

Croatian National Bank
Payment Operations Area
Payment Operations Supervision Department

PAYMENT STATISTICS

REPORT ON CASHLESS PAYMENT TRANSACTIONS IN THE REPUBLIC OF CROATIA FOR 2015

July 2016

OVERVIEW OF BASIC DEFINITIONS

'**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.

'**Card-based payment transaction**' means a service based on a payment card's acquiring infrastructure and card scheme business rules to make a payment transaction by means of a debit or a credit card.

'**Credit transfer**' means a payment service for crediting a payee's payment account with a payment transaction debiting 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 (of either the payer or the payee) operates in the Republic of Croatia, and the other payment service provider (of either the payer or the payee) operates pursuant to the regulations of a third country or another member state.

'**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 Republic of Croatia.

'**Debits from the accounts by simple book entry**' means a transaction initiated and executed by a credit institution, by a transfer from the payment account of its payment service user on the basis of a contract with the user, without a specific payment order (interests, fees for individual payment services, such as, for example, account management fee).

'**Standing order**' means an instruction issued by the payer to a payment service provider, which holds the payer's payment account, for the execution of credit transfers at regular intervals or on dates set in advance (e.g. the payment of the annuity or credit instalment, etc.).

'**Bill-paying service**' means a payment transaction 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), pursuant to the provisions of the Payment System Act, which defines the deadlines for the execution of payments.

Introduction

Cashless payment transactions recorded a significant increase in almost all EU member states, including the Republic of Croatia (hereinafter referred to as 'RC'), both in the number and value, over the past few years. This is particularly true of the number of national card-based payment transactions which, according to Croatian National Bank data, increased by 72% in the period from 2006 to 2015, i.e. from 203.68 million, executed in 2006, to 351 million, executed in 2015.¹ This is supported by data showing that on 31 December 2015, a total of 3,364,635 consumers in the RC, or 79% of the total number of inhabitants in the RC had at least one payment card.² At the same time, the total number of credit transfer and direct debit transactions increased by 5% on average, annually.

If the structure of the number of national cashless payment transactions in the RC is analysed at the level of 2015, it can be concluded that credit transfer transactions account for the largest share (41%) of the total number of national cashless payment transactions. They are followed by card-based transactions, with a share of 32% and transactions of debits from the accounts by simple book entry, with a share of 20%. Bill-paying service transactions and direct debit services account for slightly below 4% of the total, while cheque transactions ranked the lowest, with a negligible share of 0.004%.

At the same time, payment card-based transactions accounted for 85%, or the largest share, of the number of international cashless payment transactions, followed by transactions executed using the credit transfer service with a total share of 15%.

By contrast, transactions executed using the credit transfer service account for a very dominant share of the total value of cashless payment transactions. Transactions executed using the credit transfer service accounted for over 96% of the total value of all executed national and international cashless payment transactions in 2015.

Such a high share of credit transfers in the total value of all cashless payment transactions is the result of the fact that it is precisely credit transfers that are most frequently used in larger-value transactions. Thus, credit transfers are the usual manner for the execution of payments between corporations, corporations and banks, payments between natural persons, the payment of wages, salaries and pensions, etc. This is also evident from the

¹ European Central Bank: *Card payments in Europe – a renewed focus on SEPA for cards*, April 2014, p. 25; The number of card-based payment transactions in EU member states rose annually by 10% on average in the period between 2000 and 2012.

² According to available data, the number of business entities with at least one issued payment card stood at 220,033.

average value of an individual credit transfer transaction³, which is much higher than, for example, the average value of a card transaction⁴, which is primarily used for the purchase of goods and services in retail.

Table 1 shows the total number and value of executed cashless payment transactions in the RC in 2015. The data shown in the Report have been collected based on the Decision on the obligation to submit data on the payment system and electronic money (hereinafter referred to as 'Decision'). The Decision prescribes the obligation of reporting to the Croatian National Bank (hereinafter referred to as 'CNB') on data with regard to the payment system and electronic money, as well as the content, manner and deadlines of the reporting.

The payment service providers, whose data were used in the preparation of the Report include:

1. credit institutions (banks), which have obtained the authorisation from the CNB, which includes the authorisation to provide the payment services of issuing and acquiring payment cards, and
2. electronic money institutions, which have obtained the authorisation from the CNB to provide the payment services of issuing and acquiring payment cards.

The Report is divided into national (item **A** of the Report) and international payment transactions (item **B** of the Report).

³ The average value of one national credit transfer stood at HRK 6,604.

⁴ The average value of one national transaction using payment cards issued in the RC stood at HRK 201.

Table 1 Report on cashless payment transactions in the Republic of Croatia in 2015

Executed payment transactions {1}	Number of transactions	%	Value of transactions in kuna	%
A) NATIONAL PAYMENT TRANSACTIONS				
1 Sent credit transfers {2}	284,279,915	40.88	1,809,121,714,332	96.30
1.1 Credit transfers	265,259,989	93.31	1,751,821,854,937	96.83
1.2 Standing orders	19,019,926	6.69	57,299,859,394	3.17
2 Bill-paying service	26,401,117	3.80	5,917,574,758	0.31
3 Direct debits	20,978,975	3.02	15,391,632,855	0.82
4 Debits from the accounts by simple book entry {3}	139,921,679	20.12	3,158,243,834	0.17
5 Transactions using payment cards issued in the RC {4}	223,806,775	32.18	45,040,547,278	2.40
5.1 Debit payment cards	141,957,033	63.43	24,562,034,085	54.53
5.2 Credit payment cards	81,849,742	36.57	20,478,513,193	45.47
6 Transactions using cheques issued in the RC {5}	28,026	0.004	12,441,533	0.001
TOTAL NATIONAL PAYMENT TRANSACTIONS (1 – 6)	695,416,487	100	1,878,642,154,590	100
B) INTERNATIONAL PAYMENT TRANSACTIONS				
7 Sent credit transfers {6}	2,941,053	6.09	215,738,592,304	48.11
8 Received credit transfers {7}	4,536,719	9.39	213,385,770,120	47.59
9 Transactions using payment cards issued in the RC {8}	15,293,361	31.66	7,326,216,772	1.63
10 Transactions of acquiring payment cards issued outside the RC {9}	25,527,387	52.85	11,977,325,550	2.67
TOTAL INTERNATIONAL PAYMENT TRANSACTIONS (7 – 10)	48,298,520	100.00	448,427,904,745	100.00
TOTAL (A+B)	743,715,007		2,327,070,059,336	

{1} **Executed payment transactions** include executed cashless payment transactions in all currencies, converted in kuna at CNB's midpoint exchange rate on the last day of each month.

