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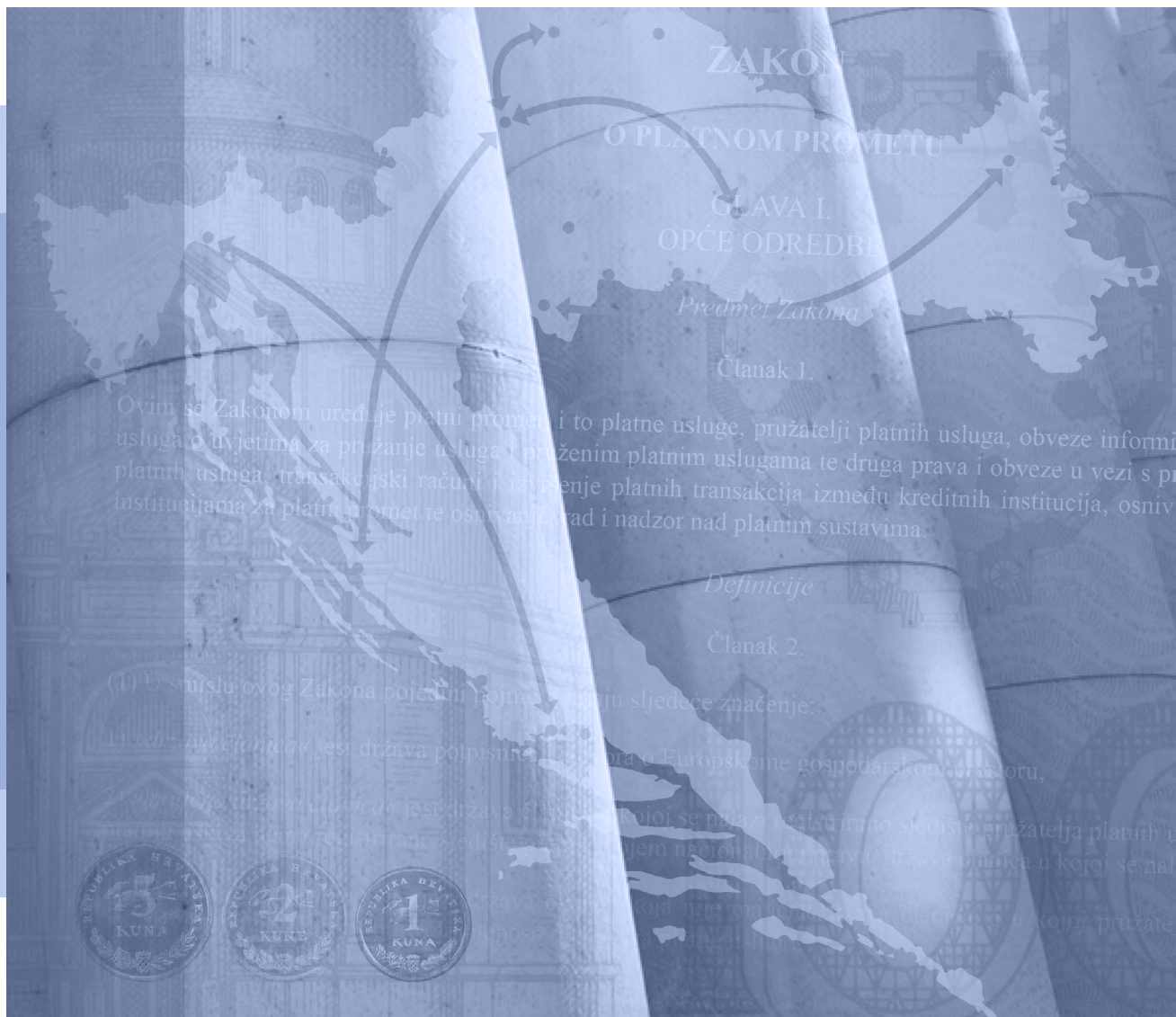
EUROSYSTEM

Payment Transactions and Accounts

Payment Statistics

2023

Year VIII · October 2024



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Introduction

Payment operations are an integral part of the economic system of any country and their basic function is to enable a safe and effective use of funds as a means of payment and the execution of cashless payment transactions, i.e. the transfer of funds from payer to payee. An effective and safe functioning of payment operations is also exceptionally important for the central bank, the institution responsible for the functioning of payment operations in the country, as well as for the overall financial system and all of its participants.

The purpose of the “Payment Transactions and Accounts” publication is to provide a comprehensive overview of the payment services of credit transfers (including the standing order service), money remittances (including the bill-paying service), direct debits and data on transaction accounts opened with credit institutions. The focus is placed on growth trends by year, as well as possible oscillations by month, and on a separate data comparison for consumers and business entities.

In the RC in 2023, a consumer – an account holder initiated on average 58 credit transfer transactions, in the total worth of EUR 11,152 debiting own payment account, while a business entity debiting its account in 2023 initiated on average 485 transactions in the total value of EUR 1.05 million.

The collected data on executed cashless payment transactions in 2023 point to a continued upward trend in the number and value of all cashless payment transactions in the Republic of Croatia.

Data about the payment channels used thus suggest that rather than paper-based orders, consumers and business entities have been increasingly using electronic methods of payment transaction initiation.

In 2023, the total number of electronically initiated national payment transactions increased by 6.3% from 2022, their value growing by 14.7%. A review of electronically initiated national payment transactions by consumers shows that their total number increased by 8.7% from 2022, and their value grew by 37.1%, while the increase in the number of national payment transactions electronically initiated by business entities was 2.7% and the increase in their value 12.4%.

In addition, over the past few years we have witnessed a continued increase in the use of all forms of electronic initiation of payment

transactions and of the accelerated growth in the employment of new technologies, as is especially visible in the uninterrupted rise of the number of users, as well as in the number and value of transactions initiated via mobile phones and Internet banking. Namely, the comparison of the data above with the 2022 data shows that the number of consumers using the mobile banking service increased by 7.2% in 2023 and the number of consumer using the Internet banking service by 13.5%. In 2023, an average Croatian citizen initiated 64 transactions using the mobile banking service, worth a total of EUR 9,155 and 9 transactions using the Internet banking service, worth a total of EUR 2,324.

The above-mentioned changes and many other overviews of the situation based on statistical data collected in four reports (credit transfers, money remittances, direct debits and accounts) are described in more detail in the publication.

Legal framework

The Payment System Act (Official Gazette 66/2018 and 114/2022; hereinafter referred to as 'PSA'), into which the provisions of Directive (EU) 2015/2366¹ (hereinafter referred to as 'Directive') have been transposed, regulates payment services in the RC in a uniform manner, i.e. in the same manner as laid down by the Directive for the entire European Economic Area. The PSA regulates payment services, payment service providers, the obligations of payment service providers to provide payment service users with information, as well as other rights and obligations related to the provision and use of payment services, transaction accounts, the establishment, operation and supervision of payment institutions and the establishment, operation and supervision of payment systems.

Payment services regulated by the PSA and covered by this publication include: credit transfers, which also include standing orders, money remittances also comprising the bill-paying and direct debit services.

Statistical data on the above-mentioned payment services are collected pursuant to the Decision on the obligation to submit data on the payment

¹ Directive 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services in the internal market, amending Directives 2002/65/EC, 2009/110/EC and 2013/36/EU and Regulation (EU) No 1093/2010, and repealing Directive 2007/64/EC.

system and electronic money (Official Gazette 147/2013 and 16/2017; hereinafter referred to as 'Decision'), which entered into force on 1 January 2014. The Decision prescribes the obligation of reporting data concerning the payment system and electronic money to the Croatian National Bank (hereinafter referred to as 'CNB'), as well as the content and manner of and deadlines for such reports.

The Decision prescribes the scope of the data and the reporting entities. In addition to data on national payment transactions, data on international payment transactions are also collected, and the reporting period is determined at a monthly level.

The publication gives an overview of payment services for 2023 through statistical data collected in four reports as provided in the Decision: the Credit Transfer, Money Remittance, Direct Debit and Accounts reports.

Methodology

The methodology of collecting data in accordance with the Decision is based on predefined terms harmonised with legal provisions, the ECB's Regulation (EU) No 1409/2013 of 28 November 2013 on payment statistics (ECB/2013/43)² and other standards governing payment services.

The payment service providers (reporting entities) whose data were used in the preparation of the publication include credit institutions (banks) that have obtained authorisation from the CNB, which includes authorisation to provide payment services prescribed by a special act, and the Financial Agency.

The publication presents aggregated statistical data in the RC for 2023 and a comparison with the previous periods. Data are grouped, as follows:

- credit transfers and standing orders – shown at a monthly level with the balance at the end of the last day of the reporting period (month) or at an annual level;
- money remittances and bill-paying service – shown at a monthly or an annual level;

² Regulation (EU) No 1409/2013 of the European Central Bank of 28 November 2013 on payment statistics (ECB/2013/43).

- direct debits – shown at a monthly level with the balance at the end of the last day of the reporting period (month) or at an annual level; and
- transaction accounts – shown at a monthly level or with the balance at the end of the last day of the reporting period (month).

Data on the observed payment services in payment statistics are collected in the original currency, i.e. the currency in which the transaction takes place (transaction currency).

The publication shows the value of the transactions in three categories:

- 1 in all currencies – includes all currencies, including the euro, expressed in euro;
- 2 in euro – includes only the transactions executed in euro;
- 3 in foreign currencies – includes all currencies excluding the euro, expressed in euro.

For the purposes of the publication, all transactions executed in foreign currencies are recalculated in euro at the CNB's midpoint exchange rate on the last day of the reporting period. Data on the par value of transactions are shown in euro without cents.

In addition to aggregated statistical data in the RC, the publication gives an overview of individual statistical data for consumers and non-consumers, defined by the Instructions, as follows:

- **“consumer”** – means a natural person who, in payment service contracts covered by the Payment System Act, is acting for purposes other than his or her trade, business or profession;
- **“non-consumer”** – means a legal or natural person other than the consumer (hereinafter referred to as ‘business entity’) and includes legal persons (e.g. corporates, institutions, cooperatives, associations, foundations etc.), craftsmen and other natural persons employed as freelancers or carrying out an economic activity when entering into a contract on payment services or a contract on the issuing of electronic money within the area of their economic activity or freelance occupation, entities that do not have legal personality, but that may be the holders of payment accounts (e.g. bodies of state administration, representative offices etc.).

Detailed methodological explanations related to the individual terms of the Report are given in each chapter separately.

Cashless payment transactions in the Republic of Croatia

Table 1 shows executed payment transactions of credit transfers, standing orders, direct debits, money remittances and bill-paying services in 2023.

Data refer to cashless payment transactions initiated by consumers, business entities, credit institutions and the Financial Agency executed in all currencies (including the euro), expressed in euro.

Table 1 Payment transactions in the RC

Executed payment transactions	Number of transactions	%	Value of transactions	%
A) NATIONAL PAYMENT TRANSACTIONS				
1 Sent credit transfers	386,772,272	87.08%	408,202,095,565	96.77%
2 Standing orders	25,858,203	5.82%	10,861,233,007	2.58%
3 Bill-paying service	10,964,263	2.47%	615,333,929	0.15%
4 Direct debits	20,513,084	4.62%	2,074,397,695	0.49%
5 Sent money remittances	48,233	0.01%	15,822,959	0.01%
TOTAL NATIONAL PAYMENT TRANSACTIONS (1 – 5)	444,156,055	100%	421,768,883,155	100%
B) INTERNATIONAL PAYMENT TRANSACTIONS				
6 Sent credit transfers	5,695,395	31.99%	66,315,790,063	50.10%
7 Received credit transfers	11,975,511	67.27%	66,018,101,958	49.86%
8 Sent money remittances	12,642	0.07%	4,220,727	0.01%
9 Received money remittances	117,565	0.66%	37,126,310	0.03%
TOTAL INTERNATIONAL PAYMENT TRANSACTIONS (6 – 9)	17,801,113	100%	132,375,239,058	100%
TOTAL (A + B)	461,957,168		554,144,122,213	

Executed payment transactions include executed payment transactions of credit transfers, standing orders, direct debits, money remittances and bill-paying services in all currencies (including the euro).

A) National payment transaction means a payment transaction the execution of which involves a payer's payment service provider and a payee's payment service provider, or only one payment service provider, operating in the RC.

1 **Sent credit transfers** include all national credit transfers executed to debit the payment accounts of consumers, business entities and credit institutions.

2 **Standing orders** include all national standing orders executed to debit the payment accounts of consumers and business entities.

3 **Bill-paying service** includes all national payment account payment services executed to debit consumers and business entities.

4 **Direct debits** include all national direct debits executed to debit the payment accounts of consumers and business entities.

5 **Sent money remittances** include all national money remittances executed to debit consumers and business entities.

B) International payment transaction means a payment transaction the execution of which involves two payment service providers one of which (of either the payee or the payer) operates in the RC, while the other payment service provider (of either the payer or the payee) operates in a third country or another member state.

6 **Sent credit transfers** include all international credit transfers executed to debit the payment accounts of consumers, business entities and credit institutions.

