-y upward trend of 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 cards and e-money.

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

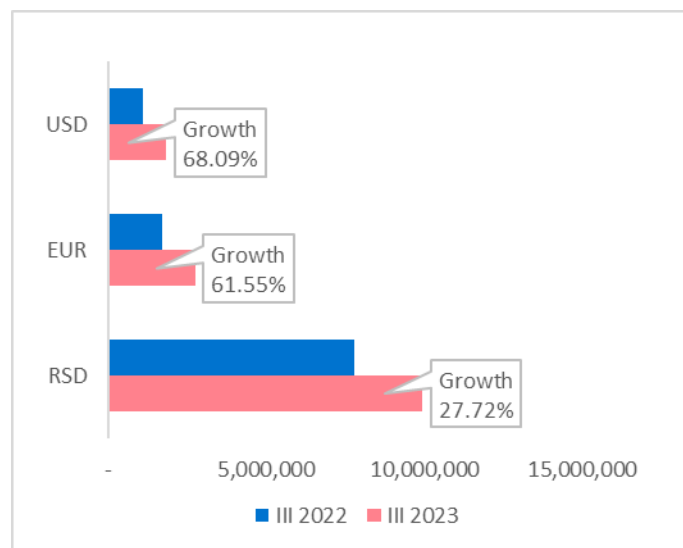


Table I.1.1 Number and value of card and e-money transactions - online purchase of goods and services

Number and value	III 2022	III 2023	Change (%)
RSD:			
number	7,789,460	9,948,895	27.72%
value	21,026,319,080	28,567,333,727	35.86%
EUR:			
number	1,699,187	2,745,052	61.55%
value	102,761,971	147,577,027	43.61%
USD:			
number	1,087,832	1,828,575	68.09%
value	32,378,349	44,314,618	36.86%

The acquiring network expanded in Q3 2023 and included a total of 132,799 POS terminals, or 12,567 terminals more than in Q3 2022 (up by 10.45%). The number of virtual points-of-sale increased by 28.64% and the number of ATMs by 0.49% .

In Q3 2023 a total of 131,441,111 card-based transactions were executed in merchant facilities throughout Serbia, up by 20.10% from Q3 2022. 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 34.23%, which indicates that the upward trend of consumption by foreign tourists is maintained.

The number of issued payment cards amounted to 11,218,388 at end-Q3, up by 6.43% from the same period a year earlier.

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

Card payments		III 2022	III 2023	Change (%)
Acceptance network:	POS terminals	120,232	132,799	10.45%
	virtual points-of-sale	2,985	3,840	28.64%
	ATMs	3,037	3,052	0.49%
Transactions at merchant POS terminals using cards issued by payment service providers from Serbia		109,440,248	131,441,111	20.10%
Transactions at merchant POS terminals using cards other than those issued by payment service providers from Serbia		10,425,396	13,993,838	34.23%
Issued payment cards		10,540,487	11,218,388	6.43%

As for the number of distance contracts on financial services concluded electronically, according to the data submitted by payment service providers, in Q3 2023 a total of 43,318 distance contracts were concluded, which is a 9.68% y-o-y rise. Of that number, 35,862 contracts were concluded electronically (up by 2.13%) and 7,456 using customer video identification (up by 70.27%). Contracts concluded using video identification account for 17.2% and contracts concluded in another electronic manner for 82.8% of all distance contracts.

In terms of the type of financial product, citizens concluded distance contracts more in Q3 2023 compared to Q3 2022 in respect of the service of current account opening – by 98.16% (4,084 vs. 2,061), other services¹ – by 29.69% (3,840 vs. 2,961), current account overdraft – by 19.54% (8,968 vs. 7,502) and demand/time savings – by 11.39% (3,511 vs. 3,152), while cash loans were contracted to a lesser extent – by 3.79% (22,915 vs. 23,818).