{2} **Sent credit transfers** include all national credit transfers executed by debiting the payment accounts of consumers, business entities and credit institutions.

{3} **Debits from the accounts by simple book entry** include debits from the accounts by simple book entry on the accounts of consumers and business entities (interests and fees for individual payment services, e.g. account management fee). The transactions of debits from the accounts by simple book entry do not include the transactions of the transfer of the amount of the instalment/annuity of a credit from the payment account of a payment service user to the account of the credit institution if such a transfer is agreed under a credit agreement.

{4} **Transactions using payment cards issued in the RC** include only national card-based payment transactions for the purchase of goods and services and contractual debits (including the transactions of the purchase of goods and services through repayment in instalments and consumer credits). The transactions of withdrawal and depositing of cash using a payment card, as well as the transactions of fees, interests, membership fees, etc. collected by the issuer through the payment card, are not included.

{5} **Transactions using cheques issued in the RC** include only the transactions of purchase using the cheque.

{6} **Sent credit transfers** include all international credit transfers executed by debiting the payment accounts of consumers, business entities and credit institutions.

{7} **Received credit transfers** include all international credit transfers crediting the payment accounts of consumers, business entities and credit institutions.

{8} **Transactions using payment cards issued in the RC** include all types of international payment transactions using cards issued in the RC, i.e. the transactions of the purchase of goods and services and the transactions of cash withdrawal using a payment card.

{9} **Transactions of acquiring payment cards issued outside the RC** include the transactions of acquiring payment cards issued outside the RC for the purchase of goods and services through acquiring terminals. Transactions of purchase using e-money are included in the Report.

Source: CNB.

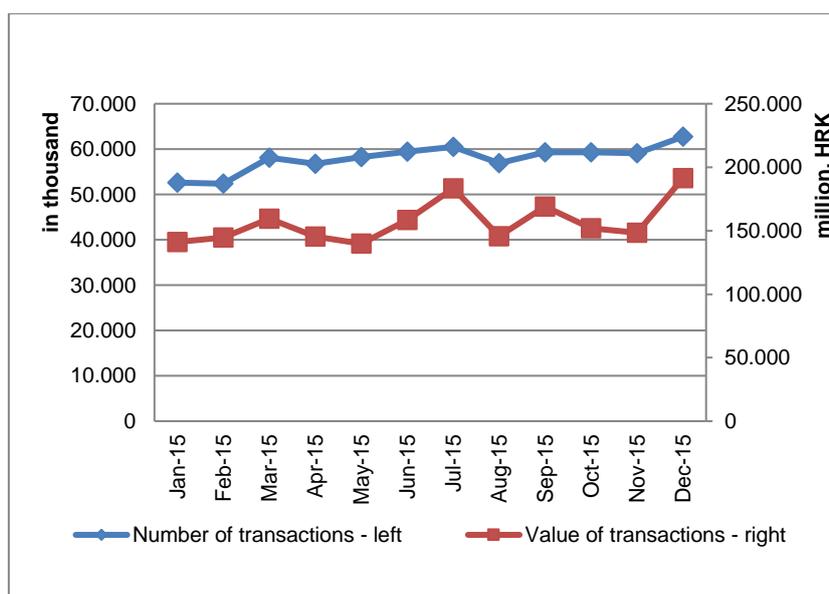
A) NATIONAL CASHLESS PAYMENT TRANSACTIONS

National cashless payment transactions are payment transactions 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. Data on national cashless payment transactions in the Report are grouped in six categories:

- Sent credit transfers,
- Bill-paying service,
- Direct debits,
- Debits from the accounts by simple book entry,
- Transactions using payment cards issued in the RC, and
- Transactions using cheques issued in the RC.

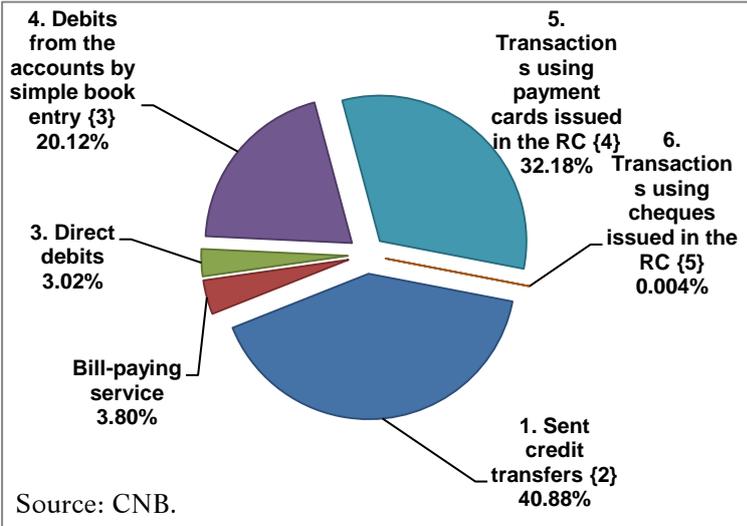
According to data submitted by reporting entities in the RC, a total of 695.4m of national cashless payment transactions were executed in 2015, worth a total of HRK 1,878,642.1m. On average, 57.9m of national cashless payment transactions were executed monthly, with the average monthly value of HRK 156,553.5m. (Figure 1). If compared with the total number and value of national cashless payment transactions in 2014, the total number of transactions rose by 8% and the total value of transactions fell by 7%. The average value of one national cashless payment transaction in 2015 stood at HRK 2,701.

Figure 1 Number and value of national cashless payment transactions



Source: CNB.

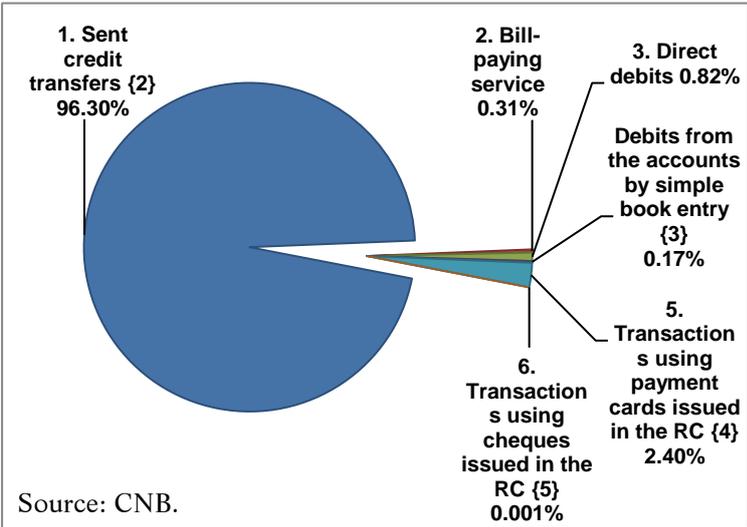
Figure 2 Structure of national cashless payment transactions by the number of executed payment transactions



Based on the structure of national cashless payment transactions by the number of executed payment transactions it was established that the largest share (40.88%) referred to the transactions of sent credit transfers. They were followed by transactions using payment cards issued in the RC, with a share of 32.18% and transactions of debits from the

accounts by simple book entry, with a share of 20.12%. Transactions executed using the bill-paying service and direct debit service accounted for 3.02% and 3.80%, respectively, of the total. Transactions using cheques issued in the RC ranked the last with a share of 0.004% (Figure 2).