7 **Received credit transfers** include all international credit transfers executed to credit the payment accounts of consumers, business entities and credit institutions.

8 **Sent money remittances** include all international money remittances executed to debit consumers and business entities.

9 **Received money remittances** include all international money remittances executed to credit consumers and business entities.

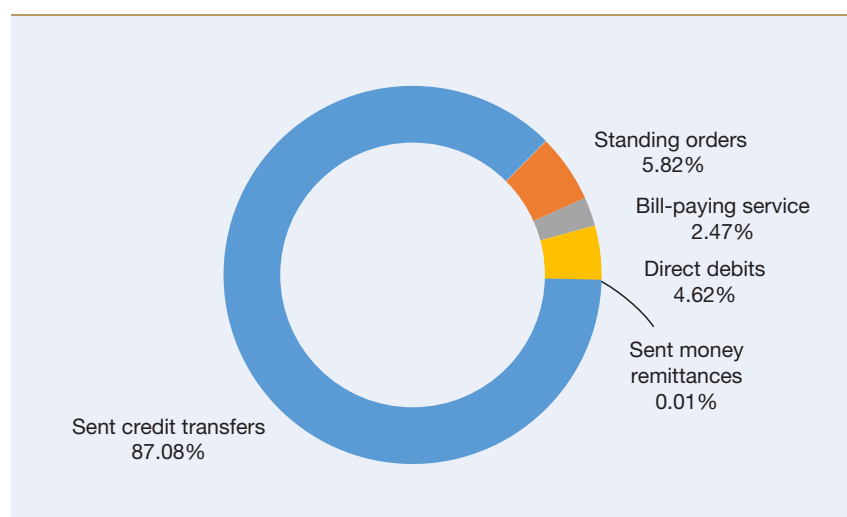
Notes: Including payment transactions of consumers, business entities, credit institutions and the Financial Agency, executed in all currencies (including the euro) and converted to euro. Data refer to 2023.

Source: CNB.

A sum of all cashless payment transactions, credit transfers, standing orders, direct debits, money remittances and bill-paying services from Table 1 results in a total of EUR 461.96 million cashless payment transactions with a total value of EUR 554.14 billion executed in 2023. Of the above figure, national cashless transactions accounted for 444.16 million transaction in the total value of EUR 421,77 billion. The above data show that the number of national cashless transactions increased by 3.05% from 2022 and their value by 13.06%.

It is evident from the structure of national payment transactions by the number of executed transactions that sent credit transfer transactions account for the largest share (87.08%). A smaller part refers to direct debit transactions with the share of 4.62%, standing order transactions with 5.82% and bill-paying service transactions with the share of 2.47%. Money remittance transactions are ranked last, their share being 0.01% (Figure 1).

Figure 1 Structure of national payment transactions according to the number of executed transactions

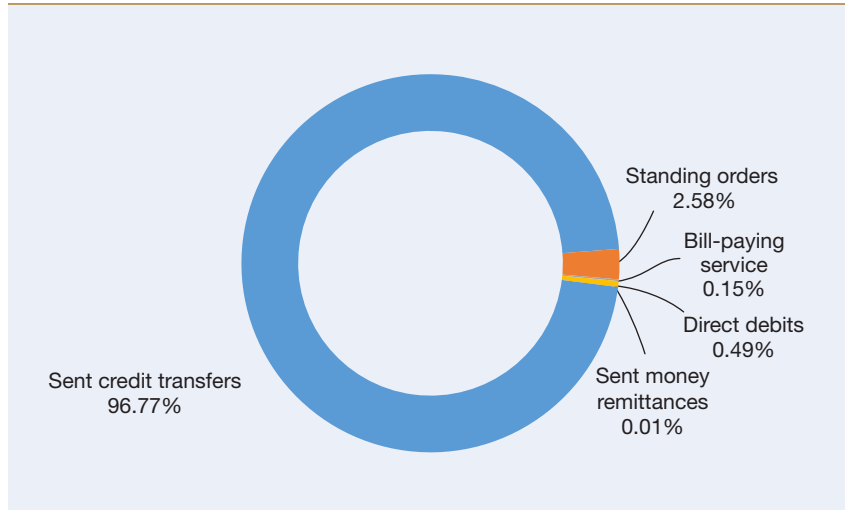


Notes: Including payment transactions of consumers, business entities, credit institutions and the Financial Agency, executed in all currencies (including the euro) and expressed in euro. Data refer to 2023.

Source: CNB.

In the structure of national payment transactions, according to the value of executed transactions, sent credit transfers account for the largest share of 96.77%, while the standing order service (2.58%), direct debit service (0.49%), bill-paying service (0.15%) and sent money remittances (0.01%) account for much smaller shares – Figure 2. The high share of credit transfers in the total value of national cashless payment transactions is the result of the fact that it is the credit transfers that are most frequently used in higher value transactions. Thus, credit transfers are the usual manner of execution of payments between corporations, between corporations and banks, payments between natural persons, the payment of wages and pensions, etc.

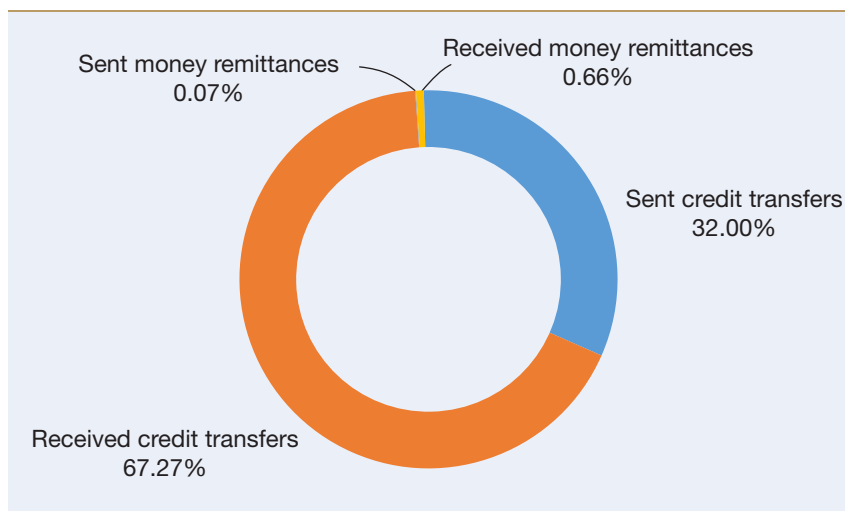
Figure 2 Structure of national payment transactions according to value of executed transactions



Notes: Including payment transactions of consumers, business entities, credit institutions and the Financial Agency, executed in all currencies (including the euro) and expressed in euro. Data refer to 2023.
Source: CNB.

If international payment transactions are observed, of which a total of 17.8 million were executed with a total value of EUR 132.38 billion, it can be concluded that their number increased by 38.76% in 2023 from 2022 and their value by 14.22%. The biggest shares in the number of international payment transactions are accounted for by transactions of received credit transfers, which have a share of 67.27%, and by sent credit transfers, with a share of 32%. A smaller share refers to received money remittances and sent money remittances, accounting for 0.66% and 0.07% (Figure 3) respectively.

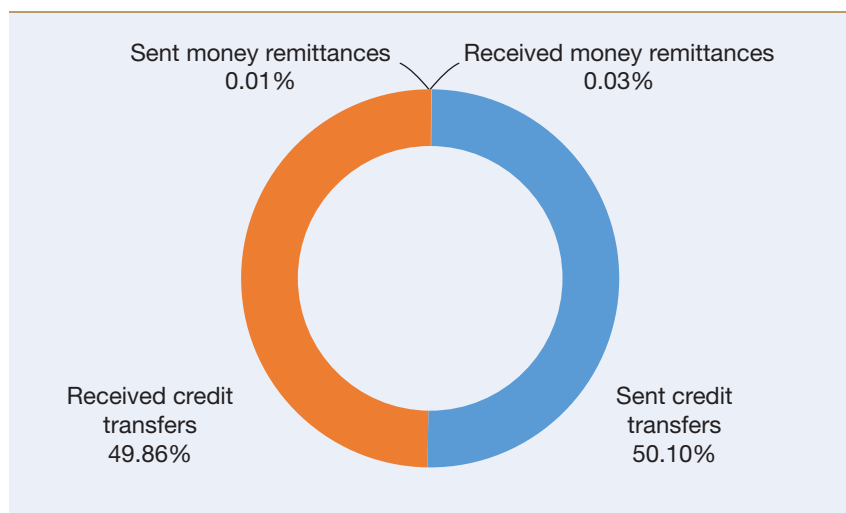
Figure 3 Structure of international payment transactions according to number of executed transactions



Notes: Including payment transactions of consumers, business entities, credit institutions and the Financial Agency, executed in all currencies (including the euro) and expressed in euro. Data refer to 2023.
Source: CNB.

The structure of the value of international payment transactions shows that sent credit transfers (50.1%) and received credit transfers (49.86%) account for almost identical shares, while received money remittances (0.03%) and sent money remittances (0.01%) account for much smaller shares (Figure 4).

Figure 4 Structure of international payment transactions according to value of executed transactions



Notes: Including payment transactions of consumers, business entities, credit institutions and the Financial Agency, executed in all currencies (including the euro) and expressed in euro. Data refer to 2023.

Source: CNB.

1 Credit transfers

‘Credit transfer’ means a payment service by which a payer’s payment account is debited and a payee’s payment account is credited on the basis of an order initiated by the payer³. The transaction itself must not be identified with the term of “credit” in the sense of a loan, rather, it originates from the term “credit transfer”, which implies that it is used to initiate the transfer to credit the payee’s account at the payer’s initiative.

Credit transfers include sent credit transfers executed to debit the accounts of payment service users and received credit transfers executed to credit the accounts of payment service users.

³ ‘Credit transfer’ means a payment service for crediting a payee’s payment account with a payment transaction or a series of payment transactions for debiting a payer’s payment account by the payment service provider which holds the payer’s payment account, based on a payment order initiated by the payer.

Sent credit transfers include national, cross-border and international payment transactions executed to debit the accounts of payment service users (consumers and business entities); they also include the standing order service.

Received credit transfers include cross-border and international payment transactions executed to credit the accounts of payment service users (consumers and business entities).

Hereinafter, the term “international” also encompasses cross-border transactions / credit transfers / money remittances.

Figure 5 shows the breakdown of the payment statistics for credit transfers, that is, the channels through which the payer may initiate a credit transfer and all possible sources of funds to execute the money transfer to the payee.

The said breakdown shows that the channel for initiation may be a paper-based order or that orders may be initiated electronically and that cash assets, payment accounts, payment cards and e-money may be used as sources of funds.

On 31 December 2023, 20 credit institutions provided credit transfer payment services in the RC.

In 2023, in all 364.98 million national and international credit transfers debiting the accounts of consumers and business entities in the RC were executed in all currencies, worth a total of EUR 367.2 billion, which is an increase of 3% in the number and 9.3% in the value of transactions from 2022.

Figure 5 Credit transfer initiation

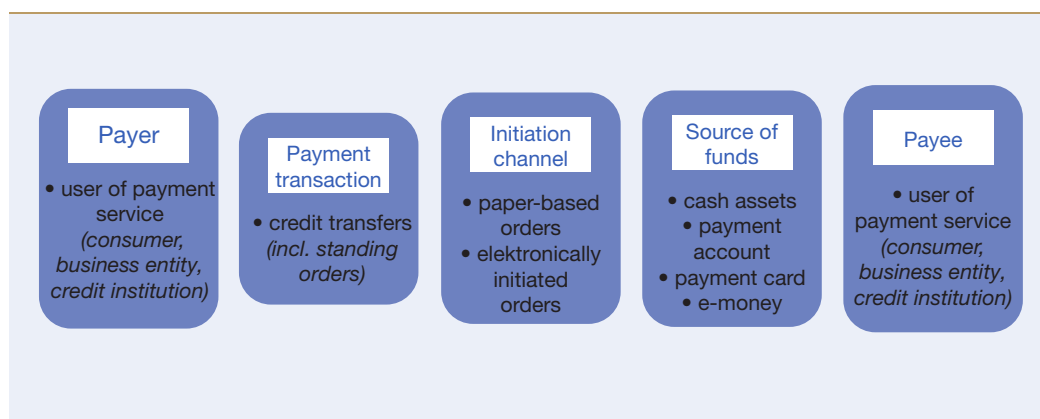
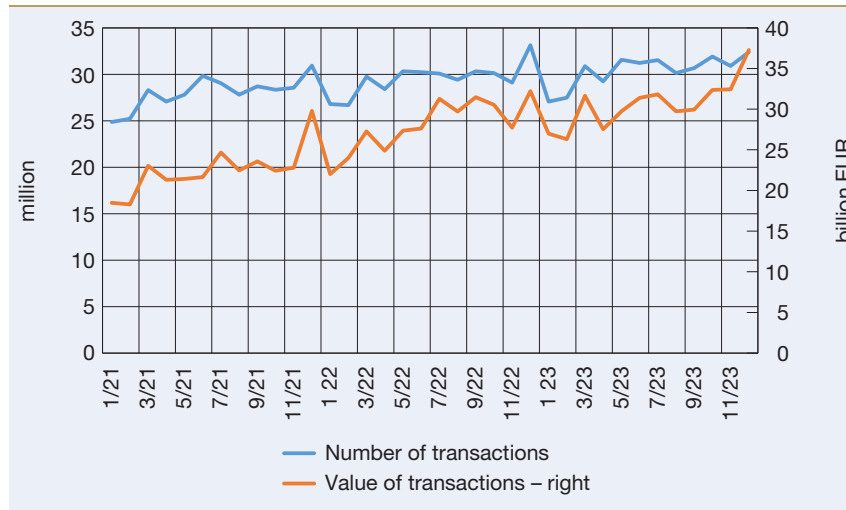


Figure 6 Total number and value of sent national and international credit transfers in all currencies



Notes: Including sent national and international credit transfers of consumers and business entities in all currencies, converted to euro.
Source: CNB.

