

# CUSTOMER PAYMENT STATISTICS FOR 2020\*



## Customer non-cash payments

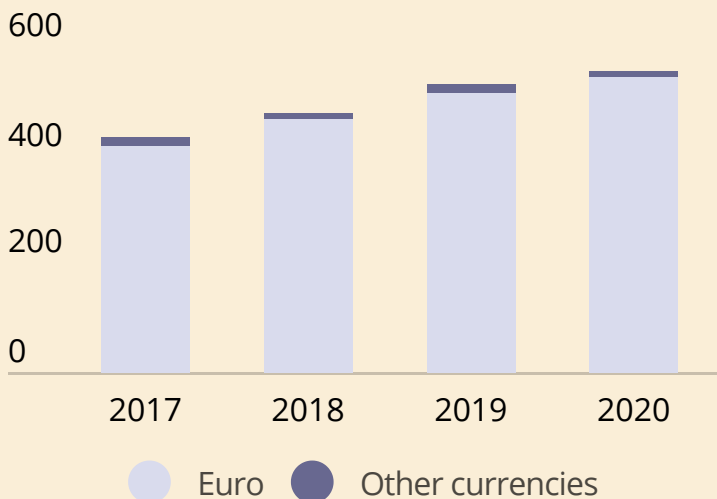
**557.6 million** non-cash payments totalling **181.1 billion** euro were made in 2020.

VOLUME  
+5.0%

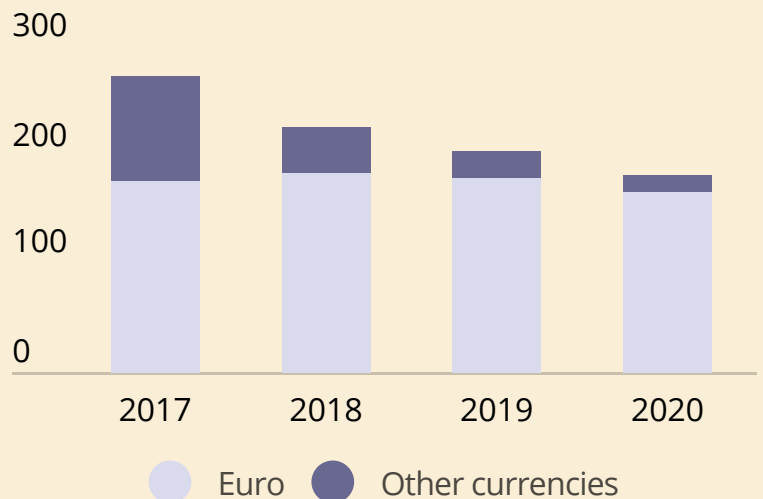
**Daily average:**  
1.5 million payments  
totalling 494.8 million euro

VALUE  
-10.8%

Volume of payments (in millions)



Value of payments (in billions of euro)