Figure 3 Structure of national cashless payment transactions by the value of executed payment transactions

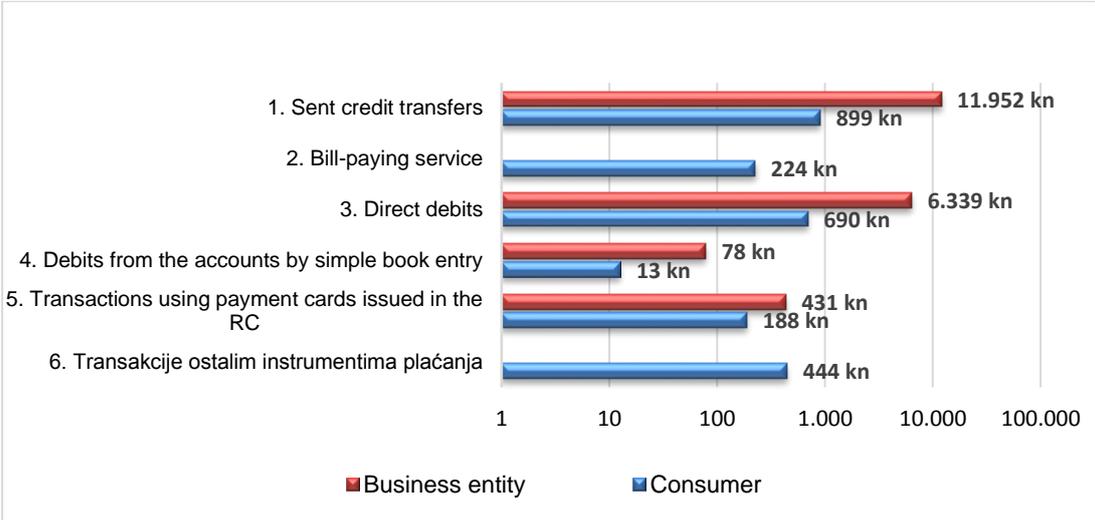


Sent credit transfers account for a very dominant share of national cashless payment transactions in terms of value of executed payment transactions. They account for over 96% of the total value of all the executed national cashless payment transactions. (Figure 3).

The high share of credit transfers in the total value of national cashless payment transactions is the result of the fact that it is precisely credit transfers that are most frequently used in larger-value transactions. Thus, credit transfers are the usual manner for the execution of payments between corporations, corporations and banks, natural persons, the payment of wages, salaries and pensions, etc. This is also evident from the average value of the national individual credit transfer transaction, which is much higher than, for example, the average value of a card transaction, which is primarily used for the purchase of goods

and services in retail. The amount of the average value for each of the categories of national cashless payment transactions is shown separately for the consumer and the business entity in Figure 4.

Figure 4 The average value of one national cashless payment transaction



Source: CNB.

Transactions using the bill-paying service and other payment instruments (transactions through cheques) in the RC in 2015 could be initiated by consumers only.

The analysis of each of the categories of national cashless payment transactions is given below.

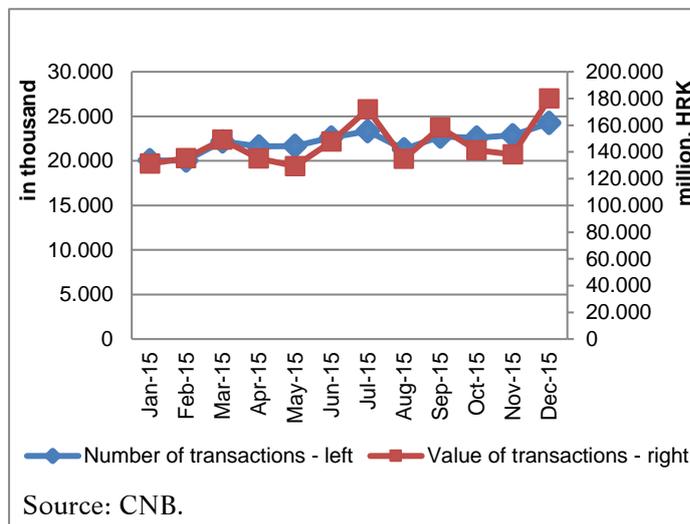
1 Sent credit transfers

Sent credit transfers are a dominant payment service in the RC and they include all national credit transfers executed by debiting the payment accounts of consumers, business entities and credit institutions in the RC. As at 31 December, 28 credit institutions provided credit transfer services in the RC.

In 2015, 284.3 million transactions of sent credit transfers were executed in a total value of HRK 1,809,121.7m. At a monthly level, 23.7 million credit transfers were executed with the average value of HRK 150,760.1m per month. The average value of one sent credit transfer stood at HRK 6,364. If compared with the total number and value of sent credit transfers in 2014, the total number of transactions rose by 5% and the total value of transactions fell by 7%.

With the intention to show standing orders, i.e. national cashless credit transfers executed at regular intervals or on dates set in advance (e.g. the payment of annuities or instalments of a credit, etc.) separately, sent credit transfers in the Report are divided into two items, i.e. credit transfers (item 1.1) and standing orders (item 1.2). Figures 5 and 6 show the movement of the total monthly number and value of both items of sent credit transfers in 2015.