An account holder – user (consumer and/or business entity) may have several opened payment accounts. In the RC in 2023, an account holder – consumer on average initiated 54 credit transfer transactions, worth in all EUR 10,942 debiting own payment account, while a business entity debiting its account in 2023 initiated on average 477 transactions with a total annual value of EUR 998,774. These data include total sent national and international credit transfers in all currencies in 2023.

1.1 National credit transfers

National credit transfers include national payment transactions executed to debit the accounts of payment service users (consumers and business entities⁴) the execution of which involves a payer’s payment service provider and a payee’s payment service provider, or only one payment service provider, which operate in the Republic of Croatia.

In the Republic of Croatia, 20 credit institutions participated in the execution of national credit transfers in 2023.

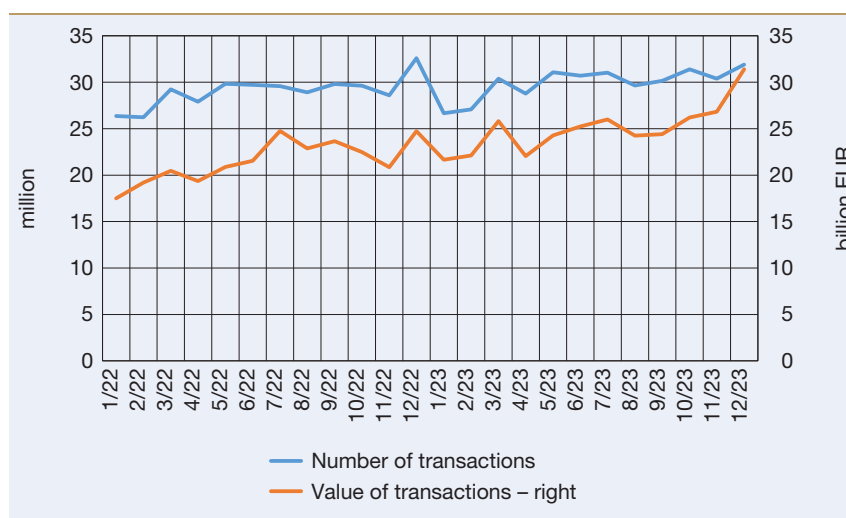
In 2023, a total of 359.32 million transactions sent national credit transfers of consumers and business entities were executed in all currencies (in euro and other currencies) were executed in the RC, worth a total of EUR 304.2 billion euro. The total number of sent national credit

⁴ Not including credit transfers executed to debit the accounts of credit institutions and the Financial Agency.

transfers in all currencies (including the euro) increased by 2.82% in 2023 from 2022, while their total value in the same period grew by 9.15%.

In all, 359.23 million national credit transfers, worth a total of EUR 300.3 billion, were executed in 2023. At a monthly level, on average, 29.94 million transactions were executed, with an average monthly value of EUR 25.02 billion. The average value of a sent national credit transfer totalled EUR 836.

Figure 7 Sent national credit transfers of consumer and business entities



Notes: Including sent credit transfers of consumers and business entities in national currency (converted to euro) in 2022 and 2023.
Source: CNB.

A total number of sent national credit transfers in euro in 2023 reached 208.88 million transactions with a total worth of EUR 39.76 billion.

On average, consumers executed 17.41 million transactions on a monthly basis, with the average value standing at EUR 3.31 billion. The average value of a consumer transaction was EUR 190.

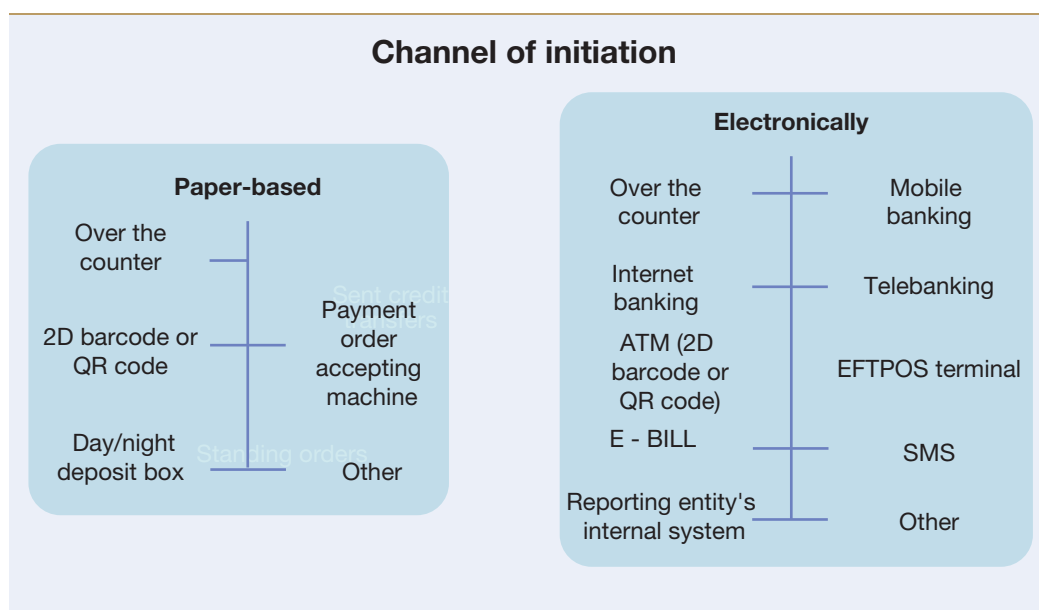
In the same period, i.e. in 2023., the total number of sent national transfers of business entities in euro was 150.35 million transactions in the total amount of EUR 260.53 billion. The average monthly number of transactions was 12.53 million, in the average monthly amount of EUR 21.71 billion. The average value of a transaction of a business entity was EUR 1,733.

In 2023, a total of 85,182 transactions of sent national credit transfers of consumers and business entities were executed in foreign currencies (all currencies excluding the euro), worth a total of EUR 3,91 billion. In the total number of all transactions executed in the RC in foreign currencies, 77.6% of transactions by number and 91.6% transactions by value were

initiated in the US dollar, while prior to the introduction of the euro as the national currency the highest number and value of credit transfers in foreign currency was in the euro.

National credit transfers in euro according to the method of initiation

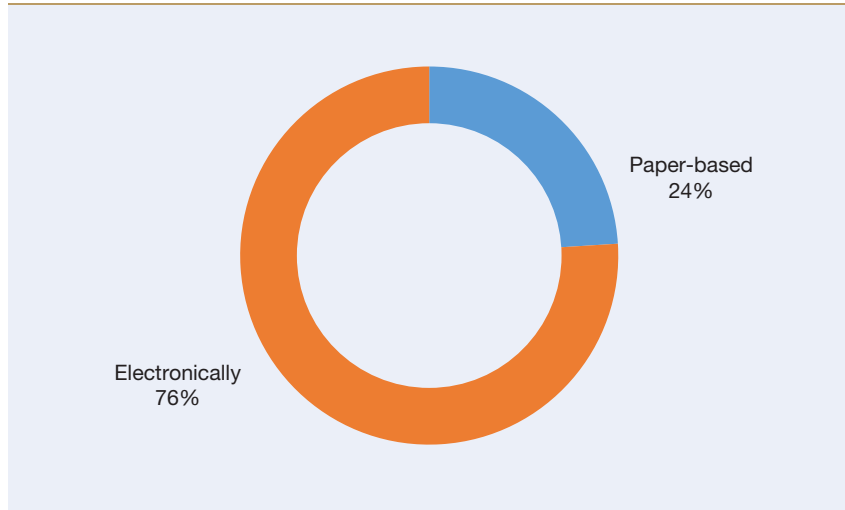
The national credit transfers are divided into credit transfers initiated by paper-based orders and credit transfers initiated electronically.



Of the total number of national credit transfers in euro in 2023, 53.6 million (15%) were initiated by a paper-based order in the total value of EUR 23.9 million (share of 8%), while 303.45 million (85%) were initiated electronically in the total value of EUR 275.92 billion (share of 92%). A comparison of the above data with the data for 2022 shows that in 2023 the total number of electronically initiated national credit transfers increased by 6.3% from 2022 and their value by 14.7%. At the same time, the number of national credit transfers initiated by paper-based orders decreased by 11.8% in 2023, while their value increased by 40.5% from 2022.

Consumers initiated 48.85 million transactions by paper-based orders in the total value of EUR 14.78 billion, and 158.22 million transactions in the total value of EUR 24.74 billion electronically. The monthly number of national credit transfers of consumers in euro initiated by paper-based orders averaged 4.07 million transactions and electronically 13.19 million transactions. On average, the value of the monthly transactions initiated by consumers by paper-based orders was EUR 1.23 billion, while the monthly value of transactions initiated electronically averaged at EUR 2.06 billion.

Figure 8 Total number of national credit transfers of consumers according to method of initiation

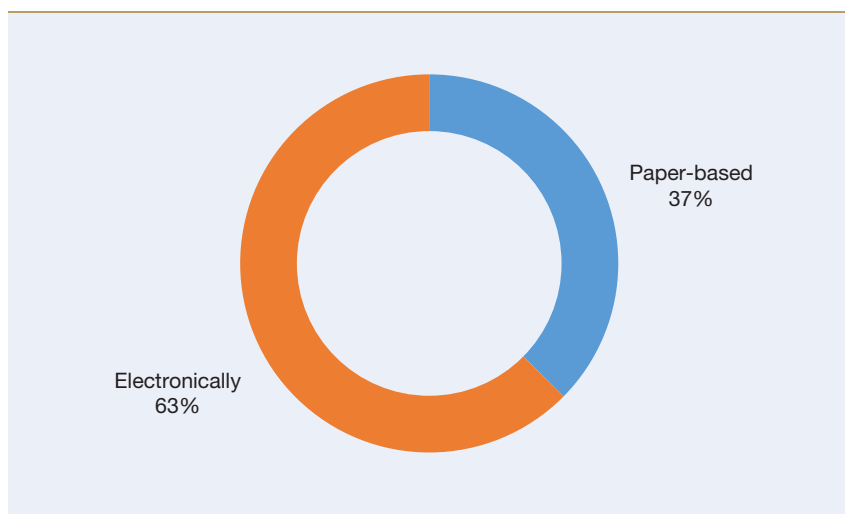


Notes: Shown are national credit transfers of consumers in euro.
Data refer to 2023.
Source: CNB.

In 2023, the total number of electronically initiated national credit transfers of consumers increased by 8.7% from 2022, while their value increased by 37.1%.

The data on the number of executed national credit transfers of business entities according to the method of initiation underline the dominant share of credit transfers initiated electronically as against the number of credit transfers initiated by paper-based orders. In 2023, the total number of national credit transfers initiated by paper-based orders was 4.75 million (3.2%), while that of those initiated electronically was several times larger, i.e. 145.23 million transactions (96.8%).

Figure 9 Total value of national credit transfers of consumers according to the method of initiation

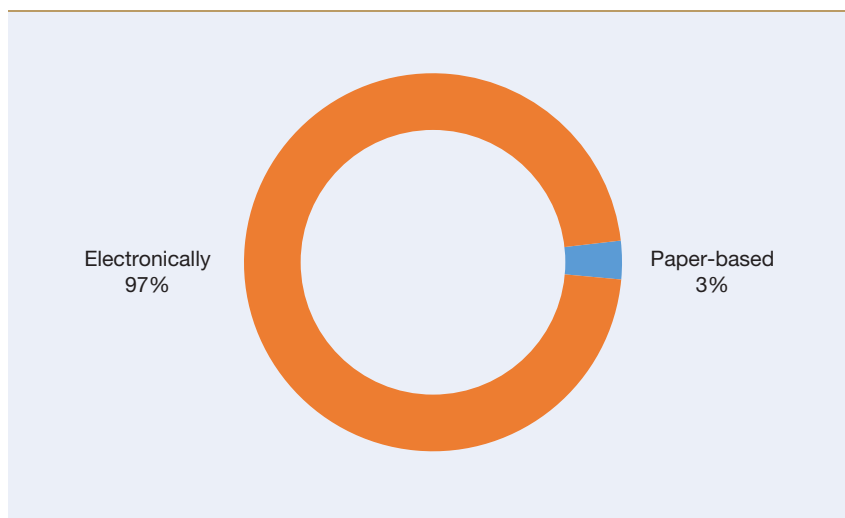


Notes: Shown are national credit transfers of consumers in euro.
Data refer to 2023.
Source: CNB.

