



Dutch Payments
Association

Annual Report 2024

Index

| | |
|--|-----------|
| Profile | 4 |
| Report from the Board | 6 |
| Factsheet 2024 | 9 |
| Developments in the payment system | 11 |
| Activities – Point-of-Sale payments | 18 |
| Activities – Online payments | 22 |
| Activities – Giro payments | 26 |
| Activities – Stability and safety | 31 |
| Activities – Various projects | 34 |
| Attachments | 39 |



Profile

The payment system is the bloodstream of our economy, has many stakeholders and is of great social importance. As a result, it can be viewed as a utility function: everyone relies on secure and reliable payments. This seems simple, but it is not. The large number of participants, the many applicable laws and regulations, the demanding requirements, the technological challenges and the huge transaction volumes make payments complex and dynamic. Transparency, inclusion, accessibility and dialogue with all stakeholders in the payment system are guiding principles for the Dutch Payments Association (Betaalvereniging Nederland). The Payments Association is therefore a prominent member of the MOB (Maatschappelijk Overleg Betalingsverkeer, the Dutch societal consultation platform for the payment system), which is chaired by De Nederlandsche Bank (DNB, the Dutch national bank). Amongst others, the MOB identifies bottlenecks in the Dutch payment system and tries to resolve them.

In the *Single Euro Payments Area (SEPA)*, standards and payment products have been set primarily at the European level. European legislation has widened opportunities for new players to enter the payments market, with the aim of promoting innovation and competition. Although the payments market has become increasingly European in nature, national cooperation on collective, non-competitive issues remains of great importance.

The Payments Association organizes and coordinates the collective tasks in the national payment system for its members. We aim for an optimal socially efficient, secure, reliable and accessible payment system. Our members are providers of payment services in the Dutch market (and sometimes beyond): banks, payment institutions and electronic money institutions. Our joint tasks are related to infrastructure, standards and joint product features. We manage collective tasks and coordinate change processes in the payment system. Where necessary, we coordinate our work with the Dutch Banking Association (NVB) and the United Payment Institutions in the Netherlands (VBIN).

We unburden our members and bring them together, whenever and wherever possible. We involve representatives of end users in the payment system in our work, including businesses and consumers. On behalf of our members, we are visibly involved and approachable, taking our social responsibility where necessary.

For years, the Dutch payment system has been among the most efficient and progressive in the world, something to be proud of. We are constantly looking at possible improvements. The Payments Association creates and safeguards an optimal Dutch payments ecosystem with a strong image of the sector. We want to be leading in policy making, provide accessible knowledge, cooperate responsibly and build support among end users. Above all, we are *leading by example* in Europe: we share the quality of Dutch market outcomes with payment system stakeholders in Europe.

Our website tells more about [our field of activity](#), [our tasks](#), [our products](#), [our partners](#) and [our history](#). You can also [subscribe](#) to our [Betaaljournaal newsletter](#). Our ambitions for the coming years are outlined in our [Roadmap 2025-2027](#).



Report from the Board

I proudly present to you the thirteenth annual report of The Dutch Payments Association, for the year 2024.

For our members, the year under review was dominated by preparations for the [Instant Payments Regulation](#) (IPR) to take effect. For several years already it is normal in the Netherlands that credit transfers arrive at the beneficiary within seconds. Nevertheless, the new regulation - that will take effect from January 2025 onwards - requires preparation by all institutions involved. The Payments Association supports its members with these preparations. In addition to all the institutions that already offer instant payments, there is also a small group for whom instant payments are new.

The IPR will ultimately ensure broad and universal access to instant payments for European account holders while making credit transfers across Europe. The instant payments infrastructure thus provides a breeding ground for innovative payments taking advantage of the instantaneous nature of the transfer, allowing for alternatives to card payments. The regulation ensures that well-established services in the Netherlands, such as 'verification of payee', become available throughout Europe.

Of course, this was not the only development in the Dutch payments ecosystem. In 2024 the Payments Association acquired all shares in Currence Incassomachtigen BV, amongst others, enabling the association to advance the issuance of direct debit e-mandates in the Netherlands. Where currently a strong mandate is often absent or is still acquired on paper at the collector's premises, *Incassomachtigen* enables a transparent digital mandate ledger, reducing the collector's risk and keeping up with digital reality. The coming years we intend to successfully reposition the (digital) *Incassomachtigen* product together with members, e-mandate service providers and collectors.

Member meetings and publications

The remainder of this annual report provides a more detailed account of our activities during the reporting period. The most important facts and figures on payments show in our online factsheet on our website. You can also follow us on social media (on LinkedIn, Bluesky and X) or subscribe to our [Betaaljournaal newsletter on payments](#). We released five editions of our *Betaaljournaal* in 2024, keeping our members and stakeholders up to date on our activities and on developments in payments. For the general public we released eleven videos on our accessible *Geldland* information platform on payments. The *Geldland* website also offers blog simple posts on payment topics for consumers.

Board

By statute, the board of the Payments Association has at least nine members. There are three independent board seats, including that of the chairman, and six seats affiliated with our members. In addition, DNB (Dutch national bank) and the NVB (Dutch Banking Association) attend board meetings as observers.

This underscores that the *Betaalvereniging*, as an association of payment service providers (supply side), highly values safeguarding the social relevance of the payment system, including the interests of its users (demand side). The board's meetings can thus consider the perspectives of all participants in the payment system.

During the reporting period, the board met five times in regular meetings. The Board and Management annex provides more information on the composition of the board. The board has several board committees, including the Audit Committee, the Remuneration Committee and the Selection and Appointment Committee.

The Selection and Appointment Committee assesses candidate board members against the board's member-profile and nominates suitable candidates with a positive recommendation for appointment to the General Members' Assembly. In 2024, the Selection and Appointment Committee also had the task of nominating a successor to the director, in view of Gijs Boudewijn's retirement in 2025. On December 12, 2024, this resulted in the decision to appoint Arjan Bol as director of the Payments Association, effective April 1, 2025.

For the purpose of financial governance, the Audit Committee meets twice a year, or more often if necessary. No additional meeting were necessary in 2024. The two regular meetings focus specifically on the budget and financial statements.

The Remuneration Committee, which met once during the year under review, advises the board on various aspects of the remuneration policy for the association.

Members' Assemblies

Adoption of the 2023 financial statements by the General Members' Assembly took place in May 2024. On the same occasion, four directors bade farewell and were succeeded by Hans Overeem, Suzan van Eeten, Paul Scholten and Hans Reus. In November, board member Joyce van der Est was reappointed to the board for another three year term

Director, management and staff

The number of employees in the year under review was stable at approximately 20 FTEs, with rejuvenation in the workforce achieved through natural attrition. The management consists of director Gijs Boudewijn, assisted by a management team of three. At the end of the year under review, the board announced that Arjan Bol would succeed Gijs Boudewijn as of April 1, 2025. Gijs Boudewijn will step down on June 1, 2025, after a short transition period with Arjan Bol.

Finance

The reporting year ended within budget with a positive result. The budget for 2025 has been set at the same level as for 2024.

The remainder of this annual report outlines some facts and figures about payment products in the Netherlands (Factsheet 2024) and the most important national and international developments in collective payments. Next, we highlight our own activities in 2024 related to point-of-sale payments, online payments, giro payments, availability and security. The last chapter reports on a few other noteworthy projects..

