

The Show Goes On in Finland

Kirsi Klepp 21.5.2026





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Stockholm
Helsinki
Tampere
Turku
Rauma
Hameenlinna
Lahti
Kotka
Vyborg
Sortavala
Joensuu
Varkaus
Savonlinna
Mikkeli
Imatra
Jyvaskyla
Kuopio
Iisalmi
Kajaani
Suomussalmi
Kalevala
Kuusamo
Rovaniemi
Kemi
Oulu
Kajana
D. Kiantajarvi
D. Oulu
D. Kamijarvi
Overtornea
Hambaranda
Boden
Lulea
Pitea
Arvidsjaur
Storuman
Vilhelmina
Lycksele
Asele
Umea
Vaasa
Seinajoki
Kokkola
Jakobstad
Kristinestad
Ornskoldsvik
Solleftea
Ramfors
Osand
Sundsvall
Idiksvall
Hamn

THE GULF OF BOTHNIA

Finland

ESTONIA

Cash in Finland – “Plenty of cash but all the time less appetite for cash” – All well with access to and acceptance of cash



Digital & P2P Payments Rising

Vipps MobilePay



Siirto

KAIKKI YLEISET KORTIT



MOBIILI- JA LÄHIMAKSUT



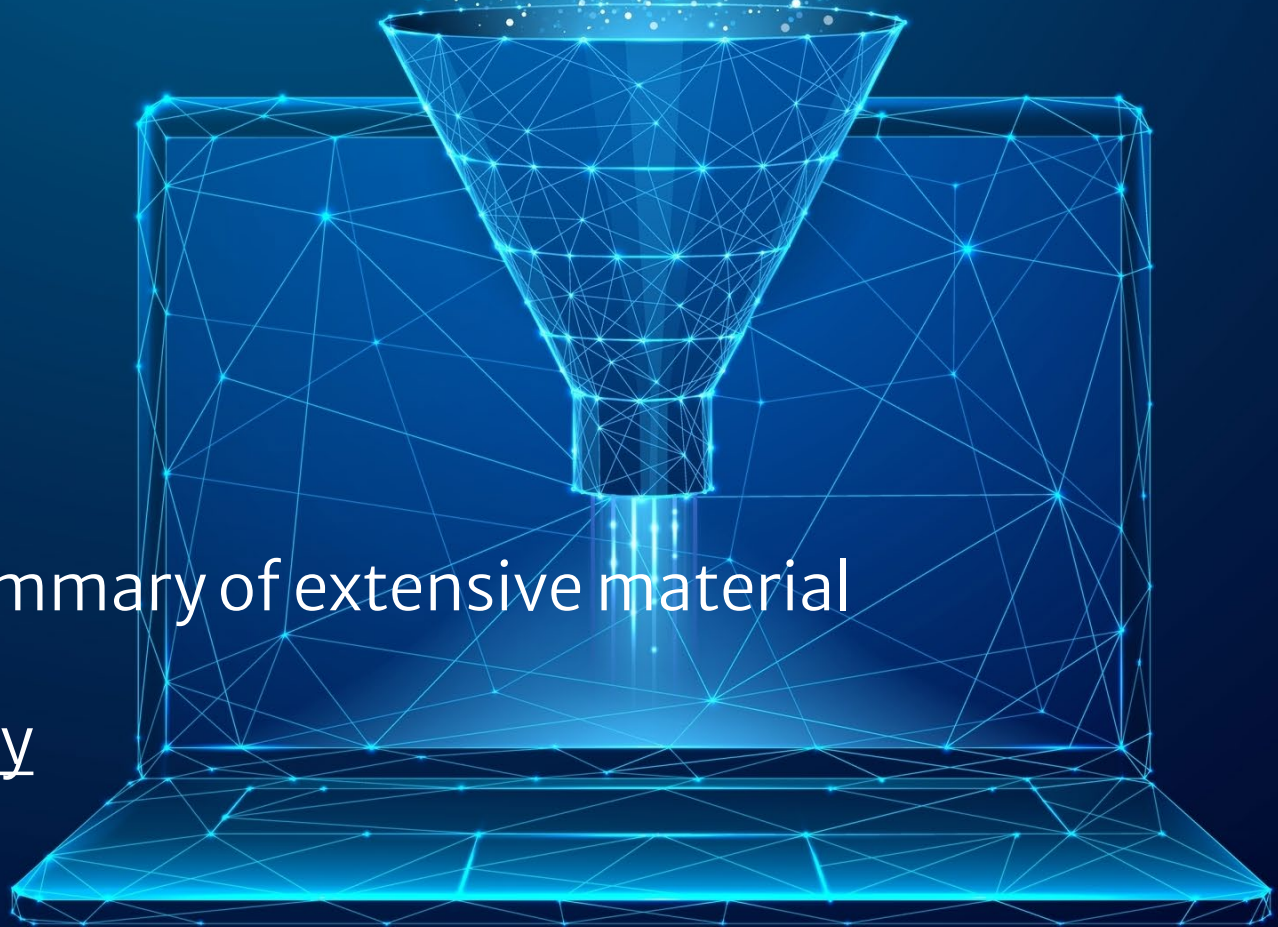
KÄTEINEN

- Siirto Complements the Mix

On the Anatomy of the Study:

- May–December 2025
- 30 meetings
- First-hand information
- The report is only a brief summary of extensive material

[Link to the news and the study](#)



Assessment Scope: Offline Payments Under Normal Conditions

Emergency conditions

If disruptions become prolonged and the situation escalates, emergency conditions may be declared.

The definition of emergency conditions is laid down in the Emergency Powers Act. The decision to declare them is made by the Finnish Government.

Emergency conditions are not included in the scope of this assessment.

National Emergency Account System (NEAS)

The National Emergency Account System (NEAS) is not dependent on or connected to backup payment arrangements. The backup arrangements are likewise independent of the NEAS.

The NEAS is not included in the scope of this assessment.