The average monthly number of credit transfers of business entities initiated by paper-based orders was 396,060, while the number of those initiated electronically was 12.1 million.

In 2023, the total number of national credit transfers of business entities initiated electronically increased by 3.8% from 2022, while their value increased by 12.8%.

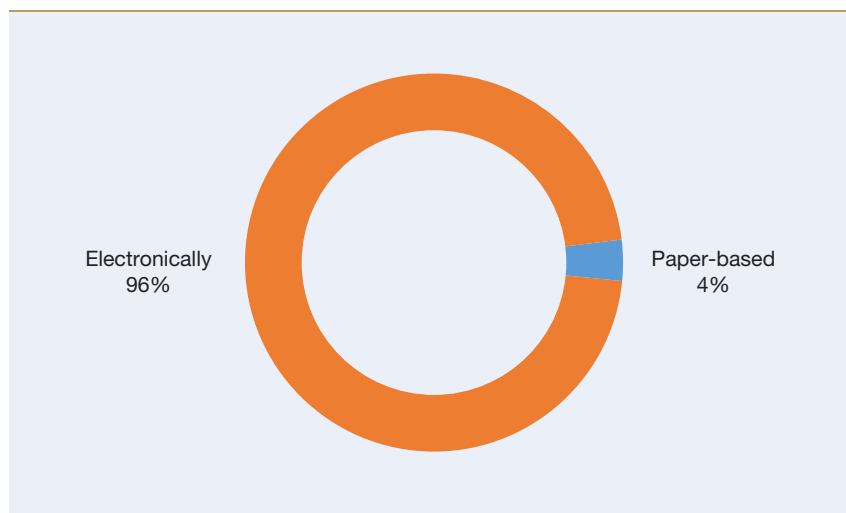
Figure 10 Total number of national credit transfers of business entities according to the method of initiation



Notes: Shares in the number of national credit transfers of business entities according to the method of initiation. Data refer to 2023.
Source: CNB.

Data on the value of national credit transfers of business entities in euro according to the method of initiation also suggest that, as in 2022, in all, considerably fewer transactions were initiated by paper-based orders than by orders initiated electronically. The total value of transactions initiated by paper-based orders stood at EUR 9.11 billion, while credit transfers in the total worth of EUR 251.18 billion were executed electronically. The average monthly value of transactions initiated by paper-based orders was EUR 759.4 million, while the average monthly value of transactions initiated electronically in 2023 was EUR 20.93 billion.

Figure 11 Total value of national credit transfers of business entities according to the method of initiation



Notes: Shares in the value of national credit transfers of business entities by the method of initiation, in euro. Data refer to 2023.
Source: CNB.

National credit transfers initiated by paper-based orders

Payment transactions of national credit transfers initiated by a paper-based order may be submitted for execution over the counter at a credit institution or through another legal person that is acting on behalf and for the account of a credit institution. Over the last few years, most of the initiated paper-based orders could have been issued by using a 2D barcode printed on such paper-based payment orders that are scanned/read over the counter at a credit institution or through another legal person that is acting on behalf and for the account of a credit institution.

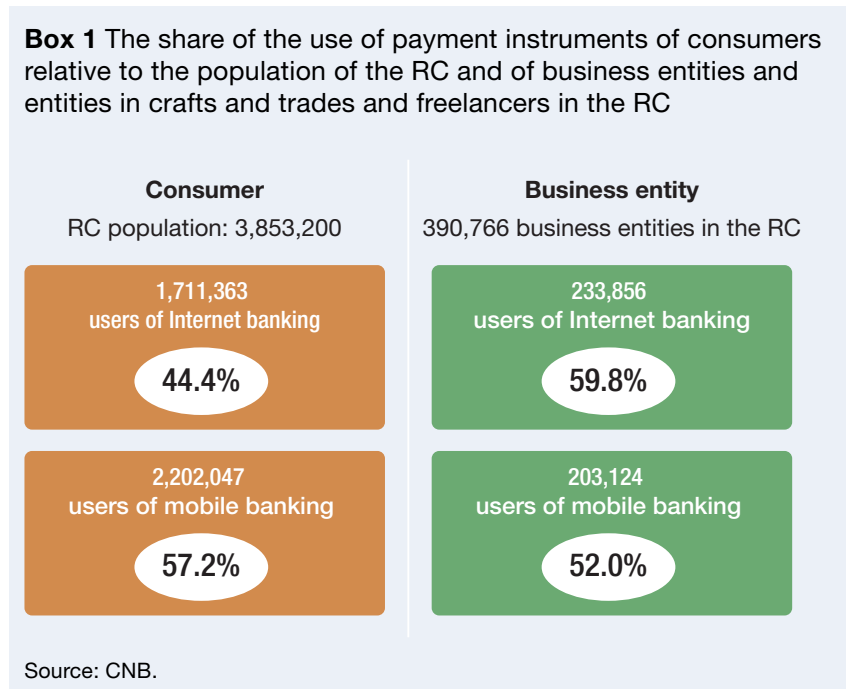
In 2023, the total number of national credit transfer transactions of consumers initiated by a paper-based order over the counter at credit institutions was 15.42 million (transactions (excluding the number of credit transfers initiated by using a 2D barcode), while 4.53 million transactions were initiated by business entities. Their total value for consumers was EUR 13.83 billion and for business entities EUR 9.91 billion.

In 2023, the total number of transactions of consumers initiated by a paper-based order over the counter at credit institutions decreased by 11.4% and the number of transactions of business entities by 21.2% in relation to 2022.

According to the data for national credit transfers in euro initiated by using a 2D barcode on paper-based payment orders, it was established that their total number for consumers was 33.43 million transactions

and for business entities 229.293 transactions. Their total value for consumers was EUR 950.02 million and for business entities EUR 185.45 million.

National credit transfers initiated electronically



Payment transactions of national credit transfers initiated electronically include all payment orders initiated and executed in a manner involving the use of an electronic platform or device and do not include payment transactions initiated by paper-based orders or orders initiated via the post.

The most common method of initiating a credit transfer electronically is by using mobile banking, which accounted for a total share of 53.18% in the total number of national credit transfers initiated electronically. The next to follow is Internet banking, accounting for a share of 41.58%, while the share of other methods of initiating credit transfers is statistically negligible (over the counter 4.13%, telebanking 0.19%, e-bill 0.07%, ATM/banking kiosk 0.02% and other methods 0.83%).

A separate review of the data of consumers and business entities leads to the conclusion that consumers most often use the service of mobile banking (89.62%) and business entities of Internet banking (76.27%).

The data on the total value of national credit transfers initiated electronically that are shown in Table 3 indicate Internet banking as the

Table 2 Total number of national credit transfers initiated electronically

Payment method	Consumers	Share	Business entities	Share	Total	Share
Over the counter	310,846	0.20%	12,212,981	8.41%	12,523,827	4.13%
Internet banking	15,399,716	9.73%	110,767,180	76.27%	126,166,896	41.58%
Telebanking	0	0.00%	580,313	0.40%	580,313	0.19%
Mobile banking	141,795,039	89.62%	19,578,592	13.48%	161,373,631	53.18%
ATM/banking kiosk	69,463	0.04%	0	0.00%	69,463	0.02%
E-bill	222,503	0.14%	0	0.00%	222,503	0.07%
Other	424,364	0.27%	2,088,604	1.44%	2,512,968	0.83%
Total	158,221,931	100%	145,227,670	100%	303,449,601	100%

Notes: Including national credit transfers executed to debit consumers and business entities in euro. Data refer to 2023.
Source: CNB.

most common method of payment, accounting for a share of 79.54%. Next to follow is mobile banking with a share of 11.75%. while other electronic methods of payment accounted for a statistically negligible share (over the counter 4.11%, telebanking 1.43%, e-bill 0.01%, ATM/banking kiosk 0.01% and other methods 3.15%).

Table 3 Total value of national credit transfers initiated electronically

Payment method	Consumers	Share	Business entities	Share	Total	Share
Over the counter	193,723,195	0.78%	11,136,673,090	4.43%	11,330,396,285	4.11%
Internet banking	3,977,188,552	16.08%	215,496,345,007	85.79%	219,473,533,559	79.54%
Telebanking	0	0.00%	3,944,915,917	1.57%	3,944,915,917	1.43%
Mobile banking	20,159,536,033	81.48%	12,300,865,956	4.90%	32,460,401,989	11.75%
ATM/banking kiosk	11,004,335	0.04%	0	0.00%	11,004,335	0.01%
E-bill	6,174,201	0.02%	0	0.00%	6,174,201	0.01%
Other	392,683,573	1.59%	8,301,607,651	3.31%	8,694,291,224	3.15%
Total	24,740,309,889	100%	251,180,407,621	100%	275,920,717,510	100%

Notes: Including national credit transfers executed to debit consumers and business entities in euro. Data refer to 2023.
Source: CNB.

When the data on the total number and value of transactions initiated through Internet and mobile banking in the RC are compared with the number of payment service users (consumers and business entities) that have contracted the use of Internet and mobile banking services with a credit institution (in which case the user is counted as one, irrespective of the number of contracts on Internet and/or mobile banking with a credit institution), the following can be concluded (Table 4):

- on average, there were 9 transactions of consumers initiated by Internet banking in 2023, worth a total of EUR 2,324;
- on average, there were 474 transactions of business entities initiated by Internet banking in 2023, worth a total of EUR 921,492;
- on average, there were 64 transactions of consumers initiated by

mobile banking in 2023, worth a total of EUR 9,155;

– on average, there were 96 transactions of business entities initiated by mobile banking in 2023, worth a total of EUR 60,558.

Table 4 The average number and value of transactions of national credit transfers initiated electronically according to the number of users of payment services

Services	Consumer		Business entity	
	Number of transactions	Value of transactions	Number of transactions	Value of transactions
Internet banking	9	2,324	474	921,492
Mobile banking	64	9,155	96	60,558
E-bill	10	277	0	0

Notes: Including national credit transfers executed to debit consumers and business entities in euro. Data refer to 2023.

Source: CNB.

An overview of the developments in the total number and value of national credit transfers of consumers and business entities initiated via the Internet and mobile banking in the RC is provided below.

Internet and mobile banking

An analysis of the total number and value of national credit transfers initiated by Internet and mobile banking leads to the conclusion that the upward trend in their growth continued in 2023, especially regarding the value of transactions. Thus, the total number of credit transfers initiated by Internet banking decreased by 0.14 in 2023 and initiated by mobile banking increased by 15.5%, while the total value increased by 14.7% for Internet banking and by 49.8% for mobile banking from 2022.

If the total number and value of transactions initiated by Internet banking in 2023 are analysed separately for consumers and business entities, the data show that 12.2% of transactions were initiated by consumers (in all, 15.4 million), and 87.8% transactions by business entities (in all, 110,77 million). As regards the value of transactions initiated by Internet banking, 1.8% of the total value of executed transactions was initiated by consumers (in all, EUR 3.98 billion), and 98.2% by business entities (in all, EUR 215.5 billion).

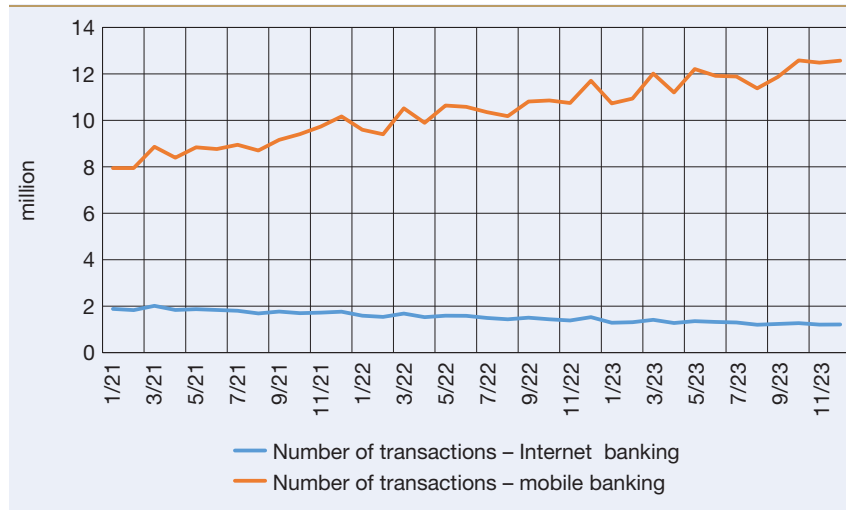
If the total number and value of transactions initiated by mobile banking in 2023 are analysed separately for consumers and business entities, the data show that 87.9% of transactions were initiated by consumers (in all, 141.8 million) and 12.1% of transactions by business entities (in all, 19.6 million). As regards the value of transactions initiated by mobile

banking, 62.1% of the total value of executed transactions was initiated by consumers (in all, EUR 20.16 billion) and 37.9% by business entities (in all, EUR 12.3 billion).