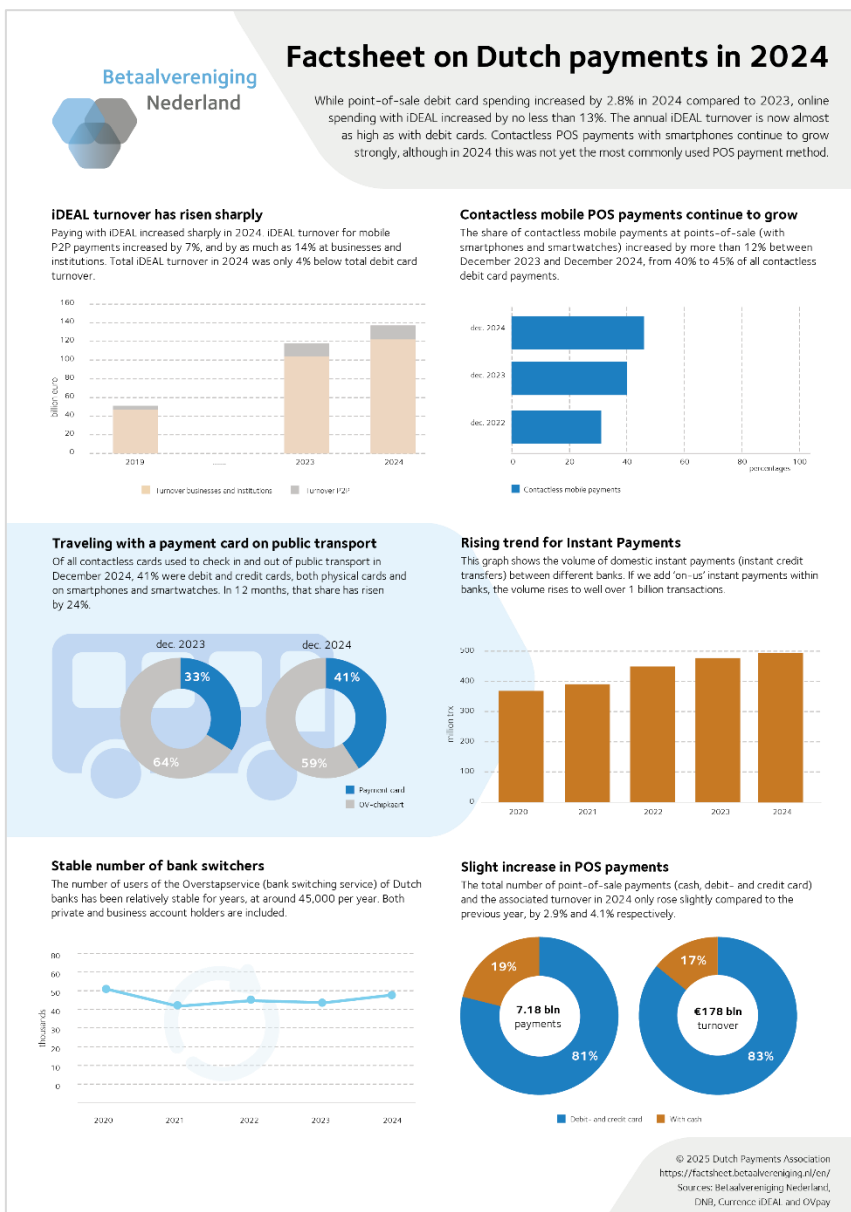
Amsterdam, April 16th, 2025

On behalf of the board,
[Gottfried Leibbrandt, Chairman](#)

Factsheet 2024

We published a factsheet with notable facts and figures about collective payments in the Netherlands in 2024. Amongst others, the volume of card payments in 2024 grew significantly less than in previous years. No less than 93% of debit card payments were contactless payments. Paying with a smartphone or smartwatch at points-of-sale continues to grow strongly. Domestic and foreign travelers increasingly use contactless debit and credit cards to check in and out of Dutch public transport.

Please read the [press release about our 2024 factsheet](#) for more information.





Developments in the payment system

Innovations in the payments landscape appear in rapid succession, with further digitization and the rise of artificial intelligence as a general trend. For example, in 2024 consumers more often chose their mobile phones for payments and several banks introduced new debit cards that also allow for online payments. At the same time, this entails disadvantages for customer groups that are less digitally able. This requires extra attention for the accessibility and availability of cash. The share of cash in point-of-sale payments stabilized around 20%. Through legislation, the government wants to guarantee the availability and accessibility of cash with some important steps in 2024. We expect final legislative proposals in 2025, both at the Dutch and European levels.

Innovative payment solutions often have a limited domestic reach. Europe therefore needs a strategy that ensures consumers and businesses can fully benefit from an integrated market for secure, fast, convenient, accessible and affordable payment services. Together with our members we have pursued these goals in 2024.

In this chapter, we outline the main domestic and international developments in payments, for example in the areas of accessibility, cash, instant payments, eIDAS and the digital euro.

Accessibility

One of our key issues in 2024 - as in 2023 - was accessibility. We executed an important part of the Accessible Banking program, in collaboration with the NVB and our members. You can read more about it in the Various Projects section.

We have been active in this area for some time because of the European Accessibility Act (EAA), which comes into force on June 28, 2025. Through two task forces, Task Force EAA (TFEAA) and Legal Task Force EAA (JTFEAA), we coordinated activities to comply with the law for our sector.

We established an issue tracker in 2024 and together with our members we resolved many questions and ambiguities. In addition, we discussed sector challenges with regulator AFM and held knowledge sessions with external experts. A nice result is the creation of an 'Information Sheet' ('Annex V' from the EAA legislation), with a significant collective interbank effort. This uniform document provides a good starting point for our members.

With payment terminal manufacturers, distributors and suppliers, we discussed the EAA's requirements related to payment terminals in three workshops in 2024. We identified questions and ambiguities and discussed them with regulator RDI (Digital Infrastructure Inspection). We will continue these interactions in 2025, as we are still looking for answers to some questions.

As part of our 'leading by example' strategy, we frequently clarified the EAA and our related activities. We focused both on members and on other participants in the payment system, such as the ShoppingTomorrow Expert Group [internal link]. We also collaborate on this topic with associates in Germany (*Deutscher Sparkassen- und Giroverband DSGV* and *Bundesverband deutscher Banken*

BdB) and in Belgium (*Febelfin* and *European Banking Federation EBF*). Sharing knowledge and working together paid off again.

Cash legislation

With the Cash Covenant (2022), four major banks, *Betaalvereniging Nederland*, cash service providers, DNB and representatives of consumers, senior citizens, shopkeepers, hotels, restaurants and petrol stations, have ensured that cash will remain readily available and usable for a period of at least five years. It was also agreed that DNB and the Ministry of Finance would conduct a study into how the public stake in cash can be safeguarded after the covenant expires.

[The report of this study](#) was released in May 2023 and stated that in time legislation would be needed for cash to remain readily available, accessible, affordable and usable as a payment instrument for consumers and businesses. Consequently, the Minister of Finance drafted a bill that was sent to the Council of Ministers in June 2024, after public consultation. The bill will be debated in Parliament and Senate in 2025. The bill could then be adopted in January 2026 at the earliest. The bill provides a framework in which many details will be worked out in a 'general administrative order'.



Mandatory cash acceptance up to €3,000

In the September 2024 parliamentary debate on the 'Anti-Money Laundering' bill, an [amendment](#) by MPs Van Dijk and Flach on mandatory cash acceptance up to €3,000 was adopted. In principle, the obligation applies to any publicly accessible location or institution that offers paid products or services to individuals. The government can use a 'general administrative order' to grant exemptions to specific sectors on well substantiated grounds for performance or safety. The cash acceptance obligation will not take effect until the exemptions are granted, most likely in 2026.

European cash bill delayed

There were no working group meetings in the Council of the EU (the Council) on the European cash bill in 2024, so no progress was made in this area.

We provide more insight into [major developments in cash](#) on our website.

The digital euro in 2024

For a number of years, the digital euro has been a central theme within the European payments market. In our opinion, the digital euro can be a relevant addition to the existing payment system, provided it manages to achieve widely supported objectives and is properly implemented.

In 2024, the ECB continued its preparations for the digital euro, but the momentum for the adoption of legislative frameworks seemed to wane. The activities of the European Parliament (EP) were interrupted by elections, while the Council presidency prioritized other issues.

For the sector it remains important that the digital euro becomes a meaningful addition to the payments landscape. The digital euro must not block market initiatives and innovation opportunities for private parties. There are also concerns about the burden that mandatory involvement in the digital euro threatens to place on the resources of institutions. The positive impact of the digital euro mainly comes from its potential contribution to European sovereignty, resilience and further integration of the European payments infrastructure. The design for the digital euro should focus more sharply on achieving these objectives.

Within these dynamics, we worked to ensure that the digital euro can become a relevant and balanced addition within the existing payments ecosystem. This entails an ongoing dialogue with policy makers (especially DNB), banks and other stakeholders, to understand the design for the digital euro and its impact on the payments ecosystem.

In 2024, we participated in many consultations, policy discussions and technical working groups within the Netherlands and at the European level. This included workshops with our members and with DNB to deepen understanding of the evolving digital euro design for Dutch stakeholders. Collaborating with industry partners and the NVB, we worked to ensure that the digital euro was incorporated in a way that contributes to a secure, reliable, efficient and accessible payments infrastructure. Together with the NVB we also provided input to the Ministry of Finance on the sector's perspective for Dutch contributions in Council working groups.