Chart I.1.4 Distance contracts

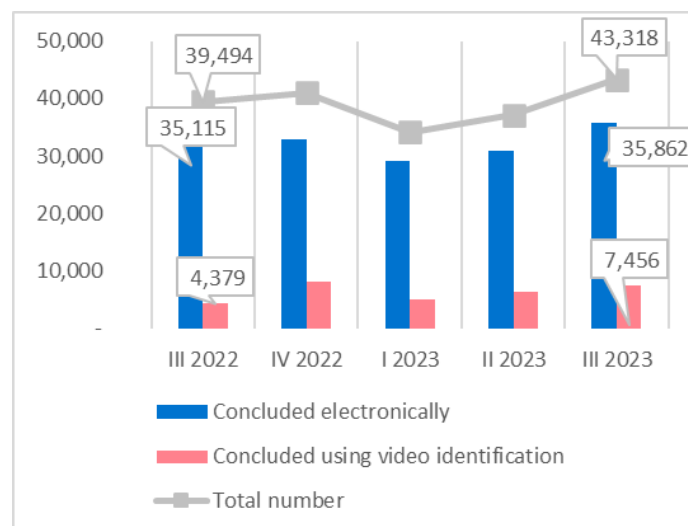
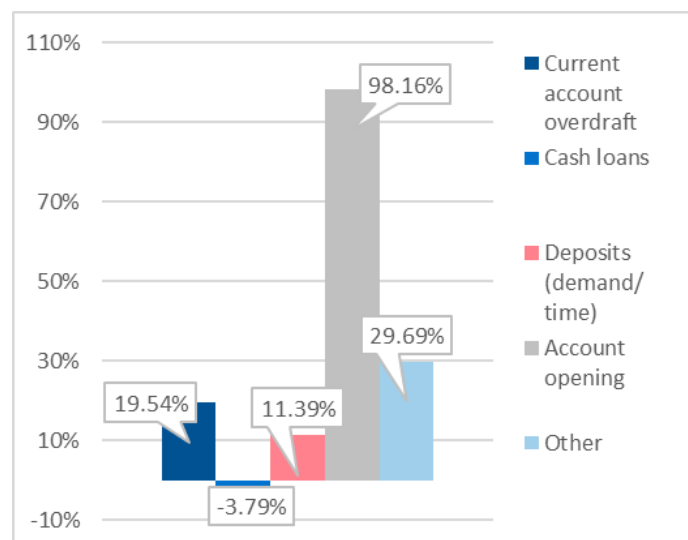


Chart I.1.5 Percentage change in distance contracts by financial product y-o-y (%)



¹ Other services include contracts concerning cards, loan insurance, e-services, account sets, standing orders, direct debits etc.

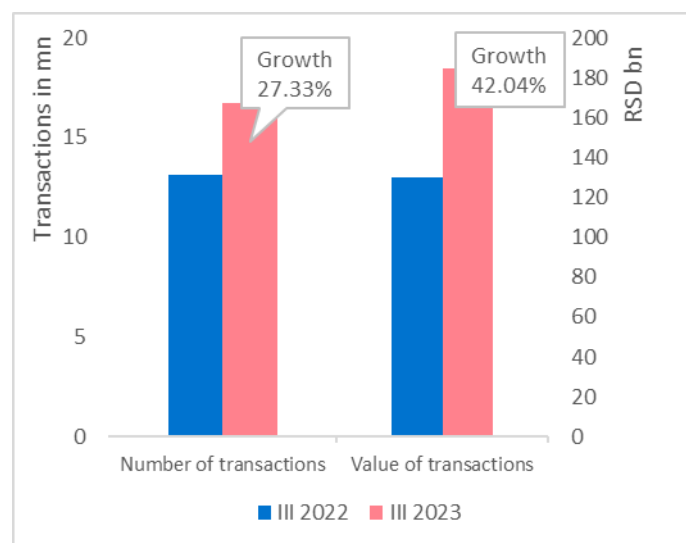
The upward trend of instant payments is confirmed by the increase in the number and value of executed transactions – by 27.33% (from 16,746,776 to 13,151,907) and 42.04% (from RSD 185.1 bn to RSD 130.3 bn) in Q3 2023 from the same quarter of 2022.

Apart from making instant credit transfers to any payee with a current account in a bank, the NBS IPS payment system enables the payment of monthly bills for utility and other services by scanning the unique NBS IPS QR code printed on the bill/invoice; payments at brick-and-mortar and online points-of-sale using the IPS Scan and IPS Show options; payments using the Transfer service – a designated payee's code, i.e. their mobile phone number.² In addition, the Generator/Validator services are also available, enabling generation (technical preparation) and validation (technical verification) of the NBS IPS QR code.

M-banking users are growing in number, particularly users of the Transfer service – at end-Q3 there were more than 300,000 users registered for the service.

Information about 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 NBS IPS system



Табела Table I.1.3 NBS IPS system performance indicators

NBS IPS system	III 2022	III 2023
Number of transactions	13,151,907	16,746,776
Value of transactions	130,302,810,115.21	185,081,929,493.31
Average transaction value	9,907.52	11,051.79
Average daily number of transactions	142,956	182,030
Average daily value of transactions	1,416,334,892.56	2,011,760,103.19

² Currently, nine banks provide the "Transfer" service. Their list is available at: <https://ips.nbs.rs/en/pregled-usluga>.