If the above data are compared with 2022, the number of transactions initiated by consumers using mobile banking increased by 13.2% in 2023, while the growth for business entities 22.9%. As regards the value of transactions, the increase in 2023 from the previous year amounted to 41.9% for consumers and to 48.7% for business entities.

The developments in the total number and value of credit transfers of consumers initiated by Internet and mobile banking in the period from 2021 to 2023 in the RC are shown in Figures 12 and 13.

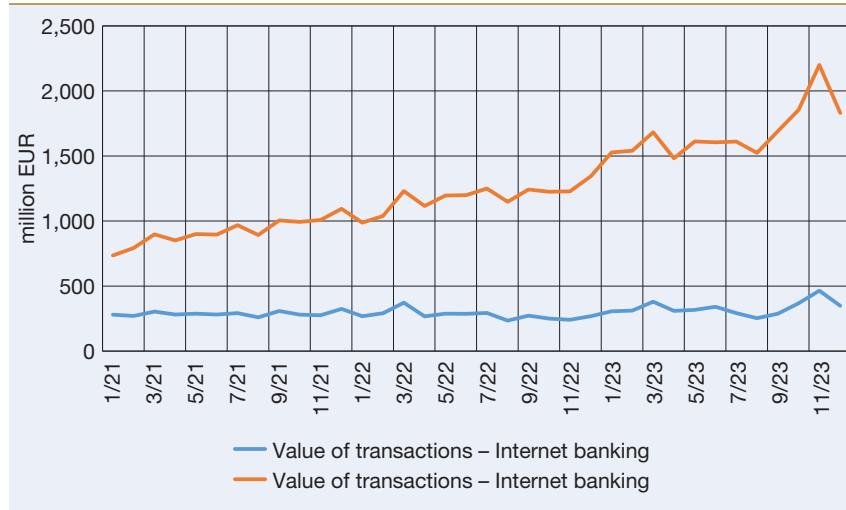
Figure 12 Total number of national credit transfers of consumers initiated by Internet and mobile banking



Note: Includes national credit transfers of consumers in the national currency (the euro in 2023 and the kuna in 2021 and 2022, converted to euro).

Source: CNB.

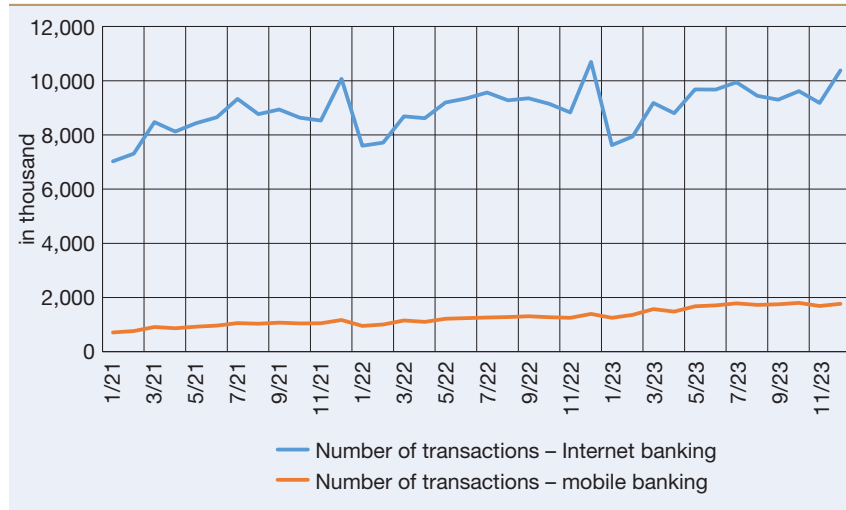
Figure 13 Total value of national credit transfers of consumers initiated by Internet and mobile banking



Note: Includes national credit transfers of consumers in the national currency (the euro in 2023 and the kuna in 2021 and 2022, converted to euro).
Source: CNB.

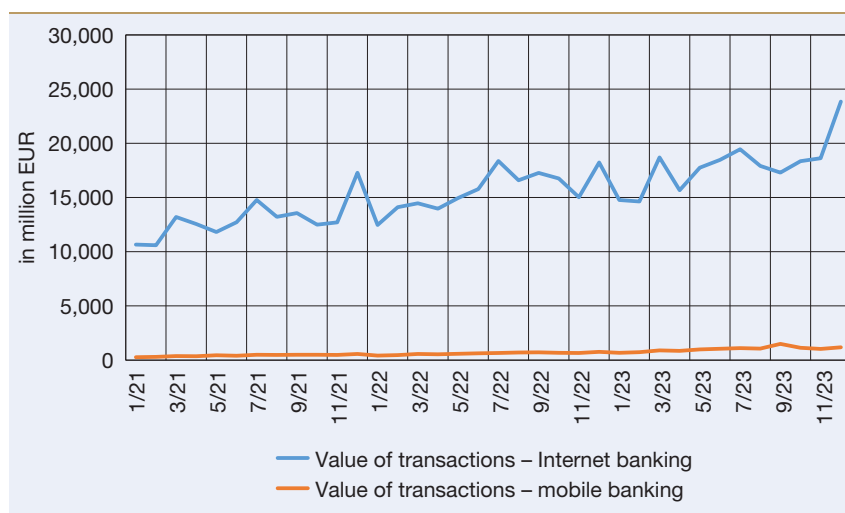
The developments in the total number and value of credit transfers of business entities initiated by Internet and mobile banking in the period from 2021 to 2023 in the RC are shown in Figures 14 and 15.

Figure 14 Total number of national credit transfers of business entities initiated electronically via Internet and mobile banking



Note: Includes national credit transfers of business entities in the national currency (the euro in 2023 and the kuna in 2021 and 2022, converted to euro)
Source: CNB.

Figure 15 Total value of national credit transfers of business entities initiated electronically via Internet and mobile banking



Note: Includes national credit transfers of business entities in the national currency (the euro in 2023 and the kuna in 2021 and 2022, converted to euro)

Source: CNB.

1.1.1. Received national credit transfers

A total of 139.65 million national credit transfers were received in the RC to the accounts of consumers and business entities held with credit institutions, in the total worth of EUR 149.585 billion.

1.1.2. Standing order

A standing order is a payment service by which a credit institution, on the basis of a special standing order contract with a payment service user, periodically on a certain or determinable day, transfers a certain or determinable amount from the payment account of the payment service user to credit the payment account of the payee (e.g. for payment of the TV fee, payment of an annuity or instalment of a loan, etc.).

In the RC, 20 credit institutions provided standing order services on 31 December 2023.

The number of standing order contracts is determined by the number of payers' consents for the execution of a standing order payment transaction that the credit institution has received and recorded by the credit institution at which the account is managed, which is specified in the standing order contract.

A national standing order payment transaction includes national standing order payment transactions in euro executed to debit the accounts of

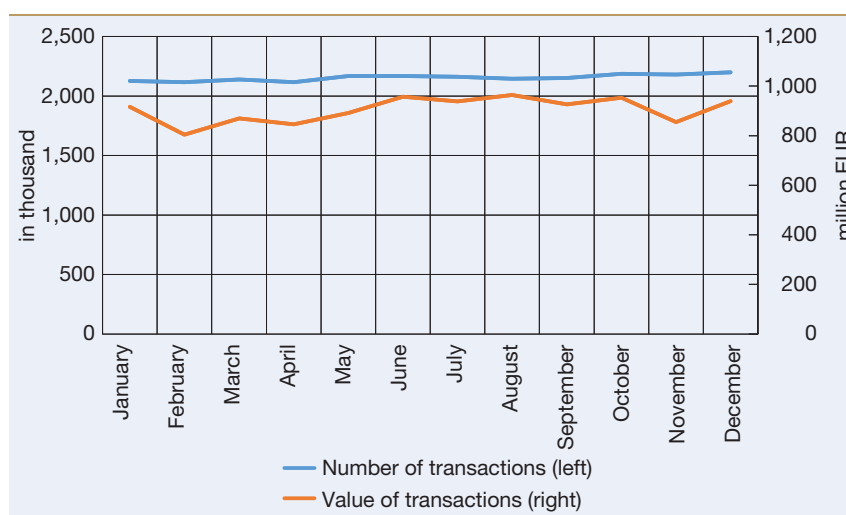
payment service users (consumers and business entities).

As at 31 December 2023, consumers had 2,238,675 standing order contracts with a credit institution and business entities had 59,193.

In 2023, a total of 25.85 million standing order transactions (in all currencies) were executed in the RC, worth a total of EUR 10.86 billion (converted to euro). Of the total number of executed standing order transactions, 99.97% were executed in euro, and the remaining 0.03% in other currencies.

At a monthly level, an average of 2.15 million transactions were executed, with an average monthly value of EUR 904.96 million. The average value of a standing order transaction was EUR 420 (Figure 16).

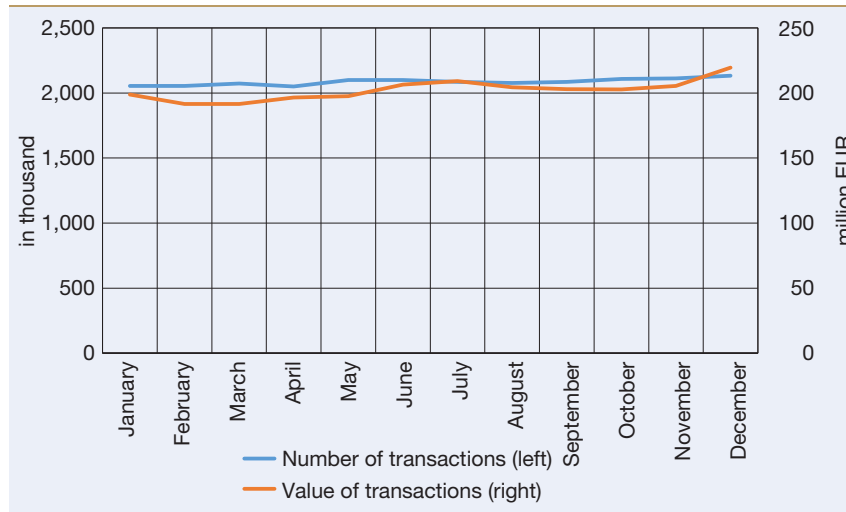
Figure 16 Total number and value of standing order transactions by consumers and business entities



Notes: Including standing orders of consumers and business entities in euro.
Data refer to 2023.
Source: CNB.

The total number of standing order transactions of consumers in 2023 reached 25.04 million transactions, worth in all EUR 2.43 billion. At a monthly level, an average of 2.09 million transactions were executed with the average monthly value of EUR 202.25 million. The average value of a standing order transaction was EUR 97 (Figure 16).

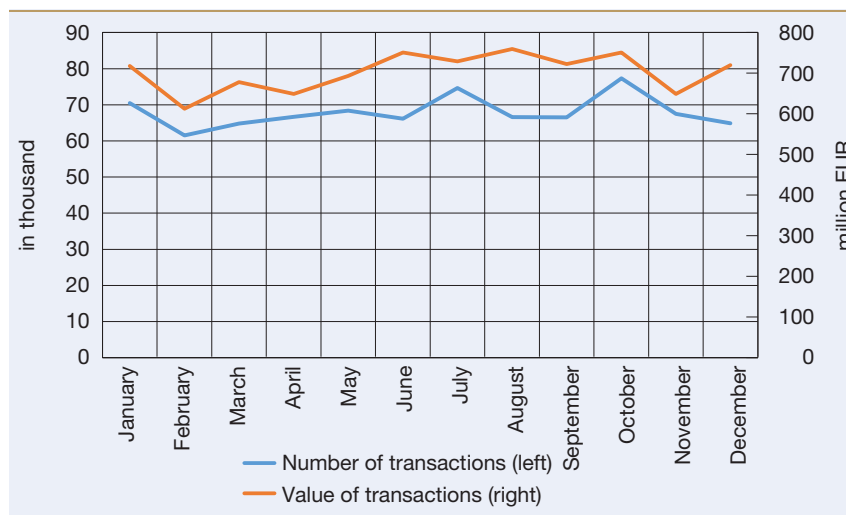
Figure 17 Number and value of standing order transactions of consumers



Notes: Including standing orders of consumers in euro.
Data refer to 2023.
Source: CNB.

In the same period, i.e. in 2023, the total number of standing order transactions of business entities in euro stood at 815,481 transactions, worth in all EUR 8.43 billion. At a monthly level, an average of 67,957 transaction were executed with an average monthly value of EUR 702.71 million. The average value of a standing order transaction was EUR 10.341 (Figure 18).

Figure 18 Number and value of standing order transactions of business entities



Notes: Including standing orders of business entities in euro.
Data refer to 2023.
Source: CNB.

It can be concluded from the comparison of the executed standing orders of consumers and business entities, that, as in previous years, considerably more standing order transactions were executed debiting consumer accounts (96.85%) than the accounts of business entities

(3.15%). However, the analysis of the value of executed standing orders leads to the conclusion that the value of standing orders executed by debiting the accounts of business entities (77.65%) is significantly greater than the value of standing orders executed by debiting the accounts of consumers (22.35%).

