Networks, Processors, and Issuers Payments Surveys (NPIPS)

Survey Period:
Calendar Year 2024

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The Federal Reserve Payments Study

General-Purpose Credit Card
Network Payment Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers general-purpose credit card network transactions for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of active and total cards (including both physical and virtual cards) carrying your organization's network brand that are issued and outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

>> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). Please enter quarterly data for items highlighted in **orange** in the **Quarterly Data Entry** tab. If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

3. Option button selection. Click on the button with the option you would like to choose.
   (In the example to the right, Option 1 is the default selection.)

Example

Example | Override

Example
- ● Option 1
- ○ Option 2

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Examples
Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
Item should be reportable if all related items (Q2, Q2.b) are reported.

Example
This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey

Submitted via Intralinks:
Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

General-Purpose Credit Card Network Payment Survey

Instructions

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Annual Data Entry

Please report data on general-purpose credit card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only credit or charge cards and transactions carrying your organization's network brand
* All domestic and cross-border transactions associated with US-domiciled credit card accounts
* Physical or virtual credit or charge cards

Do not include:
* Original credit transactions (OCTs) or push payment credits
* Transactions processed by your organization but carrying another organization's network brand
* Debit card, prepaid card, or private-label (closed loop) transactions
* Non-network transactions (i.e., convenience checks or balance transfers)
* Transactions originated from foreign accounts (except for questions 12 and 21)

> *Please leave no item blank.*
> ** Enter "0" if an item is zero*
> ** Enter "NR" if an item is nonzero*
>   *but cannot be reported*

Quarterly data are also requested for items shaded orange and should be entered in the separate sheet provided.

Definitions for selected terms can be found in the Glossary tab.

Calendar year 2024 general-purpose credit card transactions

1	**Total transactions**		
		Number	
		Value ($)	
		Avg. Value ($)	NR

1.a	**Denials (authorization declined)**		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of total transaction (Number)	NR

2	**Total authorized transactions = 1 - 1.a**		
		Number	NR
		Value ($)	NR
		Avg. Value ($)	NR

2.a	**Pre-authorization only (authorized but not settled)**		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of total authorized transactions (Number)	NR

3	**Net, authorized & settled transactions = 2 - 2.a**		
		Number	NR
		Value ($)	NR
		Avg. Value ($)	NR

3.a	**Cash advances**		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

3.b	**Adjustments and returns = 3.b.1 + 3.b.2**		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

3.b.1	**Chargebacks (issuer initiated)**		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of adjustments and returns (Number)	NR

3.b.2	**Other adjustments and returns (acquirer initiated)**		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of adjustments and returns (Number)	NR

4	**Net, purchase transactions = 3 - 3.a - 3.b**		
		Number	NR
		Value ($)	NR
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

Annual Data Entry

5
Among the different subtotals of payment transactions listed above, which would you prefer to use to report more detailed allocations of payment transactions below? If possible, please use *3. Net, authorized & settled transactions* (the default selection).

Preferred basis for reporting payment transactions

- ○ 2. Total authorized transactions
- ● 3. Net, authorized & settled transactions
- ○ 4. Net, purchase transactions

Transactions by channel

6 **Net, authorized & settled transactions = 6.a + 6.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

6.a **In-person transactions**
Transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

6.b **Remote transactions (card user not at merchant location) = 6.b.1 + 6.b.2 + 6.b.3 + 6.b.4**
Transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include card-not-present transactions. Also include any remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

6.b.1 **Mail-order/telephone-order transactions (MOTO)**
Remote purchase transactions for which the merchant receives an order through the mail or over the telephone. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

6.b.2 **Internet purchase transactions (E-commerce)**
Purchase transactions for goods and services from a merchant website or mobile app (i.e., M-commerce). May involve varying levels of authentication including the keyed entry of a card number, use of "card on file" information, or redirection to a payment service. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

6.b.3 **Bill pay: recurring/subscription/installment transactions**
Payments of bills or invoices, often on a prearranged basis and may include "card on file", based on an ongoing customer relationship. Also include payments made on a monthly or installment basis. Examples include utility bill payments and multiple payments for a single purchase.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

6.b.4 **Other remote transactions**
Transactions that do not belong or do not have identifiers to assign into the remote transaction categories provided above.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

Please describe any significant transaction types included in the "Other remote transactions" category above:

In-person transactions by authentication method

7 **In-person transactions (repeat item 6.a) = 7.a + 7.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a **Transactions with chip-authentication = 7.a.1 + 7.a.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

7.a.1 **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

7.a.2 **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

Annual Data Entry

7.b	Transactions without chip-authentication = 7.b.1 + 7.b.2		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of in-person transactions (Number)	NR

7.b.1	Transactions with a PIN		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of in-person transactions without chip-authentication (Number)	NR

7.b.2	Transactions without a PIN		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of in-person transactions without chip-authentication (Number)	NR

8	In-person transactions with chip-authentication (repeat item 7.a) = 8.a + 8.b		
		Number	NR
		Value ($)	NR
		Avg. Value ($)	NR

8.a	Contact transactions (chip card inserted or "dipped")		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of in-person transactions with chip-authentication (Number)	NR

8.b	Contactless transactions (chip card or mobile device RFID, "tap" or "wave")		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of in-person transactions with chip-authentication (Number)	NR

Transactions by merchant or payee location

9	Net, authorized & settled transactions (repeat item 6) = 9.a + 9.b		
		Number	NR
		Value ($)	NR
		Avg. Value ($)	NR

9.a	Domestic transactions with US cards (merchants/payees within the US)		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

9.b	Cross-border transactions with US cards (merchants/payees outside the US) = 9.b.1 + 9.b.2		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

9.b.1	In-person transactions		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of cross-border transactions with US cards (Number)	NR

9.b.2	Remote transactions		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of cross-border transactions with US cards (Number)	NR

Transactions by card user account type

10	Net, authorized & settled transactions (repeat item 6) = 10.a + 10.b		
		Number	NR
		Value ($)	NR
		Avg. Value ($)	NR

10.a	Transactions from consumer accounts		
	Transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

10.b	Transactions from business/government (commercial) accounts		
	Transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

Annual Data Entry

Transactions value distribution

11   Net, authorized & settled transactions (repeat item 6)
= 11.a + 11.b + 11.c + 11.d + 11.e + 11.f + 11.g + 11.h + 11.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR

11.a   Transactions with less than $5.00 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.b   Transactions with $5.00 to $9.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.c   Transactions with $10.00 to $14.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.d   Transactions with $15.00 to $24.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.e   Transactions with $25.00 to $49.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.f   Transactions with $50.00 to $99.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.g   Transactions with $100.00 to $499.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.h   Transactions with $500.00 to $999.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.i   Transactions with $1000.00 or greater in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

Transactions with non-US Cards

12   Total transactions with non-US cards
(merchants/payees within the US and not included in item 6)

Number	
Value ($)	
Avg. Value ($)	NR

Third-party fraudulent transactions

Preferred basis for reporting third-party fraudulent transactions

13   Some organizations may track third-party fraudulent transactions differently than payment transactions. On which basis would you prefer to report third-party fraudulent transactions below? If possible, please use *3. Net, authorized & settled transactions* (the default selection).

- ○ 2. Total authorized transactions
- ● 3. Net, authorized & settled transactions
- ○ 4. Net, purchase transactions

14   **Third-party fraudulent transactions (based on 3. Net, authorized & settled transactions) = 14.a + 14.b + 14.c + 14.d + 14.e + 14.f**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

14.a   Lost or stolen card

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

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14.b	Card issued but not received		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of third-party fraudulent transactions (Number)	NR

14.c	Fraudulent application (account issued to someone using a fake identity)		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of third-party fraudulent transactions (Number)	NR

14.d	Counterfeit card (card-present/stolen card data)		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of third-party fraudulent transactions (Number)	NR

14.e	Fraudulent use of account number (card-not-present/stolen card data)		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of third-party fraudulent transactions (Number)	NR

14.f	Other (including account takeover)		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		% of third-party fraudulent transactions (Number)	NR

Third-party fraudulent transactions by channel

15	Third-party fraudulent transactions (repeat item 14) = 15.a + 15.b		
		Number	NR
		Value ($)	NR
		Avg. Value ($)	NR
		Fraud rate (Number)	NR
		Fraud rate (Value)	NR

15.a   In-person transactions

Fraudulent transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include fraudulent card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include fraudulent remote transactions classified as card-present solely because of the level of authentication.