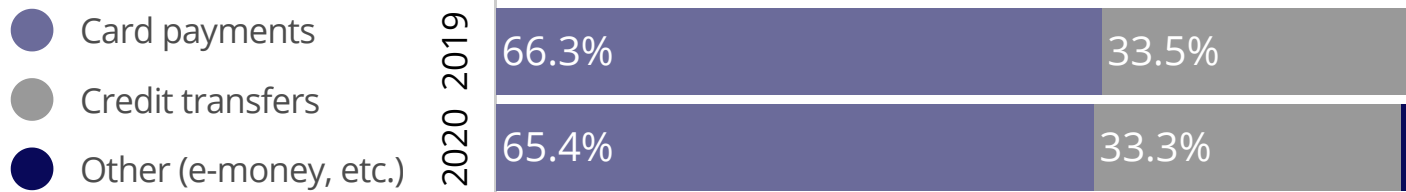


**Deniss Filipovs,**  
Latvijas Banka  
Head of Payment Systems  
Policy Division



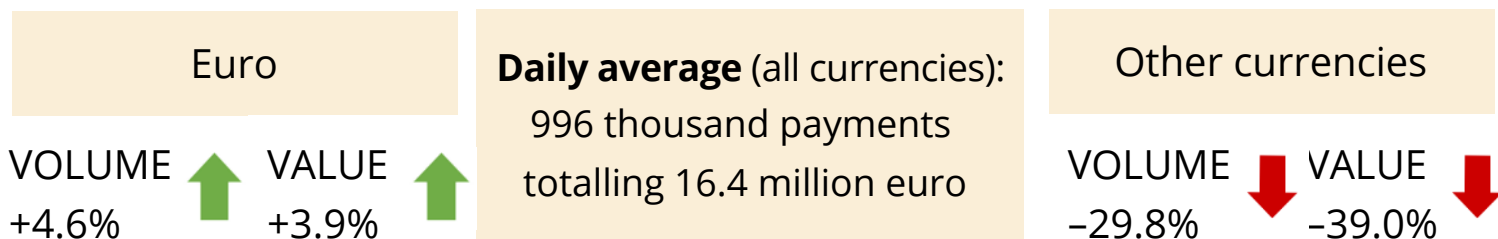
In terms of the volume of payments, 2020 recorded a 5% increase compared with 2019. In the second half of 2020, as people adjusted to the conditions of the Covid-19 pandemic, the volume of payments grew by more than 10%, more than offsetting the decline observed in the first half of 2020.

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

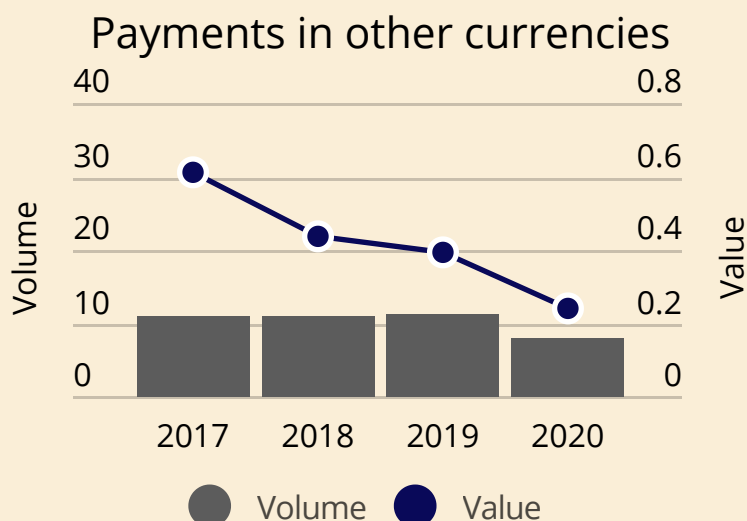
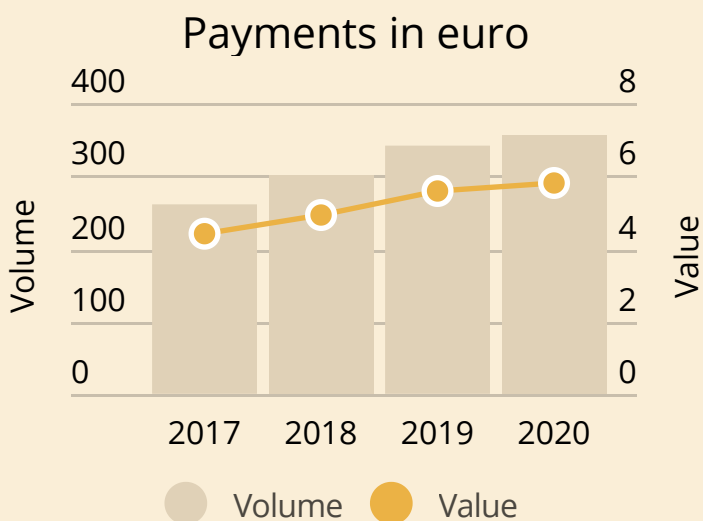


## Card payments

**364.5 million** card payments totalling **6.0 billion** euro were made in 2020.



## Card payments (volume in millions, value in billions of euro)



**Edīte Gailiša**  
Payment expert  
Latvijas Banka



Looking at how the Covid-19 pandemic has affected online shopping activity, it should be noted that in 2020 the volume of online card payments recorded a 7.3% rise compared with 2019. In the spring of 2020, e-commerce also experienced a significant decline in activity, with the volume of payments shrinking by almost 9%. The second half of the year, however, saw impressive activity growth of more than 26%.



- In 2020, the volume of online card payments accounted for **9.6%** of the total volume of card payments (9.2% in 2019).
- Payment cards were used when shopping at points of sale (**90.4%** of all card payments in terms of volume).