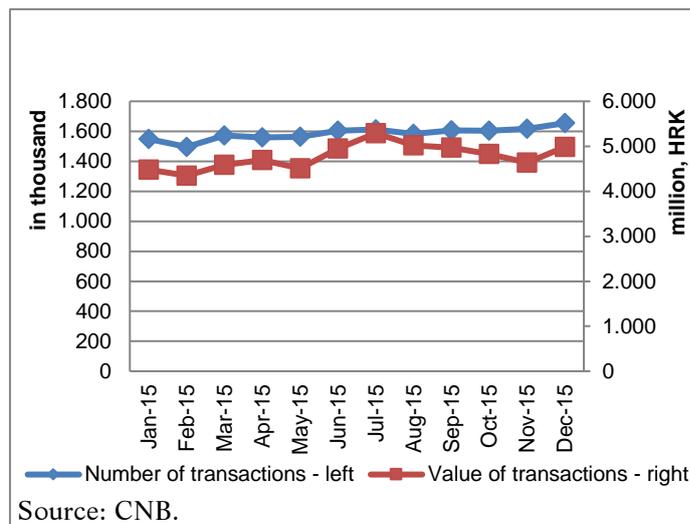
Figure 5 Credit transfers (item 1.1)



A total of 265.3 million transactions of national credit transfers in the total value of HRK 1,751,821,8m were executed in the RC in 2015. Of the total number of executed national credit transfer transactions, 47% were executed debiting the payment account of consumers, 48% debiting the payment account of business entities and 5% debiting the payment account of credit institutions in the RC. At the same time, of the total

value of executed national credit transfer transactions, as many as 86% were executed debiting the payment account of business entities, and 7% were executed debiting the payment account of the consumer and the payment account of credit institutions in the RC. At a monthly level, 22.1 million national credit transfers were executed on average, with their average value of HRK 145,985.6m per month (Figure 5). The average value of one national credit transfer stood at HRK 6,604.

Figure 6 Standing orders (item 1.2)



In 2015, 19.0 million standing orders totalling HRK 57,299.9m were executed by debiting the payment accounts of consumers and business entities. Of the total number of executed standing order transactions, 92% were executed by debiting the payment account of consumers and 8% were executed by debiting the payment account of business entities. However, if the total value of executed standing order

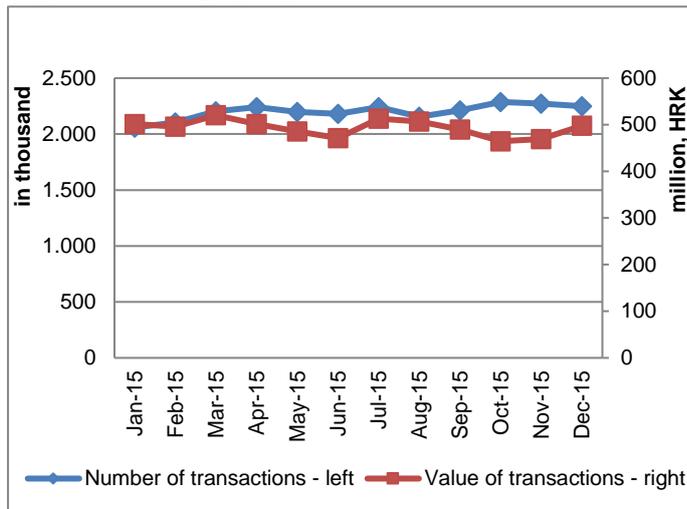
transactions is analysed, 22% were executed by debiting the payment account of consumers and 78% were executed by debiting the payment account of business entities. At a monthly level, 1.5 million standing orders were executed on average, totalling on average HRK 4,775.0m per month (Figure 6). The average value of one standing order executed in 2015 by debiting the payment account of consumers stood at HRK 721 while the average value of one standing order executed by debiting the payment account of business entities stood at HRK 29.403.

2 Bill-paying service

The bill-paying service includes all payment services 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). The credit institution receives payment orders on its own or through third parties (FINA, Hrvatska pošta, retail chains). The bill-paying service is provided in the RC by 14 credit institutions.

The total number of payment transactions executed by the bill-paying service in 2015 stood at 26.4m with a total value of HRK 5,917.6. Figure 7 shows the movement of the total monthly number and value of transactions executed using the bill-paying service in 2015.

Figure 7 Bill-paying service



As shown, on average 2.2 million transactions were executed monthly using the bill-paying service with the average value standing at HRK 493.1m per month. The average value of one transaction executed using the bill-paying service stood at HRK 224.

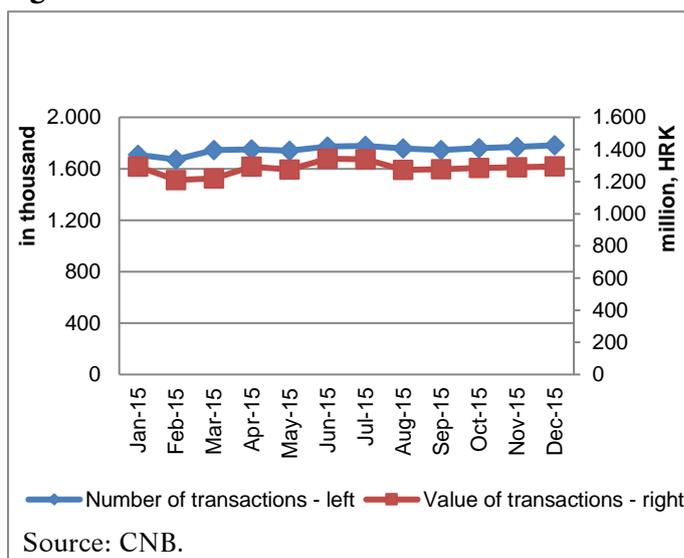
Source: CNB.

3 Direct debits

Direct debits include all direct debits on the basis of which the payment accounts of payers in the territory of the RC were debited in 2015 (e.g. the payment of liabilities for utility services through a direct debit contract).

In 2015, the direct debit service in the RC was provided by 23 credit institutions and a total of 21 million transactions of direct debits debiting the payment accounts of payers in the total value of HRK 15,391.6m were executed. Of the total number of direct debit transactions, as many as 99.2% were executed by debiting the payment accounts of consumers worth a total of HRK 20.8m. The movement of the total monthly number and value of direct debit transactions in 2015 is shown in Figure 8.

Figure 8 Direct debits



Source: CNB.

