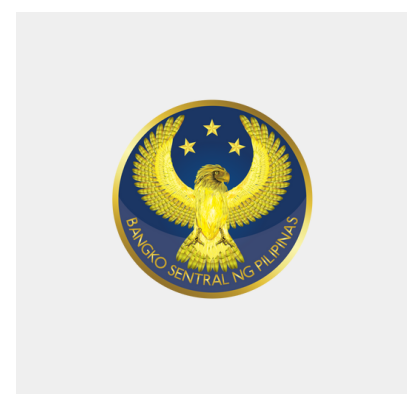


TRAVERSING NEW HEIGHTS: THE FUTURE IS **DIGITAL**

2023 STATUS OF DIGITAL
PAYMENTS IN THE
PHILIPPINES



Message from the Governor

We have seen remarkable strides in the adoption of e-payments over the last three years. Throughout the challenging periods especially during the pandemic, the BSP remained steadfast in carrying out its mandate to establish a secure, efficient, reliable and inclusive payment system that bolsters the nation's sustainable economic growth.

The BSP's digitalization efforts and strategic initiatives paved the way to financial inclusion where more Filipinos, especially those in remote areas, now have access to the formal financial system. Consumers experienced the convenience and ease of using digital payments, while many merchants also quickly shifted to online platforms to make their operations more efficient.

As shown in the result of 2023 Report on the Status of Digital Payments in the Philippines, the share of digital payment transactions to total monthly retail payments has grown to more than 50 percent in 2023 from 42.1 percent in 2022, while the share of digital payments value rose to 55.3 percent.

Indeed, we have surpassed the target set under the BSP Digital Payments Transformation Roadmap 2020-2023 (DPTR) of converting at least half of total retail payments volume in digital form by the end of 2023.

This outcome is the result of the extensive collaboration of the BSP with the public and private sectors in a bid to transform the country's retail payment landscape, leading to the widespread acceptance of digital payment services. We could readily see and feel this effect with the growing number of e-wallets being used as transaction accounts and the increase in mobile banking services that make it more convenient and safer for consumers to send money, pay bills, and perform online transactions.

The efforts and commitment demonstrated by the BSP, industry partners, and relevant stakeholders, have contributed to these commendable achievements. This milestone serves as a testament to the tenacity, consistency and cooperation of our partners as we continue to pursue payments digitalization and financial inclusion throughout the country.

With this progress, we believe that we are better positioned to further drive digital payments usage across different segments of our society. Together, we will continue to drive the momentum and empower Filipinos in building a more inclusive and cashlite society.

Thank you very much at mabuhay po tayong lahat.



Eli M. Remolona, Jr.

BSP Governor



Message from the Deputy Governor



As we traverse the road to a cash-lite society, we have been guided by our objectives and pillars defined in our Digital Payments Transformation Roadmap 2020-2023. United under one mission, the collaborative effort between public and private institutions to achieve a safe, secure, efficient, and inclusive digital payments ecosystem made possible what we initially thought to be impossible. Every one of us worked together and provided unwavering support, may it be through the enhancement of digital payment infrastructures, policy reforms, innovative development projects and through an enabling regulatory environment.

Surpassing the goal of the transformation roadmap, 2023 recorded a 52.8% monthly volume of e-payment transactions – a far journey from the initial 10% monthly e-payment transactions in 2018. This significant conversion of retail payments to digital form is evidence that the Philippines indeed made profound progress in advocating the widespread use of digital payments and in furthering financial inclusivity. As such, a sincere congratulations to everyone.

Our work does not stop here. Together with the key stakeholders from different sectors across the country, we will pursue more development initiatives that could further make digital payments more ubiquitous, affordable, convenient and secure, thereby seeking to close the gap between those with and without access to formal financial services. We will continue to strive until each and every Filipino, here and anywhere in the world, could benefit from the development of a truly inclusive and robust digital payments ecosystem.

Mamerto E. Tangonan

**Deputy Governor
Payments and Currency Management Sector**

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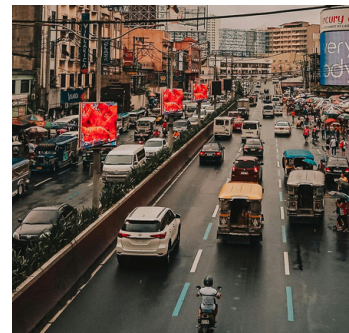
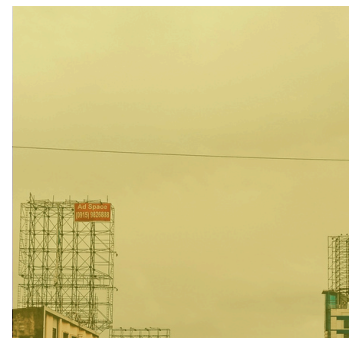


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Overview

The BSP's thrust to broaden the access of Filipinos to the formal financial system by simultaneously pursuing the mutually reinforcing goals of furthering financial inclusion alongside accelerating digital payments usage was articulated in the BSP Digital Payments Transformation Roadmap 2020-2023 (DPTR).

These objectives will be achieved by focusing efforts on:

1. the **development of new digital payment streams** to make digital payments accessible, ubiquitous and inclusive
2. the **enhancement of critical digital finance infrastructures** that can support the increasing usage of digital payments and other emerging innovative digital financial services
3. the **balanced development of relevant policies** that enable payment system innovations while maintaining the safety, efficiency and inclusivity of payment systems.



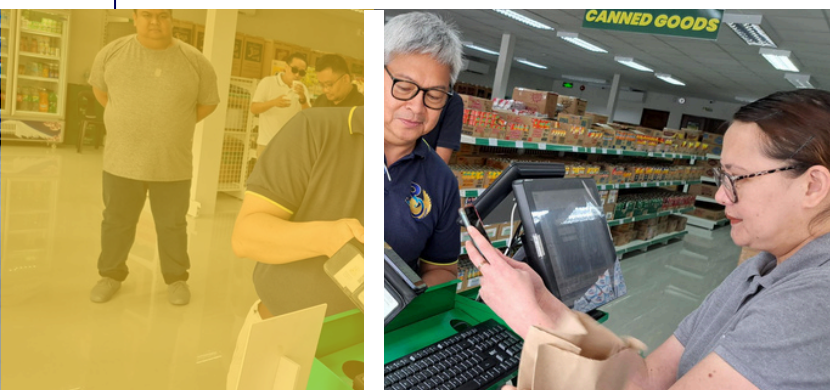
Digital payment streams embody the BSP's key initiatives of creating compelling, large scale digital payments use cases. These payment streams act as catalysts for building an inclusive digital finance ecosystem by demonstrating the benefits, safety, and reliability of the country's retail payment system. Enabling digital payment use-cases that provide added value to consumers' convenience and productivity supported by effective awareness and information campaign would help increase acceptance and usage of digital payments platforms.



Further development of **digital finance infrastructure** is critical as secure, reliable, efficient, and interconnected systems are necessary to facilitate smooth payment transactions. The adoption of new platforms and solutions that will bring down the cost of providing varied digital products and services and allow for their wider distribution across the country will speed up the digital payment transformation process. Reductions in cost and improvements in the speed of delivery are key to enhancing customer preference for adopting digital modes of payment across the various use cases.

Of course, innovation is not without risk. For this reason, the growth in payment streams and the creation of new systems must be underpinned by sound **digital governance standards** that are aligned with global best practices and standards. An appropriate regulatory framework should be in place to ensure that the provision of digital products and services is covered by an adequate governance process, meets minimum technical expectations, and safeguards the integrity, security and privacy of customer data.

The BSP envisions a vibrant and inclusive digital economy characterized by universal, democratized access by all Filipinos to a wide range of responsive financial services, through a sound digital ecosystem of responsible financial institutions that include both banks and non-banks.

