National Bank of Serbia

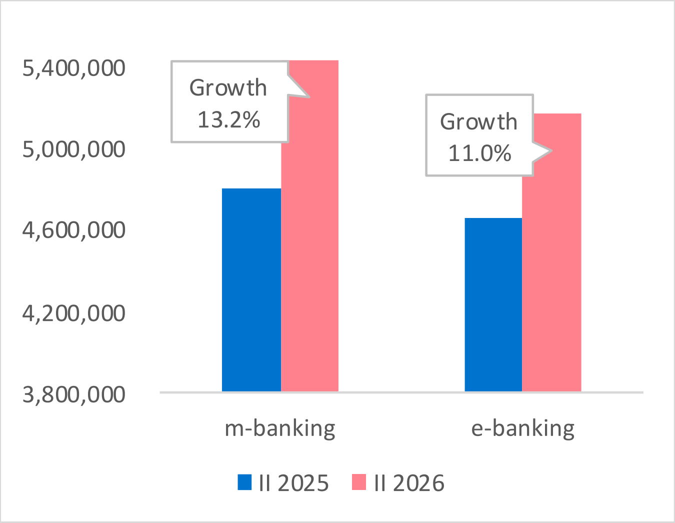
PAYMENT SYSTEM DEPARTMENT
DIVISION FOR OPERATIONAL ACTIVITIES AND MANAGEMENT OF PAYMENT SYSTEM RISKS

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

Q2 2026

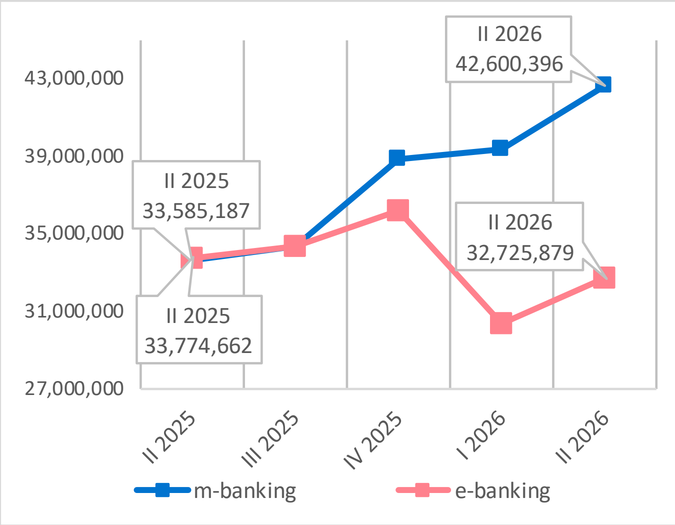
August 2026

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



The number of m- and e-banking users continued to rise in Q2 2026. Relative to Q2 2025, the total number of m-banking users (natural and legal persons and entrepreneurs) increased by 13.2% (5,446,159 vs. 4,809,120), and e-banking users by 11.0% (5,178,872 vs. 4,666,101).

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



The number of m-banking transactions executed in Q2 2026 by natural and legal persons and entrepreneurs rose by 26.8% compared to the corresponding quarter last year (42,600,396 vs. 33,585,187), while e-banking transactions posted a 3.1% fall (32,725,879 vs. 33,774,662).

The number of card-based and e-money payment transactions used for online purchases of goods and services posted stable y-o-y growth. Thus, Q2 2026 saw 34,206,958 transactions of online purchases of goods and services by payment cards and e-money, in all currencies, or 28.5% more than in Q2 2025. At the same time, the number of dinar payments for online purchases rose by 30.8% relative to Q2 2025 confirming 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 cards and e-money.

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

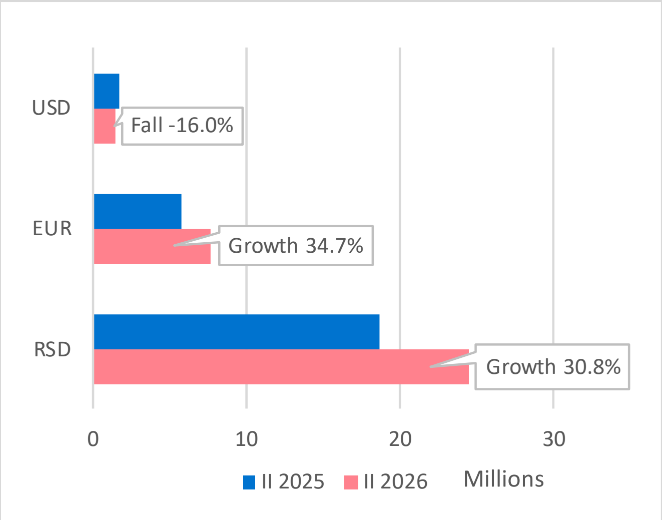


Table I.1.1 **Number and value of card and e-money transactions – online purchase of goods and services**