To responsibly integrate the digital euro into the Dutch and European payment system, we continue to focus on four key issues:

- **Simplification of the design of the retail digital euro** so that it complements already available payment solutions and aligns with the interests of participants that jointly maintain the payments ecosystem.
- **Active involvement in cost studies** that provide insight into the efforts involved for institutions, for their obligations arising from the digital euro. This provides insight into the proportionality of the required efforts.
- **A reasonable compensation model for payment service providers** that covers at least the investments and costs of operation to fulfill their role in the digital euro system.
- **Ongoing dialogue with policymakers and market participants** to critically assess the feasibility and effectiveness of the digital euro and to contribute constructively to its further development.

Instant Payments Regulation

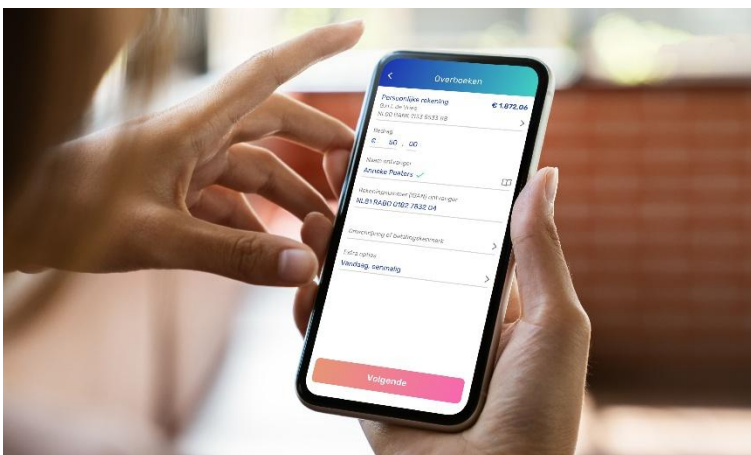
On March 19, 2024, the Instant Payments Regulation (IPR) was published in the [Official Journal of the EU](#). The European Commission [provided clarification of the IPR in a Q&A](#) in the summer of 2024.

The IPR ensures that instant payments in euro's will be available to all citizens, businesses and institutions holding a payment account in the European Economic Area (EEA) by the end of 2025. The premise is that instant payments will be affordable and secure, and can be processed without barriers. The legislation requires payment service providers offering 'classic' credit transfers in euro's to also offer instant payments, with the same fees. In fact, this means that all payment service providers covered by the IPR must also participate in the SCT Inst scheme of the European Payments Council (EPC), of which we are an active member.

Some of our members have been offering instant payments for several years; others not yet. Both groups are affected by the regulation. Therefore, we organized an [information meeting](#) in early 2024. We set up several workflows to assist members in complying with the regulation. With our members who already offer instant payments, we focused - among others - on a collective interpretation of the legal text. For members who fall under the IPR but do not yet offer instant payments, we mainly organized knowledge sessions.

Verification of Payee

A specific obligation arising from the IPR is that payment service providers must verify the name and IBAN of the payee as submitted by the payer for a credit transfer. This service is known as Verification of Payee (VoP) and should offer more certainty about the payee to the payer. For credit transfers within the Netherlands, banks already offer this service since 2017 (as 'IBAN-Name Check'). From the end of 2025, the service should also be available for transfers to foreign accounts within Europe.



To achieve service interoperability on a European scale, the EPC published the [Verification of Payee scheme rulebook](#) in October 2024. This new standard contains specifications for data and processes. It also sets up a directory service that will provide operational support for interoperability by the EPC.

Payment service providers are responsible for timely providing VoP when processing payment orders, both for consumers and businesses. In practice, VoP providers will play an important role in assuring SEPA-wide reachability and quick and correct execution of the VoP check on payment orders. Because of our experience with the IBAN-Name Check, we played an active role in the creation of the VoP Rulebook, including the chair of a working group. The EPC website has [more information on the VoP scheme](#).

PSR/PSD3

Following a review of PSD2, the European Commission published two legislative proposals in June 2023: a new Payment Services Directive (PSD3) and a Payment Services Regulation (PSR). Both proposals are derived from PSD2, with much of it transferred to a regulation. The new proposals on the one hand improve consumer rights and protection, and on the other hand the Open Banking ecosystem and the position of payment institutions.

After publication of the legislative proposals, the ball is in the court of the Council and EP. They assess the European Commission's proposals and make amendments. After the two institutions reach a position, they will negotiate the final legal text. In 2024, the Payments Association talked to various policymakers and stakeholders, based on its [consultation response to PSR and PSD3](#). In the spring of 2024 [the EP reached an agreement on its position](#), whereas the Council is still in the assessment phase.

Open Banking and SEPA Payment Account Access scheme (SPAA)

Open Banking allows licensed financial service providers to offer new, innovative payment and information services. Under the aforementioned PSD2, a third party could already gain access to a payment account if the account holder agrees, free of charge. However, this did not lead to any major innovations so far. Therefore, a multi-stakeholder group created the SPAA scheme under the auspices of the EPC, building on the PSD2 investments already made. This scheme regulates new premium Open Banking services, such as the initiation of recurring variable payments and access to savings accounts. Notably, the premium services are not offered free of charge but for a fee. This motivates third parties to offer new services with more added value for the end user. In 2024, the EPC continued to work on the SPAA scheme, including with two pilots.

Within the Payments Association, the Open Banking working group monitors developments for SPAA and PSR/PSD3 and provides input if necessary. The working group also involves payment and information service providers active in the Dutch market.

eIDAS 2.0

The [eIDAS legislation was published on April 30, 2024](#) in the Official Journal of the European Union and focuses on a European digital identity framework. In the summer of 2024, we launched a task force to examine the impact of eIDAS 2.0 on payments. One of the main implications is the introduction of a European Digital Identity Wallet (EUDIW). This wallet should become a secure, reliable and private means of digital identification for residents and businesses in Europe, for example for accessing public and private services.



EU Digital Identity Wallet

The EUDIW will also impact payment transactions. For example, payment service providers will likely be required to accept the wallet (if so desired by the customer) for strong customer authentication during online identification for both account login and payment transactions. Such a requirement could take effect by the end of 2027 and potentially have a substantial impact on payment systems. Our task force is trying to clarify exactly what it means for payment service providers to comply with eIDAS 2.0

Standardized processing of cross-border payments to and from euro

For several reasons, there is increased interest in international payments. With SEPA, transfers and direct debits in euro's are already commonplace within Europe. To complement this, the EPC has published a One-Leg Out Instant Credit Transfer rulebook (OCT Inst) that also allows transactions in other currencies to and from the euro (in SEPA) to be processed in a more standardized way. This provides a good basis for faster and more efficient payments between SEPA and the rest of the world. PSPs in SEPA have started introducing this standard; in the coming years, the number of participating SEPA PSPs will have to grow to get sufficient coverage. Implementation is expected to be taken up on a country-by-country basis. We started a 'mirror group' that monitors developments and provides input to the EPC OCT Inst rulebook and network.

G20 Roadmap international payments

Another development that impacts international payments is the G20's ambition to make payments faster, cheaper, more accessible and more transparent across the globe. By translating this ambition into concrete objectives for regulators, payment service providers and other players in the payment infrastructure, this approach will ultimately have a direct and indirect influence on the organization of SEPA and local payments. For example, the obligations from the report '[G20 Roadmap for Enhancing Cross-border Payment](#)' serve as a guideline for the modification of standards for payments. DNB's Payment Transactions and Market Infrastructure Advisory Group (AMI), of which we are a member, monitors the status.

Consumer Credit Directive 2 (CCD2)

At the request of several members, we drafted a second position paper with a small group of representatives from our members, on the upcoming Consumer Credit Directive 2 (CCD2, EU 2021/0171) in 2024 and discussed it with the Ministry of Finance. The CCD2 directive stipulates tightened credit rules that may lead to higher costs for members. However, the directive also has a member state option that can keep so-called 'deferred' debit cards out of scope. In the Netherlands, most credit cards fall under the definition of 'deferred' debit cards. We asked the ministry to use this member state option, otherwise CCD2 will lead to reduced propositions on the market. Although the bill was expected to be published at the end of 2024, it was postponed a third time until the beginning of 2025.