	Number	
	Value ($)	
	Avg. Value ($)	NR
	In-person transactions fraud rate (Number)	NR
	In-person transactions fraud rate (Value)	NR

15.b   Remote transactions (card user not at merchant location)
= 15.b.1 + 15.b.2 + 15.b.3 + 15.b.4

Fraudulent transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include fraudulent card-not-present transactions. Also include any fraudulent remote transactions classified as card-present solely because of the level of authentication.

	Number	
	Value ($)	
	Avg. Value ($)	NR
	Remote transactions fraud rate (Number)	NR
	Remote transactions fraud rate (Value)	NR

15.b.1   Mail-order/telephone-order transactions (MOTO)

Remote purchase transactions for which the merchant receives an order through the mail or over the telephone. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

	Number	
	Value ($)	
	Avg. Value ($)	NR
	Mail-order/telephone-order transactions fraud rate (Number)	NR
	Mail-order/telephone-order transactions fraud rate (Value)	NR

15.b.2   Internet purchase transactions (E-commerce)

Purchase transactions for goods and services from a merchant website or mobile app (i.e., M-commerce). May involve varying levels of authentication including the keyed entry of a card number, use of "card on file" information, or redirection to a payment service. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

	Number	
	Value ($)	
	Avg. Value ($)	NR
	Internet purchase transactions fraud rate (Number)	NR
	Internet purchase transactions fraud rate (Value)	NR

15.b.3   Bill pay: recurring/subscription/installment transactions

Payments of bills or invoices, often on a prearranged basis and may include "card on file", based on an ongoing customer relationship. Also include payments made on a monthly or installment basis. Examples include utility bill payments and multiple payments for a single purchase.

	Number	
	Value ($)	
	Avg. Value ($)	NR
	Bill pay fraud rate (Number)	NR
	Bill pay fraud rate (Value)	NR

15.b.4   Other remote transactions

Transactions that do not belong or do not have identifiers to assign into the remote transaction categories provided above.

	Number	
	Value ($)	
	Avg. Value ($)	NR
	Other remote transactions fraud rate (Number)	NR
	Other remote transactions fraud rate (Value)	NR

Please describe any significant transaction types included in the "Other remote transactions" category above:

Annual Data Entry

Third-party fraudulent in-person transactions by authentication method

16	Third-party fraudulent in-person transactions (repeat item 15.a) = 16.a + 16.b	Number	NR
		Value ($)	NR
		Avg. Value ($)	NR
		In-person transactions fraud rate (Number)	NR
		In-person transactions fraud rate (Value)	NR

16.a	Transactions with chip-authentication = 16.a.1 + 16.a.2	Number	
		Value ($)	
		Avg. Value ($)	NR
		In-person transactions with chip-authentication fraud rate (Number)	NR
		In-person transactions with chip-authentication fraud rate (Value)	NR

16.a.1	Transactions with a PIN	Number	
		Value ($)	
		Avg. Value ($)	NR
		In-person transactions with chip-authentication and a PIN fraud rate (Number)	NR
		In-person transactions with chip-authentication and a PIN fraud rate (Value)	NR

16.a.2	Transactions without a PIN	Number	
		Value ($)	
		Avg. Value ($)	NR
		In-person transactions with chip-authentication but without a PIN fraud rate (Number)	NR
		In-person transactions with chip-authentication but without a PIN fraud rate (Value)	NR

16.b	Transactions without chip-authentication = 16.b.1 + 16.b.2	Number	
		Value ($)	
		Avg. Value ($)	NR
		In-person transactions without chip-authentication fraud rate (Number)	NR
		In-person transactions without chip-authentication fraud rate (Value)	NR

16.b.1	Transactions with a PIN	Number	
		Value ($)	
		Avg. Value ($)	NR
		In-person transactions without chip-authentication but with a PIN fraud rate (Number)	NR
		In-person transactions without chip-authentication but with a PIN fraud rate (Value)	NR

16.b.2	Transactions without a PIN	Number	
		Value ($)	
		Avg. Value ($)	NR
		In-person transactions without chip-authentication or a PIN fraud rate (Number)	NR
		In-person transactions without chip-authentication or a PIN fraud rate (Value)	NR

17	Third-party fraudulent in-person transactions with chip-authentication (repeat item 16.a) = 17.a + 17.b	Number	NR
		Value ($)	NR
		Avg. Value ($)	NR
		In-person transactions with chip-authentication fraud rate (Number)	NR
		In-person transactions with chip-authentication fraud rate (Value)	NR