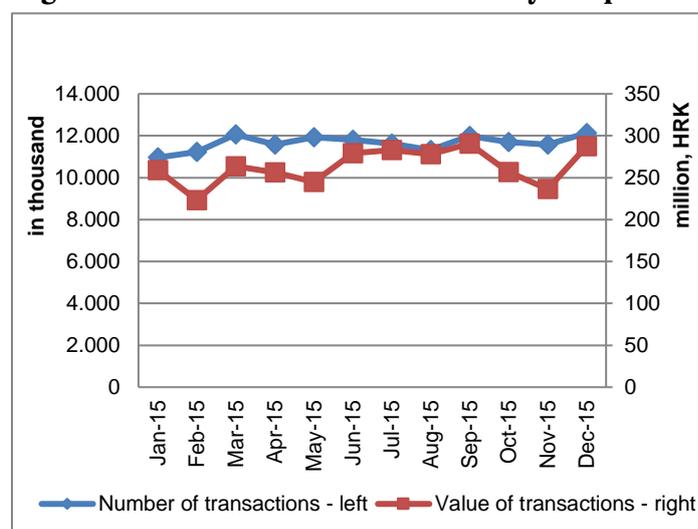
The analysis of the movement of the shown number and value of direct debit transactions shows that the average monthly number of direct debits based on which payment accounts of payers in the territory of the RC were debited in 2015 stood at 1.7 million transactions with the average value of HRK 1,282.6m per month. The average value of one direct debit transaction stood at HRK 734.

4 Debits from the accounts by simple book entry

Debits from the accounts by simple book entry include the total number and value of transactions initiated and executed by a credit institution, by transfer from the payment account of its payment service user on the basis of a contract with the user, without a specific payment order (interests, fees for individual payment services, such as, for example, account management fee). For the purposes of this Report, the transactions of debits from the accounts by simple book entry do not include the transactions of the transfer of the amount of the instalment/annuity of a credit from the payment account of a payment service user to the account of the credit institution if such a transfer is agreed by the credit agreement.

In line with the above, 139.9 million transactions of debits from the accounts by simple book entry worth a total of HRK 3,158.2m on interests and fees were executed in the RC in 2015. The total number of debit transactions from the accounts by simple book entry transactions increased by 14% relative to 2014, while their total value decreased by 5%. The movement of the total monthly number and value of debits from the accounts by simple book entry transactions in 2015 is shown in Figure 9.

Figure 9 Debits from the accounts by simple book entry



As shown by the number and value of debits from the accounts by simple book entry transactions, in 2015, on monthly level an average of 11.7 million of debits from the accounts by simple book entry transactions were executed with the average value of HRK 263.2m. The average value of one debit from the accounts by simple book entry transaction in 2015 stood at HRK 23.

Source: CNB.

5 Transactions using payment cards issued in the RC

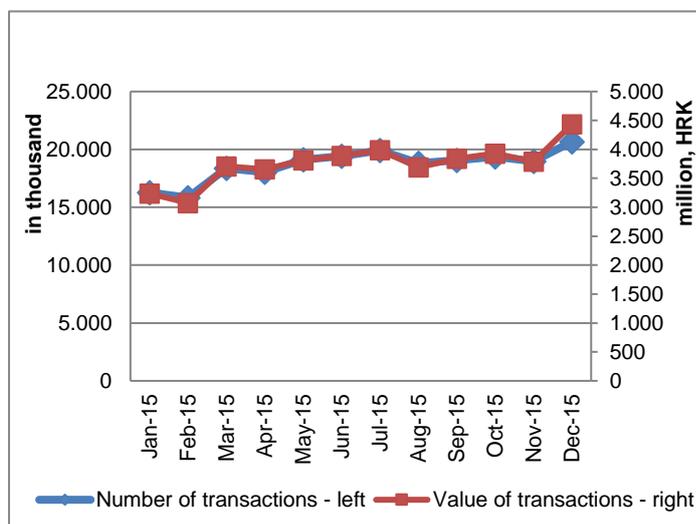
Transactions using payment cards issued in the RC include national card-based payment transactions executed using payment cards issued by issuing payment service providers in the RC. Payment service providers and issuers in the RC are:

1. credit institutions (banks) that have obtained the authorisation from the CNB, which includes the authorisation to provide the payment services of issuing payment cards, and
2. electronic money institutions, which have obtained the authorisation from the CNB to provide the payment services of issuing payment cards.

Payment cards issued in the RC, which were used to execute national card transactions in 2015, were issued by 26 credit institutions and two electronic money institutions. For the purposes of this Report, national card transactions⁵ include:

- payment transactions of the purchase of goods and services using a payment card, and
- standing orders and direct debits collected through a payment card.

Figure 10 Transactions using payment cards issued in the RC



A total of 223.8 million national transactions using payment cards issued in the RC worth a total of HRK 45,040.5m were executed in 2015 in the RC. On monthly level, on average 18.6 million national transactions were executed, worth on average HRK 3,753.4 million (Figure 10). The average value of one national transaction using a payment card issued in the RC stood at HRK 201.

Source: CNB.

⁵ The transactions of withdrawal and depositing of cash using a payment card, as well as the transactions of fees, interests, membership fees, etc. collected by the issuer through the payment card, are not included in national card transactions.

In the Report, national transactions using payment cards issued in the RC are divided into two items: 5.1 Debit payment cards and 5.2 Credit payment cards. Credit payment cards include credit, charge, revolving, delayed debit and membership cards.

As at 31 December 2015, of the total number⁶ of payment cards issued in the RC, 6,879,381 (79%) were debit payment cards and 1,859,612 (21%) were credit payment cards. Debit payment cards were used to execute 142.0 million transactions (63.4%), worth a total of HRK 24,562.0 million (54.5%). The rest of the total number of national transactions using payment cards issued in the RC was executed using credit cards (81.8 million transactions (36.6%), worth a total of HRK 20,478.5m (46.5%).

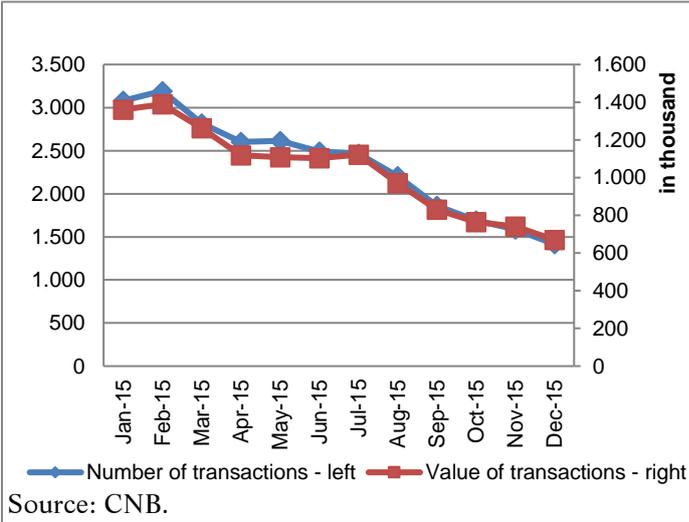
The average value of one national transaction executed using a debit card issued in the RC stood at HRK 173, and of a national transaction executed using a credit card issued in the RC HRK 250.

