



National Bank of Serbia

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

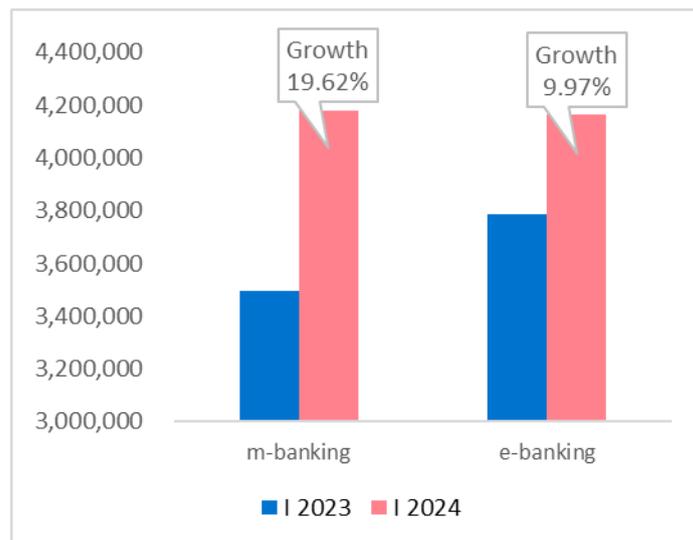
# **OVERVIEW OF DATA ON THE PROVISION OF PAYMENT SERVICES AND E-MONEY ISSUANCE**

**Q1 2024**

May 2024

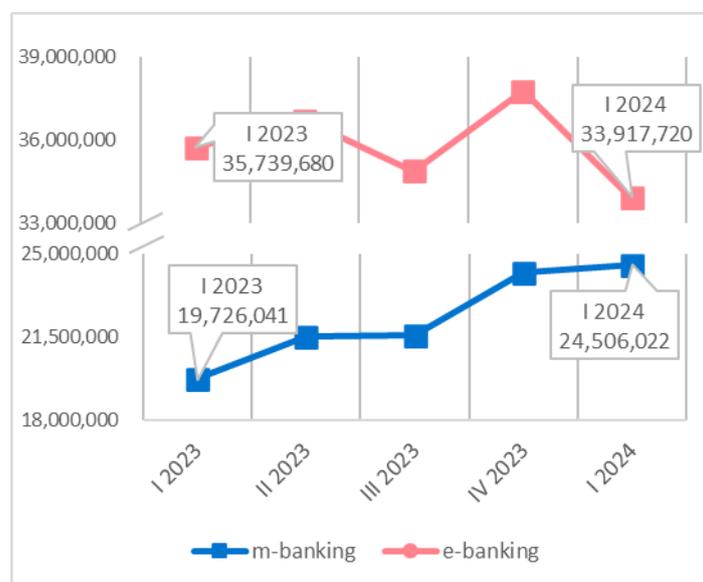
The number of m- and e-banking users continued rising in Q1 2024. Relative to Q1 2023, the total number of m-banking users (natural and legal persons and entrepreneurs) increased by 19.62% (4,180,152 vs. 3,494,654) and e-banking users by 9.97% (4,162,300 vs. 3,785,112).

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



The number of m-banking transactions executed in Q1 2024 by natural and legal persons and entrepreneurs rose by 24.23% y-o-y (24,506,022 vs. 19,726,041), while e-banking transactions posted a 5.10% fall (33,917,720 vs. 35,739,680).

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



The number of card-based and e-money payment transactions for online purchases of goods and services continued to post stable y-o-y growth. Thus, Q1 2024 saw 16,830,719 transactions of online purchases of goods and services by payment cards and e-money, in all currencies, or 34.76% more than in Q1 2023. At the same time, the number of dinar payments for online purchases rose by 31.32% from Q1 2023 confirming the y-o-y trend of the number of transactions made 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)