# Credit transfers

**185.8 million** credit transfers totalling **175.0 billion** euro were made in 2020.

Euro

VOLUME  +4.4%  
 VALUE  -6.9%

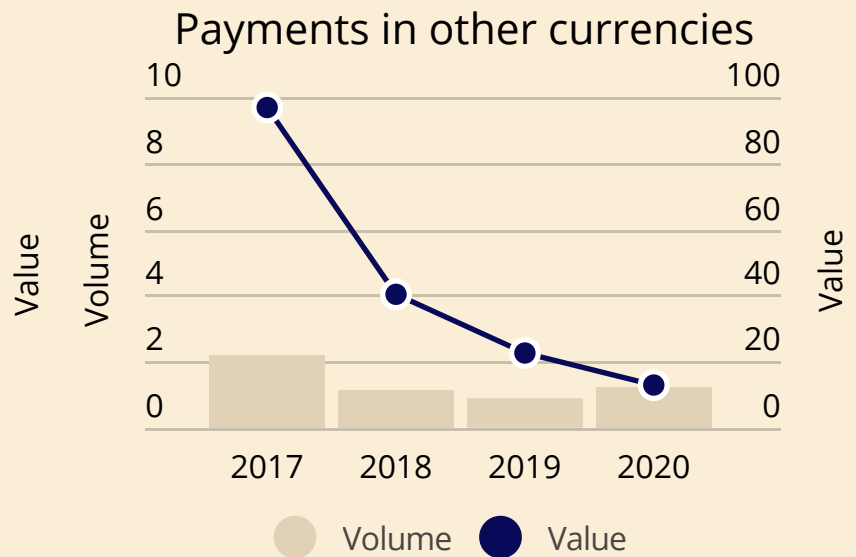
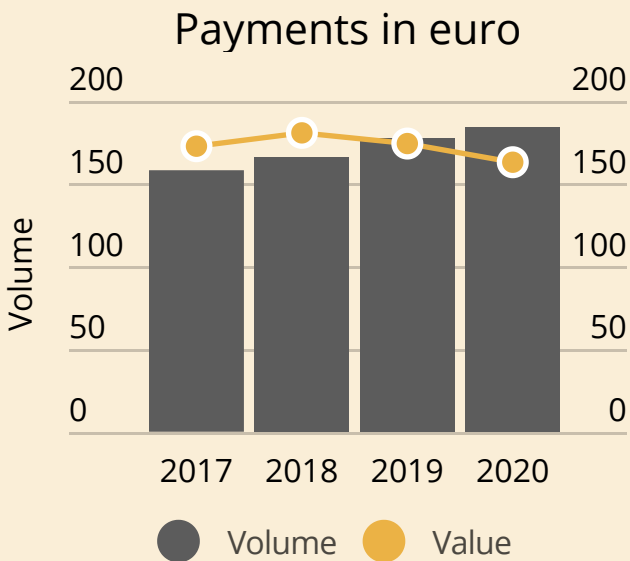
**Daily average** (all currencies):

507.7 thousand payments  
 totalling 478.1 million euro

Other currencies

VOLUME  +30.7%  
 VALUE  -43.8%

Credit transfers  
 (volume in millions, value in billions of euro)



**Edīte Gailiša**  
 Payment expert  
 Latvijas Banka


” With respect to euro payments in 2020, both card payments and credit transfers recorded similar volume increases, i.e. 4.6% and 4.4% respectively. In the second half of 2020, card payments in euro grew by more than 12%, fully offsetting the fall of more than 5% observed in the first half of 2020. Meanwhile, looking at the credit transfers in euro, inter alia instant payments, which are often used for money transfers between friends and relatives, as well as bill payments and online purchases, the minor decline of less than 1% seen in the first half of the year, was followed by a 7% increase already in the second half of the year.