6 Transactions using cheques issued in the RC

Transactions using cheques issued in the RC include exclusively national payment transactions of purchase using the cheque.

A total of 28,026 transactions of purchase using the cheque worth a total of HRK 12.4m were executed in the RC in 2015. The average value of one transaction of purchase using a cheque stood at HRK 444. The movement of the total monthly number and value of transactions of purchase using a cheque in 2015 is shown in Figure 11.

Figure 11 Transactions using cheques issued in the RC



Data shown in Figure 11 point to a downward trend in the use of the cheque as payment instrument and its negligible share in the total number and value of all national cashless payment transactions. This is also supported by data on the 55% fall in the total number and value of cheque transactions from 2014.

⁶ As at 31 December 2015, there were 8,738,993 payment cards in circulation in the RC. Of the total number of issued payment cards, 95% were issued to consumers and 5% to business entities.

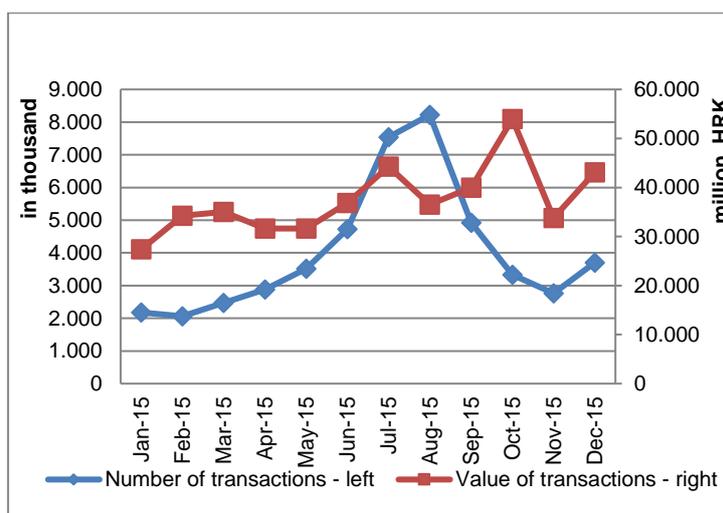
B) INTERNATIONAL CASHLESS PAYMENT TRANSACTIONS

International cashless payment transaction means a payment transaction the execution of which involves two payment service providers of which one payment service provider (of either the payee or the payer) operates in the RC, whereas the other payment service provider (of either the payer or the payee) operates pursuant to the regulations of another member state or a third country. Data on international cashless payment transactions in the Report are grouped into four categories:

- Sent credit transfers,
- Received credit transfers,
- Transactions using payment cards issued in the RC, and
- Transactions of acquiring payment cards issued outside the RC.

A total of 48.3 million international cashless payment transactions worth a total of HRK 448,427.9m were executed in the RC in 2015. If compared with the total number and value of international cashless payment transactions in 2014, the total number of transactions rose by 23% and their total value by 14%. The average value of one international cashless payment transaction in 2015 stood at HRK 9,285. The movement of the total monthly number and value of international cashless payment transactions is shown in Figure 12.

Figure 12 Number and value of international cashless payment transactions

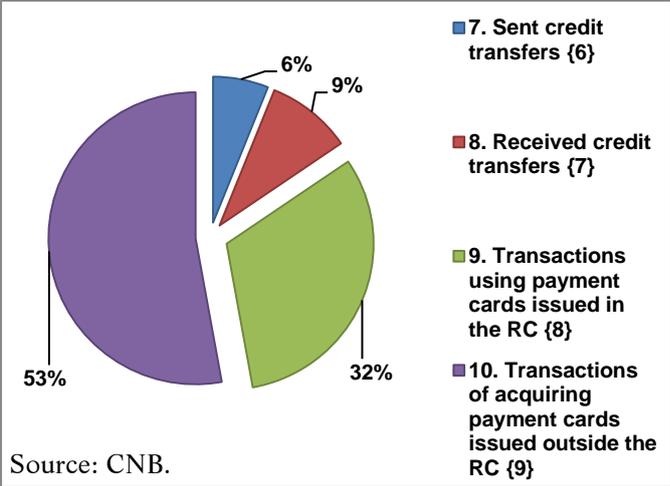


Source: CNB.

As shown in Figure 12, on average 4 million international cashless payment transactions were executed monthly, worth on average HRK 37,369.0m per month. The exponential

growth in the number of international cashless payment transactions in the period from May to August 2015 is explained in the part related to the transactions of acquiring payment cards issued outside the RC.

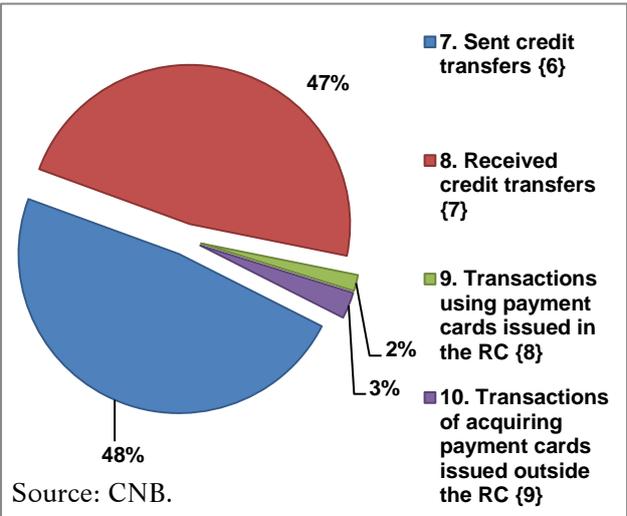
Figure 13 Structure of international cashless payment transactions by the number of executed payment transactions



The transactions of acquiring payment cards issued outside the RC and international transactions using payment cards issued in the RC accounted for the largest shares of the total number of international cashless payment transactions, with a 52.8% and 31.7% share, respectively (Figure 13). They were followed by international credit transfer transactions crediting payment

accounts in the RC with a share of 9.4%, while sent credit transfers ranked the last with a 6.1% share.