**PINNEN
JA GRAAG**
DEBIT CARD YES PLEASE

   **VISA**

Activities – Point-of-Sale payments

Total point-of-sale (PoS) spending increased to €179 billion (+4.7%) by 2024, with €147 billion (82%) made with debit cards, while €29.5 billion (17%) was settled with cash. Sales with debit card payments increased by 2.8% in 2024 and sales with cash by 11%. The average debit card amount remained almost the same at €25.45 in 2024 (2023: €25.44).

The ratio of card payments to cash payments at the counter remained more or less constant at 80% versus 20% in 2024 for the fourth year in a row. The number of PoS debit card payments increased only slightly in 2024, by 2.9% compared to the previous year, to 5.77 billion payments. In the years before the corona pandemic, the volume of debit card payments at PoS increased at significantly higher rates. In 2018, for example, the debit card payment volume increased by nearly 13%.

The growth in the number of payments up to €10 is the largest in absolute terms; in percentage terms, the largest increase is in amounts above €100.

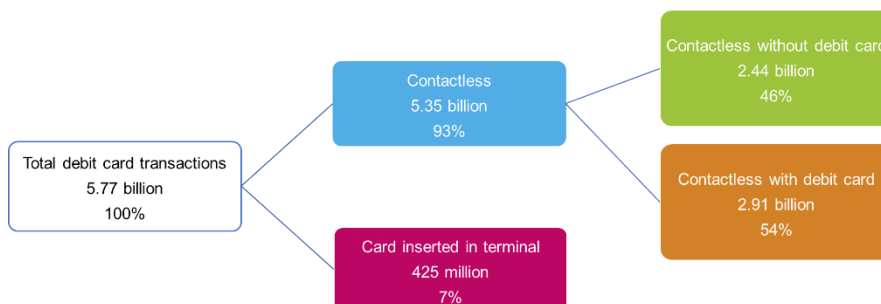
| | 2023 | 2024 | Growth in trx | % Growth |
|----------------------|----------------------|---------------------|--------------------|----------|
| Up to 10 euros | 2,479,029,628 | 2,538,360,158 | 59,330,530 | 2% |
| From 10 to 20 euros | 1,267,573,826 | 1,298,742,259 | 31,168,433 | 2% |
| From 20 to 30 euros | 634,263,574 | 659,465,664 | 25,202,090 | 4% |
| From 30 to 40 euros | 350,105,936 | 362,729,561 | 12,623,625 | 4% |
| From 40 to 50 euros | 216,272,473 | 223,215,519 | 6,943,046 | 3% |
| From 50 to 100 euros | 460,288,926 | 473,532,552 | 13,243,626 | 3% |
| From 100 euros | 206,186,876 | 215,925,889 | 9,739,013 | 5% |
| Total | 5,270,464,938 | 5,77,971,602 | 158,250,363 | |

93% of debit card payments are contactless

The convenience of contactless payments by card, smartphone or smartwatch, has been fully embraced by consumers. Because every Dutch account holder has access to a contactless payment instrument that can be used at all Dutch payment terminals, by 2024 the number of contactless debit card payments has reached 5.35 billion (2023: 5.05 billion), up by 5.9% compared to 2023. Over the full year, 93% of all debit card payments were contactless, for an amount of €127 billion (2023: €118 billion). The average amount of a contactless debit card payment in 2024 was €23.74 (2023: €23.30).

Sharp increase in cardless payments

Contactless cardless payments, using a smartphone or smartwatch, continued to increase in popularity in 2024. Of all contactless payments 46% were cardless, mostly with smartphones. Relative to the total number of debit card payments, this was 42%. In absolute numbers: the number of payments with a smartphone or smartwatch amounted to over 2.00 billion in 2023 and increased to 2.44 billion in 2024



Card refunds with *Retourpinnen* rose again

When returning a purchase at the counter, consumers are increasingly refunded electronically with *Retourpinnen* card refunds. *Retourpinnen* is particularly popular in non-food retail and for refunding deposits. The number of *Retourpinnen* transactions rose sharply in 2024 to over 22 million (2023: 19 million). The same applies to the refunded amount, increasing from €886 million in 2023 to €980 million in 2024. The average amount per refund for *Retourpinnen* in 2024 was about €44.36, some €5.48 lower than in 2023.

| Number transactions | Total | % growth |
|---------------------|--------------|----------|
| 2022 | € 15,226,454 | 65% |
| 2023 | € 19,025,974 | 25% |
| 2024 | € 22,009,316 | 16% |

| Turnover | Total | % growth |
|----------|---------------|----------|
| 2022 | € 735,000,000 | |
| 2023 | € 886,000,000 | 21% |
| 2024 | € 980,000,000 | 11% |

| Avg. Amount | Total | % growth |
|-------------|---------|----------|
| 2022 | € 48.33 | |
| 2023 | € 49.84 | 3% |
| 2024 | € 44.36 | -11% |

Our [online factsheet](#) contains more facts and figures. [PIN.NL](#) offers a lot of information on debit card payments for businesses and consumers. Businesses can [order promotional material](#) free of charge on this website, to show at cash registers or on shop windows.

Travelling with payment cards in public transport in 2024

Since June 2023, travelers can check in and out with a contactless debit or credit card for all public transport in the Netherlands. This is also possible with Apple Pay or Google Pay. The Netherlands is the first country in the world where this is possible nationwide, in an 'open loop' system. Initially, only

full-fare travel with a payment card was possible. Since mid-2024 it is possible to travel with an age discount in busses, subways or streetcars.¹

Of all contactless cards used for checking in and out of public transport in December 2024, 41% were payment cards, both physical and digital payment cards on smartphones and smartwatches. The remaining 59% were *OV-chipkaarten* (public transport travel cards). Twelve months earlier, the share of payment cards in public transport was 33%. In 2025 this share should rise even further.

At the end of 2024, the collaboration agreement between public transport operators and debit card issuing banks expired. To reach a new agreement as of Jan. 1, 2025, negotiations took place in 2024. Renewed collaboration offers travelers even more travel and discount propositions for their payment cards. The payment card will thus become a full-fledged equivalent of the *OV-chipkaart*.

Debit Card Acceptance (DCA)

Dutch debit cards of the Maestro or V PAY card brands are giving way to cards branded Debit Mastercard or Visa Debit that are more common abroad. Early 2023, under Payments Association guidance, the debit card infrastructure was adjusted so these new card brands can be correctly accepted at debit card rates. This was a prerequisite for Dutch card issuers to start full scale issuing of new cards. By the end of 2023, the new card brands had been activated on 92% of Dutch payment terminals. However, actual acceptance of the new card brands was much higher at 98% thanks to payment terminals that previously already accepted credit cards.

We continued to monitor the rollout in 2024 and provided periodic feedback on coverage levels to stakeholders. In addition, various acceptance issues in 2024 were analyzed and followed up by a task force consisting of the card brands, issuers, acquirers and PoS terminal vendors. For example, there were notable problems in the unattended parking and petrol segment. The cause was often that payment terminals were not updated with correct software or settings for the new card brands. These problems have since been resolved, considerably reducing the number of problem reports. This resulted in a coverage rate of over 99% by the end of 2024. The rest relates to obsolete Vx570 payment terminals that can no longer be updated and must be replaced. Card transactions will no longer be possible on this specific terminal model from the beginning of 2025. The merchants concerned must acquire a suitable other payment terminal to be able to accept debit card payments. This will result in full nationwide acceptance of the new card brands and paves the way for further rollout of new debit cards in the Netherlands, as these were already issued to everyone's satisfaction by some of our members.

¹ Traveling with payment cards on trains is only possible at 2nd class full fare.



Activities – Online payments

By 2024, Dutch consumers will have spent €36 billion online in e-commerce, up 5% from 2023. The number of online purchases fell 1% to 345 million. This results in an average purchase amount of €104 per purchase, 6% higher than last year.

The growth in online spending is mainly due to an increase in services: the number of purchases increased by 8%, the corresponding spending by 10%. On the side of products however, we see a decrease: the number of online purchases has fallen by 3%. Spending on products shows a cautious increase of 2%.