An analysis of the data on the number of consumer users of payment services using the standing order service to debit their payment account (in which case the user is counted as one, irrespective of the number of standing order contracts entered into with a credit institution) established that their proportion in the total population of the RC came to 32% (1,238,582 of them have at least one contracted standing order service).

According to the number of business entity users of payment services using the standing order service to debit their payment account (in which case the user is counted as one, irrespective of the number of standing order contracts entered into with a credit institution), it was established that their proportion in the total number of registered business entities in the RC stood at 10% (40,253 of them has at least one contracted standing order service).

The following can be concluded from the data on the total number and value of standing order transactions in the RC (in all currencies, including the euro) according to the number of payment service users (consumers and business entities) that have entered into a standing order contract with a credit institution to debit their payment account:

- there were on average 1.7 monthly transactions of consumer standing orders, with an average monthly value of EUR 163.3;
- there were on average 1.7 monthly transactions of business entity standing orders, with an average monthly value of EUR 17,457.4.

1.2 International credit transfers

‘International credit transfer’ means a credit transfer payment transaction the execution of which involves two payment service providers of which one payment service provider (of payee or payer) operates in the RC, and the other payment service provider (of payer or payee) in another member state or in a third country.

In the RC, 21 credit institutions provided international credit transfer payment services as at 31 December 2023.

Sent international credit transfers

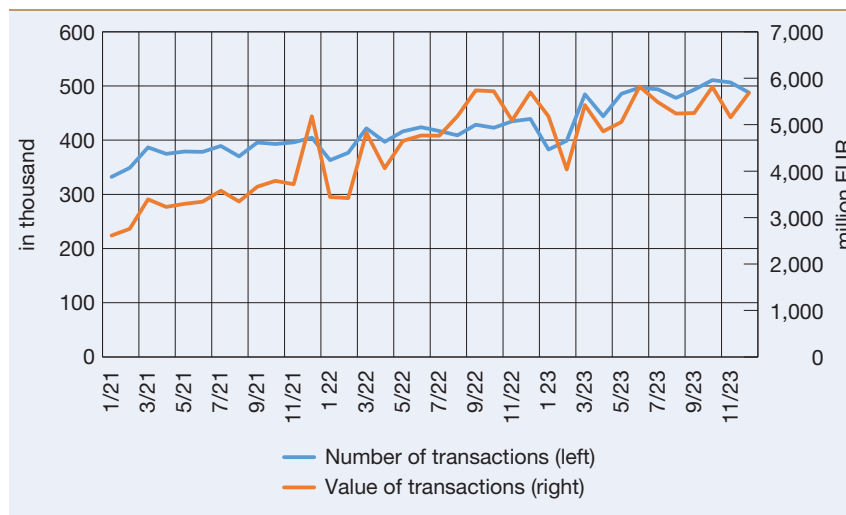
Sent international credit transfers include international payment transactions to debit the accounts of payment service users (consumers and business entities) that the credit institution has executed/sent to credit the payee's payment service provider operating in another member state, or in a third country.

A total of 5.68 million international credit transfer transactions were sent in the RC in 2023 in all currencies (including the euro), worth in all EUR 65.68 billion (converted to euro). At a monthly level, on average 473,468 transactions were sent with the average monthly value of EUR 5.47 billion. The total number of sent international credit transfers increased by 14.78% in 2023 from 2022, while their total value rose by 14.5% in the same period.

In 2023, consumers initiated a total of 991,185 transaction of sent international credit transfers with a total value of EUR 2.49 billion, while business entities initiated 4.67 million transactions with a total value of EUR 60.54 billion.

Of the total number of sent international credit transfers 94.8% were credit transfers initiated in the euro, while the remaining 5.2% were made up of credit transfers initiated in other currencies.

Figure 19 Total sent international credit transfers of consumers and business entities in all currencies (converted to euro)



Note: Including sent international credit transfers of consumers and business entities in all currencies (converted to euro).
Source: CNB.

Received international credit transfers

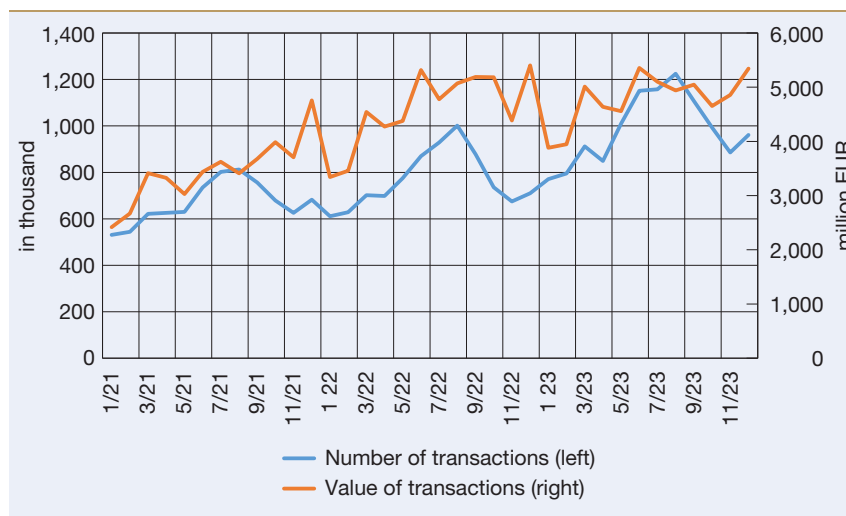
Received international credit transfers cover payment transactions received to credit the accounts of payment service users (consumers and business entities) in which the payer's payment service provider operates in another member state, or in a third country.

A total of 11.82 million international credit transfers of consumers and business entities were received in the RC in 2023 in all currencies (including the euro), worth a total of EUR 57.34 billion when converted to euro.

The total number of received international credit transfers in 2023 increased by 28.25% from 2022 and their total value by 3.64%.

At a monthly level, on average 963.878 transactions were received with the average monthly value of EUR 4.35 billion.

Figure 20 Total received international credit transfers of consumers and business entities in all currencies (converted to euro)



Note: Including received international credit transfers of consumers and business entities in all currencies (converted to euro).

Source: CNB.

2 Bill-paying service

‘Bill-paying service’ means a service in which a credit institution, on the basis of a contract with a payee, collects funds from a payer and makes the collected amount available to the payee within time cycles determined by a contract (e.g. electricity, water, gas and other bills), pursuant to the provisions of the Payment System Act which define the deadlines for the execution of payments.

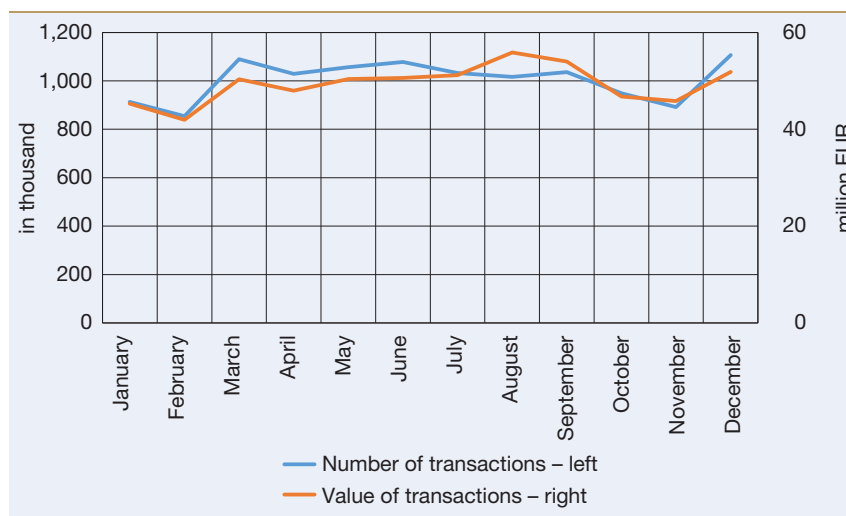
In the RC, on 31 December 2022, 12 credit institutions and one electronic money institution provided bill-paying services, exclusively in euro.

In the RC, in 2023, a total of 12.05 million transactions were executed through the bill-paying service in the total value of EUR 591.99 million euro. The average value of a transaction executed using this service was EUR 49.

Compared with 2022, a 9.8% decrease was recorded in the number of transactions executed through the bill-paying service in 2023 and a 5.1% decrease in the value, which is the expected result of the fact that consumers increasingly more often used other methods (channels) of initiating transactions, for example, mobile and Internet banking. However, the average value of a transaction executed using the bill-paying service increased in 2023 by 5.26% from 2022.

The movement of the total monthly number and value of transactions of the bill-paying service in 2023 is shown in Figure 21.

Figure 21 Number and value of transactions of the bill-paying service



Notes: Total number and value of transactions of the bill-paying service of consumers in euro.

Data refer to 2023.

Source: CNB.

At a monthly level, the average number of transactions was 1.0 million, with an average value of EUR 49.33 million.

3 Money remittances

‘Money remittance’ means a payment service where funds are received from a payer, without any payment accounts being created in the name of the payer or the payee, for the sole purpose of transferring a corresponding amount to a payee or to another payment service provider acting on behalf of the payee, and/or where such funds are received on behalf of and made available to the payee.

Data on money remittances presented in this publication have been collected from credit institutions that are the providers of the money remittance service in accordance with the Payment System Act (or act as an agent) and the Financial Agency.

In the RC, two credit institutions and the Financial Agency provided the service of sending and receiving money remittances in 2023. The share of the number and value of transactions executed through money remittances in the RC is statistically negligible.

Sent money remittances

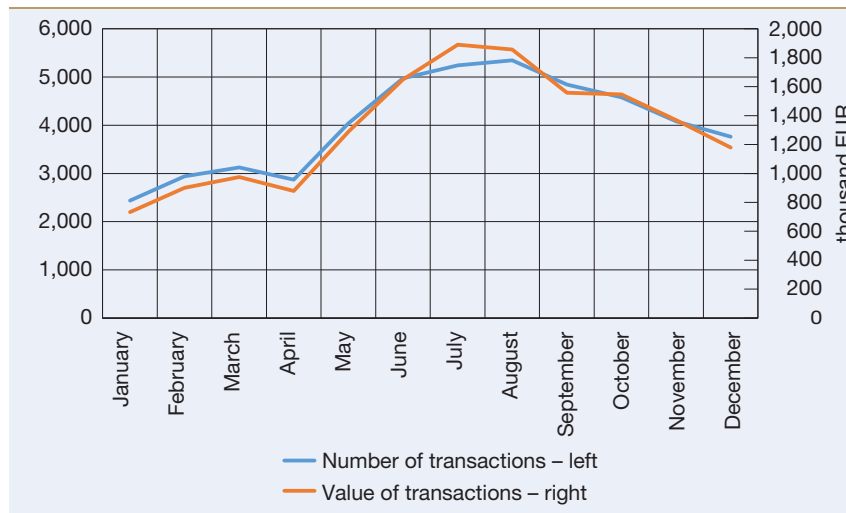
This section presents data on money remittances that consumers sent to payees both in the RC and outside of the RC. A sender in the RC always submits euro for the execution of a money remittance, while the payment is in the required currency in the payee’s country.

In 2023, there were in all 48.233 national money remittances, worth a total of EUR 15.82 million. The average value of a transaction stood at EUR 328.

Both the number and the value of sent national money remittances increased from 2022, the number by 81.57% and the value by 112.65%, while the average value of a transaction increased by 17.1%.

An analysis of the movement of the shown number and value of sent national money remittances in 2023 (Figure 22) established that the average monthly number of sent money remittances in the RC was 4.019, with an average value of EUR 1.32 million a month.

Figure 22 Sent national money remittances



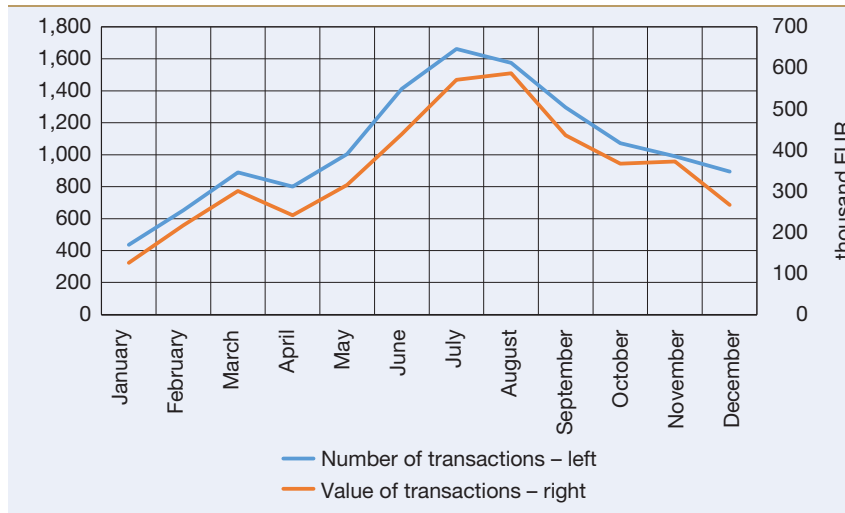
Notes: Including sent national money remittances of consumers in euro.
Data refer to 2023.
Source: CNB.