17.a	Contact transactions (chip card inserted or "dipped")	Number	
		Value ($)	
		Avg. Value ($)	NR
		Contact in-person transactions with chip-authentication fraud rate (Number)	NR
		Contact in-person transactions with chip-authentication fraud rate (Value)	NR

17.b	Contactless transactions (chip card or mobile device RFID, "tap" or "wave")	Number	
		Value ($)	
		Avg. Value ($)	NR
		Contactless in-person transactions with chip-authentication fraud rate (Number)	NR
		Contactless in-person transactions with chip-authentication fraud rate (Value)	NR

General-Purpose Credit Card Network Payment Survey	2024 Data
Annual Data Entry	

Third-party fraudulent transactions by merchant or payee location

18   **Third-party fraudulent transactions (repeat item 14) = 18.a + 18.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

18.a   **Domestic transactions with US cards (merchants/payees within the US)**

Number	
Value ($)	
Avg. Value ($)	NR
Domestic transactions with US cards fraud rate (Number)	NR
Domestic transactions with US cards fraud rate (Value)	NR

18.b   **Cross-border transactions with US cards (merchants/payees outside the US) = 18.b.1 + 18.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
Cross-border transactions with US cards fraud rate (Number)	NR
Cross-border transactions with US cards fraud rate (Value)	NR

18.b.1   **In-person transactions**

Number	
Value ($)	
Avg. Value ($)	NR
In-person cross-border transactions with US cards fraud rate (Number)	NR
In-person cross-border transactions with US cards fraud rate (Value)	NR

18.b.2   **Remote transactions**

Number	
Value ($)	
Avg. Value ($)	NR
Remote cross-border transactions with US cards fraud rate (Number)	NR
Remote cross-border transactions with US cards fraud rate (Value)	NR

Third-party fraudulent transactions by card user account type

19   **Third-party fraudulent transactions (repeat item 14) = 19.a + 19.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

19.a   **Transactions from consumer accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from consumer accounts fraud rate (Number)	NR
Transactions from consumer accounts fraud rate (Value)	NR

19.b   **Transactions from business/government (commercial) accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from business/government accounts fraud rate (Number)	NR
Transactions from business/government accounts fraud rate (Value)	NR

Third-party fraudulent transactions value distribution

20   **Third-party fraudulent transactions (repeat item 14)**
= 20.a + 20.b + 20.c + 20.d + 20.e + 20.f + 20.g + 20.h + 20.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

20.a   **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with less than $5.00 in total value fraud rate (Number)	NR
Transactions with less than $5.00 in total value fraud rate (Value)	NR

Annual Data Entry

20.b   **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Number)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Value)	NR

20.c   **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Number)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Value)	NR

20.d   **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Number)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Value)	NR

20.e   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Number)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Value)	NR

20.f   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Number)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Value)	NR

20.g   **Transactions with $100.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Number)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Value)	NR

20.h   **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Number)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Value)	NR

20.i   **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $1000.00 or greater in total value fraud rate (Number)	NR
Transactions with $1000.00 or greater in total value fraud rate (Value)	NR

Third-party fraudulent transactions with non-US cards

21   **Third-party fraudulent transactions with non-US cards (merchants/payees within the US and not included in item 14)**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with non-US cards fraud rate (Number)	NR
Transactions with non-US cards fraud rate (Value)	NR

Annual Data Entry

Virtual cards

22   **Please indicate if your organization issued or processed transactions for virtual general-purpose credit or charge cards during calendar year 2024.**
A virtual card is a digital representation of a general-purpose credit or charge card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards** .

