



National Bank of Serbia

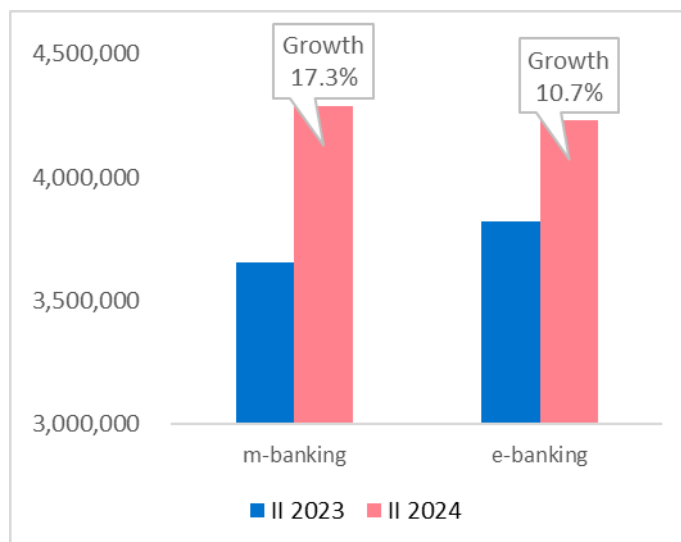
PAYMENT SYSTEM DEPARTMENT
DIVISION FOR OPERATIONAL ACTIVITIES AND MANAGEMENT OF PAYMENT SYSTEM
RISKS

**OVERVIEW OF DATA ON THE PROVISION OF
PAYMENT SERVICES AND E-MONEY ISSUANCE
Q2 2024**

August 2024

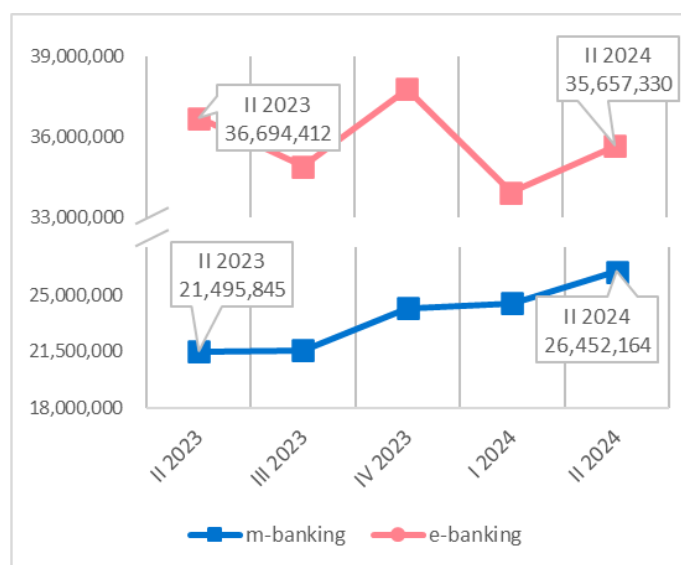
The number of m- and e-banking users continued rising in Q2 2024. Relative to Q2 2023, the total number of m-banking users (natural and legal persons and entrepreneurs) increased by 17.3% (4,289,222 vs. 3,657,691) and e-banking users by 10.7% (4,231,076 vs. 3,823,484).

Chart I.1.1.1 Number of m- and e- banking users



The number of m-banking transactions executed in Q2 2024 by natural and legal persons and entrepreneurs rose by 23.1% compared to Q2 2023 (26,452,164 vs. 21,495,845), while e-banking transactions posted a 2.8% fall (35,657,330 vs. 36,694,412).

Chart I.1.1.1 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 annual growth. Thus, Q2 2024 saw 19,238,814 transactions of online purchases of goods and services by payment cards and e-money, in all currencies, or 36.1% more than in Q2 2023. At the same time, the number of dinar payments for online purchases grew by 33.4% from Q2 2023 confirming the y-o-y upward trend in the number of transactions in dinars. 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)