Boundaries of the assessment

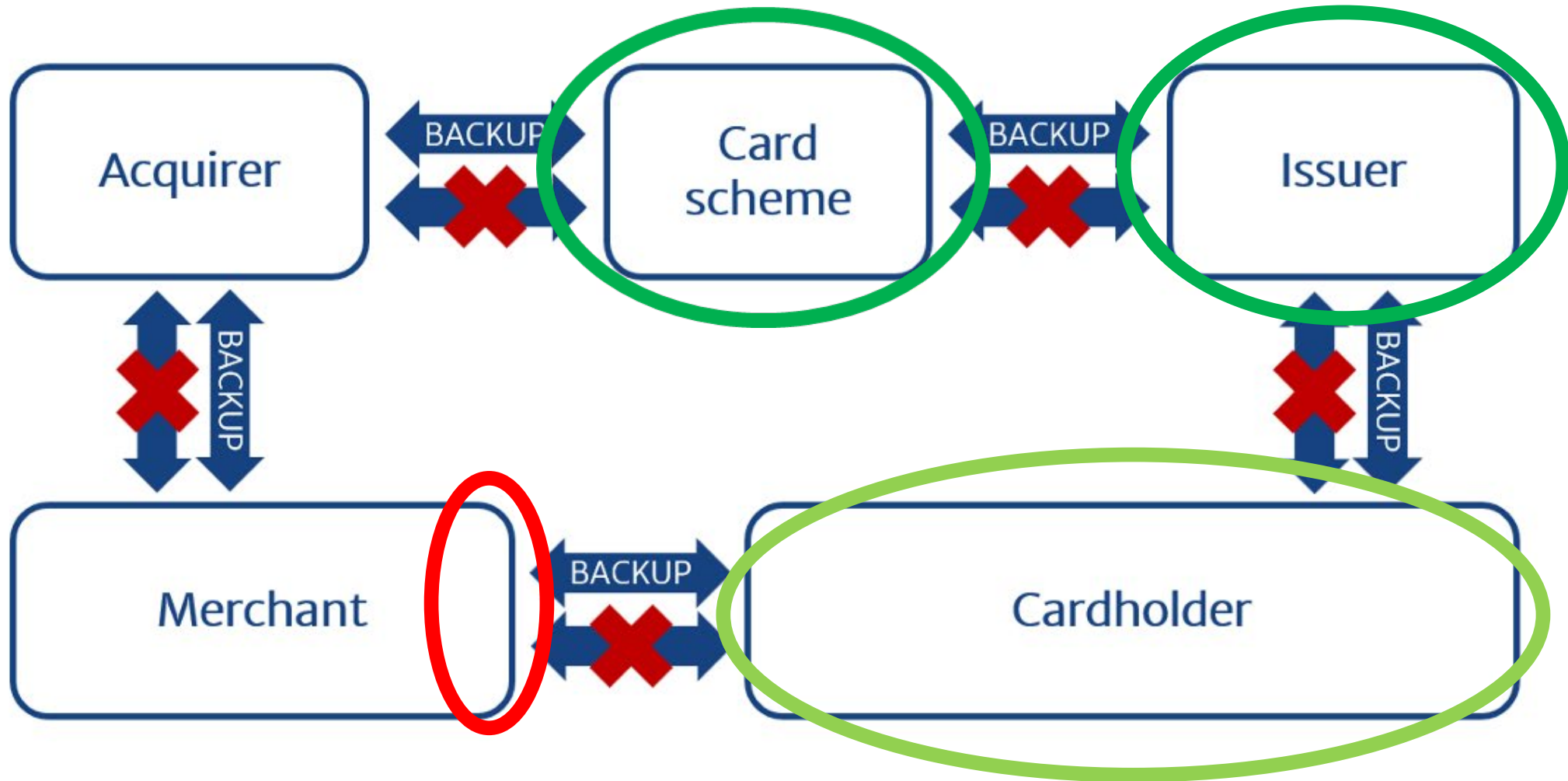
- There is adequate electricity supply.
- The merchant's cash register is functional.
- The length of the disruption is unspecified.
- There are no specific euro amount payment limits in effect.
- There are connection problems between the merchant and the authorisation network. Telecommunication issues disrupt the authorisation of card payments.
- Customers must be able to pay for at least groceries, medicines and fuel.

Disruptions Are the Norm, Not the Exception

- During 2025, numerous disruptions of various types occurred, including power outages in Spain and Portugal, a Nexi outage in the Nordics in summer, a PayPal disruption in Germany, and the ongoing war in Ukraine.
- At the time of the study's publication, the disruption theme surfaced in Finnish media — including the Nexi outage and a letter to the editor about checkout disruptions in retail. In addition, a shopping center experienced a disruption where card payments failed in several stores (while cash payments remained possible). Many disruptions did not make the news.