Figure 14 Structure of international cashless payment transactions by the value of executed payment transactions

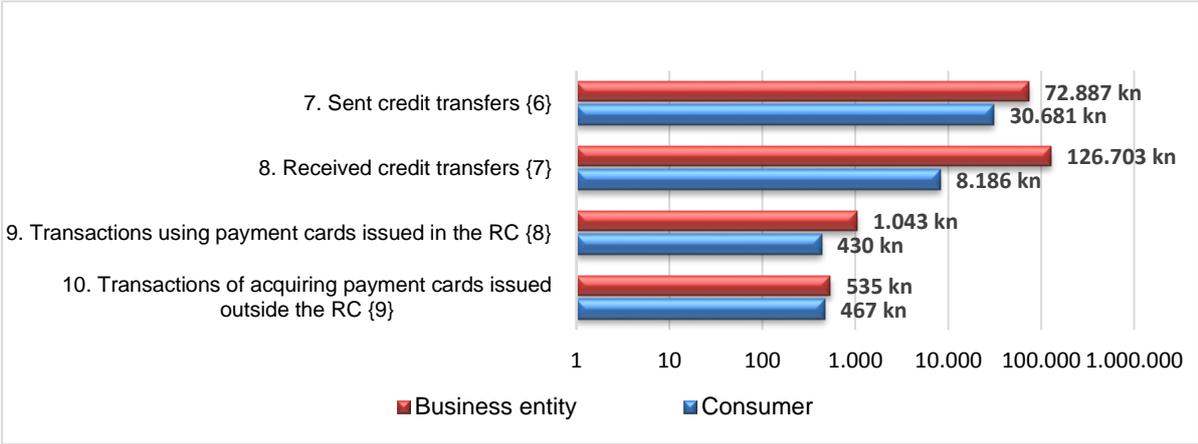


As shown by the structure of the value of international cashless payment transactions (Figure 14), the share of international credit transfers accounts for over 95% of the total value, i.e. of the total value of international cashless payment transactions, 48.1% of the value of international cashless payment transactions refers to international credit transfers executed by debiting payment accounts in the RC, and 47.6% to international credit transfers executed by crediting payment accounts in the RC. The transactions of acquiring payment cards issued outside the RC and international transactions using payment cards issued in the RC account for 2% of the total value of

international cashless payment transactions (Figure 14), the share of international credit transfers accounts for over 95% of the total value, i.e. of the total value of international cashless payment transactions, 48.1% of the value of international cashless payment transactions refers to international credit transfers executed by debiting payment accounts in the RC, and 47.6% to international credit transfers executed by crediting payment accounts in the RC. The transactions of acquiring payment cards issued outside the RC and international transactions using payment cards issued in the RC account for 2% of the total value of

international cashless payment transactions. The high share of credit transfers in the total value of international cashless payment transactions (similarly as in the case of national) is the result of the fact that it is precisely credit transfers that are most frequently used in larger-value transactions. This can also be seen in the average value of one international cashless payment transactions shown for the consumer and business entity in Figure 15.

Figure 15 Average value of one international cashless payment transaction



Source: CNB.

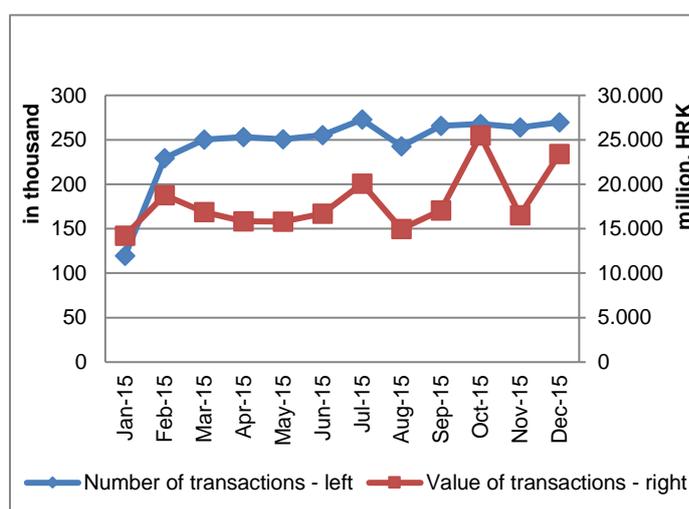
The analysis of each of the categories of international cashless payment transactions is given below.

7 Sent credit transfers

Sent credit transfers include all international credit transfers executed by debiting the payment accounts of consumers, business entities and credit institutions in the RC. Data that refer to the executed credit transfers debiting the payment accounts of credit institutions in the RC do not include transactions, which credit institutions in the RC carried out in their name and for their account in the financial market (e.g. payments in foreign exchange and/or capital market).

A total of 2.9 million transactions of sent international credit transfers worth a total of HRK 215,738.6m were executed in 2015. The average value of one sent international credit transfer stood at HRK 73,354.

Figure 16 Sent international credit transfers



The analysis of data on a monthly level shows that on average 245.1 thousand sent international credit transfers worth on average HRK 17,978.2m a month were executed in 2015. The movement of the total monthly number and value of sent international credit transfers is shown in Figure 16.

Source: CNB.

Of the total number of sent international credit transfers in 2015, 94.2% were executed by debiting the payment accounts of business entities in the RC worth a total of HRK 201,993.7m. A 5.4% of the total number of sent international credit transfers, worth a total of HRK 4,840.2m were executed by debiting the payment accounts of consumers in the RC. The remaining 0.4% of the share referred to the share in the number of sent international credit transfers executed by debiting the payment accounts of credit institutions in the RC, worth a total of HRK 8,904.8m.

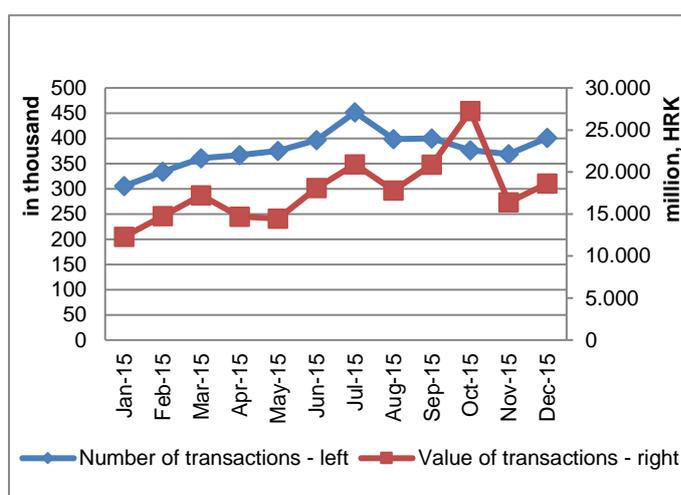
The average value of one international credit transfer debiting the payment account of a business entity in the RC stood at HRK 72,887, that debiting the payment account of a consumer in the RC stood at HRK 30,681, and that debiting the payment account of a credit institution in the RC stood at HRK 744,671.

8 Received credit transfers

Received credit transfers include all international credit transfers executed by crediting the payment accounts of consumers, business entities and credit institutions in the RC.