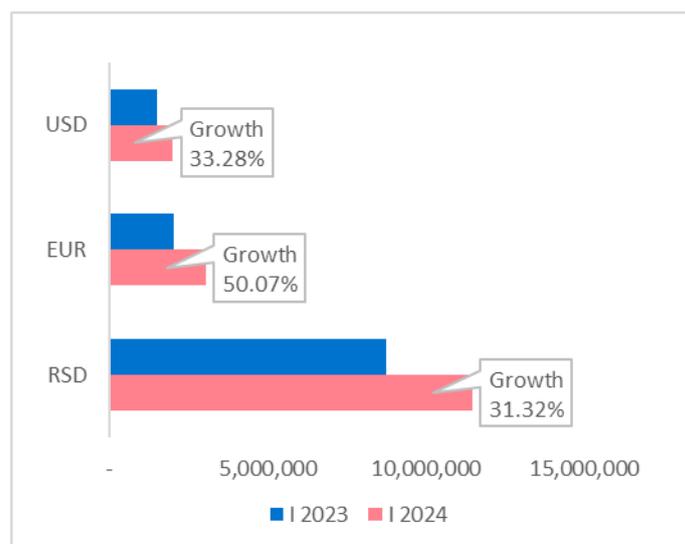


Table I.1.1 Number and value of card and e-money transactions – online purchase of goods and services

Number and value	I 2023	I 2024	Change (%)
<b>RSD:</b>			
number	8,734,643	11,470,530	31.32%
value	24,008,985,075	31,850,395,403	32.66%
<b>EUR:</b>			
number	2,036,388	3,056,083	50.07%
value	96,076,096	132,959,284	38.39%
<b>USD:</b>			
number	1,510,821	2,013,565	33.28%
value	36,977,368	47,780,179	29.21%

The acquiring network expanded in Q1 2024 and included a total of 140,630 POS terminals, up by 14.05% or by 17,322 terminals from Q1 2023. The number of virtual points-of-sale increased by 13.19%, and of ATMs by 1.78%.

In Q1 2024, a total of 141,508,529 card-based transactions were executed in merchant facilities throughout Serbia, up by 21.87% from Q1 2023. 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 28.17%, indicating the continuity of the rising trend of consumption by foreign tourists.

The number of issued payment cards amounted to 11,616,637 at end-Q1 2024, up by 6.14% from end-Q1 2023.

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

Card payments		I 2023	I 2024	Change (%)
Acceptance network:	POS terminals	123,308	140,630	14.05%
	virtual points-of-sale	3,610	4,086	13.19%
	ATMs	3,035	3,089	1.78%
Transactions at merchant POS terminals using cards issued by payment service providers from Serbia		116,112,950	141,508,529	21.87%
Transactions at merchant POS terminals using cards other than those issued by payment service providers from Serbia		7,915,170	10,144,662	28.17%
Issued payment cards		10,944,148	11,616,637	6.14%

As for the number of distance contracts on financial services concluded electronically, according to the data submitted by payment service providers, in Q1 2024 a total of 58,920 contracts were concluded, which is a 72.49% y-o-y rise. Of that number 44,744 contracts were concluded electronically (a 53.40% increase) and 14,176 using customer video identification (a 184.15% increase).

Observed by type of financial product, in Q1 2024, citizens used the possibility of concluding distance contracts for all services more than in Q1 2023. Thus, increases were recorded for the following types of services: cash loans by 34% (22,860 vs. 17,023), other services<sup>1</sup> by 35% (5,279 vs. 3,905), current account overdraft by 97% (13,819 vs. 7,018), demand/time savings by 105% (6,519 vs. 3,187), and current account service by 245% (10,443 vs. 3,025).

Chart I.1.4 Distance contracts

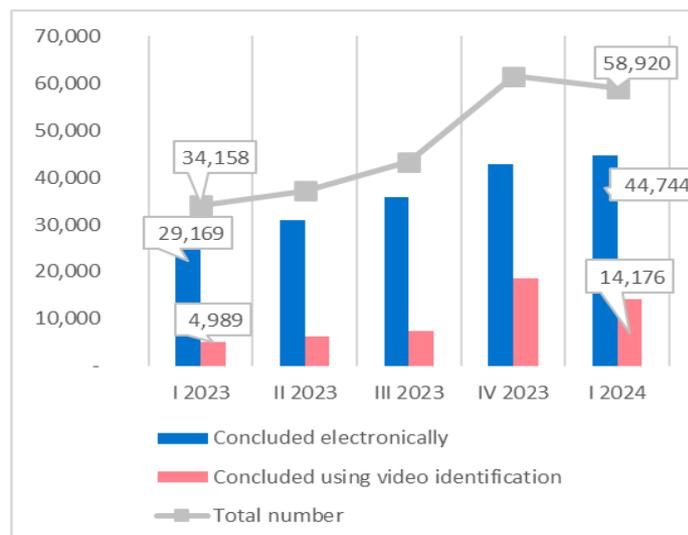
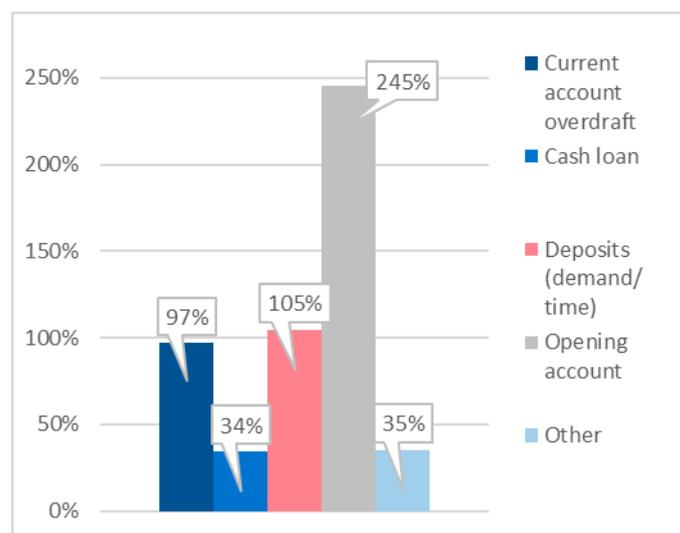