Offline Payments: Terminal Disconnected from Authorization Network



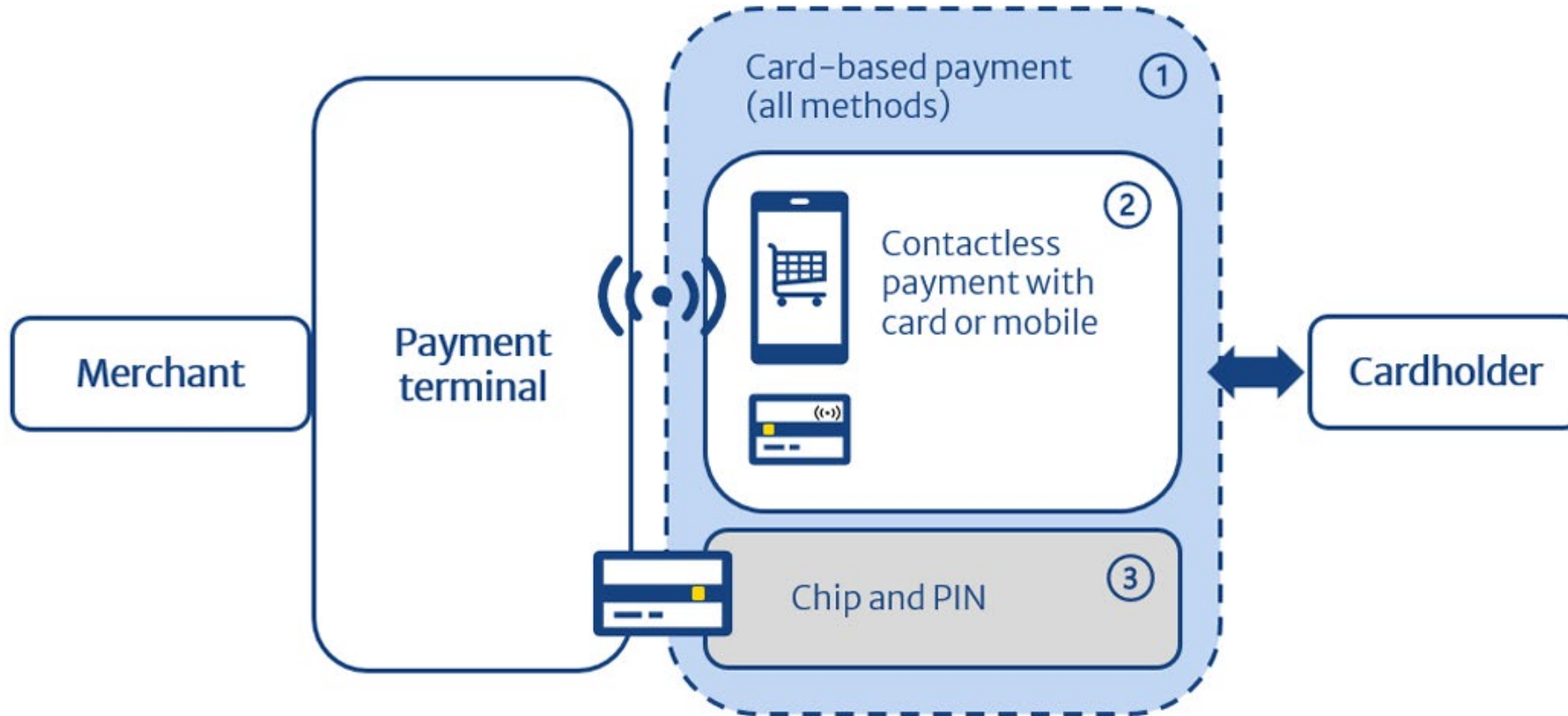
Recommendation #1

Each participant must prepare independently for all potential operational disruptions.

Securing real-time information exchange is key to ensuring payment continuity.

The operability of telecommunication networks and systems is critical.

Fallback Systems Exist



Alternative payment methods such as cash, credit transfers or instant payments must not be forgotten!

Contactless payments are common in card payments



— Remote payments — Contactless payments — Chip and magnetic stripe payments



Source: Bank of Finland.

© Bank of Finland, 5 March 2026

Observation #1

During disruptions, the sale of essential goods such as groceries, medicines and fuel is secured with backup solutions that allow payments with physical cards and mobile payment methods.

Other payment methods can also be used alongside card-based payment.

” In the future, payments will be less dependent on mechanical solutions such as needing to insert a chip card in the payment terminal.

All payments will be increasingly based on software solutions.”