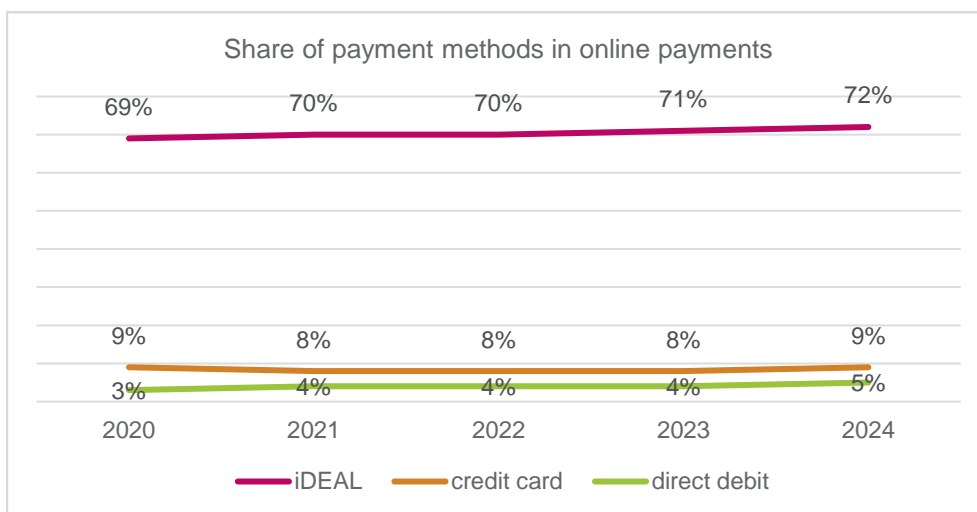
The share of online on total retail purchases remained almost the same in 2024, with 11% of total purchases being made online, the same as a year earlier. The share of online spending increased slightly from 31% to 32%.

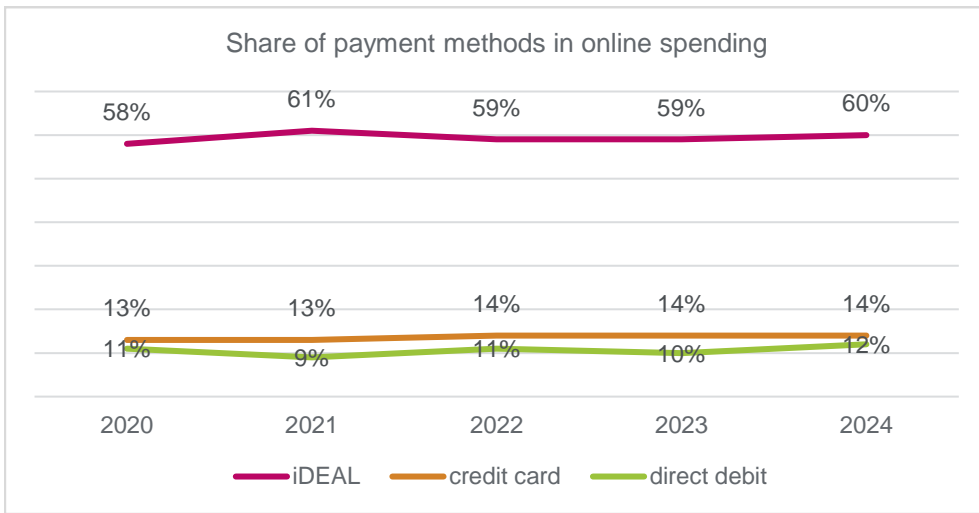
The number of online shoppers increased by 1%: 14.1 million Dutch aged 15 and older made at least 1 online purchase.

Online cross-border spending increased by 12% in 2024 compared to 2023. Consumers spent more cross-border mainly on event tickets (+43%), food and near-food (+42%) and packaged vacations (+36%). Dutch consumers make most online cross-border purchases from Chinese online shops: 28%.

Although the desktop/laptop is still the most commonly used device for online purchases (49%), the share of purchases with smartphones continues to increase steadily through 2024 and is now 37%.

iDEAL continues to be the most widely used payment method for online purchases. The share increased from 71% in 2023 to 72% in 2024. For cross-border purchases, the increase in the share of iDEAL is even more pronounced: in 2024 the share rose from 50% to 53%.





Research around new online payment methods

The number of online payment options is increasing. Research by the Payments Association in 2023 showed that payment service providers and merchants hardly consider how they optimally present these options on their payment pages. We first mapped out the developments in payments for merchants and payment service providers. One important development is that the new card brands Debit Mastercard and Visa Debit allow card holders to use these debit cards for online payments. Furthermore, iDEAL is changing. We then conducted consumer research into payment pages: which layout of these pages do consumers like, how do they want to be informed about new payment options, etc. We also looked at the wishes of less digitally proficient consumers. We compiled our findings [in an insightful report](#).



Shopping Tomorrow

Digital accessibility is becoming increasingly important, both legally and socially. From June 2025, web shops in the EU with a turnover above a certain amount must comply with the European Accessibility Act. This applies to the entire webshop, from the presentation and selection of items to how customers can check-out and pay their purchases.

Under our leadership (together with web agency Level Level), the expert group 'Digital Accessibility' within the Shopping Tomorrow program of Thuiswinkel.org has written the blueprint '[Why every webshop should be digitally accessible](#)'. This report shows that accessibility of web shops not only helps people with disabilities, it benefits all customers. Both groups of consumers regularly get stuck on inaccessible websites. By improving accessibility, web shops can grow.



The blueprint offers practical tools to improve the user experience for customers and to meet new European accessibility requirements. There is no need to reinvent the wheel; by learning from other organizations and starting with relatively simple improvements, web shops can take steps towards a more accessible and user-friendly platform. The report shows a number of illustrative examples.



Activities – Giro payments

In the retail payment system, roughly 3.75 billion non-cash and non-card giro payments are processed annually². Giro payments are mainly credit transfers and direct debits. Many giro transactions are business batch payments. These are large batches of payments that businesses submit, for example for salary payments, benefits and allowances. These batch payments are all processed electronically. The so-called single transfers (estimated at about 1.2 billion) are transfers that consumers make mostly³ through online or mobile banking. These are also processed electronically. Unfortunately, no reliable figures are (yet) available on domestic credit transfers for 2024.

Instant Payments in the Netherlands

Since the introduction of instant payments in the Netherlands in 2019, almost all single transfers are handled as instant payments. All these domestic instant payments are immediately processed and credited to the payee's payment account. This makes the Netherlands one of the leaders in Europe in processing instant payments.

In 2024, there were 499 million interbank instant payments, an increase of over 3% from 2023. This number is in addition to the number of 'on us' instant payments, between accounts at the same bank (estimated at over 600 million). Use of instant payments increased further in 2024 due to organic growth in single transfers. In addition, more and more batch payments are being processed as instant payments. The flow of instant batch payments is evenly spread to avoid congestion. We expect the processing batch payments as instant payments to grow incrementally.

Successful migration to ISO 20022 v2019

The exchange of SEPA payments between banks uses the message standard ISO 20022. A new version of this standard along with changes to the EPC's SEPA rulebooks were to be introduced in November 2023. Unfortunately, due to circumstances, the EPC had to postpone the introduction date to March 2024.

At DNB's request, we set up an interbank task force to closely monitor the progress of testing and preparations and ensure that the new date would be met. As time progressed, the bottlenecks diminished, test results continued to improve and a stable status was achieved. Consequently, on the weekend of March 15-18, 2024, the delayed implementation was almost flawless.

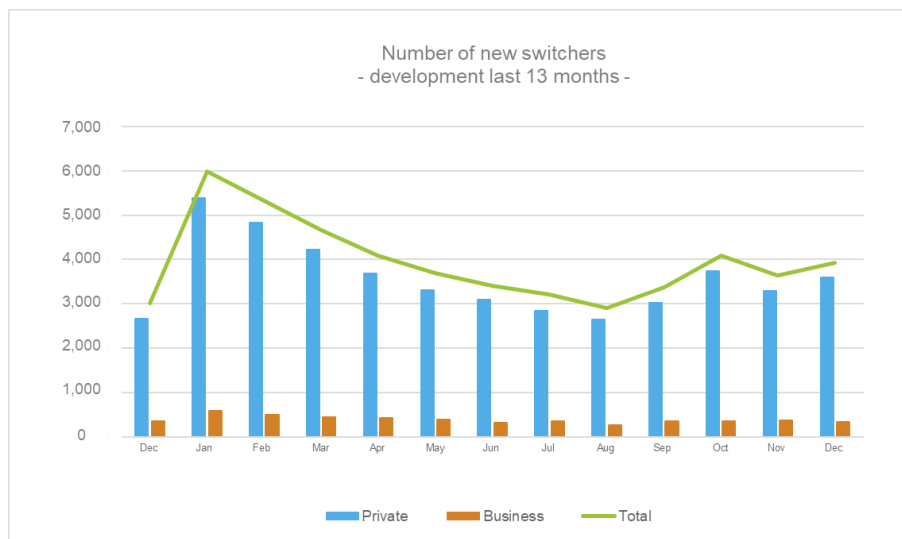
We evaluated the migration in 2024. The evaluation reports on the main lessons learned and suggests improvements for future SEPA migrations. These include suggestions for the EPC on the one hand and steps to improve coordination between Dutch PSPs and CSMs on the other hand. An accompanying roadmap will be used for implementing of EPC rulebook changes in 2025. On 31 May 2023, the very last paper Acceptgiro was processed by UPSS for Dutch banks. Until that

² Figures for 2024 are not available

³ There is also the option of issuing payment orders on paper.

