

# CUSTOMER PAYMENT STATISTICS FOR 2019\*



## Customer non-cash payments

**530.6 million** non-cash payments totalling **203.0 billion** euro were made in 2019.

VOLUME  
+11.0%

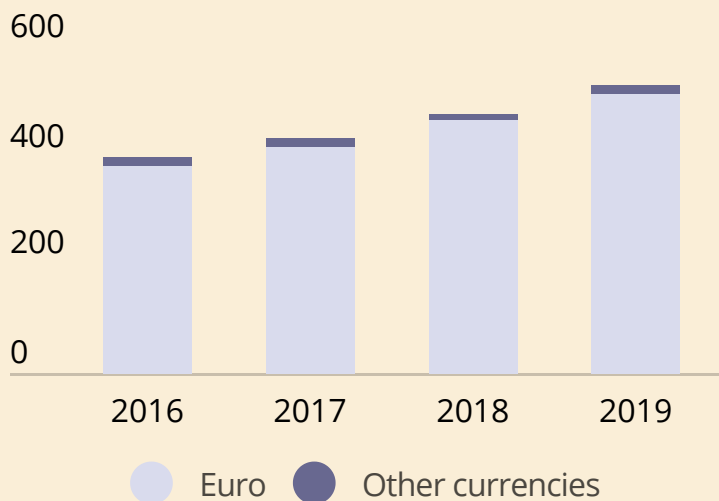


Daily average  
1.5 million payments  
totalling 556.3 million euro

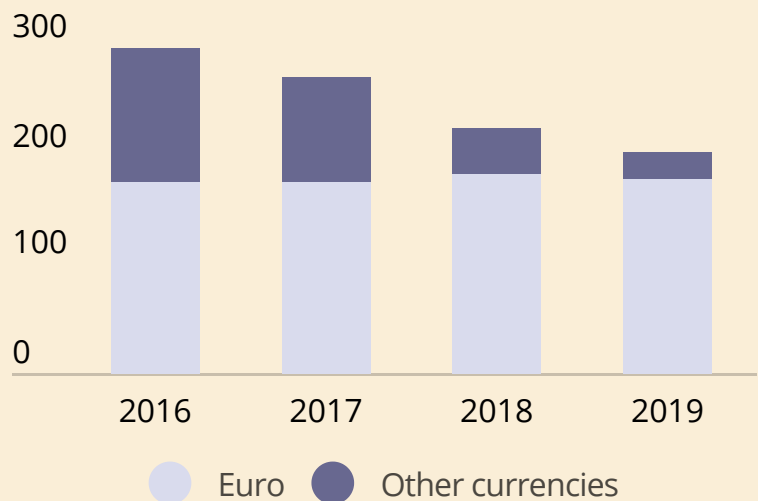
VALUE  
-10.2%



Volume of payments (million)

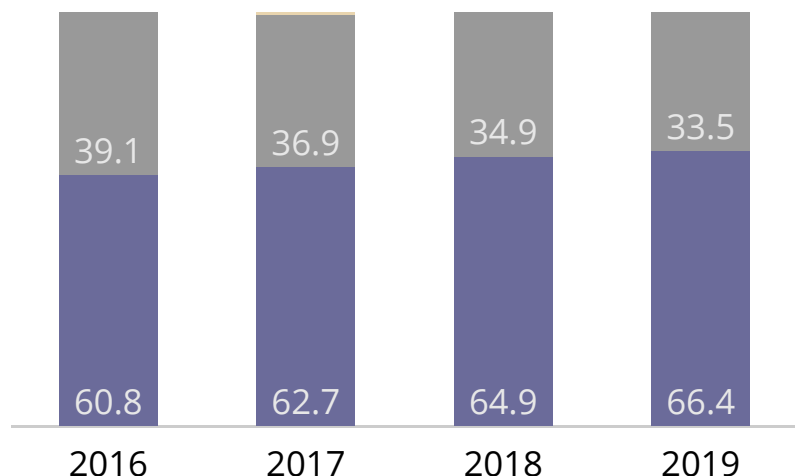


Value of payments (billion)



## Structure of payments according to payment volume (%)

- Card payments
- Credit transfers
- Other kind of payments (e.g. e-money, cheques)



*E-money and cheques were used by people relatively seldom*

# Card payments

**352.1 million** card payments totalling **5.9 billion** euro were made in 2019.

Euro

VOLUME  +13.5%  
 VALUE  +12.7%

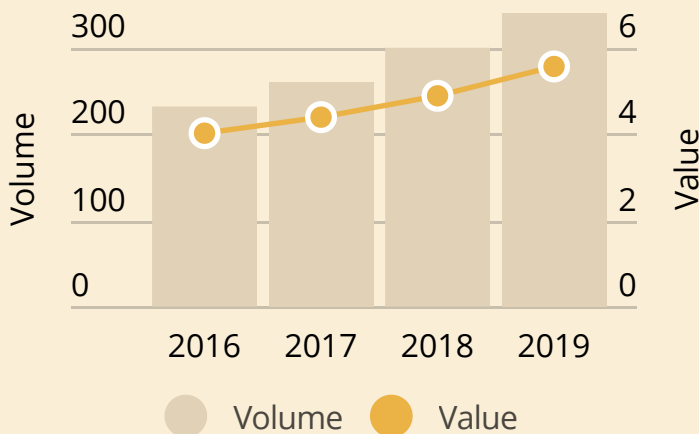
Daily average (all currencies)  
 964.8 thousand payments  
 totalling 16.3 million euro