- ○ Yes
- ○ No
- ○ Don't know

Number of cards outstanding

23   **Number of active and total general-purpose credit or charge cards outstanding as of December 31, 2024 = 23.a + 23.b**

Active cards	
Total cards	
Active to total general-purpose credit or charge cards outstanding ratio	NR

23.a   **Virtual cards (digital cards with no associated physical card)**

Active cards	
Total cards	
Active to total virtual general-purpose credit or charge cards outstanding ratio	NR
% of active general-purpose credit or charge cards outstanding	NR
% of total general-purpose credit or charge cards outstanding	NR

23.b   **Physical cards**

Active cards	
Total cards	
Active to total physical general-purpose credit or charge cards outstanding ratio	NR
% of active general-purpose credit or charge cards outstanding	NR
% of total general-purpose credit or charge cards outstanding	NR

24   **Number of active and total general-purpose credit or charge cards outstanding as of December 31, 2024 (repeat item 23) = 24.a + 24.b**

Active cards	NR
Total cards	NR
Active to total general-purpose credit or charge cards outstanding ratio	NR

24.a   **Cards for consumer accounts**

Active cards	
Total cards	
Active to total general-purpose credit or charge cards outstanding for consumer accounts ratio	NR
% of active general-purpose credit or charge cards outstanding	NR
% of total general-purpose credit or charge cards outstanding	NR

24.b   **Cards for business/government (commercial) accounts**

Active cards	
Total cards	
Active to total general-purpose credit or charge cards otstanding for business/government accounts ratio	NR
% of active general-purpose credit or charge cards outstanding	NR
% of total general-purpose credit or charge cards outstanding	NR

Comments:

Quarterly Data Entry

Please provide quarterly allocations of your calendar year response to questions 6, 6.a, 6.b, 8, 8.a, and 8.b, repeated below.

Calendar year 2024 general-purpose credit card transactions by channel

6	**Net, authorized & settled transactions (repeat item 6 in Annual Data Entry)**		
	= 6.a + 6.b	Number	NR
		Value ($)	NR
	Quarterly should sum to annual: 6 = 6 (Q1) + 6 (Q2) + 6 (Q3) + 6 (Q4)	Avg. Value ($)	NR

6 (Q1)	**Quarter 1 (Jan-Mar)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

6 (Q2)	**Quarter 2 (Apr-Jun)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

6 (Q3)	**Quarter 3 (Jul-Sep)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

6 (Q4)	**Quarter 4 (Oct-Dec)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

6.a	**In-person transactions (repeat item 6.a in Annual Data Entry)**	Number	NR
		Value ($)	NR
	Quarterly should sum to annual: 6.a = 6.a (Q1) + 6.a (Q2) + 6.a (Q3) + 6.a (Q4)	Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

6.a (Q1)	**Quarter 1 (Jan-Mar)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

6.a (Q2)	**Quarter 2 (Apr-Jun)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

6.a (Q3)	**Quarter 3 (Jul-Sep)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

6.a (Q4)	**Quarter 4 (Oct-Dec)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

6.b	**Remote transactions (card user not at merchant location)**	Number	NR
	(repeat item 6.b in Annual Data Entry)	Value ($)	NR
	Quarterly should sum to annual: 6.b = 6.b (Q1) + 6.b (Q2) + 6.b (Q3) + 6.b (Q4)	Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

6.b (Q1)	**Quarter 1 (Jan-Mar)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual remote transactions (Number)	NR

6.b (Q2)	**Quarter 2 (Apr-Jun)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual remote transactions (Number)	NR

6.b (Q3)	**Quarter 3 (Jul-Sep)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual remote transactions (Number)	NR

6.b (Q4)	**Quarter 4 (Oct-Dec)**	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of annual remote transactions (Number)	NR

Return to Annual Data Entry

Quarterly Data Entry

8   **In-person transactions with chip-authentication**
(repeat item 8 in Annual Data Entry) = 8.a + 8.b
Quarterly should sum to annual: 8 = 8 (Q1) + 8 (Q2) + 8 (Q3) + 8 (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR

8 (Q1)   **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8 (Q2)   **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8 (Q3)   **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8 (Q4)   **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8.a   **Contact transactions (chip card inserted or "dipped")**
(repeat item 8.a in Annual Data Entry)
Quarterly should sum to annual: 8.a = 8.a (Q1) + 8.a (Q2) + 8.a (Q3) + 8.a (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8.a (Q1)   **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

8.a (Q2)   **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

8.a (Q3)   **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

8.a (Q4)   **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

8.b   **Contactless transactions (chip card or mobile device RFID, "tap" or "wave")**
(repeat item 8.b in Annual Data Entry)
Quarterly should sum to annual: 8.b = 8.b (Q1) + 8.b (Q2) + 8.b (Q3) + 8.b (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8.b (Q1)   **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

8.b (Q2)   **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

General-Purpose Credit Card Network Payment Survey	2024 Data
Quarterly Data Entry	