Bank switching service

Customers should be able to move their payment account easily and conveniently to another bank. This is offered by the Dutch bank switching service (*Overstapservice*) since 2004. It automatically reroutes credit transfers and direct debits from the old to the new bank during 13 months. In 2024, the number of users of this service increased by 10% to 48 thousand (in 2023: 44 thousand). Around 10% of the *Overstapservice* users are businesses..



We and our members continuously improve the switching service. We started a new (continuous) survey of the *Overstapservice* among users at the end of 2023. We survey how users value this service, the effect on usage of improvements and we identify further optimizations. The 2016 survey-approach was no longer applicable for privacy reasons. The new approach was implemented in December 2023. The survey results were to be discussed in the MOB in 2024 but this was postponed to 2025 due to teething problems with the new approach.

Interest in issuing Dutch IBANs

In 2023 potential new payment account service providers showed a remarkably high interest to issue Dutch IBANs. Four new providers issuing Dutch IBANs submitted their BIC (and bank code) [for our IBAN BIC list](#) in 2024. Another 10 providers contacted us for information on issuing Dutch IBANs in 2024. Since 2023, we publish the [requirements for issuing Dutch IBANs](#) on our website.

G-account

A g-account is a blocked bank account from which only payroll taxes, VAT and other fiscal contributions can be paid to the tax authorities. There are approximately 45,000 g-accounts. To combat abuse by rogue temporary employment agencies, the government wants to make the g-account mandatory for licensed temporary employment agencies. The [latest status](#) of this proposal was shared with Parliament by the Minister of Social Affairs and Employment (SZW) in October 2024.

An study took place in 2023 and 2024 on how a mandatory g-account could work in practice,

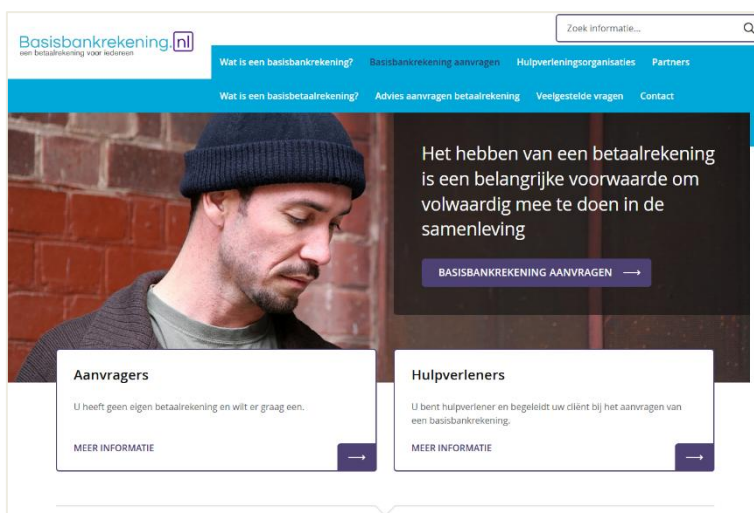
following the [Bill on licensing temporary employment agencies](#). The Tax Authority, the Payments Association and banks that offer g-accounts subsequently agreed on improvements to the current operational processes, to allow for considerably more g-accounts for this target group. The mandatory g-account and the implementation of improvements await the introduction of the new licensing approach for temporary employment agencies that SZW is working on.

Procedure for disclosing suspects in online authorized push payment fraud

Unfortunately, many consumers fall victim to many different online scams, convincing them to pay to scammers' IBAN bank accounts (also known as authorized push payments or APP). With our *PNBF*-procedure there is a binding regulation for Dutch banks that often makes it possible to ask suspects of APP fraud to return payments by a victim. This is done through the bank of the victim that asks the suspect to return the money. If the suspect does not comply, the bank can provide the name and address of the suspect to the victim, under various strict conditions. This allows the victim to initiate a civil lawsuit against the suspected fraudster.

The PNBF came under scrutiny from politicians in December 2024. A [motion by MP Songül Mutluer](#) (PvdA/GL) was unanimously approved, citing "insufficient awareness and effectiveness of the PNBF" and asked for "an extension to non-banking PSPs" (to payment institutions). In our opinion, everyone concerned is sufficiently aware of the procedure:

- Victims of APP fraud are told about the procedure by all participating banks
- Police, fraud hotlines and other stakeholders know about the procedure
- The PNBF procedure can easily be found online



Basic bank account for consumers and study on solution for businesses

Financial inclusion is a prerequisite for full participation in modern society, and a functioning payment account is indispensable. Since May 1, 2015, the Payments Association has maintained the 'Covenant on a set of basic payment services' (Basic Bank Account Covenant). The covenant contains agreements that allow virtually every adult in the Netherlands to have a payment account, even if someone has problematic debts or is homeless.

An applicant must generally apply for a basic bank account with support from a professional helper. In practice, these helpers frequently get lost in the many questions they need to answer, leading to incomplete or incorrect applications that are rejected, resulting in frustrated applicants, helpers and bank employees alike. We addressed this by expanding the [information provided on our *Basisbankrekening.nl* website](#). For example, the website now provides more information on account types that can be applied for and [clarifies the differences between a basic bank account and a basic payment account](#). A decision tool guides visitors through questions leading to the [type of account one should apply for](#).

We also reached out to stakeholders and social workers in 2024. For example, we spoke at the *SchuldInfo* annual conference to some ninety debt relief workers, we had discussions with Fivoor (forensic and intensive psychiatry) and we met with representatives of correctional institutions. By considerably reducing the number of incomplete or incorrect applications, we can unburden both helpers and our members.



Activities – Stability and safety

Reduction in payment failures

The number of major failures in which more than 5 percent of transactions failed, has decreased from four in 2023 to two in 2024. Unfortunately, that also means that when a major outage does occur, it gets a lot of (media) attention. On May 16, around 6 p.m., one major nationwide outage affected 30 to 40 percent of all debit card payments in stores. The outage was caused by a technical problem at a leading payment processor and was fixed after several hours. This resulted in long queues at ATMs because cash is still the easiest fallback option.

Precautions taken by banks and retailers, partly driven by legal requirements, contribute to the stability of the card payments infrastructure. A redundant payments infrastructure and extensive controls make major nationwide failures rare. Minor local disruptions sometimes occur due to local power outages, internet or telecom problems or faulty payment terminals. Our focus is on measures that further increase stability and minimize the impact of outages on consumers and merchants.

Payments Association no longer certifies datacom networks

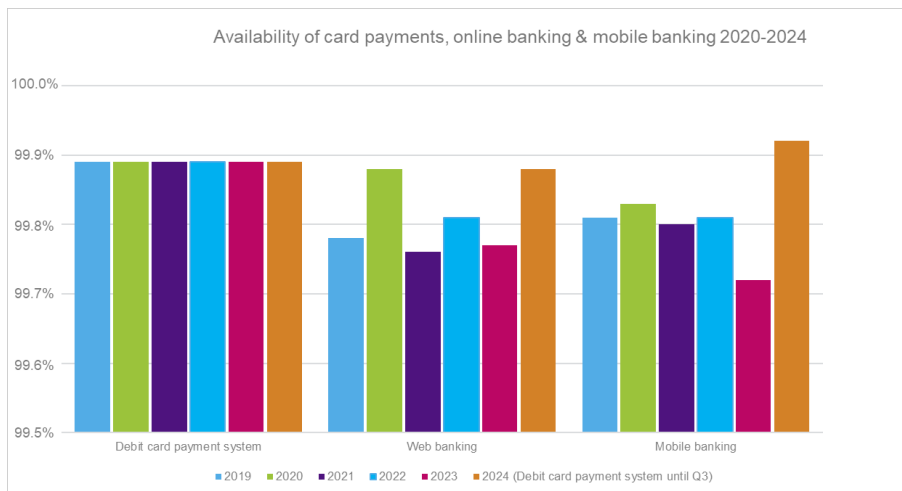
Between 2003 and 2006 there were many large scale card payment failures in the Netherlands. The outages were mostly due to telecom problems. At the time, most payment terminals were linked to payment processors via the old-fashioned telephone network and analog modems. The migration from telephony to IP networks only just taking off. The Payments Association set up a certification program for datacom providers: they could voluntarily get certified and then committed to a monthly availability report. With these reports, the Payments Association calculated an average availability of the entire card payments infrastructure. At its peak, we had certified 15 datacom providers with 25 different network services.