International money remittances include international and cross-border payment transactions the execution of which involves two payment service providers of which the payer’s payment service provider operates in the RC, and the payee’s payment service provider operates in a third country, or in another member state.

In all 12,642 international money remittances, worth a total of EUR 4.22 million (Figure 23) were sent in 2023. The average value of a sent international money remittance stood at EUR 334.

Compared with 2022, the number of sent international money remittances increased by 78.5% and their value by 102.2%. The average value of a sent international money remittance increased by 13.3% in 2023 from the year before.

Figure 23 Sent international money remittances



Notes: Including sent international money remittances of consumers in euro.
Data refer to 2023.
Source: CNB.

Received money remittances

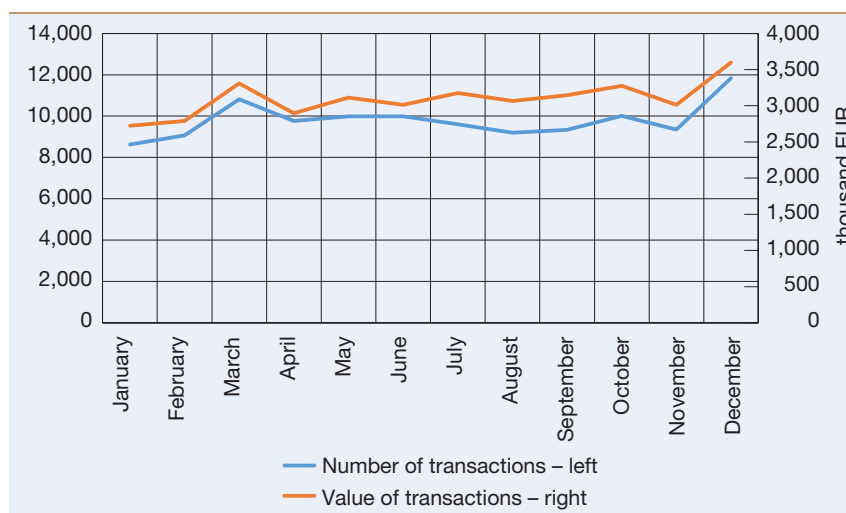
This section presents data on money remittances that consumers received from senders outside the RC.

In the RC, consumers may receive a money remittance from all countries of the world and in all currencies, provided that the payment currency is always the euro.

In 2023, consumers received in all 117.565 money remittances from abroad in different currencies (including the euro), worth a total of EUR 37.13 million.

Relative to 2022, in 2023, the number of received international money remittances in all currencies decreased by 7.2%, while their value fell by 1.3%.

Figure 24 Received international money remittances in all currencies



Notes: Including received international money remittances of consumers in all currencies (converted to euro). Data refer to 2023.
Source: CNB.

4 Direct debits

‘Direct debit’ means a payment service for debiting a payer’s payment account, where a payment transaction is initiated by a payee on the basis of the payer’s consent given to the payer’s own payment service provider, to the payee, or to the payee’s payment service provider.

In the RC, on 31 December 2023, 17 credit institutions were providing the direct debit payment service.

The number of direct debit consents is shown as the total number of active direct debit consents on the last day of the reporting period, i.e. of the month.

This publication presents direct debit consents and direct debit payment transactions given and executed to credit the payment account of another user of the service, most frequently a utility company (e.g. electricity, water, gas and other bills), as well as to credit the credit institution itself (e.g. the collection of charges on a card with a delayed debit function when the payment card issuer is at the same time the payment service provider that holds the payer’s account).

Consents are counted according to the number of payees (creditors) per payer, irrespective of the number of a payer’s payment accounts that are debited and irrespective of whether the consent for the execution of direct debits to credit several payees (creditors) is given by a single

contract. In cases in which a payer gives consent to the same payee by a new or the same contract, it is counted as two consents (e.g. consents given for direct debits for monthly charges for a fixed telephone in a usual residence and in a holiday home).

Consents are distinguished according to type of the payee and are broken down into consents given to credit the service user (e.g. utility company for the supply of electricity, water, gas, etc.) and consents to credit a credit institution (e.g. collection of charges on a card with a delayed debit function when the payment card issuer is the credit institution that manages the payer's payment account).

Number of accounts and users of the direct debit service and given consents

The direct debit service is used much more frequently by consumers than by business entities.⁵

As at 31 December 2023, consumers gave 1,111,567 consents for direct debits, while business entities gave 9,819.

With regard to the number of direct debit service users that have given consent for the execution of direct debits, as well as the number of accounts for which this service is contracted, the ratio was also tipped towards consumers. On 31 December 2023, 636,343 consumers and 2,082 business entities were the users of the direct debit service.

Number and value of direct debit transactions

A total of 20.51 million direct debit transactions in all currencies were executed in 2023 in the RC, worth a total of EUR 2.07 billion (converted to euro). The average value of a direct debit was EUR 101.

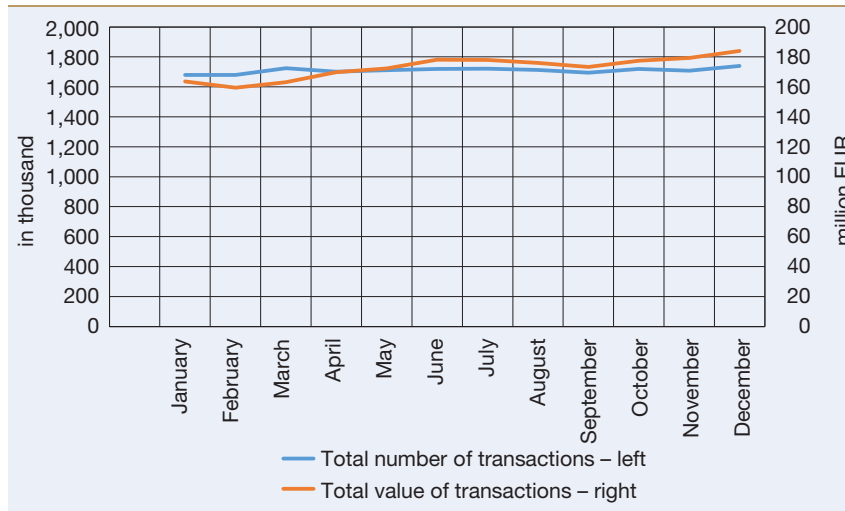
Figure 25 shows direct debits from payment accounts of consumers and business entities based on direct debit orders received by payees operating in the RC in 2023.

The data on the number and value of direct debit transactions also suggest that consumers use the direct debit service to a much greater extent than business entities.

Thus, a total of 20.37 million direct debits were made from the payment

⁵ Not including data submitted by electronic money institutions that at the same time carry out the activity of telecommunications services.

Figure 25 Total number and value of direct debit transactions



Notes: Total number and value of direct debit transactions from the payment accounts of consumers and business entities executed in all currencies (including the euro), converted to euro. Data refer to 2023.

Source: CNB.

accounts of consumers and 147.942 were made from the payment accounts of business entities in the RC in 2023. The total value of direct debits made from the payment accounts of consumers was EUR 1.89 billion and from the payment accounts of business entities EUR 180.68 million.

In 2023, 1.7 million direct debt transactions from payment accounts of consumers were executed every month and 12,329 direct debit transactions from payment accounts of business entities. The average monthly value of executed direct debits from payment accounts of consumers was EUR 157.81 million and from the payment accounts of business entities EUR 15.06 million.

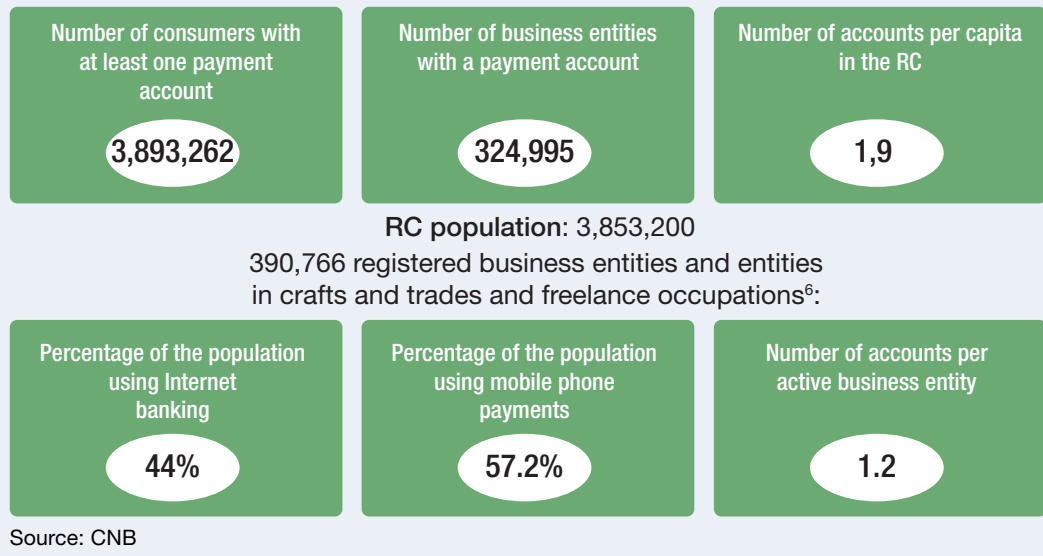
Average number and value of direct debit transactions by user and account

If the average number and the value of executed direct debit transactions per account for which direct debit service is contracted, i.e. per user, are compared, it can be concluded that in 2023 the average monthly number of direct debit transactions per account of a consumer was 2.7 with an average monthly value of EUR 248. On the other hand, in 2023, business entities had on average 5.9 direct debits recorded each month, on average worth EUR 7,231.

5 Payment accounts

This chapter provides a detailed analysis of the number of payment accounts of consumers and business entities opened with credit institutions, and presents the number of payment accounts and the number of users by payment service, i.e. according to the agreed methods of payment of users at a credit institution.

Box 2 Overview of the number of users of payment accounts and payment instruments on 31 December 2023



5.1 Transaction account and another payment account

‘Payment account’ means an account held by a payment service provider in the name of one or more payment service users which is used for the execution of payment transactions, including a transaction account and another payment account.

A ‘transaction account’ means a current account or a giro account regulated by the Payment System Act, and with regard to the currency, a transaction account can be a single-currency or a multi-currency account.

6 Croatian Bureau of Statistics, Census of Population, Households and Dwellings in the RC in 2021.

‘Another payment account’ means any account operated by a payment service provider in the name of one or more users of payment services used for the execution of payment transactions that cannot however be categorised as a transaction account. ‘Another payment account’ includes all payment accounts that are not transaction accounts but from which a payment transaction may be freely executed. Payment accounts under ‘Another payment account’ are not distinguished according to whether they have or do not have an authorised overdraft. Therefore, only data on the total number of accounts opened as ‘Another payment account’ and the number of blocked accounts on the last day in the month are shown in this publication.

On 31 December 2023, a total of 7,507,462 payment accounts of consumers and 708,640 payment accounts of business entities were recorded. Of the total number of payment accounts, 93.4% are transaction accounts, while other payment accounts account for a share of 6.6%.

Of the total number of transaction accounts, 7,235,660 of them were the accounts of consumers and 436,838 were the accounts of business entities.

Table 5. Number of payment accounts of consumers and business entities

on 31 December 2023.

Type of account	Consumer	Business entity
Transaction account	7,235,660	436,838
Other payment account	271,802	271,802
Total	7,507,462	708,640

Note: Including blocked accounts on 31 December 2023 and excluding accounts of credit institutions and of the Financial Agency.
Source: CNB.

On 31 December 2023, in all 3,893,262 consumers and 324,995 business entities had at least one payment account opened with a credit institution in the RC.

When the above data are compared with the total number of the recorded payment accounts of consumers and business entities on 31 December 2023 (Table 5), it can be concluded that each consumer has on average two (1.91) payment accounts and that each business entity in the RC on average has 1.4 payment accounts.

Single-currency and multi-currency accounts

Payment accounts operated by credit institutions can be single-currency and multi-currency accounts. Single-currency accounts are payment accounts in which banks maintain users' funds in a single currency – most frequently in euro. By contrast, in multi-currency accounts, users may have funds in several different currencies.

The total number of single-currency accounts in the RC on 31 December 2023 was 2,948,353 and multi-currency accounts 3,726,273.

On 31 December 2023, the share of single-currency accounts in the total number of consumer transaction accounts stood at 47%.

Croatian citizens contract single-currency and multi-currency accounts almost equally, while business entities most frequently contract only multi-currency accounts – i.e. on 31 December 2023, 95% of accounts of business entities were multi-currency accounts.

Transaction accounts by status

Transaction accounts can, according to their status, have an authorised overdraft or no authorised overdraft, or be blocked.

Accounts without an authorised overdraft are transaction accounts opened with a credit institution that can be debited for the execution of payment transactions only up to the amount of funds in these accounts.