# Instant payments



**20.0 million** instant payments  
totalling **4.4 billion euro**

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

VOLUME  
+45.1% 

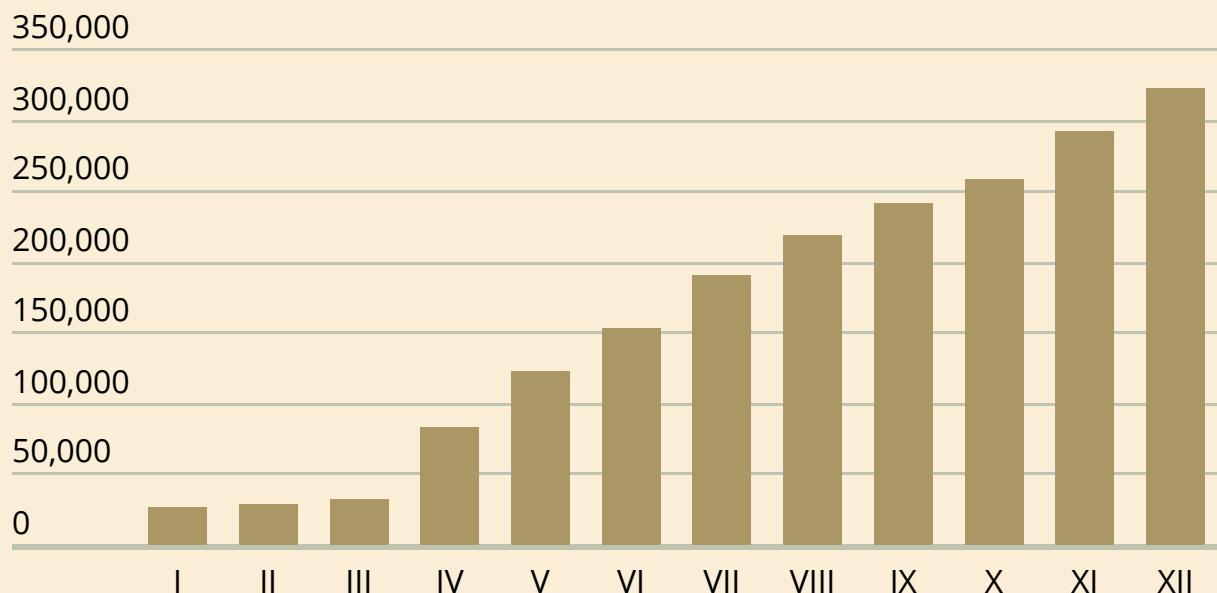
**Daily average:**  
54.8 thousand instant payments  
totalling 12.0 million euro

VALUE   
+51.2%



**321 thousand** Instant Links registered in  
the Proxy Registry "Instant Links" of Latvijas Banka

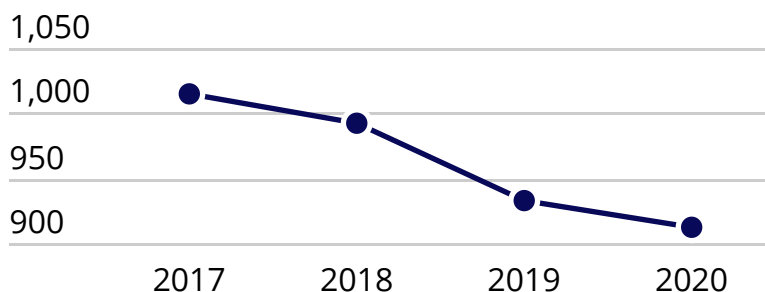
## Volume dynamics of instant links in 2020



# Card payments infrastructure



**912 ATMs**  
(-2.3%)



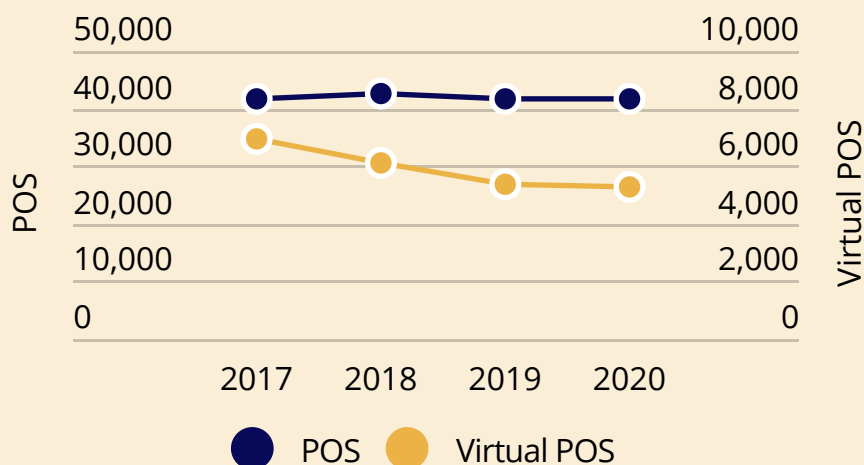
## Points of sale (POS)



**41.7 thousand POS**  
(+0.2%)



**5.3 thousand virtual POS**  
(-0.4%)



**2.2 million payment cards**

**1.1 cards  
1.7 accounts** per  **\*\***



**3.2 million customer accounts**

\* Latvijas Banka has compiled data on the non-cash payments made by customers in 2020. Data related to interbank payments, financial market transactions, securities market transactions and similar payments are excluded. Data were provided by 13 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 1893.7 thousand at the end of 2020.