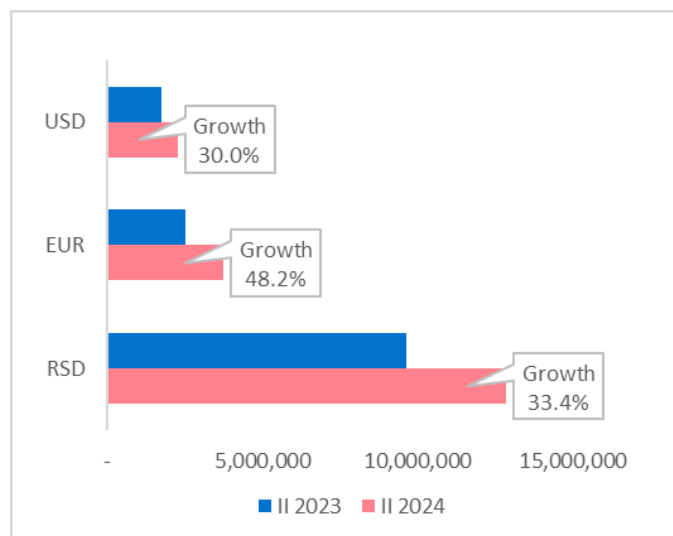


Table I.1.1 Number and value of card and e-money transactions - online purchases of goods and services

Number and value	II 2023	II 2024	Change (%)
RSD:			
number	9,635,123	12,856,646	33.4%
value	26,959,386,003	36,281,349,028	34.6%
EUR:			
number	2,525,659	3,742,353	48.2%
value	133,441,826	184,655,397	38.4%
USD:			
number	1,738,376	2,259,137	30.0%
value	42,472,368	55,454,460	30.6%

In Q2 2024, acceptance network was expanded to 148,923 POS terminals, up by 14.6%, or 18,943 new devices more from Q2 2023. The number of virtual points of sale increased by 13.9%, while the number of ATMs grew by 3.2%.

In Q2 2024, a total of 156,664,657 card-based transactions were executed in merchant facilities across Serbia, up by 22.6% from Q2 2023. This piece of information refers to the cards issued by banks operating in the domestic market, while in the same period, the number of card payments using cards issued by banks other than those operating in the Republic of Serbia increased by 24.6%, indicating the continuity of foreign tourists' consumption growth.

The number of issued payment cards amounted to 11,760,905 at end-Q2 2024, up by 7.0% from end-Q2 2023.

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

Card payments		II 2023	II 2024	Change (%)
Acceptance network:	POS terminals	129,980	148,923	14.6%
	virtual points-of-sale	3,809	4,340	13.9%
	ATMs	3,036	3,133	3.2%
Transactions at merchant POS terminals using cards issued by payment service providers from Serbia		127,784,309	156,664,657	22.6%
Transactions at merchant POS terminals using cards other than those issued by payment service providers from Serbia		10,258,652	12,787,401	24.6%
Issued payment cards		10,992,525	11,760,905	7.0%

As for the number of distance contracts on financial services concluded electronically, according to the data submitted by payment service providers, a total of 75,308 contracts were concluded in Q2 2024, up by 102.5% from Q2 2023 with 54,973 of them concluded electronically (78.3% increase) and 20,335 using consumer video identification (219.6% increase).

By type of financial product, citizens largely used the possibility of concluding distance contracts for all services in Q2 2024 relative to Q2 2023. Thus, increases were recorded for the following types of services: current account opening by 410% (16,850 vs. 3,307), overdraft facility by 154% (17,109 vs. 6,723), demand/time savings by 88% (5,220 vs. 2,782), other services¹ by 51% (5,846 vs. 3,863) and cash loans by 48% (30,283 vs. 20,513).

Chart I.1.4 Distance contracts

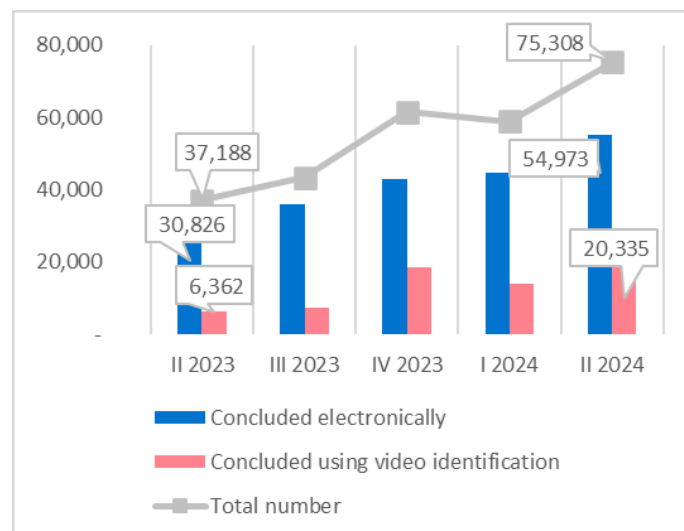
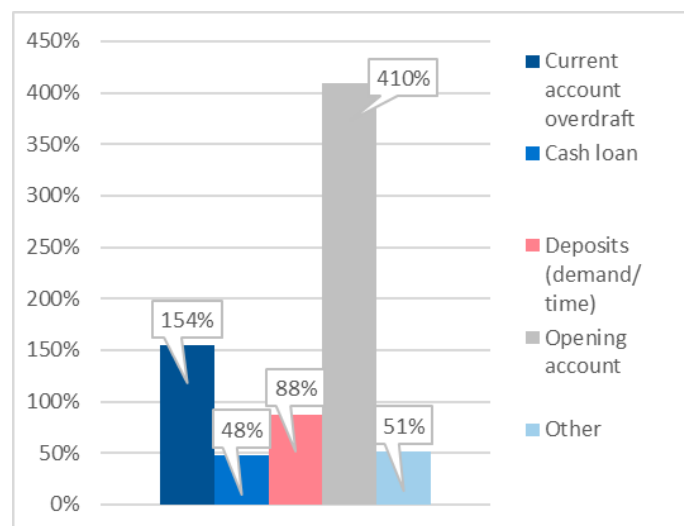