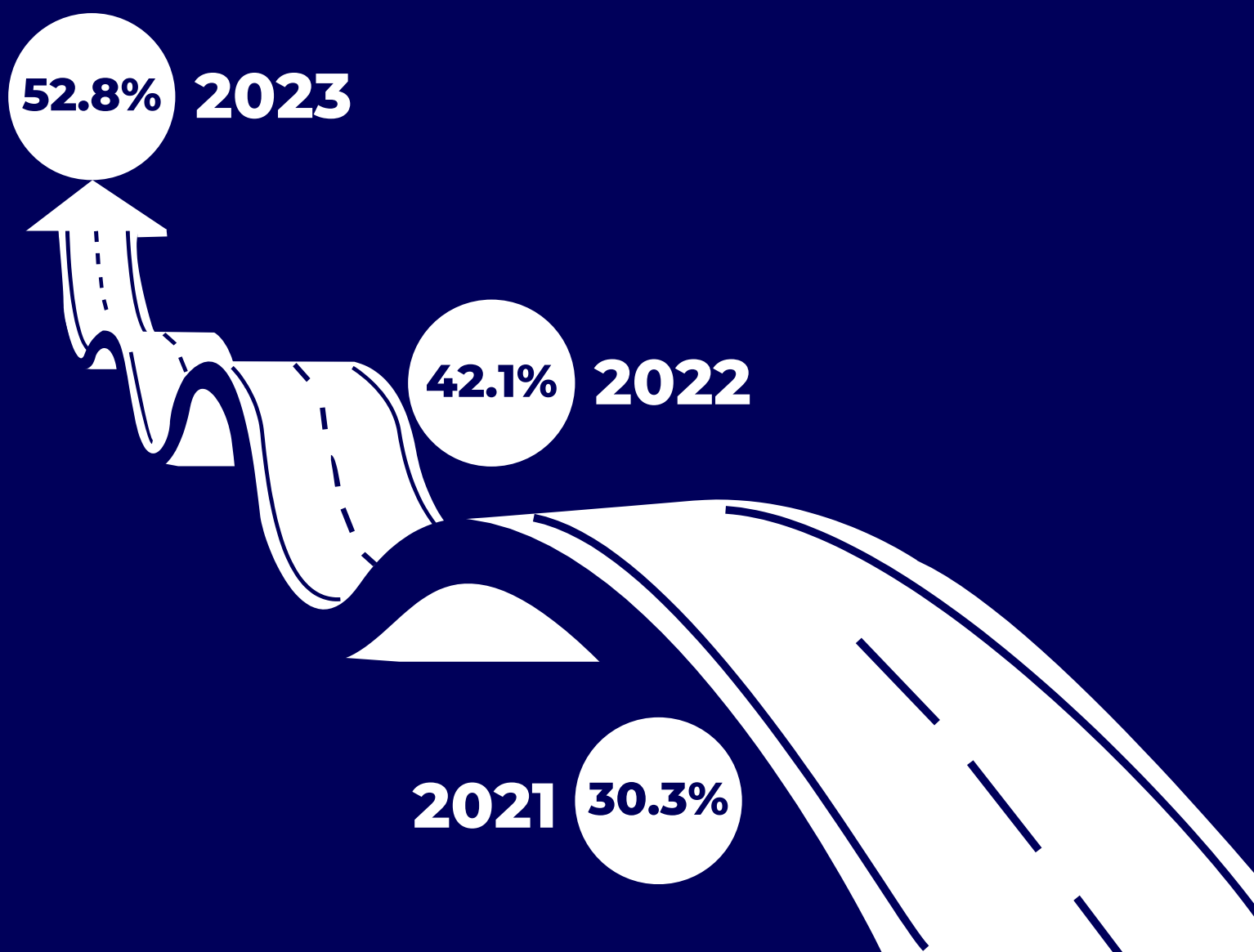


50.0%

volume of retail
payment in digital form
by 2023

The principal means by which the BSP plans to accelerate financial inclusion is to promote digitalization of payments by **transforming 50 percent of the volume of retail payments into digital form by 2023** and in doing so, **onboarding at least 70 percent of adult Filipinos into the formal financial system** through the opening of transaction accounts which may be used to access digital payment services.

This will facilitate the development of an efficient, inclusive and secured digital payments ecosystem that caters to the diverse needs and capabilities of individuals and businesses and offer customers faster and more affordable payment options that provide greater convenience.

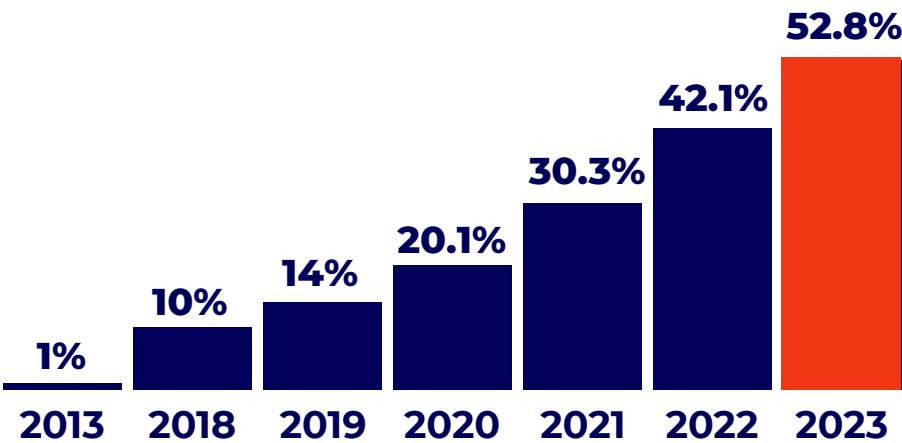


Executive Summary

Share of digital payments BY VOLUME in 2023

In accordance with the Bangko Sentral ng Pilipinas' (BSP) Digital Payments Transformation Roadmap (DPTR), the BSP has made significant progress in achieving its goal of digitalizing half of the country's retail payment transactions.

Figure 1: Share of digital payments BY VOLUME in 2023



The result of the previous diagnostics reveals a consistent increase in digital payment transactions within the country. This positive trend underscores the success of initiatives aimed at promoting an efficient payments and settlements system.

The BSP achieved a milestone by surpassing its target under its Digital Payments Transformation Roadmap 2020-2023.



52.8%

Share of digital payments by Volume in 2023

From a mere 10% in 2018, the volume of retail payment transactions has grown exponentially to 52.8% in 2023, surpassing the target set forth in the BSP DPTR 2022-2023. Out of 5 billion monthly transactions more than 2.6 billion transactions were successfully converted into digital form representing a substantial 28.1% increase from the previous year.

The surge in digital payments over the past six years were primarily driven by the widespread adoption of online merchant transactions, person-to-person remittances, and supplier payments made by businesses.

The COVID-19 pandemic has significantly accelerated the shift towards digital payments. The need for contactless transactions and the convenience of online payments have led to a surge in their usage but also fostered innovation in the digital payment sector.

The positive shift has been particularly noticeable especially in the merchant payment use-case. The pandemic has indeed acted as a catalyst in this area, pushing both businesses and consumers to adopt to digital payments, while also reducing the reliance on traditional cash-based methods. This trend continues up to the new economy era, given the convenience and efficiency of digital payments.

The BSP, in collaboration with stakeholders from both government and private institutions, has played a pivotal role in fostering the continuous growth of digital payments in the country through the establishment of supportive policies and a conducive regulatory environment that promotes financial inclusion.

While the governing institutions have undoubtedly played a crucial role in this digital transformation, the users of digital payments themselves hold paramount importance in ensuring the effective adoption of these technologies within the country. This is clearly evident in the sectors that have contributed most significantly to payment digitalization, namely merchant payments and account-to-account fund transfers.



safe, efficient & reliable

Indeed, the rise of digital payments has been profoundly influenced by the growing number digital payment methods and the increasing number of users adopting e-money platforms. These developments serve as indicators of the growing trust and confidence that Filipinos have placed in digital means for their payment transactions over the years.

Table 1: Shift and share of digital and non-digital payments BY VOLUME in 2023

		OVERALL	P2X	B2X	G2X
NON-DIGITAL	(millions)	2,346.2	1,228.4	1,117.0	0.8
DIGITAL	(millions)	2,619.8	2,278.3	276.6	64.9
SHARE OF DIGITAL PAYMENTS	2023	52.8%	65.0%	19.9%	98.8%
	2022	42.1%	55.5%	9.8%	95.9%
	2021	30.3%	36.1%	9.8%	95.3%
	2020	20.1%	23.4%	5.4%	93.2%
	2019	14%	15.3%	6.1%	80.3%
	2018	10%	12.4%	5.4%	63.3%

In 2023, it is observed that digital payments have made significant progress across various sectors.

Since 2018, payments made by the government (G2X) remained as the most cash-lite among the three (3) payment use-cases with almost 99% of its transactions considered being digital in 2023. Following this, payments made by individuals demonstrated a significant level of digitalization, with 65% of their total transaction being processed digitally. In contrast, payments originating from the private sector are the least digitalized use-case, with only 19.9% of total payments in digital form. It is however noteworthy that the digitalization rate for this use-case exhibited a remarkable increase of 102% compared to the previous year, making it the most transformed use-case in 2023.



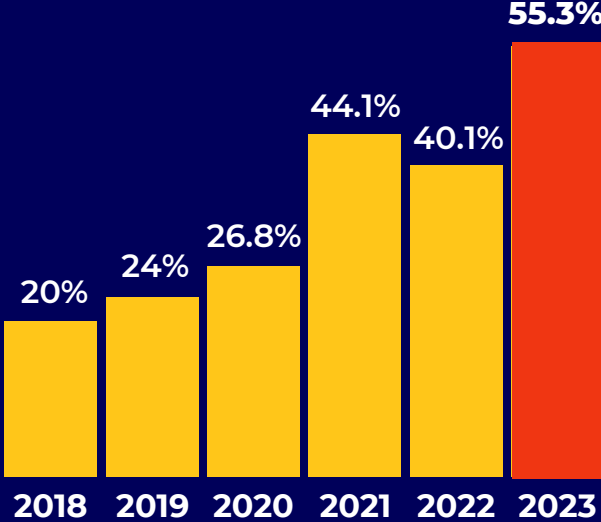
Share of digital payments BY VALUE in 2023

		OVERALL	P2X	B2X	G2X
NON-DIGITAL (millions)		89,265	21,510	67,554	201
DIGITAL (millions)		110,544	64,958	37,043	8,543
SHARE OF DIGITAL PAYMENTS	2023	55.3%	75.1%	35.4%	97.7%
	2022	40.1%	63.1%	18.2%	97.6%
	2021	44.1%	55.9%	35.3%	62.9%
	2020	26.8%	44.1%	12.8%	82.8%
	2019	24%	28.3%	16.8%	87.4%
	2018	20%	25.5%	14.8%	79.4%

Based on the latest e-payments measurement, the monthly value of digital transaction has reached USD 110.5 B. This represents **55.3% of the total retail transaction value in the country**. Among the three use-cases, government sector is leading the transition to digital with 97.7% of its transaction value being cash-lite. Person to X (P2X) e-payments have grown by 12.0%, now accounting for 75.1% of the transaction value. Business to X (B2X) digital payments value have nearly doubled in a year, reaching 35.4% share of the total transaction value.