Other currencies

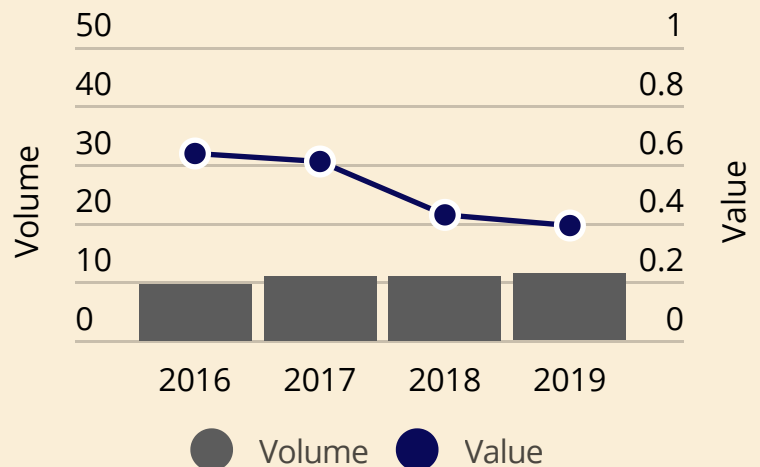
VOLUME  +4.0%  
 VALUE  -11.2%

## Card payments (volume in millions, value in billion euro)

### Payments in euro



### Payments in other currencies



- Total volume of online card payments grew by **19.4%** amounting **9.2%** of total card payments (compared to 8.7% in 2018).
- Payment cards were used when shopping at points of sale (**90.8%** of all card payments in terms of volume).



**Deniss Filipovs,**  
 Latvijas Banka  
 Head of Payment Systems  
 Policy Division



Non-cash continued to be the most popular means of payment in Latvia. 2019 marked a considerable increase in card payments in euro, both in terms of volume (+13.5%) and value (+12.7%). This was observed with respect to shopping at points of sale, as well as online where a rapid pace of increase has already become quite a norm: in 2019, payments on websites serviced by Latvian payment service providers grew by almost 20%.

Payments made in Latvia with payment cards issued abroad surged by 21% in 2019. This can be partly explained by an increase in the volume of payments associated with tourism; at the same time it is also quite true that "Revolut" cards, officially issued in the UK, account for a considerable share of card payments made with cards issued abroad in Latvia.

# Credit transfers

177.6 million credit transfers totalling 196.9 billion euro were made in 2019.

Euro

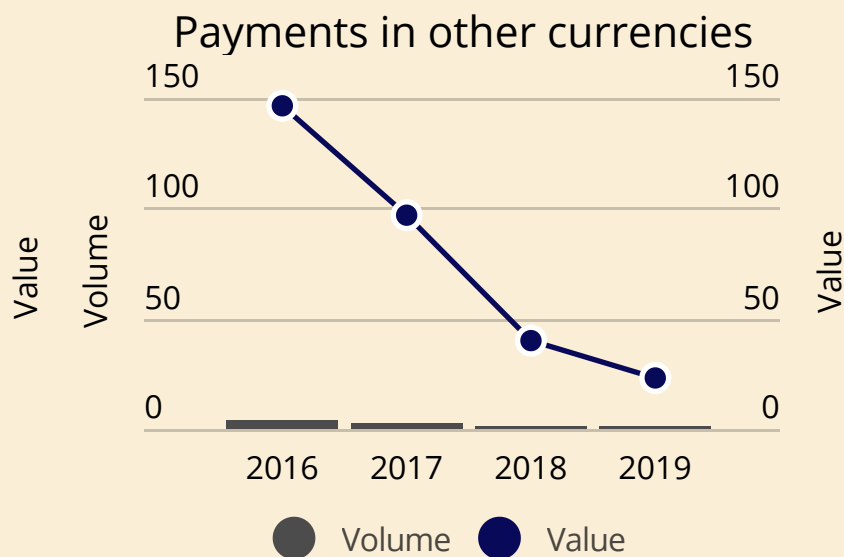
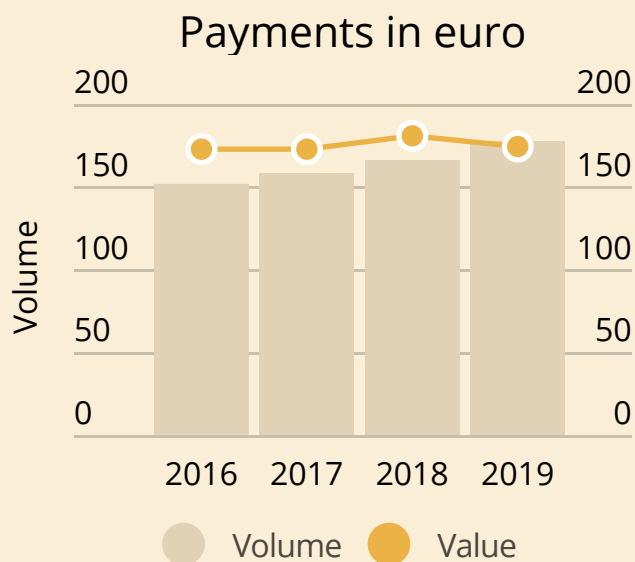
VOLUME  +6.4%  
 VALUE  -3.3%