Accounts blocked on the last day of the reporting period or month are not included in the presentation of data on transaction accounts without an authorised overdraft.

Accounts with an authorised overdraft are transaction accounts opened with a credit institution that can be debited for the execution of payment transactions in excess of the amount of funds in these accounts, or up to the amount of an agreed overdraft.

Accounts blocked on the last day of the reporting period or month are not included in the data on transaction accounts with an authorised overdraft. Also, the amounts of limits authorised for repayment in instalments on the transaction account (repayment in instalments for the debit payment card) are not included.

Blocked payment accounts are transaction accounts and 'Another payment accounts' opened with credit institutions, on which the disposal

of all funds is temporarily disabled on the last day of the reporting period or month.

The disposal of funds for the purposes of payment statistics may be temporarily disabled because of:

- the execution of orders for forced collection of funds in accordance with the law governing the execution of cash assets;
- arrears in accordance with conditions from the framework or another contract of the payment service user with the payment service provider;
- suspicion of unauthorised use;
- the implementation of other regulations, by which the disposal of funds in accounts is temporarily disabled; and
- other reasons.

Blocked accounts are not shown according to the status of having or not having an authorised overdraft facility.

On 31 December 2023, a total of 1,682,843 accounts in the RC had an authorised overdraft facility and 4,570,157 accounts did not. Of the total number of accounts with an authorised overdraft facility, 37.5% used this possibility.

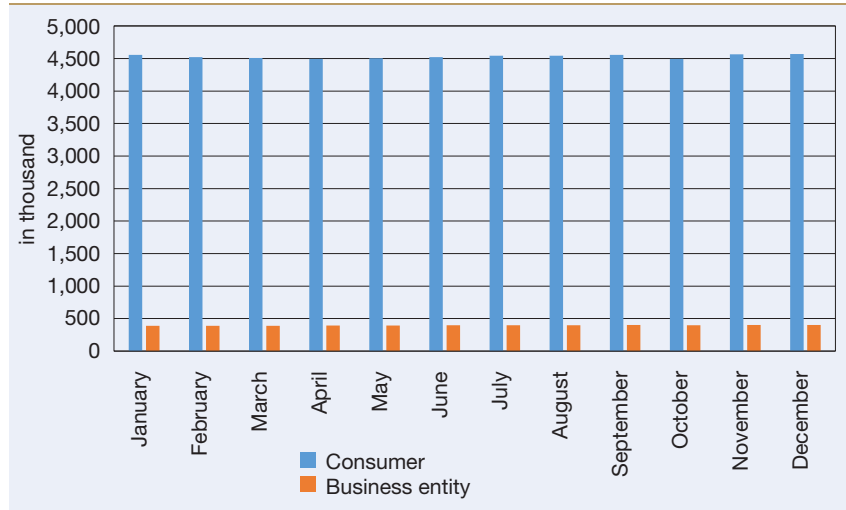
Below is a detailed overview of the number of accounts by account status, and there are also data on total authorised overdrafts and the amount of the used overdraft.

Transaction accounts without an authorised overdraft

On 31 December 2023, a total of 4,570,157 transaction accounts of consumers and 404,327 transaction accounts of business entities that did not have an authorised overdraft were open in the RC.

If the number of transaction accounts without an authorised overdraft is analysed, depending on whether it is a single-currency or a multi-currency account, it can be seen that there were more multi-currency than single-currency accounts, in particular with regard to business entities. Multi-currency accounts make up 95% of the transaction accounts of business entities, while consumers have 59% multi-currency and 41% single-currency accounts.

Figure 26 Number of transaction accounts of consumers and business entities without an authorised overdraft



Notes: Not including blocked accounts. Data refer to 2023.
Source: CNB.

Transaction accounts with an authorised overdraft

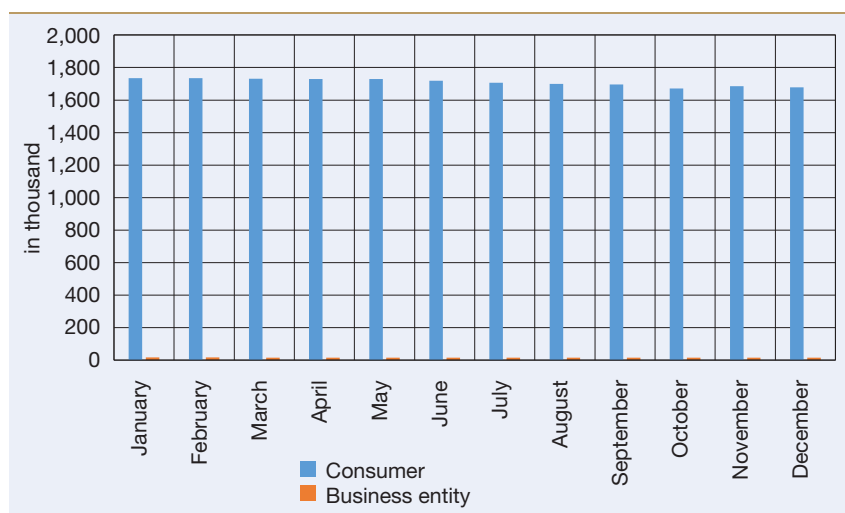
The total number of transaction accounts with authorised overdrafts in the RC is several times smaller than the total number of transaction accounts without authorised overdrafts, resulting in 1,682,843 accounts of consumers and 17,299 account of business entities with authorised overdrafts being recorded on 31 December 2022.

If the number of transaction accounts with authorised overdrafts is analysed, depending on whether they are single-currency or multi-currency accounts, single-currency accounts (euro, as a rule) account for 62% and multi-currency accounts account for 38%. With regard to business entities, the shares are different, there are 2.6% single-currency accounts as against 97.4% multi-currency accounts that have authorised overdraft facilities.

Figure 27 presents the number of transaction accounts of consumers and business entities with authorised overdrafts by month for 2023.

Of the total of 1,682,843 transaction accounts of consumers that on 31 December 2023 had authorised overdraft facilities, 37% or 630,309 accounts were overdrawn on 31 December 2023. Among business entities, the percentage of transaction accounts with authorised overdrafts that were overdrawn on 31 December 2023 stood at 45%, or in all 7,777 transaction accounts were overdrawn of the totally recorded 17,299, which had the overdraft facility.

Figure 27 Number of transaction accounts of consumers and business entities with an authorised overdraft



Notes: Not including blocked accounts. Data refer to 2023.
Source: CNB.

Blocked payment accounts

On 31 December 2023, a total of 1,042,718 payment accounts of consumers and 15,899 payment accounts of business entities were blocked, i.e. the disposal of funds was disabled. The above refers to the decrease in the number of blocked transaction accounts of consumers and business entities by 5.3% and 8% respectively relative to 31 December 2022.

Table 6 Number of blocked payment accounts on 31 December 2023

Type of account	Consumer	Business entity
Transaction account	982,660	15,212
Another payment account	60,058	687
Total	1,042,718	15,899

Source: CNB.

5.2 Number of users by payment instrument (service)

Table 7 shows the total number of users, consumers and business entities, according to payment instruments (services) (hereinafter referred to as ‘payment instrument’), i.e. according to users’ contracted methods of payment to debit the accounts opened with a credit institution.

A user of each individual payment instrument, i.e. payment method,

shown in Table 7 is counted only once, or if the user uses the same service (payment method) in two or more credit institutions, it is shown as one user.

Table 7 Number of users by payment instrument

Description of payment method	Consumer	Business entity	Total
Internet banking	1,711,363	233,856	1,945,219
Mobile banking	2,202,047	203,124	2,405,171
Telebanking	0	38	38
E-bill	22,297	34	22,331
Direct debit	636,343	2,082	638,425
Standing order	1,238,582	40,253	1,278,835

Note: As at 31 December 2023.
Source: CNB.

The number of users shown in Table 7 refers to data on the total number of payment service users (consumers and business entities) that have contracted the following methods of payment (payment instruments) with a credit institution to debit their payment account:

- **Internet banking** – records the total number of payment service users that have contracted the use of Internet banking with a credit institution, irrespective of the number of tokens the credit institution has issued to them.
- **Mobile banking** – records the total number of payment service users that have contracted the use of an application installed on a mobile phone with a credit institution.
- **Telebanking** – records the total number of payment service users that have contracted the use of telebanking with a credit institution.
- **E-bill** – records the total number of payment service users (payers) that have contracted the use of e-bills with a credit institution.
- **Direct debit** – records the total number of payment service users (payers) that have given consent for the direct debiting of their payment account(s) operated by a credit institution.
- **Standing order** – records the total number of payment service users (payers) that have entered into a standing order contract with a credit institution.

Data from Table 7 indicate that consumers in the RC predominantly use the mobile banking service (56.6%), the Internet banking service (44%) and the standing order service (31.8%) followed by direct debits (16.3%), while the e-bill (0.6%) accounts for a smaller share than other methods of payment.

With regard to business entities, Internet banking continues to be the most represented with the share of 72%, followed by the mobile banking

service with a share of 62.5% and the standing order service (12.4%), while the e-bill (0.01%) is still used very rarely.

The number of users of mobile banking as a method of payment grew by 7.2% among consumers and by 38.1% among business entities in 2023 from 2022. Since 2022, it also came to an increase of 13.5% in the number of consumer users of Internet banking and an increase of 11.5% in business entity users.

Table 8 Payment instruments linked to the payment account on 31 December 2023

Number of payment instruments (services)	Consumer	Business entity
1	1,232,164	44,061
2	685,647	113,417
3	1,087,067	148,049
4 and more	915,136	22,090

Note: Shown is the number of payment instruments used by the credit institutions' clients.
Source: CNB.

The number of consumers and business entities that have opened only one payment account with a credit institution is presented under one payment instrument.

Table 8 shows that in all 1,232,164 consumers and 44,061 business entities have a payment account opened with a credit institution exclusively and do not use any other payment instrument (i.e. a service such as Internet or mobile banking, direct debit, standing order, etc.).

The number of consumers that uses one more payment instrument (service) in addition to the payment account is 685,647, while the number of business entities using one more payment instrument in addition to the payment account is 113,417.

Consumers and business entities most frequently have three services contracted, which in most cases are Internet and mobile banking.

If the number of used payment instruments (services) shown in Table 8 is analysed according to the structure, i.e. the type of payment instruments (services) that users (consumers or business entities) use the most, it can be seen that consumers that in addition to a payment account use only one other payment instrument (service) most frequently use mobile banking, i.e. in all 300,404, followed by standing orders, i.e. in all 278,718 of them. Business entities that in addition to the payment account use only one other payment instrument most frequently use Internet banking, in all 69,321.

6 Glossary

‘Direct debit’ means a payment service for debiting a payer’s payment account, where a payment transaction is initiated by a payee on the basis of the payer’s consent given to the payer’s own payment service provider, to the payee, or to the payee’s payment service provider.

‘Payment service user’ means a natural or legal person making use of a payment service in the capacity of a payer or a payee or in both capacities at the same time.

‘Credit transfer’ means a payment service for crediting a payee’s payment account with a payment transaction or a series of payment transactions from a payer’s payment account by the payment service provider which holds the payer’s payment account, based on an instruction given by the payer.

‘International payment transaction’ means a payment transaction the execution of which involves two payment service providers of which one payment service provider operates in the RC, and the other in a third country.

‘National payment transaction’ means a payment transaction the execution of which involves a payer’s payment service provider and a payee’s payment service provider, or only one payment service provider, which operate in the RC.

‘Non-consumer’ means a legal or natural person other than the consumer (i.e., a business entity).

‘Money remittance’ means a payment service where funds are received from a payer, without any payment accounts being created in the name of the payer or the payee, for the sole purpose of transferring a corresponding amount to a payee or to another payment service provider acting on behalf of the payee, and/or where such funds are received on behalf of and made available to the payee.

‘Payment transaction’ means the placing, withdrawing or transferring of funds initiated by or on behalf and for the account of the payer or by the payee, regardless of any underlying obligations between the payer and the payee.

‘Consumer’ means a natural person who, in payment service contracts covered by the Payment System Act (Official Gazette 66/2018 and

114/2022), is acting for purposes other than his/her trade, business or profession, or a natural person who concludes a contract for the issue of electronic money in accordance with the Electronic Money Act (Official Gazette 64/2018 and 114/2022) for purposes other than his/her trade, business or profession.

‘Cross-border payment transaction’ means a payment transaction the execution of which involves two payment service providers of which one payment service provider operates in the RC, and the other in another Member State.

‘Payment account’ means any account held by a payment service provider in the name of one or more payment service users, which is used for the execution of payment transactions.

‘Standing order’ means an instruction issued by the payer to the provider of payment services, which holds the payer’s payment account, for the execution of credit transfers at regular intervals or on dates set in advance (e.g. payment of the TV fee, the instalment of an annuity...).

‘Bill-paying service’ means a payment service in which a credit institution, on the basis of a contract with the payee, collects funds from the payer, and makes the collected amount available to the payee within time cycles determined by a contract (e.g. electricity, water, gas and other bills).

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