These trends highlight the increasing reliance on and confidence in digital payment systems, reflecting a shift towards a more digital economy. The substantial increase in B2X transactions suggests that businesses are rapidly adapting to digital methods, which could lead to further innovations and efficiencies in the marketplace. The government’s near-total digitalization of transactions also sets a strong precedent for other sectors to follow.

Figure 2: Share of digital payments BY VALUE in 2023



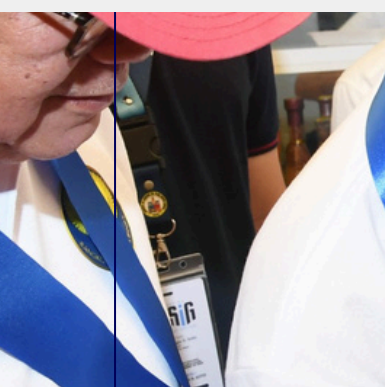
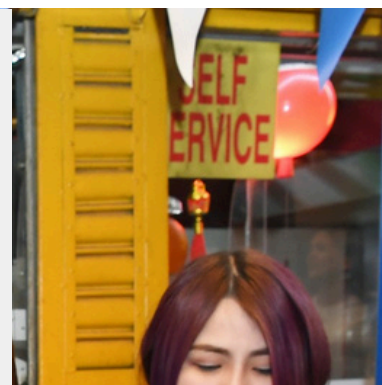
Major Contributors

The recent studies on digital payments reflect a significant growth trend. The merchant payment use-case is leading the way with 1,701.2 million transactions. This is followed by P2P (Person-to-Person) payments, which recorded 505.3 million transactions, and B2B (Business-to-Business) supplier payments with 160.0 million transactions.

These top three use-cases constitute **90.3% of total e-payments** which corresponds to **2,366.5 million digital transactions**. This progression towards digitalization is expected to continue, fostering a more inclusive and efficient financial ecosystem.

**64.9%**

Merchant Payments

**19.3%**

P2P Payments

**6.1%**

Supplier Payments



Merchant Payments

Merchant Payments continue to be the primary driver in the rise of digital payments. This use case has shown a 12.8% year-on-year increase from 1,507.5 million in 2022 to 1,701.2 million in 2023, representing **64.9% of the total volume share of digital payments**.

Table 3: Digital Merchant Payments Volume 2022-2023

Period	Volume
2022	1,507.5 Million
2023	1,701.2 Million

12.8% % increase YoY

Since the first diagnostic study on e-payments in the country, merchant payment has consistently been leading the share of digital payment transactions. The volume of transactions registered a significant growth rate of 331.5% or equivalent to 1,306.9 increase in 2023 from 394.4 million in 2018.

Merchant payments which represent more than half of the total monthly retail payments volume, were further digitalized to 60.3%. While card payments dominate the mode of paying merchants, we have seen a noteworthy increase in account-to-account merchant payments, posting an average yearly increase of 55.7% from 2020-2023 compared to 29.6% and 26.2% for prepaid and credit cards, respectively.

Supporting the increased digitalization of merchant payments was the surge in QR Ph P2M transactions.



QR Ph Person-to-Merchant (P2M) Transactions

Table 4: QR Ph P2M Volume and Value 2022-2023

Period	Volume	Value (Php)
2022	2.1 Million	2.5 Billion
2023	58.6 Million	54.9 Billion

2,713.9% % change in volume **2,104.5%** % change in value

The volume of QR Ph P2M transactions remarkably increased by 2,713.9%, from 2.1 million in 2022 to 58.6 million in 2023. This significant growth particularly for small-value retail transactions suggests that more and more Filipinos are embracing digital payments for everyday transactions.

E-wallets appear to be the preferred transaction account in making QR Ph-enabled payment services for buying goods and services. This observation is demonstrated by non-bank e-money participants holding 95.1% of the total volume of QR Ph P2M transactions for the full year of 2023.



The increasing trend coupled with the rise in the number of BSP-Supervised Financial Institutions (BSFIs) onboarded in QR Ph P2M, grew by 34.6% from 2022, underscores the growing acceptance and usage of digital payment methods in the Philippines. Absolutely, the increase in number of BSFIs participating in QR Ph P2M transactions has likely played a significant role in its rising usage. As more institutions adopt this system, it becomes more accessible and convenient for Filipinos to use, further driving the shift towards digital payments.

With QR Ph P2M, customers could easily scan or upload QR code and pay to more than 675 thousand merchant outlets nationwide thereby increasing digital payments.

The growth in QR Ph P2M transactions may be attributed to the nationwide roll out of Paleng-QR Plus initiative in various cities and municipalities in the Philippines. As of end of December 2023, the Paleng-QR Plus Program was launched in 44 Local Government Units (LGUs). These LGUs consist of 35 in Luzon, 6 in Visayas and 3 in Mindanao. More LGUs are expected to join the program in the next few months.



As of end of December 2023, there are 35 participating institutions onboarded in QR Ph P2M, up by 34.6% from 26 participants in 2022. These participants are composed of universal banks, thrift banks, rural banks, digital banks, and non-bank electronic money issuers.

P2P Payments

Digital P2P payments was the second **key contributor to the growth in the country’s digital payments, which account at 19.3%.** P2P payments volume had a substantial annual growth of 68.6%, from 299.7 million transactions in 2022 to 505.3 million in 2023. In the past five years, peer-to-peer transaction maintains its spot as a major contributor. From 10.5 million transactions, P2P transaction increased by 4,712.4% bringing the total P2P digital volume to 505.3 million transactions in 2023.

Table 5: Digital P2P Payments Volume 2022-2023

Period	Volume
2022	299.7 Million
2023	505.3 Million

68.6% % increase YoY

The surge in P2P transactions was propelled by the increased usage of e-money accounts. The latest statistics shows that **Filipino consumers with e-wallet accounts expanded by 52.8%**, from 257.5 million accounts in 2022 to 393.6 million accounts in 2023. In addition, e-money transaction volume grew to 10.6 billion in 2023, up by 40.2% from 7.6 billion in 2022. By end of December 2023, there are 72 electronic money issuers in the Philippines, comprising of 28 banks and 44 non-bank financial institutions.



The growth in P2P transactions was supported by the expanding access to transaction accounts and the changing value proposition for ownership – increasingly used for payments. The BSP Consumer Expectation Survey (CES) reported that as of Q3 2023, 71% Filipino households already have accounts either deposit accounts or e-money accounts. This meets the target set in the BSP Digital Transformation Roadmap of onboarding 70 percent of Filipino adults to the formal financial system.

CES 2023 Results

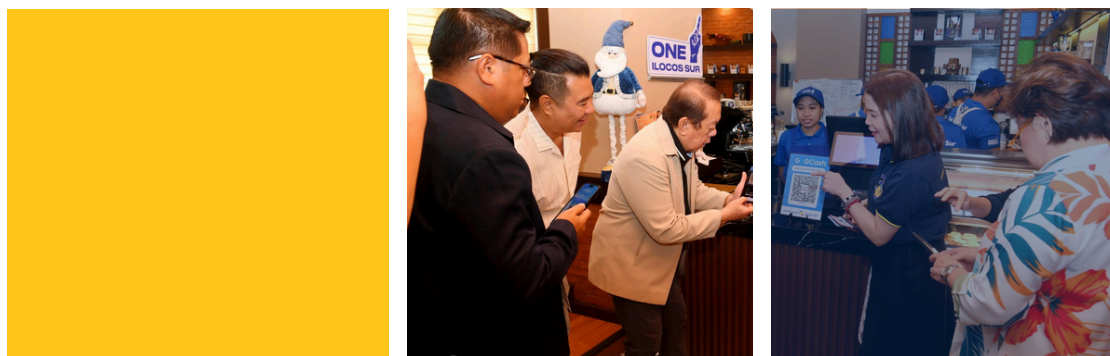
The data from the 2023 Consumer Expectation Survey (CES) shows a significant adoption of digital payments. Notably, **54.4% of the household respondents used digital payments to purchase goods and services online**, making payment for e-commerce the most transacted among the electronic transactions by the end of 2023.



In addition, there is a trend of increasing preference for e-payments for utility bills. The proportion of consumers using online payment methods for their bills rose from 40% in Q1 2023 to 49% by Q4 2023. The increasing use of electronic funds transfer services is also evident with the 4% uptake in usage among household respondents from Q1 2023 to Q4 2023. This suggests a growing acceptance and trust in digital transactions for a wide range of services.

More Filipinos have shown interest in using digital payments for the next twelve (12) months. The proportion of household respondents who are likely to use digital payments in the following year had a significant increase, jumping from 57% to 64%. This observation suggests a positive outlook for the adoption of digital transactions in the Philippines. As more people become comfortable with digital payments, we could expect to see further growth in usage, yet another sign of the digital transformation that has taking place in the country's payments ecosystem.

The convenience of using electronic payments is a significant factor in driving its adoption. An overwhelming 98% of respondents find digital payments easy to use, underscoring the user-friendly nature of these platforms. In addition, the decision by major banks to waive fund transfer fees on small transactions has also positively influenced perceptions of digital payments. This move led to an increase in the number of respondents who believe that digital payments are less expensive, with the figure rising from 84% at the start of the year to 89% by the end of 2023.



