

ANNUAL FIGURES 2024 FOR BANCONTACT PAYCONIQ COMPANY

With 2.5 billion payments, Bancontact Payconiq Company continues to be the frontrunner on the payment market in Belgium.

Belgians are embracing the digital world in ever-greater numbers: the number of mobile payments using Bancontact and Payconiq rose by 28% compared to last year.

Brussels, 12th February 2025 — Over the past years, Bancontact Payconiq Company has created and maintained a sustainable ecosystem that governs the way digital payment traffic is handled between banks, merchants and consumers in Belgium in a manner that is safe, secure, user-friendly and inclusive. More than ever, Belgians have total trust in Bancontact Payconiq Company's payment solutions — especially with the unique complementarity of Bancontact and Payconiq. This fact is demonstrated once again from the latest annual figures. In 2024, the company recorded 2.5 billion payments made with Bancontact and Payconiq. That was a 4.5% increase overall compared with the previous year. Belgians are using their smartphone more and more to make payments between friends, in shops and online, with the total number of mobile payments rising 28% compared to 2023.

INNOVATIVE LEADERSHIP AT THE SERVICE OF MERCHANTS AND CONSUMERS

Bancontact Payconiq Company is proud to lead the way in the transition to digital payment traffic in Belgium since many years. The company's ambition is to deepen that role in the coming years by continuing to invest in payment solutions which meet the needs of Belgian merchants and consumers. The Payconiq by Bancontact app is very popular among Belgians and will continue to evolve in the coming years. In June, the company will launch a renewed version of the app, with an improved user experience that should make digital payments even easier for everyone.

The company is able to claim a unique position of trust and a solid establishment in the economic fabric of Belgium and this can be seen, once again, in its annual figures. The growth achieved is the result of the company's ability to innovate, coupled with years of expertise gained in the area of digital payments in our country.

Nathalie Vandepuete, CEO Bancontact Payconiq Company: “The expertise that we have in-house is the result of our strong connection with the needs in the market. I do not believe in blindly developing solutions that are designed in an ivory tower, somewhere far from the market itself. Only by fully understanding the specific needs of the Belgian merchants and consumers — not just the digital natives, but people of all ages – and translating them seamlessly into user-friendly payment solutions with high added value, can you convince consumers and merchants to make the switch to digital payments. It's their money, after all. So, they need to have confidence. And you need to gain their confidence.”



**Bancontact
Payconiq
Company**

MOBILE, CONTACTLESS AND ONLINE: DIGITAL IS BECOMING THE NEW NORMAL

The company's annual figures show that more and more Belgians are making the switch to the wide range of digital payment solutions that the company has to offer.

- **Bancontact and Payconiq strengthening their position on the market:** in 2024, the company recorded 2.5 billion Bancontact and Payconiq payments. That's a rise of 4.5% compared to 2023.
- **Contactless card payments becoming increasingly the norm:** in 2024, the company racked up 1.9 billion Bancontact in-store card payments, 1.35 billion of which were contactless.
- **No doubt about it: online payments (using a smartphone or card reader) also had the wind behind them last year:** in 2024, the company recorded 382 million online payments, which was up 19.7% compared to 2023.
- **Mobile payments using a smartphone gaining popularity at lightning speed:** last year, the company recorded 471 million mobile payments using the Payconiq by Bancontact app or a banking app that supports payments with Bancontact and/or Payconiq. This represents a growth of almost 30% compared to 2023.
 - In 2024, **70.4 million mobile payments were made between friends**, a rise of 15% compared with 2023.
 - Belgians continue to use their smartphone more often to pay when they go shopping in bricks-and-mortar shops. **65 million mobile payments were made in-store at merchants**. That's an increase of 58% compared to 2023.
 - In total, Belgians made **online payments using their smartphone around 335 million times**. In December 2024, 90% of all online purchases using Bancontact were made with a smartphone.

A FULL RANGE OF OPTIONS FOR PAYING QUICKLY, EASILY AND SECURELY: AN OVERVIEW

With its well-established range of payment solutions, Bancontact Payconiq Company guarantees that users and merchants in Belgium can access easy-to-use digital payment solutions, wherever they are and at any time.

- **Bancontact:** **figures for last year from the National Bank** show that 53% of all physical purchases in Belgium were made using a card. Bancontact offers every Belgian using a bank card a payment solution that is quick, easy and secure: this applies both for payments made in bricks-and-mortar stores, as well as online payments — including recurrent payments. Bancontact has become an iconic brand and continues to be an established value on the market in Belgium. The success enjoyed by Bancontact forms the foundation for the widespread adoption of mobile payments by Belgians.
- The **Payconiq** solution is an extremely popular solution for merchants. It involves shoppers scanning the merchant's QR code — displayed on a sticker in-store, integrated into the cash register system, or on the merchant's payment terminal or smartphone. In the future, Bancontact Payconiq Company will also distribute the European Wero product. This will mean that Belgian merchants who are connected to the Bancontact Payconiq Company network will then also have a quick and easy way to receive payments from European customers.

- The **Payconiq by Bancontact app** allows, amongst other things, to pay using Bancontact or Payconiq solutions in shops and online, as well as to pay back friends. The app is very much used for payments between friends and online. It is also gaining in popularity for making payments in physical stores. And it also allows you to pay certain invoices quickly. For payments in the physical store, users simply scan the Payconiq QR code at the merchant. For online payments, they click on the Bancontact or Payconiq logo. If they buy directly on their smartphone, at the moment of the payment, the app opens automatically after selecting the Bancontact or Payconiq payment method.

About Bancontact Payconiq Company

As a local provider, Bancontact Payconiq Company offers payment solutions that are secure and tailored to each merchant, whether it is Bancontact or Payconiq. The company's core mission is to continuously make digital payment solutions evolve and make them as 'invisible' as possible. The company is using its strong Belgian roots to do this — a fact that is decisive for enabling the local economy to flourish.

The Payconiq by Bancontact app enables secure mobile payments to be made in a wide variety of situations: in bricks-and-mortar outlets, ranging from local stores to large supermarkets, as well as online in webshops, at restaurants, in the sports club canteen, at the doctor's surgery, at festivals, etc. The app can also be used to pay invoices, split the bill among friends and to donate to charities. Even meal vouchers can be added to the app for making mobile payments. The app is aimed at all Belgians and operates on both iOS and Android smartphones. In all, it is accessible to the customers of 17 banks.

The Bancontact card continues to be the benchmark for card payments, with a continuing upward trend towards contactless payments.

In 2024, the company recorded 2.5 billion payments made with Bancontact and Payconiq.

Paying contactlessly by card is increasingly becoming the norm: in 2024, the company had a total of 1.9 billion in-store Bancontact card payments, 1.35 billion of which were contactless.

Mobile payments using a smartphone are rapidly increasing in popularity: last year, the company recorded 471 million mobile payments. This was a 28% increase compared with the previous year.

Online payments (using a smartphone or card reader) are also inexorably on the rise: in 2024, the company recorded 382 million online payments. 90% of online payments were made with Bancontact using a smartphone in December 2024.

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