Number and value	II 2025	II 2026	Change (%)
RSD:			
number	18,695,582	24,455,821	30.8%
value	56,529,793,645	76,279,902,250	34.9%
EUR:			
number	5,711,503	7,691,552	34.7%
value	261,818,835	324,164,104	23.8%
USD:			
number	1,662,237	1,395,819	-16.0%
value	60,938,277	67,735,853	11.2%

The acquiring network expanded in Q2 2026, to include a total of 195,121 POS terminals, or 10.1% devices more than in Q2 2025. The number of virtual points-of-sale rose by 21.4%, while the number of ATMs went up by 6.8%.

In Q2 2026, a total of 220,906,667 card-based transactions were executed in merchant facilities throughout Serbia, up by 19.1% from Q2 2025. This information refers to cards issued by banks operating in the domestic market. In the same period, the number of payments using cards issued by banks other than those operating in the Republic of Serbia increased by 22.4%, suggesting that the trend of consumption by foreign tourists has been sustained.

At end-Q2 2026, the number of issued payment cards amounted to 13,656,484, up by 5.5% from end-Q2 2025.

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

Card payments		II 2025	II 2026	Change (%)
Acceptance network:	POS terminals	177,185	195,121	10.1%
	virtual points-of-sale	5,171	6,278	21.4%
	ATMs	3,196	3,412	6.8%
Transactions at merchant POS terminals using cards issued by payment service providers from Serbia		185,447,056	220,906,667	19.1%
Transactions at merchant POS terminals using cards other than those issued by payment service providers from Serbia		13,920,600	17,036,184	22.4%
Issued payment cards		12,949,772	13,656,484	5.5%

As for the number of distance contracts on financial services concluded electronically, according to the data submitted by payment service providers, in Q2 2026, a total of 168,733 distance contracts were concluded, which is a 25.9% y-o-y rise. Of this number, 129,728 are contracts concluded electronically (an increase of 40.6%) while 39,005 contracts were concluded using customer video (a decrease of 6.5%).

Of the total number of contracts concluded using customer video identification in Q2 2026, 599 (1.5%) pertain to payment services offered by non-bank payment service providers.

Observed by type of financial product available in the offer of banking payment service providers, citizens used the possibility of concluding distance contracts more in Q2 2026 than in Q2 2025 for the following services: 26,908 contracts for current account overdraft (up by 30.6%), 83,760 loan contracts[1] (up by 82.3%), 3,993 contracts on other services[2] (up by 112.1%). On the other hand, without visiting a bank, users concluded 20,233 contracts on savings (down by 3.2%) and 33,240 contracts on account openings (down by 24.5%).