InstaPay

The growing adoption of InstaPay payment service was another indicator for the rise in P2P payments. **InstaPay, the country's fast payment system, continue its upward trend in transactions, posting a 52.8% and 42.0% increase in volume and value, respectively**, from 2022 to 2023. While P2P account-to-account (intra-institutional) transfers grew by 66.9% and 43.6% in volume and value, respectively, for the same period.

From January to December 2023, InstaPay volume and value showed average monthly growth rates of 5.0% and 3.3%, respectively. This an indicator that Filipinos are really leveraging its benefits as being a fast payment system and will continue to grow up as we move towards a cash-lite society.

InstaPay volume and value have also exceeded (off-us) ATM withdrawals which indicate the shift of preference of **consumers towards safer and more convenient digital payment services**. This is supported by an annual growth rate of 52.8% from 548.7 million to 838.6 million transactions in 2023. Over the same period, the value increased by 42.0% or equivalent to Php 1,486.2 billion. Meanwhile, ATM withdrawals increased only by 10.3% in volume, from 387.9 million transactions in 2022 to 427.7 million transactions in 2023, and 10.2% in value, from Php 1,890.7 billion to Php 2,083.2 billion.

52.8%

Increase in Volume



42.0%

Increase
in Value

There are 86 institutions that offer InstaPay as of 31 December 2023. This figure is up by 12% from 77 participants in December 2022. The participating institutions are comprised of 22 universal and commercial banks, 20 thrift banks, 18 rural banks, 5 digital banks and 21 non-bank electronic money issuers.

QR Ph Person-to-Person (P2P) Transactions

Table 6: QR Ph P2P Volume and Value 2022-2023

Period	Volume	Value (Php)
2022	2.2 Million	22.6 Billion
2023	15.2 Million	101.6 Billion

604.4%

% change
in volume

350.1%

% change
in value

The volume of QR Ph P2P transactions substantially increased by 604.4%, from 2.2 million in 2022 to 15.2 million in 2023. This indicates a substantial shift towards digital payments for small-value P2P transactions, such as fund transfers to family and friends or payments to micro to small businesses who are still using personal accounts for transactions.

Notably, almost half of these QR Ph P2P transactions in 2023 were from non-bank electronic money issuers.





The increase in the number of BSFIs participating in QR Ph P2P transactions and the waiver of transfer fees for small-value payments of select PSPs during the pandemic provided an opportunity to onboard previously non-digital payment users. These group of users were able to experience first-hand the convenience, speed, and safety of transacting and paying digitally. The data showed the uptick in PESONet and InstaPay transactions for the period of the waiver of fees. Interestingly, the upward trend continued even beyond the duration of waived fees, which could indicate a shift in consumer behavior with a preference towards using digital payments services in their daily transactions.

As of end December, there are 50 QR Ph P2P participants, up by 31.6% compared to last year. Meanwhile, six banks waived InstaPay transfer fees for transactions worth Php 1,000 and below, for the same period.

Supplier Payments

The business sector’s adoption of digital payments is highlighted by the B2B supplier payment use case, which registers a 220.7% increase from the previous year’s volume and **comprising 6.1% of the total volume share**. From 49.9 million, supplier payments increased by more than two-folds to 160.0 digital transactions.

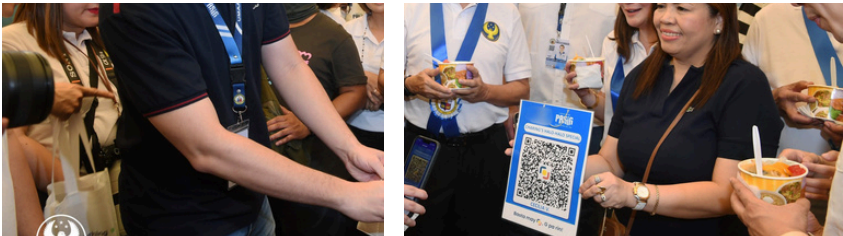
Table 7: Digital Supplier Payments Volume 2022-2023

Period	Volume
2022	49.9 Million
2023	160.0 Million

220.7%

% increase
YoY

Over the last 5 years, we saw a broader adoption of digital transactions in business operations as supplier payments showed a notable boost of 2,888.1% or 154.6 million increase from 2018 to 2023. Supplier payments climbed to 160.0 million transactions by end-2023 from only 5.4 million in 2018.



The growth in supplier payments transacted digitally was emphasized by the rise in PESONet transactions. Being a batch electronic fund transfer facility, PESONet is intended to be a better alternative to the paper-based check system. With introduction of PESONet Multiple Batch Settlement (MBS) in 2022, it allows more frequent settlement of PESONet fund transfer within a banking day. There are 107 banks and non-bank EMI's that participated in PESONet as of end 2023.

PESONet

The 2023 data shows a positive trend in the adoption of digital payments through PESONet in the Philippines. The 7.4% growth in transaction volume from 84.8 million in 2022 to 91.1 million in 2023 demonstrates steady growth and increased trust in digital transactions.

Table 8: PESONet Volume and Value 2022-2023

Period	Volume	Value (Php)
2022	84.8 Million	6.4 Trillion
2023	91.1 Million	7.8 Trillion

7.4% % change in volume 22.4% % change in value

Furthermore, the significant 22.4% increase in the value of transactions, from Php 6.4 trillion in 2022 to Php 7.8 trillion in 2023, suggests that users are not only using digital payments more frequently but also for higher-value transactions. This shift could be a sign of growing confidence in the security and convenience of digital payments as an alternative to traditional paper-based checks.

According to the Asian Development Bank's Survey on Micro, Small, and Medium-Sized Enterprises (MSMEs), the Philippines has 952,969 MSMEs, with 89.2% of them being micro-enterprises, 10.3% being small enterprises, and 0.5% being medium enterprises. The survey indicates that the majority of microenterprises continue to be unable to access banking products and services. This suggests that access to a variety of financial products and services continues to be a challenge, as less than 10% of individuals have and utilize a merchant/business account, while 14% use a personal account for business. Conversely, microfinance institutions (MFIs) are crucial in facilitating the expansion of microenterprises by providing loans to microentrepreneurs. Thus, digitalizing the B2B supplier payments use-case for MSMEs plays a critical role in driving the national economy towards a more inclusive and cashless society.



The Bangko Sentral has welcomed transformative and game-changing technologies over the years under the “test-and-learn” approach. The BSP implements a regulatory sandbox for financial institutions to promote innovative and new financial solutions and products addressing market gaps and opportunities to develop an inclusive digital financial ecosystem that is complemented by a sound risk management system. The objective of the regulatory sandbox is to establish the guidelines and parameters for a testing and learning framework of innovative and new financial products and services in a controlled environment.

Other Contributors

Apart from the main contributors, these use-cases also have an impact on the increase of digital payments in the Philippines for 2023.

Share to Overall Digital Payments for 2023

Specific Sub use-case (Use-case)	VOLUME		VALUE	
	Millions	Percentage	\$ Millions	Percentage
Utility Payments (P2B)	60.0	2.3%	1,807.5	1.6%
Salaries and Payroll (B2P)	47.3	1.8%	6,291.8	5.7%
Consumer Lending (B2P)	38.6	1.5%	3289.1	3.0%
Welfare payments and Conditional Cash Transfers (G2P)	33.9	1.3%	2,718.3	2.5%
Social Welfare contributions (B2P)	21.9	0.8%	307.1	0.3%

**P2B (Person-to-Business), B2P (Business-to-Person), G2P (Government-to-Person)*



Priority Use-cases

Payments made by persons (P2X) remain to have the largest share to the total retail payments at 70.6%, followed by payments made by the businesses (B2X) at 28.1%, and payments made by the government at 1.3%. In terms of sub use-cases, P2B and B2B payment use-cases continue to account for the majority of transactions with 84.3% share of total retail payments.

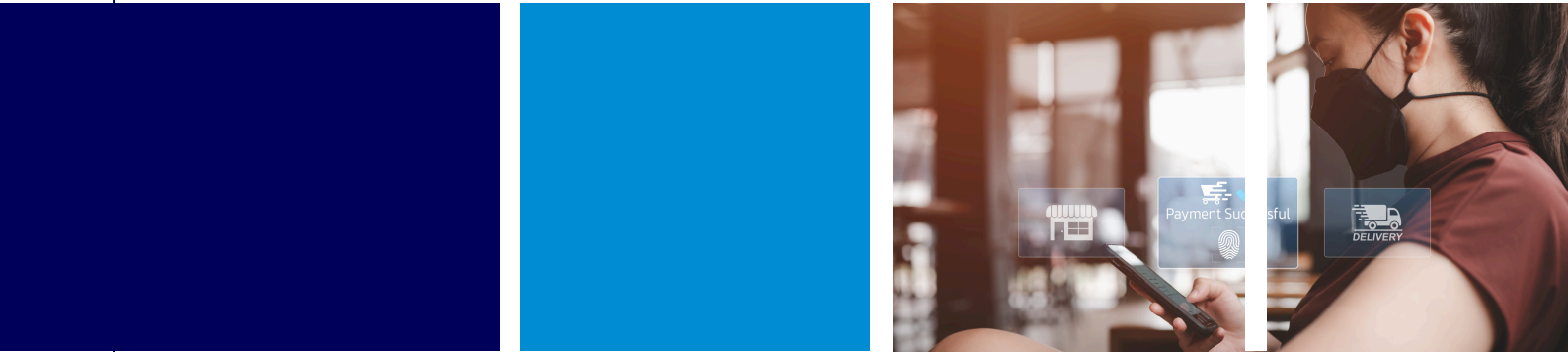
P2B and B2B remain to be the use-cases to target since they comprise 84.3% of total retail payments