Chart I.1.5 Percentage change in distance contracts by financial product y-o-y



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

The rising trend of instant payments is confirmed by the y-o-y increase in the number and value of executed transactions in Q2 2024 – by 29.2% (from 16,312,792 to 21,080,082 transactions) and 42.9% (from RSD 173.7 bn to RSD 248.3 bn).

The daily record number of payments in the NBS IPS system was broken once again in mid-May when 432,875 payments were made or 48 thousand more than only a month earlier when the previous record was made (Table I.1.3).

Instant payments as the most state-of-the-art payment method were enabled in Q2 by the shopping platform Ananas.rs. Purchase in this online store is made using deep link technology or IPS Scan option. The use of instant technology in online purchases sets new standards and improves consumer experience in terms of simplicity, speed and safety of payments.

In April, e-money institution Payspot d.o.o Novi Sad entered the NBS IPS system as an indirect participant – entity with indirect access, enabling its clients make transactions via the NBS IPS system.

In addition to the basic possibility of making an instant (credit) transfer to any payee with a current account with a bank, services provided by the NBS IPS payment system refer to the payment of monthly bills for utility and other services by scanning the unique NBS IPS QR code printed on the bill/invoice; at brick-and-mortar and online points-of-sale using the IPS Scan and IPS Show options; by using the Transfer service – a designated payee's code, i.e. their mobile phone number². 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.

Table I.1.3 Daily record number of payments in the NBS IPS system

No	Date	Number of payments
1.	15. 4. 2024.	384,623
2.	15. 5. 2024.	432,875

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

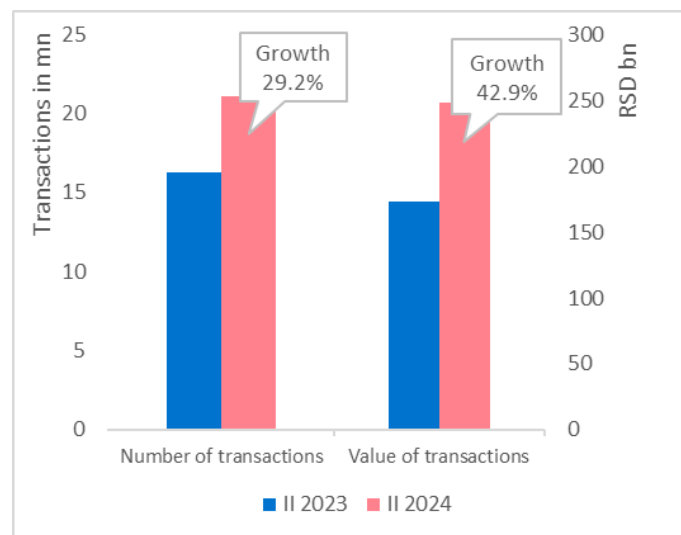


Table I.1.4 NBS IPS system performance indicators

NBS IPS system	II 2023	II 2024
Number of transactions	16,312,792	21,080,082
Value of transactions	173,713,300,625.00	248,309,250,431.37
Average transaction value	10,648.90	11,779.33
Average daily number of transactions	179,261	231,649
Average daily value of transactions	1,908,937,369.51	2,728,673,081.66

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

² At the time of publishing this Overview, thirteen banks provided the Transfer service. The list of these banks can be found at <https://ips.nbs.rs/en/pregled-usluga>