By now, everyone has migrated to IP networks and their availability has been stable for years. Therefore, we have stopped certifying providers and publishing availability reports as of May 1, 2024. The last calculated average availability of the card payments infrastructure in 2024 was 99.89%..

Higher availability of online and mobile banking

The nationwide total availability of online and mobile banking is calculated as a weighted average of the availability of individual banks. In 2024, the total availability of online and mobile banking was 99.88% and 99.92%, respectively. This is an improvement from 2023, when the availability was 99.75% each.

We publish [online and mobile banking availability figures for seven participating banks](#) each month on our website.



Security

Collaboration between payment service providers, government agencies and cybersecurity companies, as well as the sharing of knowledge and information, are crucial to the security of the payment system. Information is predominantly exchanged through so-called Information Sharing & Analysis Centers (ISACs). One of the focal points for the future is that ISACs from different sectors should cooperate more, down to the operational level. Working closely with the NVB, we play an important role in payment infrastructure resilience through participation in various public-private partnerships and with platforms for members and other stakeholders to manage risks.

We have established the following platforms, among others:

- The **PI-ISAC** (Payment Institutions - Information Sharing & Analysis Centre). This is a collaborative effort to manage fraud and cybercrime in payments. Participants, including payment institutions, banks, government agencies and national police, confidentially share practical experiences and best practices to increase the resilience of the entire payment industry. In 2024, 19 payment institutions participated in the PI-ISAC
- The New Payments Fraud Forum (**NPFF**). A recent platform where product managers, risk managers and fraud experts from banks and cryptocurrency companies meet every three months to exchange confidential information and work together to combat fraud. The main goal is to strengthen ties between crypto service providers and banks and gain a better understanding and insight into each other's worlds.



Activities – Various projects

Accessible Banking program

The **Accessible Banking program** has been running since **the major banks committed** to provide more help to people who have difficulty with their daily banking (on Jan. 30, 2023), about 2.6 million in 2022, according to DNB. The participating banks (ABN AMRO, ING, Rabobank and de Volksbank) are individually taking measures to make their services more accessible. There are also joint activities in the areas of communication, telephone support, education and local assistance, and for accessible websites, apps and other banking products. We carry out these activities in close consultation with **stakeholders**.

In 2024, the participating banks decided to put the Payments Association in charge of the implementation of joint activities. The Consumer Affairs Committee of the NVB remains administratively responsible⁴. Among others, DNB will measure two indicators for the success of the program in 2026: more people should be able to conduct their daily banking independently and the overall satisfaction with daily banking should have improved among people in a vulnerable position.

Much has already been accomplished and **the most important activities in 2024 are listed in our annual review**. For example, banks worked individually to provide additional help through special easy-to-reach phone numbers, nationwide workshops, more accessible banking apps and more options for local assistance. Furthermore, 20,000 bank employees participated in the awareness program '1in6⁵' to encourage them to consider the needs of customers in focus groups in their work.

Together, we supported the toll-free *DigiHulplijn* that handled 1,000 calls about banking on our behalf, we toured the country with workshops in libraries and community centers, we maintained two websites, we communicated about help with banking through senior citizen organizations and

⁴ The Accessible Websites, Apps and Inclusive Products (EAA) workstream was already implemented by the Payments Association's EAA Task Force prior to 2023 and remains under its administrative responsibility.

⁵ 1op6 refers to the proportion of Dutch people who do not do banking entirely independently.

through broadcasting magazines, and we conducted a second pilot with Banking Information Points in libraries. For the pilot we collaborated with stakeholders, the Alliance Digital Society, the Association of Public Libraries and the 'KB' (national library). As with the first pilot in 2023, the second pilot showed that visitors were satisfied with the service, but also that the number of visitors was too limited to scale up the pilot. As a result the program decided to organize joint local assistance in a different way starting in 2025, through a referral model and in more types of locations than just libraries. We will embed this in plans we make for 2025 with stakeholders, based on new insights from research.

We have updated and expanded a variety of third-party teaching materials on online banking in 2024 (by *DigiHandig*, *Steffie* and *Oefenen.nl*). This allows people who are eager to learn more to practice daily banking, such as consulting their balance, making a bank transfer or a contactless payment. We have also created course offerings for specific focus groups, including the blind and visually impaired, the low-literate, non-native speakers and the less educated.

Digital fallback for card payments

The reliability of debit card payments in the Netherlands is very high, yet there are occasional breakdowns that make card payments temporarily unavailable. In those circumstances, cash is still the main fallback option⁶. However, cash is used less and less and there people increasingly have little or no cash at hand. If a card payments failure occurs, cash is no longer a sufficient fallback option. Therefore, additional digital fallback options are needed.

Also in view of the geopolitical situation, DNB called on the Payments Association to raise awareness of good digital fallback options on in the May MOB-assembly, and subsequently at our members' assembly. Coincidentally, shortly thereafter a major card payments failure occurred, making the call for digital fallback options very timely. In the second half of 2024, we took stock of the state of digital fallback options and explored collective ambitions for the set-up of digital fallback options.

Smaller merchants appear to have sufficient suitable digital alternatives on offer. For large-scale outlets and events however, the offer is less adequate. Deferred debit card payments seems to be a suitable alternative here. Individual PSPs are working on this, but large-scale implementation in the market has so far failed to materialize. In addition, there does not as yet appear to be sufficient support for further collective development.

There is a collective need for clear communication to both consumers and businesses about the availability, necessity and usefulness of good fallback options. We will follow up on this in 2025, after first conducting a baseline study among merchants. The results of this study will be the basis for a communications plan.

The digital euro and instant payments at points-of-sale are also mentioned as possible future digital fallback options in case of card payment failures.

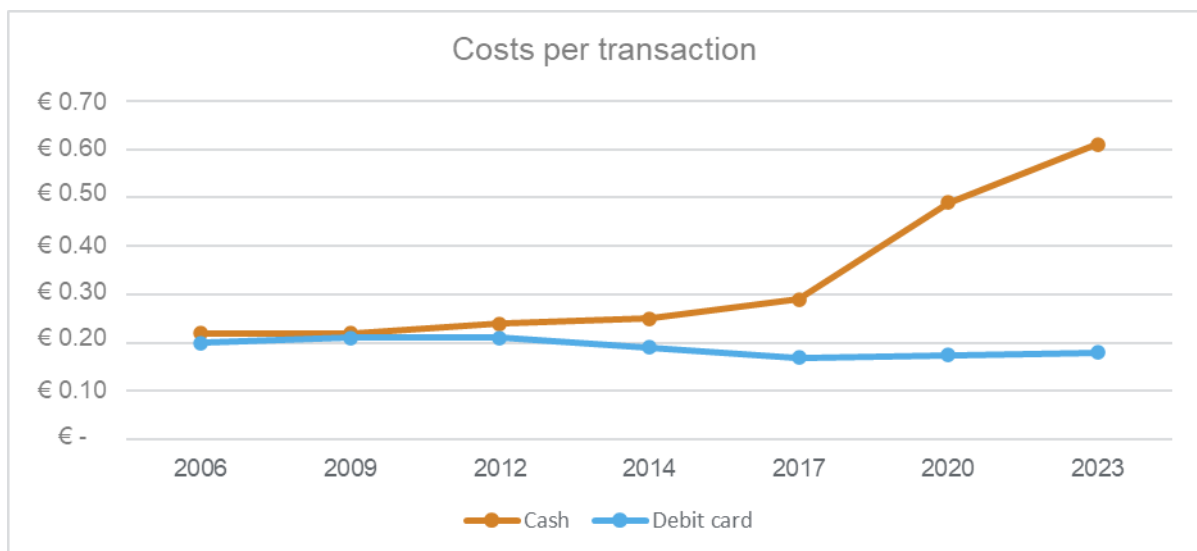
⁶ We compiled a summary of all options in the 2022 [report on digital fallback options for card payment failures](#)

Increasing cost differences between cards and cash at points-of-sale

A new edition of our survey on the costs of point-of-sale payments for businesses was published on November 15, 2024. The survey provides insight into the composition and levels of cost associated with point-of-sale payments for businesses in 2023. This is provided at 3 levels: macro (total cost for all points-of-sale nationwide), meso (cost per sector surveyed) and micro (cost per transaction and per payment method).