		PAYEE		
		GOVERNMENT	BUSINESSES	PERSONS
PAYER	GOVERNMENT (1.3%)	<div>-Transfers from center to LGUs</div> <div>-Social welfare contributions</div> <div>-Procurements for common use items</div> <div>4.5 M</div> <div>0.1%</div>	<div>-Procurement and supplier payments</div> <div>-Utilities</div> <div>8.7 M</div> <div>0.2%</div>	<div>-Social welfare contributions</div> <div>-Salaries and payroll</div> <div>52.5 M</div> <div>1.1%</div>
	BUSINESSES (28.1%)	<div>-National taxes and fees</div> <div>-State taxes and fees</div> <div>-Social welfare contributions</div> <div>2.2 M</div> <div>0.04%</div>	<div>-Supplier payments</div> <div>-Business lending</div> <div>-Interest payments</div> <div>1,265.5 M</div> <div>25.5%</div>	<div>-Social welfare contributions</div> <div>-Salaries and payroll</div> <div>-Consumer lending</div> <div>580.4 M</div> <div>2.5%</div>
	PERSONS (70.6%)	<div>-Tax collections</div> <div>-Government fees levied for services</div> <div>-Social welfare contributions</div> <div>3.7 M</div> <div>0.1%</div>	<div>-Merchant payments</div> <div>-Utility payments</div> <div>- Interest and loans</div> <div>2,923.0 M</div> <div>58.9%</div>	<div>-Remittances</div> <div>-P2P lending</div> <div>580.4 M</div> <div>11.7%</div>

2023 volume of payments per use-case (both digital and non-digital)

2023 share of payments per use-case over total volume of payments

Person-to-Business payments comprise 58.9% share of the total 5 billion retail payment transactions. P2B consists of merchant payments, utility payments and repayments of interest and loans.

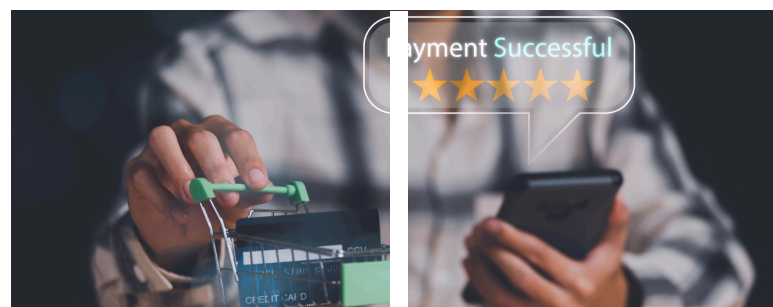


While Business-to-Business (B2B) payments comprise the other 25.5% share over the total volume of retail payments, consisting of supplier payments, business lending, and interest payments.

The increase in B2B digital payments indicates that businesses are starting to revitalize and saw an efficient way to handle payment transactions with cost saving benefits. Considering the significant share of these two use-cases in the total retail payments volume, it is clear that digitalization efforts should prioritize these areas to have a greater impact on the overall adoption of digital payments in the country.

Thus, the Bangko Sentral continues to proactively collaborate with the payments industry, led by the Philippine Payments Management, Inc. (PPMI), and key stakeholders to expedite the implementation of new and innovative digital payment streams and overlay services for these payment use-cases. The sustained efforts are focused on enhancing the efficiency of payment transactions, promoting financial inclusion, and driving the country's overall economic development.

Business-to-Business
25.5%



GOVERNMENT INITIATIVES ON DIGITAL PAYMENTYS

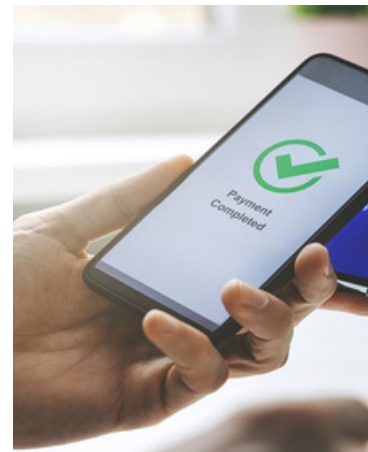


Enabling a globally competitive MSMEs and Farmers

GoDigital Pilipinas Movement Inc., in partnership with Department of Trade and Industry (DTI), BSP and Department of Agriculture (DA) organized the first Cashless Expo in the country last 17-19 November 2023, at the World Trade Center, Pasay City, Manila. The expo facilitated the adoption of digital payments by micro, small and medium enterprises (MSMEs) and farmers, and also advocated the use of various digital payments services among consumers.

Empowering e-commerce transactions through a safer digital space

The Internet Transactions Act (ITA) (Republic Act No. 11967) was already signed by President Ferdinand Marcos Jr., last 05 December 2023. This law intends to regulate and improve digital transactions in the country by mandating the DTI through the e-commerce bureau to establish an online business database and e-commerce trust mark and maintain a government-wide online consumer complaint tracking system.



Interoperable Automatic Fare Collection System

The Department of Transportation (DOTr) targets interoperability with a focus on passenger experience by (1) enabling passengers to use all modes of public transportation with one non-cash fare medium (FM), and (2) allowing passengers to use public transportation modes with an FM that they normally use for general purpose. The proposed multiple fare media include the use of smart cards, Europay, Mastercard, and Visa (EMV) cards, quick response (QR) codes, and near-field communication (NFC) through mobile phones.

Request to Pay

The Bangko Sentral ng Pilipinas (BSP) deployed various digital payment tools to carry out their initiatives under the Digital Payments Transformation Roadmap 2020-2023 (DPTR) with the goal of digitalizing at least half of the total retail payments volume and onboarding most of the Filipinos (roughly 70 percent) to the formal financial system, which is done through its partnership with Philippine Payments Management, Inc. (PPMI).

To further drive digital payments adoption towards the vision of a cash-lite society, one of the strategic initiatives that the BSP has been collaborating with the payments industry is an interoperable Request to Pay (RTP) facility. This facility would empower payees to initiate collections by simply sending a “request to pay” to the payer, rather than sending through an invoice.

RTP is a payment overlay service that provides secure messaging between a payee and a payer. Each payment request is automatically linked to a dialogue chain that allows the payer to either approve the request, and therefore authorize the payment to be made from their account, or decline the request, using the dialogue chain to explain the reason for said action.

“These initiatives support the BSP’s financial digitalization agenda, consistent with the overarching goal of inclusive economic growth”

-Deputy Governor Mamerto Tangonan

The RTP would allow businesses and consumers to have enhanced control over their outgoing payments and likewise improved visibility over their cash flow. This facility will also provide greater efficiency in carrying out person-to-business (P2B) and business-to-business (B2B) transactions, such as payments for goods, services, bills, and utilities



REQUEST TO PAY: A GROWING GLOBAL TREND IN PAYMENTS

As we progress further into the digital age, the rise of digital payments has been exponential. The introduction of various digital payment tools has revolutionized the way we conduct financial transactions. And one of which is the concept of Request to Pay, an innovative way of requesting and settling payments between a payee and the payer.

BSFIs are starting to integrate this concept as one of their services to cater to the evolving needs of users. The shift towards digital payments signifies a significant step towards a more interconnected financial ecosystem.

Four (4) Key Factors as to why Request to Pay has been pushed to the fore:

Flexibility Control Transparency Convenience



The First Use Case - Request to Pay (R2P) InstaPay Cash-in Service

On 15 December 2023, the BSP soft-launched the InstaPay Request to Pay (RTP) Cash-in Service. The RTP Cash-in Service enables users to fund their own accounts or e-wallets by sending a request for funds to the originating financial institution while using the digital platform of the receiving financial institution. This serves as the first ever use case of Request to Pay feature.

This initiative widened the network of cash-in services beyond the existing bilateral agreements of financial institutions, consequently increasing digital payments usage and bringing down the barriers to adoption. The full implementation of the RTP Cash-in Service is scheduled in the second half of 2024.

Direct Debit

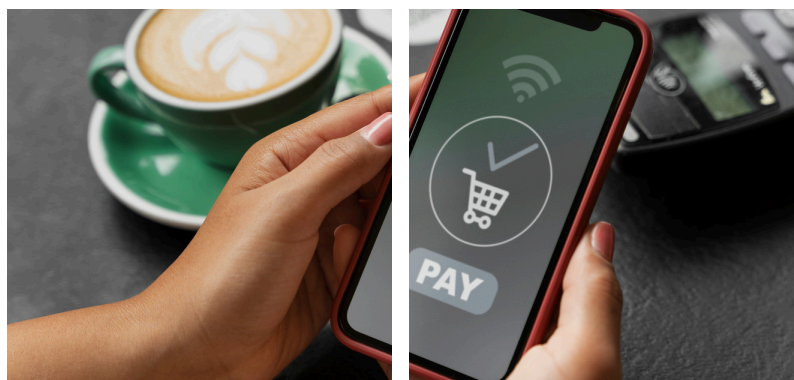
The **Direct Debit Facility** is an upcoming digital payment initiative by the Bangko Sentral. It is anticipated to receive wide acceptance in the Philippines because of its convenience to customers and the efficiency in collections of billers.

Direct debit is a payment service that allows customers to better manage their recurring payments such as monthly rentals, loan amortizations and insurance premiums by simply authorizing billers to pull funds from the account of the payors.

For the payees, having a direct debit arrangement can streamline collection efforts and improve liquidity management since the arrangement provides assurance that expected cash inflows are realized on time.