Daily average (all currencies)  
 486.6 thousand payments  
 totalling 539.5 million euro

Other currencies

VOLUME  -14.6%  
 VALUE  -43.7%

## Credit transfers (volume in millions, value in billion euro)




## Instant payments – part of credit transfers

Instant payments – available on any day at any time of the day



**9%** of credit transfers  
**16.1 million** instant payments  
**3.5 billion** euro worth

In Latvia, instant payments are executed by Latvijas Banka and the service is also offered by AS "Citadele banka", AS "SEB banka" un "Swedbank" AS. Already over 90% of the customers of Latvian credit institutions have access to instant payments.

VOLUME  +191%

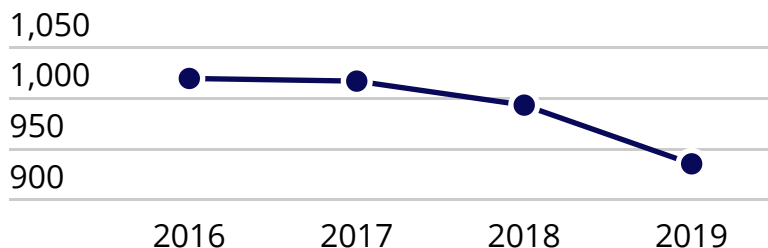
Daily average  
 44.2 thousand instant payments  
 totalling 9.6 million euro

VALUE  +201%

# Some numbers regarding card payments infrastructure

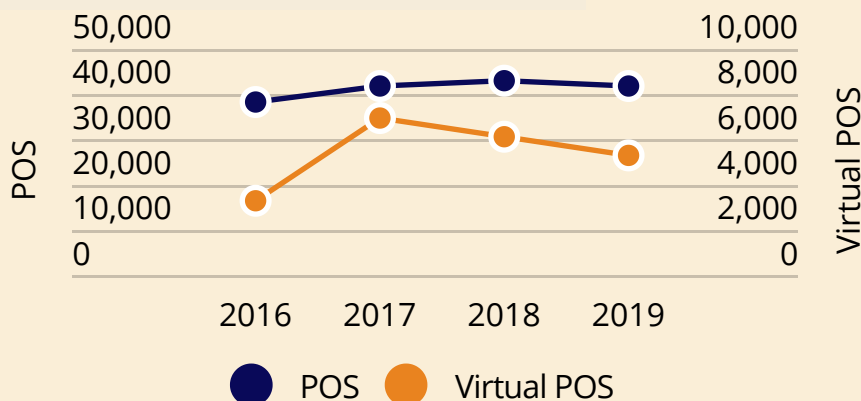


**933 ATMs**  
(-6.0%)



**41.6 thousand POS**  
(-2.6%)

## Points of sale (POS)



**5.3 thousand virtual POS**  
(-12.1%)



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Head of Payment Systems  
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“The number of ATMs mostly decreased as a result of optimisation of ATM network following a merger of two banks.

The number of POS decreased after a decision by several merchants to shift from a local bank servicing the card payments to a foreign bank; the above decision, however, did not affect the total number of POS available in Latvia. A notable fall with respect to the number of online POS accepting card payments can be explained by the fact that banks tend to minimise their cooperation with high-risk customers. Thus, the above decreases overall have not impaired the options of Latvian residents to pay by card in Latvia.



**2.2 million payment cards**



**3.5 million customer accounts**

**1.2 cards**  
**1.8 accounts**



\* Latvijas Banka has compiled data on the non-cash payments made by customers in 2019. Data related to interbank payments, financial market transactions, securities market transactions and similar payments are excluded.

Data were provided by 14 credit institutions registered in Latvia, five Latvia-registered branches of credit institutions registered in other countries, two licensed electronic money institutions, three licensed payment institutions and one branch of a payment institution licensed in another country, Latvijas Banka and the Treasury.

\*\* According to the data of the Central Statistical Bureau of Latvia, Latvia's population totalled 1908.1 thousand at the end of 2019.