Omnichannel as a Disruption Fallback



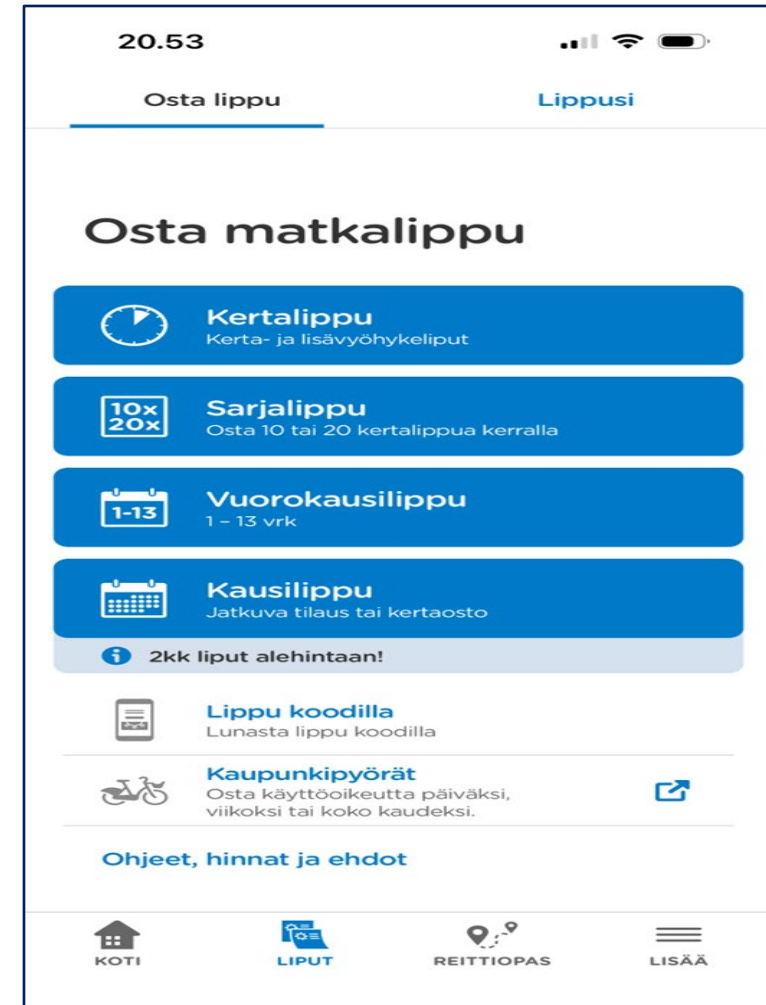
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Propulsion, Mobility, and Their Payments in Transition



”Legislatively limiting payment methods during a disruption could constrict healthy competition in the provision and development of payment services.”

Observation #2

Market-driven preparedness is a more flexible and effective approach than **legislation**: legislative solutions can only influence the operators within the legislator's reach, and regulating an individual operator or sector at the local level will not resolve problems in payment during disruptions.

Securing the supply of electricity and maintaining the operability of communication networks are of paramount importance.