By using direct debit, recurring bills are paid on time and in full, avoiding the risk of incurring late fees or penalties. Unlike cash and check payments, direct debit offers a seamless and automated way to handle payment transactions. Customers do not have to worry about remembering to make payments, while businesses do not have to spend resources on chasing payments or processing checks, thus ensuring a steady stream of revenue and reducing administrative costs associated with manual payment processing.

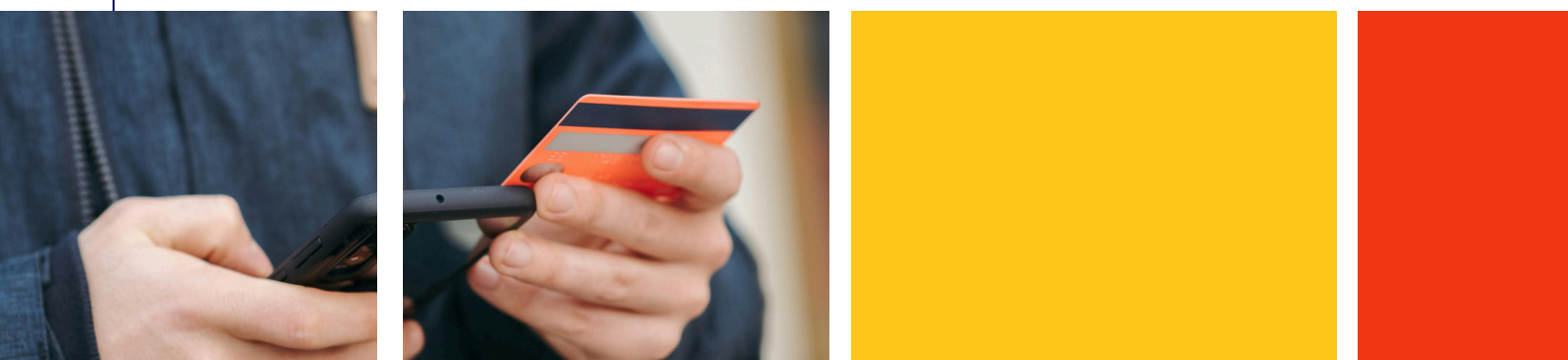
**Convenience
and
Efficiency**





Setting up direct debit in the Philippines typically requires a bank account, valid identification, and authorization from the account holder. To ensure the security of users, direct debit transactions are protected by encryption technology and strict verification processes.

Direct Debit Facility will be the country's first interoperable and multilateral "auto-debit" scheme. Payors will simply grant authorization for payees/billers to pull payments from their accounts with participating BSP-Supervised Institutions (BSIs). The authorization serves as "mandates" that will enable OFIs to automatically debit the payors' account and transfer payment funds to the biller's account with its RFI. Hence, the scheme will involve mandate management in addition to the usual clearing and settlement process.



Industries such as utilities, telecommunications and subscription services are expected to leverage direct debit as a payment option that brings convenience and flexibility to customers. Overall, direct debit could provide a more efficient and streamlined payment experience for all parties involved.

In the Philippines, technical working group discussions with prospective participants, as well as alignment of technical specifications and standards, are ongoing. The BSP, together with the payments industry, targets to pilot launch Direct Debit within 2024.

ADVANTAGES OF DIRECT DEBIT

The Direct Debit Facility is a convenient payment method that allows customers to authorize billers to pull funds from their accounts. It can be utilized for recurring payments such as utility bills, insurance premiums, mortgage or rent payments, and various subscriptions or memberships.

There are several benefits to using direct debit:

Convenience

Direct debit provides an efficient and hassle-free way to make regular payments as the process is automated and eliminates the need for manual processing in each transaction. Customers do not have to remember to make payments each month or worry about missing a due date. For businesses, direct debit ensures a steady stream of income and reduces the time and resources spent on pursuing late payments.



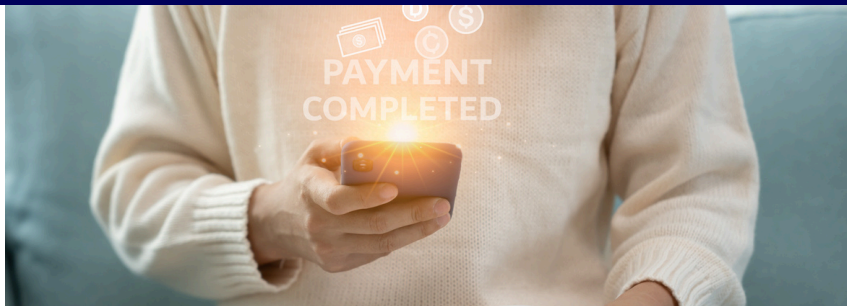
hassle-free and on-time payments

Timely Payments

Direct debit ensures that payments are made on time, minimizing the risk of late fees or missed deadlines for important financial obligations. Reduction in late payments and potential fees mean less stress for customers and helps businesses maintain a continuous cash flow. By setting up direct debit, customers can avoid the risk of incurring late payment fees or damaging their credit score. This also benefits businesses by decreasing the number of outstanding invoices and the need to follow up with customers for payment.

Cash Flow Management

Direct debit enables better cash flow management, as payments are deducted from the account on predetermined dates, allowing for easier budgeting and financial planning. Improved cash flow management for businesses allows businesses to have a clearer picture of their cash flow, as they can rely on consistent and timely payments from customers. This enables businesses to better plan for expenses, investments, and growth opportunities. With a steady stream of income coming in, businesses can more effectively manage their finances and avoid cash flow shortages. Ultimately, improved cash flow management leads to greater financial stability and success for businesses in the long run.



Reduced Administrative Work

Businesses and individuals also benefit from reduced administrative tasks related to bill payments, such as writing checks or initiating electronic transfers for recurring bills. It streamlines the payment process for recurring expenses, such as utility bills, subscriptions, loan repayments, and memberships.

Enhanced Security Features

In addition to the convenience and predictability of direct debit, many financial institutions also offer added security measures to protect customers' personal and financial information. With features such as encryption, fraud monitoring, and notification alerts, customers can have peace of mind knowing that their transactions are safe and secure. This added layer of security helps to build trust between businesses and their customers, fostering long-lasting relationships and repeat business.

Overall, direct debit offers the convenience of automated payments, helps with timely and efficient cash management, and simplifies payments responsibilities for both consumers and businesses.



Cross Border Payments

The BSP is prioritizing the development of interlinkages of fast payment systems among ASEAN member states. The linkages aim to facilitate transactions in the ASEAN region, which is experiencing increasing globalization of trade and investments and growing tourism and manpower mobility.

To ensure efficiency and flexibility, bilateral and multilateral approaches are pursued in parallel, wherein each approach has its advantages. The BSP is working with the payments industry, led by the Philippine Payments Management, Inc. (PPMI), to establish these linkages:

- The bilateral approach involves engaging select central banks one-on-one to develop a linkage between the Philippines' fast payment system, InstaPay, and a partner country's fast payment system. Coordination for bilateral payment linkage is ongoing between Malaysia and the Philippines.
- The multilateral approach focuses on collaboration with the ASEAN member states and ensuring the bilateral linkages that will be developed may be scaled to a model involving more than two countries. One of the solutions considered for the interlinkages of fast payment systems was the study by the Bank for International Settlements Innovation Hub (BISIH), called Nexus, a multilateral solution that links countries' real-time payment systems. This single connection allows a fast payment system to reach all other countries in the network.

The BSP officially joined Nexus Phase III on 23 March 2023. Phase III aims to prepare the participating ASEAN countries for the eventual implementation of a multilateral instant payments network. Though Phase 3 shall focus on interlinking IPSs between the ASEAN-5 countries, it shall also lay the foundation for learning how Nexus could potentially be scaled to other regions and jurisdictions. Further, BIS and the participating ASEAN countries will work towards the preparation of the scheme, governance framework, organizational structure, business model, technical standard, and technology requirements for a cross-border payments network. Phase 3 target completion date is by end of March 2024.



Connecting regions through Nexus

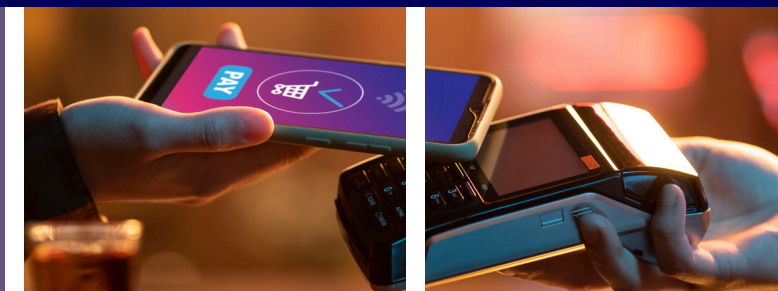
The development of a more efficient, interoperable and inclusive cross-border payment system can facilitate international transactions and increase the financial welfare of Filipinos, particularly overseas Filipino workers (OFWs) and their beneficiaries. Many businesses, such as small and medium enterprises, and businesses in the tourism, trade and e-commerce industries as well as firms receiving financial support from their affiliates abroad or from global institutional investors will also benefit from better cross-border payment services.

Given the progress of different initiatives on cross-border payments globally, central banks must work together to ensure their successful operations and develop appropriate regulatory, governance and oversight arrangements that ensures consumer protection and financial and payment system stability. **The aim is an enabling environment and fair and agile governance structures that are flexible enough to adapt to changing circumstances and allow for innovation.** For cross-border payments, this will require establishing international principles to guide all parties and collaboration among regulatory bodies to ensure consistency in the implementation of these guidelines or principles.