Chart I.1.4 **Distance contracts**

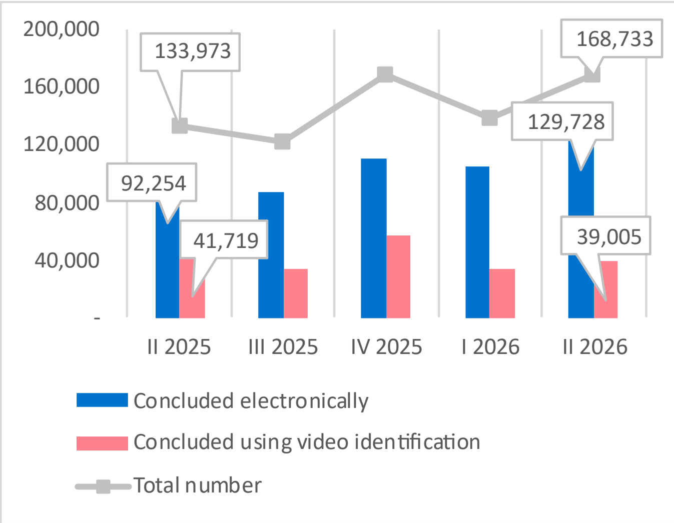
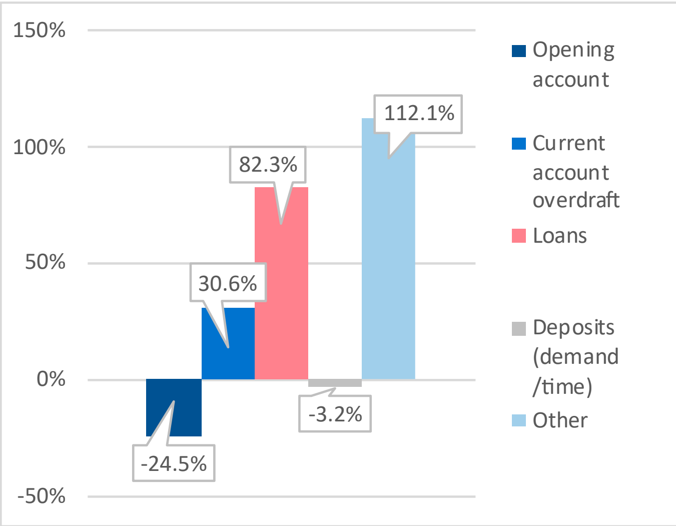


Chart I.1.5 **Percentage change in distance contracts by financial product provided by banking payment service providers y-o-y (%)**



[1] Services of granting a loan include both purpose-specific loans and non-purpose (cash) loans.

[2] Other services include contracts concerning cards, loan insurance, e-services, standing orders, direct debits, etc.

In Q2 2026, the number and value of executed instant payments increased y-o-y, with the number of transactions rising by 30.7% (from 26,360,262 to 34,459,117 transactions) and the value increasing by 32.3% (from RSD 334.1 bn to RSD 442 bn), confirming the multi-year growth trend.

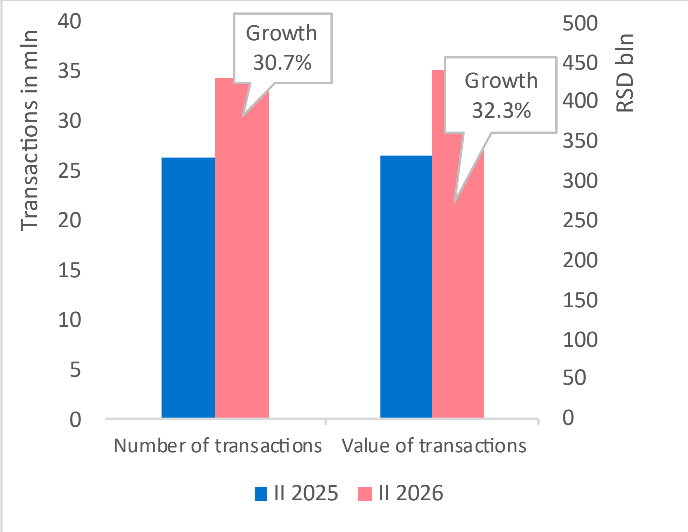
The services enabled in the NBS IPS system, in addition to the basic service of sending instant credit transfers to any payee with a bank account, pertain to the following: payment of monthly utility and other bills by scanning the NBS IPS QR code printed on the bill/invoice; payment at brick-and-mortar and internet points-of-sale via the IPS Scan and IPS Show methods; and payment using the Transfer service – a designated payee's code, i.e. their mobile phone number.[3] In addition to the above, the Generator/Validator services are also available, enabling generation (technical preparation) and validation (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/en.

Table I.1.3 **NBS IPS system performance indicators**

No	Date	Number of payments
1.	9.4.2026.	577,585
2.	15.5.2026.	609,155

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



NBS IPS system	II 2025	II 2026
Number of transactions	26,360,262	34,459,117
Value of transactions	334,068,471,136.40	441,963,081,510.88
Average transaction value	12,673.18	12,825.72
Average daily number of transactions	289,673	378,672
Average daily value of transactions	3,671,082,100.40	4,856,737,159.46

[3] Banks offering the Transfer service are listed at https://ips.nbs.rs/pregled-usluga.