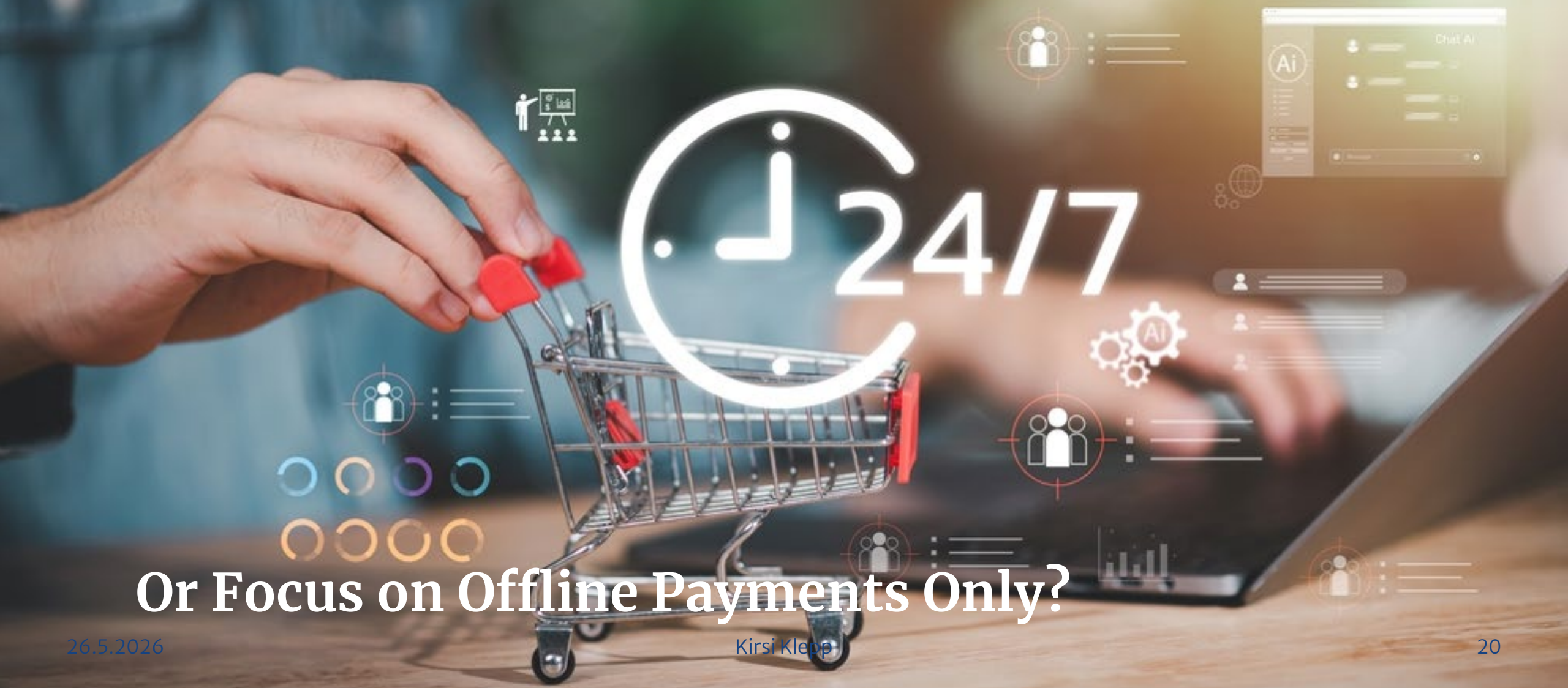
Consumer Decides Payment Method

Customers prefer to pay using the same payment instruments they already use daily under normal conditions. Payments must also be secure. It is very challenging for all parties across the payments ecosystem to implement and train for the use of alternative payment methods that differ from the regular payment methods.

In all circumstances, the method of payment is ultimately decided by the consumer.



Future-Proof Solutions: Supporting Real-Time Payments??



Or Focus on Offline Payments Only?

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Dank u.
Thank you.



KIRSI KLEPP

Head of Card Payments Infrastructure

- I promote secure, functional and efficient payments across both current and future payment systems. My work involves participating in various working groups and discussions in diverse roles both in Finland and abroad.
- *“The problems of payment infrastructure are rarely technical; they’re more related to administrative structures, incentives and trust.”*

#CashInfrastructure #CardPayments
#MobilePayments #Stablecoins

What is Finance Finland and who do we represent?

Banks, insurers, employee pension companies, finance houses, fund management companies and securities dealers

216

Member organisations

About 39 500 employees

753

Members in our position-taking network

Representatives from member organisations

59

Finance Finland employees

THIS IS HOW WE LOBBY



STATEMENTS HEARINGS

Finnish Parliament
Ministries
European Union

WORKING GROUPS

EU umbrella organisations
Expert groups
Ministerial working groups

MEETINGS

Legislators
Authorities
Experts and special advisers
- other organisations
- member companies

MEDIA RELATIONS

Seminars
Background briefings

NEWS PRODUCTION

FinanceFinland.fi
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Social media
- News articles, interviews, videos, infographics





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