BSP SEES CROSS-BORDER PAYMENT CONNECTIVITY IN 2-3 YEARS

Cross-border payment connectivity may be implemented in two or three years in the Philippines as it seeks to keep up with its Association of Southeast Asian Nations (ASEAN) peers. The BSP is looking forward to working with other central banks in the region to ensure cross-border payment connectivity is implemented. The BSP's vision is to be one with ASEAN-5 to have cross-border payments. The implementation of cross-border payment connectivity will support and facilitate international trade, investment, and other economic activities. The cooperation will include a number of modalities, including QR code and fast payment.

Bank for International Settlements' (BIS) **Nexus Project**



The BSP and four other central banks in the region announced it will connect their domestic instant payment systems (IPS) through the Bank for International Settlements' (BIS) Nexus Project. The Nexus, a prototype developed by the BIS Innovation Hub (BISIH) Singapore Centre, connects payment system operators with the Eurosystem's TARGET Instant Payment Settlement (TIPS), Malaysia's Real-time Retail Payments Platform (RPP) and Singapore's Fast and Secure Transfers (FAST).

In November 2022, the BSP signed a Memorandum of Understanding (MoU) with other central banks in the ASEAN region to strengthen collaboration on payment connectivity. The MoU on Cooperation in Regional Payment Connectivity (RPC) was signed with the Bank Indonesia (BI), Bank Negara Malaysia (BNM), Monetary Authority of Singapore (MAS), and Bank of Thailand (BoT) on Nov. 14. The RPC is expected to contribute in accelerating economic recovery and promoting growth as it aims to foster a more inclusive financial ecosystem by enabling fast, seamless, and cheaper cross-border payments across the region.

Based on the MoU on Cooperation in RPC, the BI, BNM, BSP, MAS and the BoT will leverage experiences from Phase I and Phase II of the Nexus project to connect IPS and facilitate cross-border transactions for about 500 million people in the region.

Key Takeaways

1

The share of digital payments over total retail payments **increased to 52.8% surpassing the strategic objective** set under the BSP Digital Payments Transformation Roadmap (DPTR) 2020-2023, - translating 50.0% of retail payments into digital form.

2

The key contributors to the overall growth of digital payments were **P2B merchant payments , P2P account-to-account transfers, and B2B supplier payments.**

3

There was a **significant increase in the volume of account-to-account electronic fund transfers** , which could be attributed to the expanding access to transaction accounts and the increasing preference to use digital modes in making payments.

4

Continued efforts should be pursued to **sustain the momentum on digitalizing business payments** . Great strides have been accomplished for merchant payments which may indicate incremental **successes of digitalization initiatives implemented through various facets** .

5

Person-to-Business (P2B) and Business- to-Business (B2B) payments continue to be the use- cases that need to be prioritized considering their **significant share over the total retail payments volume.**

6

Government **disbursements are highly digitalized** , at 98.8%. However, **collections could be improved** , specifically collections from individuals which only stands at 23.1%

Acknowledgements

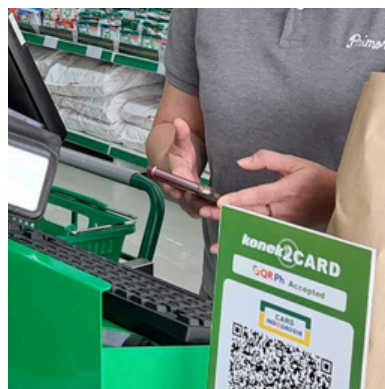
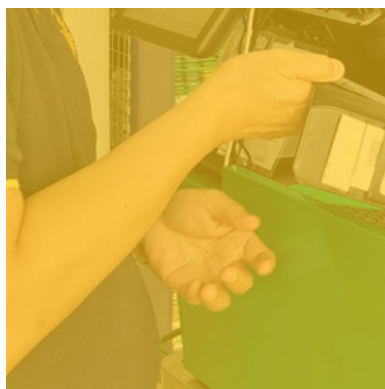
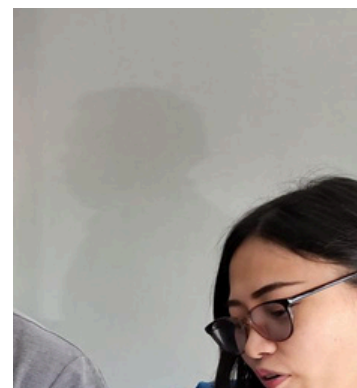
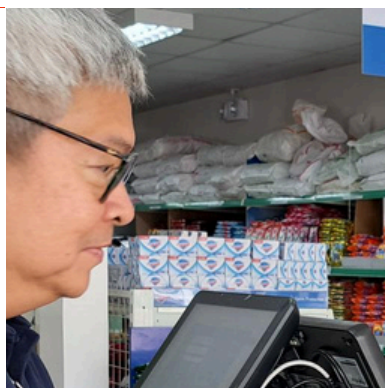
The unwavering commitment to driving digital payments transformation throughout the country is made possible through the steadfast leadership of **Governor Eli M. Remolona, Jr.**

We give special gratitude to **Deputy Governor Mamerto E. Tangonan, Senior Assistant Governor Edna C. Villa**, and **Managing Director Bella S. Santos**, for their thoughtful guidance and mentorship. We are also deeply grateful to the rest of the **BSP Payments Policy and Development Department (PPDD)** for their dedicated efforts and unremitting assistance.

The authors would also like to thank the **Better Than Cash Alliance (BTCA) and Dalberg**, a critical technical partner commissioned by the Alliance to develop the 2019 diagnostic model.

We thank **BSP-CORAO** for contributing pictures for this report

52.8%



E-Payments Measurement Report

The BSP measurement model (previously known as the BTCA model¹) measures the volume and value of digital payments by assessing the state of retail payments in the country made to and by three (3) general categories:



GOVERNMENT
(G2X)



BUSINESS
(B2X)



PERSONS
(P2X)

The regular tracking of e-payment levels allows the BSP to monitor the progress of issued policies, help identify long standing barriers to e-payments adoption and make informed decisions on the appropriate interventions to pursue with relevant stakeholders.

Methodology

To quantify the progress of the digital payments, the available datasets were analyzed to measure the share of digital payments across government institutions, businesses, and persons/individuals. The measurement activity may be broken down into three (3) core activities:

1. **Identifying the largest and most relevant payment use-cases** to arrive at an estimation of the total and digitalized retail payment transactions in the country;
2. **Running an estimation exercise for each use-case** to arrive at an overall understanding of the uptake of digital payments. This includes the use of quantitative data available from disaggregated sources as well as making critical assumptions to fill in the gaps;
3. **Knowing the why and how behind key estimations**, and providing a narrative on drivers and challenges, as well as opportunities for further improvement.

¹ Enhancements have been incorporated into the BSP measurement model based on the first measurement model developed with the assistance of Better Than Cash Alliance (BTCA).

Payment Grid with Focus Use-cases

The payment grid below, which is foundational to the BSP measurement model, consists of twenty-four (24) payments use-cases based on the different types of payments made among the three (3) general categories of the payer and payee.

		PAYEE		
		GOVERNMENT	BUSINESSES	PERSONS
PAYER	GOVERNMENT (1.3%)	-Transfers from center to LGUs -Social welfare contributions -Procurements for common use items 0.1%	-Procurement and supplier payments -Utilities 0.2%	-Social welfare contributions -Salaries and payroll 1.1%
	BUSINESSES (28.1%)	-National taxes and fees -State taxes and fees -Social welfare contributions 0.04%	-Supplier payments -Business lending -Interest payments 25.5%	-Social welfare contributions -Salaries and payroll -Consumer lending 2.5%
	PERSONS (70.6%)	-Tax collections -Government fees levied for services -Social welfare contributions 0.1%	-Merchant payments -Utility payments -Interest and loans 58.9%	-Remittances -P2P lending 11.7%

The matrix shows a 3x3 grid, representing nine (9) possible payment combinations between the government, businesses, and individual persons. The percentages indicated in the Payment Grid above represent the percentage share of the payments sub use-case to the total monthly payments transaction volume for 2023. This vital information allows us to identify which payments use-cases might yield the maximum impact in terms of identifying priorities for digitalization.