The study shows that from 2017 to 2023, the differences in costs for businesses between cash payments and debit card payments increased sharply: in 2017, a cash payment typically cost a business €0.29 and a debit card payment cost €0.17. By 2023, the cost of a cash payment had more than doubled to €0.61 while that of a debit card payment remained the same at €0.17.

The [results and our press release](#) are on our website. Several media outlets have covered the study extensively.



Price tag of €800 million for introduction of mandatory cash acceptance

In June 2023, the European Commission proposed a regulation aimed at making it mandatory to allow monetary debts to be settled in cash. The background for this proposal is a similar obligation envisioned for a future digital euro. The proposal prompted us and the joint point-of-sale institutions to commission research institute SEO to conduct a study into the impact for Dutch points-of-sale of such a general cash acceptance obligation. The study not only looks at the financial impact, but also how such a broad acceptance obligation can be introduced in the least onerous way possible: safely, innovatively and affordably. The study maps the consequences of this regulation with a model analysis based on existing research evidence.

The [study report](#) was published in early December. The societal costs of introducing a statutory mandatory acceptance of cash at the counter amount to €800 million or more in the first year. After that, the annual additional costs amount to at least €60 million. Especially petrol and charging stations, the parking sector and public transport would have to spend large amounts to make cash

payments possible everywhere and at all times. We hope this report will show legislators some potentially undesirable consequences of the proposals.

Acquisition of 'Digitaal Incassomachtigen' from Currence



Since mid-August 2024, the scheme for (*digitaal*) *Incassomachtigen* (DIM for short, meaning 'e-mandating for direct debits') has fallen entirely under the wings of Betaalvereniging Nederland. To this end, we acquired all *Incassomachtigen* BV shares from Currence Holding BV, the previous brand and product owner of DIM. By February 2024, we had already taken over the operations for DIM from Currence.

DIM was introduced in 2015 as a legally valid, secure and efficient digital alternative to traditional paper-based direct debit mandates. The goal is to simplify the process for businesses and consumers while increasing the reliability and success rate of direct debits.

It is therefore crucial that creditors increasingly choose this digital variant. In collaboration with the banks in the Task Force Frictionless Mandating, and mandate service providers, we are working to position DIM more broadly in the market and substantially increase its use. By focusing strategically on an improved customer journey, a uniform and user-friendly mobile flow, greater brand awareness and broader coverage, we can effectively promote the use of DIM in the Netherlands.

The key to success lies in convincing both creditors and consumers of the benefits of DIM. This requires a concerted effort by banks, mandate service providers and creditors so that DIM can evolve into a widely accepted and trusted system.

Payment accounts for refugees from Ukraine

Shortly after the Russian attack on Ukraine in February 2022, refugees from Ukraine were granted the right to stay in the EU and work for pay. Within a month Dutch payment service providers arranged for a large group of adults with proper documentation to open payment accounts. For less well documented refugees from Ukraine, further arrangements were made with the Ministry of Finance and DNB during 2022. By accepting less common identity documents, most refugees from Ukraine are now eligible for a payment account.

The acceptance of less common identity documents proved especially useful for the flow of refugees in the first year. Banks are now able to admit the bulk of the new influx through their regular onboarding processes. Persons who previously received a 'certificate of identity determination' from the Ukrainian Embassy in the Netherlands are now referred to Ukrainian authorities to apply for a passport. Earlier arrangement with DNB to accept less common identity documents, remain nevertheless indispensable because the first group of refugees still has uncommon documentation. The NVB and the Payments Association are collaborating on this project.



Attachments

Board and management

Board

The board is composed as follows as of November 2024:

The three independent board members are:

- Gottfried Leibbrandt (1961), former CEO SWIFT
- Guus Slik (1958), former director Superunie
- John Visser (1965), Director of Operations at Utrecht Public Library

On behalf of the members, the board includes:

- Joyce van der Est (1965), Director of Banking at de Volksbank, on behalf of medium-sized banks
- Erica Kostelijk (1969), Transaction Banking at ABN AMRO
- Hans Reus (1981), Lead Payments Domain at Knab, on behalf of small banks
- Paul Scholten (1959), CEO of Buckaroo, on behalf of payment institutions and EMI's
- Hans Overeem (1971), Head of Payments at ING
- Suzan van Eeten (1986), Head of Payments & Savings at Rabobank

The Dutch Central Bank (DNB) and the Dutch Banking Association (NVB) attend the board meetings of the Payments Association as observers.

The board has an Audit Committee, a Remuneration Committee, a Selection and Appointment Committee and an Appeals Committee. These committees are composed as follows:

- Audit Committee: Slik (chairman), Kostelijk, Scholten
- Remuneration Committee: Reus, Van Eeten, Visser
- Selection and Appointment Committee: Leibbrandt (chairman), Overeem, Visser, Scholten
- Appeals committee: Leibbrandt (chairman), Slik

Management

- Gijs Boudewijn (1958), director

Governance

The Payments Association is a small and efficient organization focused on unburdening its members. An association structure has been chosen. All regulated providers of payment services in the end-user market can become members of the association. The association has several bodies:

General Members' Assembly

Providers on the payment services supply side of the Dutch market that focus on businesses or individual users, can become members of the Payments Association. They fund the association and may participate in the members' assembly. The assembly is primarily in charge of strategy and approving the annual accounting statements.

Board

The board decides on important issues, draws up policy frameworks and supports the management with advice. The most important tasks of the board include determining the strategy, setting policy frameworks, appointing and dismissing management, approving the annual plan and budget and monitoring the quality of operations. The board has three independent members, including the chairperson, and six delegates representing the members.

Management

The board appoints the managing director (management) who is responsible for the operational organization. The duties of the management include formulating policy proposals, carrying out day-to-day business activities, deciding on the admission of new members and overseeing compliance with rules

Advisory Council

The advisory council advises the management - solicited and unsolicited - on the policies and activities of the Payments Association. There is an advisory council for credit institutions and an advisory council for payment and electronic money institutions.

Working groups

Policy preparation takes place in working groups at the tactical and operational level, in cooperation with supply-side specialists. The working groups can provide management with solicited and unsolicited advice. The most important working groups are the working groups on giro payments, cards payments, cash, open banking and legal affairs. In addition to working groups, the Payments Association also has project groups and task forces for specific topics.

Board of Appeal

An independent board of appeal allows to challenge decisions on admission and certification if parties cannot reach an agreement with the management, the board and finally with the board's appeal committee.

List of members

The following payment service providers were members of the Payments Association on 12 February 2024.

- ABN AMRO
- Achmea Bank
- Anadolubank
- Ayvens Bank
- American Express
- Bank of America Europe DAC
- Bank of China
- Bank of Chaabi du Maroc
- BNG Bank
- BNP Paribas Fortis
- Brand New Day
- Buckaroo
- bunq
- CCV
- China Construction Bank
- Citco Bank
- Citibank
- CM.com
- Commerzbank
- Credit Europe Bank
- De Volksbank
(SNS, ASN Bank en RegioBank)
- Demir Halk Bank
- Deutsche Bank
- Finom Payments
- GarantiBank International
- HSBC Bank
- ICBC
- ICEPAY
- ICS Cards
- ING
- J.P. Morgan
- KBC Bank
- Knab
- Lloyds Bank
- Modulr
- MUFG Bank
- myPOS
- Nationale Nederlanden Bank
- Nederlandse Waterschapsbank
- NIBC Bank
- Online Betaalplatform
- Pay.Cetera
- Quintet Luxemburg
- Rabobank
- Revolut
- Saxo Bank
- Société Générale Bank Nederland
- Svenska Handelsbanken AB
- Triodos Bank
- Van Lanschot Kempen
- Volkswagen bank
- Worldline
- WorldPay
- XXIImo
- Yaband Pay
- Yapi Kredi Bank Nederland
- Yoursafe