According to data submitted by credit institutions, a total of 4.5 million transactions of received international credit transfers worth a total of HRK 213,385.8m were executed in 2015. The average value of one received international credit transfer in the RC stood at HRK 47,035.

Figure 17 Received international credit transfers



The analysis of data on a monthly level shows that on average 378 thousand received international credit transfers worth on average HRK 17,782.1m a month were executed in 2015. The movement of the total monthly number and value of received international credit transfers is shown in Figure 17.

Source: CNB.

Of the total number of received international credit transfers in 2015, 69.6%, worth a total of HRK 25,847.1m were executed by crediting the payment accounts of consumers in the RC. Of the total number of received international credit transfers, 29.6%, worth a total of HRK 170,251.1m were executed by crediting the payment accounts of business entities in the RC. The remaining 0.8% referred to the share in the number of received international credit transfers executed by crediting the payment accounts of credit institutions in the RC, worth a total of HRK 17,297.5m. As evident from the shown data, the largest share of the value of received international credit transfers was executed by crediting the payment accounts of business entities in the RC, while the largest share of the number of received international credit transfers was executed by crediting the payment accounts of consumers in the RC.

The average value of one international credit transfer executed by crediting the payment account of a business entity in the RC stood at HRK 126,703, that executed by crediting the payment account of a consumer in the RC stood at HRK 8,186, and that by crediting the payment account of a credit institution in the RC stood at HRK 484,239.

9 Transactions using payment cards issued in the RC

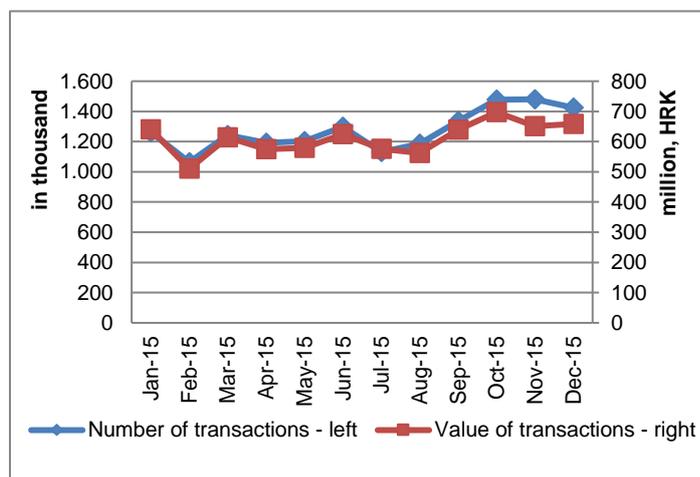
Transactions using payment cards issued in the RC include all international transactions, i.e. transactions executed abroad, using payment cards issued by issuing payment service providers in the RC.

International transactions executed using payment cards issued in the RC include:

- payment transactions of the purchase of goods and services using a payment card, and
- payment transactions of cash withdrawal using a payment card.

According to the data submitted by issuing payment service providers in the RC, a total of 15.3 million international transactions using payment cards issued in the RC worth a total of HRK 7,326.2m were executed in 2015. The transactions were executed in 131 different currencies and 214 different countries. The total number of executed international transactions using payment cards issued in the RC increased by 13.3%, while their total value decreased by 5.6% from 2014. The movement of the total monthly number and value of international transactions using payment cards issued in the RC is shown in Figure 18.

Figure 18 Transactions using payment cards issued in the RC



Source: CNB.

On a monthly level, on average 1.3 million international transactions using payment cards issued in the RC were executed, worth on average HRK 610.5m. The average value of one international transaction using a payment card issued in the RC stood at HRK 479.

Of the total number and value of international transactions using payment cards issued in the RC, 92% of the number and 83% of the value of international payment card transactions were executed using consumer cards, while 8% of the number and 17% of the value of international payment card transactions were executed using the cards of business entities.

10 Transactions of acquiring payment cards issued outside the RC

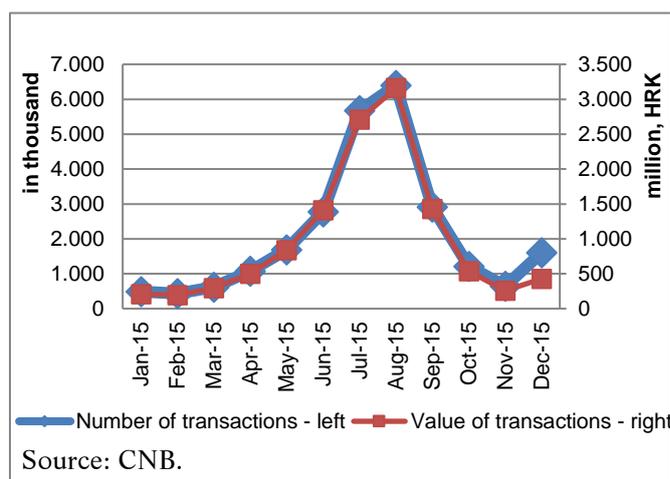
The transactions of acquiring payment cards issued outside the RC include data on the transactions of acquiring payment cards issued by payment service providers outside the RC (hereinafter referred to as 'foreign issuer'). The service of acquiring payment cards was provided by acquiring payment service providers, i.e.:

1. credit institutions (banks) that have obtained the authorisation from the CNB, which includes the authorisation to provide the payment service of acquiring payment cards, and
2. electronic money institutions, which have obtained the authorisation from the CNB to provide the payment services of acquiring payment cards.

For the purposes of this Report, the transactions presented herein include the transactions of acquiring payment cards for the purchase of goods and services executed through the EFTPOS terminals and online at the point of sale through a payment card.

A total of 25.5 million transactions of acquiring payment cards of foreign issuers, worth a total of HRK 11,977.3 m were executed in 2015. If compared with the total number and value of the acquiring transactions of payment cards of foreign issuers in 2014, the total number of transactions rose by 27% and their total value by 24%. The movement of the total monthly number and value of transactions of acquiring payment cards issued outside the RC is shown in Figure 19.

Figure 19 Transactions of acquiring payment cards issued outside the RC



In the first three months of 2015, the average monthly value of the transactions of acquiring payment cards of foreign issuers for the purchase of goods and services stood at HRK 232.9m. In the period from April to August, an upward trend in the total monthly value of the transactions of acquiring payment cards of foreign issuers for the purchase of goods and services was observed, which reached its maximum of HRK 3,161m in August. After August and the summer tourist season, the monthly value of the transactions of acquiring payment cards of foreign issuers for the purchase of goods and services declined to early 2015 levels.

In 2015, the average value of one transaction of acquiring payment cards of foreign issuers for the purchase of goods and services stood at HRK 469.