Data Tables

USE-CASE	Monthly Volume of transactions		
	TOTAL (millions)	DIGITAL (millions)	% OF TOTAL
Total Volume of payments in the Philippines	4,966.0	2,619.8	52.8%
Government to X (G2X)	65.7	64.9	98.8%
Government-to-Government (G2G)	4.5	4.5	99.6%
Transfer from center to LGUs	0.0	0.0	100.0%
Social welfare contributions	0.02	0.01	50.0%
Procurements for common use items	4.5	4.5	100.0%
Government-to-Business (G2B)	8.7	8.7	100.0%
Procurements and supplier payments	8.4	8.4	100.0%
Utility payments	0.3	0.3	100.0%
Government-to-People (G2P)	52.5	51.7	98.5%
Salaries and payroll	17.8	17.8	100.0%
Welfare payments and conditional cash transfers	34.7	33.9	97.7%
Business to X (G2X)	1,393.6	276.6	19.9%
Business-to-Government (B2G)	2.2	0.8	37.3%
National taxes and fees	0.5	0.3	64.2%
State taxes and fees	1.2	0.1	6.8%
Social welfare contributions	0.5	0.4	80.0%
Business-to-Business (B2B)	1,265.5	168.0	13.3%
Supplier payments	1,257.5	160.0	12.7%
Business lending	1.2	1.2	100.0%
Interest payments	6.8	6.8	100.0%
Business-to-People (B2P)	125.9	107.8	85.6%
Salaries and payroll	54.4	47.3	87.0%
Consumer lending	38.9	38.6	99.2%
Social welfare contributions	32.6	21.9	67.0%
People to X (P2X)	3,506.7	2,278.3	65.0%
People-to-Government (P2G)	3.7	0.9	23.1%
Tax collections	1.0	0.3	28.0%
Government fees levied for services	1.2	0.1	5.1%
Social welfare contributions	1.6	0.5	34.0%
People-to-Business (P2B)	2,923.0	1,771.3	60.6%
Merchant Payments	2,820.5	1,701.2	60.3%
Utility Payments	92.3	60.0	65.0%
Interest and loans	10.1	10.1	100.0%
People-to-People (P2P)	580.0	506.1	87.3%
Remittances	577.7	505.3	87.5%
P2P lending	2.4	0.8	34.3%

Data Tables

USE-CASE	Monthly Value of transactions		
	TOTAL USD (millions)	DIGITAL USD (millions)	% OF TOTAL
Total Value of payments in the Philippines	199,808.9	110,543.8	55.3%
Government to X (G2X)	8,743.6	8,543.0	97.7%
Government-to-Government (G2G)	2,115.9	2,098.2	99.2%
Transfer from center to LGUs	1,230.2	1,230.2	100.0%
Social welfare contributions	52.4	34.7	66.3%
Procurements for common use items	833.3	833.3	100.0%
Government-to-Business (G2B)	1,613.0	1,613.0	100.0%
Procurements and supplier payments	1,566.2	1,566.2	100.0%
Utility payments	46.8	46.8	100.0%
Government-to-People (G2P)	5,014.7	4,831.8	96.4%
Salaries and payroll	2,113.5	2,113.5	100.0%
Welfare payments and conditional cash transfers	2,901.3	2,718.3	93.7%
Business to X (G2X)	104,597.3	37,043.2	35.4%
Business-to-Government (B2G)	5,008.0	4,641.4	92.7%
National taxes and fees	4,350.3	4,125.5	94.8%
State taxes and fees	126.3	8.8	7.0%
Social welfare contributions	531.4	507.1	95.4%
Business-to-Business (B2B)	88,572.8	22,513.9	25.4%
Supplier payments	85,991.9	19,932.9	23.2%
Business lending	1,216.6	1,216.6	100.0%
Interest payments	1,364.4	1,364.4	100.0%
Business-to-People (B2P)	11,016.5	9,888.0	89.8%
Salaries and payroll	7,232.0	6,291.8	87.0%
Consumer lending	3,326.2	3,289.1	98.9%
Social welfare contributions	458.3	307.1	67.0%
People to X (P2X)	86,468.1	64,957.6	75.1%
People-to-Government (P2G)	410.9	77.4	18.8%
Tax collections	226.6	47.5	21.0%
Government fees levied for services	107.8	5.4	5.0%
Social welfare contributions	76.5	24.5	32.0%
People-to-Business (P2B)	32,972.1	23,666.5	71.8%
Merchant Payments	27,706.9	20,483.1	73.9%
Utility Payments	3,889.4	1,807.5	46.5%
Interest and loans	1,375.8	1,375.8	100.0%
People-to-People (P2P)	53,085.1	41,213.7	77.6%
Remittances	52,808.6	41,119.2	77.9%
P2P lending	276.5	94.6	34.2%

Sources of Data

USE-CASE	SUB USE-CASE	DATA SOURCE
Government-to-Government (G2G)	Transfer from center to LGUs	DBM - Local Budget Memorandum, BTr - Report on volume and value of payments
	Social welfare contributions	PAG-IBIG - Report on volume and value of payments, Philhealth - Report on volume and value of payments
	Procurements for common use items	DBM - Local Budget Memorandum, PCHC - PCHC PESONet Daily Monitoring
Government-to-Business (G2B)	Procurements and supplier payments	DBM - Report on volume and value of payments, Stake holders interview, PCHC - PCHC PESONet Daily Monitoring
	Utility Payments	DBM - Report on volume and value of payments, Stake holders interview, PCHC - PCHC PESONet Daily Monitoring
Government-to-People (G2P)	Salaries and Payroll	PSA - Annual Labor and Employment Status, DBM - Report on volume and value of payments, Stake holders interview
	Welfare payments and conditional cash transfers	PSA - LabStat Updates, SSS - SSS Facts and figures, GSIS - Report on volume and value of payments, DSWD - Monthly Report on Pantawid Pamilya Implementation, PAG-IBIG - Report on volume and value of payments, Philhealth - Stats and Charts
Business-to-Government (B2G)	National taxes and fees	BIR - Report on volume and value of payments, BTr - NG Cash Operations, PCHC - PAS 5 Volume/Value
	State taxes and fees	BLGF - Report on volume and value of payments
	Social welfare Contributions	PAG-IBIG - Report on volume and value of payments, Philhealth - Report on volume and value of payments
Business-to-Business (B2B)	Supplier Payments	PSA - Gross Value Added, Annual Survey of Philippine Business and Industry, Stakeholders interview, PCHC - Average CICS Processing Stats, Survey - 2020 ADB MSME Survey
	Business Lending	BSP Report DSA - Loans Outstanding for Production and Consumer Loans, Stakeholders interview
	Interest Payments	BSP Report DSA - Loans Outstanding for Production and Consumer Loans, Stakeholders interview, Income Statement Philippine Banking System

Sources of Data

USE-CASE	SUB USE-CASE	DATA SOURCE
Business-to-People (B2P)	Salaries and Payroll	PSA - Daily wages by class of worker, Survey - 2021 WB Global Index
	Consumer Lending	BSP Report DSA - Loans Outstanding for Production and Consumer Loans, BSP CCBAR, BSP Survey - BSP Financial Inclusion Survey, Stakeholders interview
	Social welfare Contributions	SSS - SSS Facts and Figures, Report on volume and value of payments
Person-to-Government (P2G)	Tax collections	BIR - Report on volume and value of payments
	Government fees levied for services	BLGF - Report on volume and value of payments
	Social welfare Contributions	SSS - SSS Facts and Figures, Stakeholders interview
Person-to-Business (P2B)	Merchant Payments	Euromonitor - Consumer Finance Report, BancNet - Bancnet Summary of Cards data, Instapay Daily Surveillance Report, TRB - Report on volume and value of payments, PSA - Household Final Consumption Expenditure (HFCE)
	Utility Payments	PSA - National Accounts, Euromonitor - Consumer Finance Report, BSP-TRISD - EMI Report, Survey - 2023 VISA Consumer Payment Attitude Study (CPA)
	Interest and loans	BSP-DSA - Loans Outstanding for Production and Consumer Loans, Stakeholders interview
Person-to-Person (P2P)	Remittances	BSP TRISD - EMI Report, PCHC - PESONet Report, Survey - 2021 WB Global Index, Stakeholders interview
	P2P Lending	BSP-FIO - BSP Financial Inclusion Survey

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Cross-border Payments

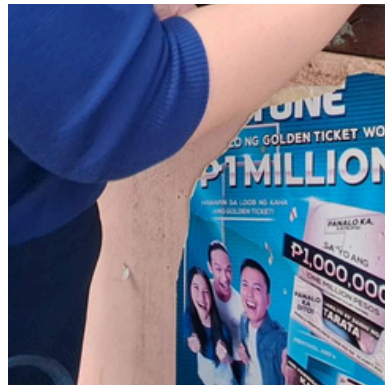
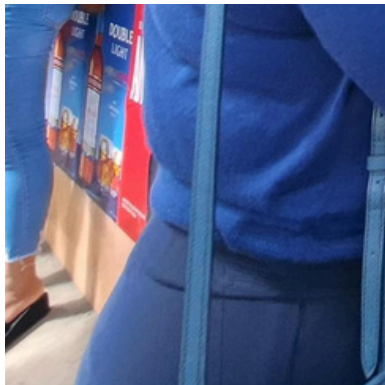
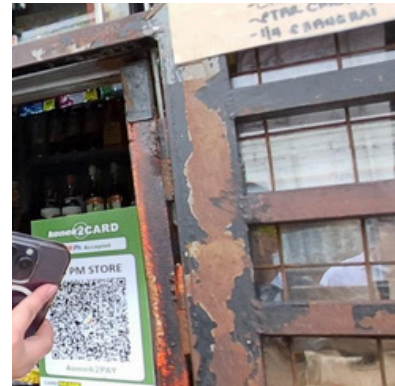
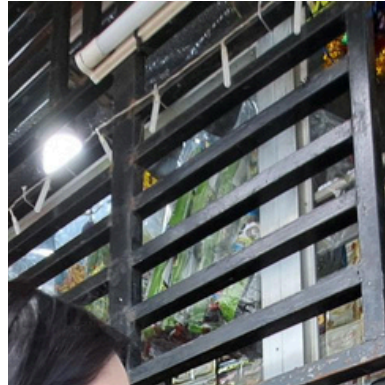
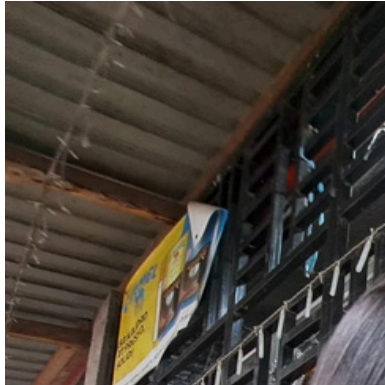
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