Chart I.1.5 Percentage change in distance contracts by financial product y-o-y (%)



<sup>1</sup> 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 y-o-y increase in the number and value of executed transactions in Q1 2024, i.e. an increase of 29.93% (from 15,047,944 to 19,552,226 transactions) and 43.86% (from RSD 146.2 bn to RSD 210.4 bn), respectively.

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 number.<sup>2</sup> In addition to the above, the Generator/Validator services are also available, enabling generation (technical preparation) and validation (technical verification) of the already prepared NBS IPS QR code.

Instant payments acceptance network continued growing. M-banking application users can now pay for a taxi ride by the City taxi in Niš or buy at Blok Shop newsstands in Belgrade using the IPS Scan option. Further, one more bank now offers the transfer of money via mobile phone number, i.e. the Transfer service.

The citizens can pay taxes and fees for the services provided by the Ministry of the Interior and Tax Administration by scanning the NBS IPS QR code on the uniform payment slip generated on the e-Government portal – e-Pay. The idea is to enable natural and legal entities to file for the documents issued by the Ministry of the Interior in a simple, fast and efficient manner. This service is available on the e-Government portal – e-Pay (euprava.gov.rs) as of 21 February.

The payment institution Tenfore DOO Beograd became a member of the NBS IPS Instant Payment System on 6 March 2024, enabling its clients to make transactions in the system.

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

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

No	Date	Number of payments
1.	14. 2. 2024.	382,002

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

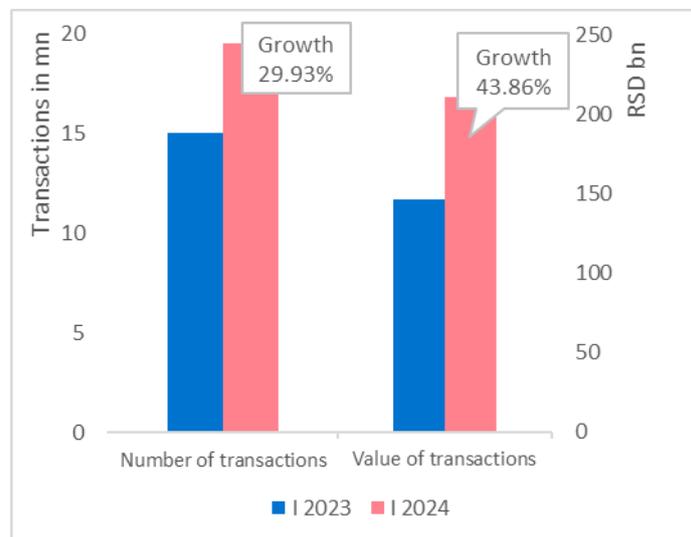


Table I.1.4 NBS IPS system performance indicators

NBS IPS system	I 2023	I 2024
Number of transactions	15,047,944	19,552,226
Value of transactions	146,223,729,362.76	210,354,586,027.52
Average transaction value	9,717.19	10,758.60
Average daily number of transactions	167,199	214,860
Average daily value of transactions	1,624,708,104.03	2,311,588,857.45

<sup>2</sup> At the moment of publishing of this Overview, nine banks provide the Transfer service. The list of banks providing this service can be found at IPS - NBS | An overview of the services offered by participants in the IPS NBS system in connection with instant payments.

\* The new record was made on 15 May – 432,875 payments.