8.b (Q3)   **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

8.b (Q4)   **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
	Virtual cards: A virtual card is a digital representation of a general-purpose credit or charge card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards**.
1a	**Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.
2a	**Pre-authorization only:** Transactions that are approved but not settled (e.g., the initial amount which a rental agency, hotel, or fuel dispenser operator receives authorization, but final payment and amount transfer is never made).
3	**Net, authorized & settled transactions:** Transactions initiated by the acquirer that are completed with the final payment amount transferred from the acquirer to the issuer. Such transactions include those that are subsequently reversed through a chargeback, or other adjustment or return.
3a	**Cash advances:** Transactions involving the provision of cash to the card user **via an ATM or over the counter** with the use of a credit or charge card, typically authenticated by entering a personal identification number (PIN). (Unlike debit or prepaid card cash-back transactions, cash advances are not combined with a purchase.)
3b.1	**Chargebacks:** Transactions initiated by the issuer that reverse a transaction, in whole or in part, and transfer value from the acquirer to the issuer (e.g., customer disputes, fraud, processing errors, authorization issues, or non-fulfillment of copy requests). A chargeback provides the issuer with a way to return a disputed transaction, typically on behalf of the cardholder.
3b.2	**Other adjustments and returns:** Transactions initiated by the acquirer that reverse a transaction, in whole or in part, and transfer value from the acquirer to the issuer (e.g., customer return of goods, complaints, merchant-identified fraud, duplicate transaction entry).
4	**Net, purchase transactions:** Transactions that have been authorized and settled. Exclude denials, transactions that are pre-authorization only, cash advances, chargebacks, and other adjustments and returns.
7a	**Transactions with chip-authentication:** In-person transactions for which the account information is taken from a computer microchip embedded in a card or mobile device that securely stores data to be read via contact or contactless/NFC communications with a merchant payment device or terminal. Include EMV and all other types of chip transactions with a card or mobile device. Report only in-person transactions.
7a.1 & 7b.1	**Transactions with a PIN:** In-person transactions for which a card user enters their Personal Identification Number (PIN) to authenticate the card purchase.
7a.2 & 7b.2	**Transactions without a PIN:** In-person transactions for which a card user does not enter a Personal Identification Number (PIN) to authenticate the card purchase.

<u>Glossary</u>

Item	Definition
7b	**Transactions without chip-authentication:** In-person transactions for which the account information is not taken from a computer microchip. Typically the information is taken from a magstripe on a card, and may occasionally be manually keyed at the register. Report only in-person transactions.
8a	**Contact transactions (chip card inserted or "dipped"):** Transactions are initiated by inserting a card with an embedded EMV microchip into a merchant's chip-enabled terminal. The terminal makes contact with the inserted chip for authentication.
8b	**Contactless transactions (chip card or mobile device RFID, "tap" or "wave"):** Transactions are initiated by tapping a card or a mobile device with an embedded microchip at a merchant's chip-enabled terminal. Contactless transactions typically use Radio Frequency Identification (RFID) and/or a specialized subset of Near-field Communications (NFC) standards to make the connection to the chip for authentication. May include some contactless EMV transactions.
11	**Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.
14a	**Lost or stolen card:** Fraudulent transactions via a card reported as lost or stolen.
14b	**Card issued but not received:** Fraudulent transactions reported to be via an intercepted new or replacement card in transit that was activated by someone other than the cardholder.
14c	**Fraudulent application:** Fraudulent transactions reported to be via a new card that was issued to someone other than the cardholder using falsified information or a stolen identity.
14d	**Counterfeit card:** Fraudulent in-person transactions via an altered or cloned card.
14e	**Fraudulent use of account number:** Fraudulent transactions using account number and other card and cardholder details, typically remotely.
14f	**Other (including account takeover):** All other fraudulent transactions not included in the above categories. In particular, "other" covers account takeover, a form of identity theft whereby an unauthorized party gains access to and use of an existing card account.
23	**Total cards:** All issued, activated, and unexpired general-purpose credit or charge cards (linked to US-domiciled accounts).
23	**Active cards:** General-purpose credit or charge cards outstanding with a minimum level of purchase activity according to your organization's definition.
23b	**Physical cards:** A physical general-purpose credit or charge card with a magstripe and/or chip that is issued to the customer for making purchases in person.

The Federal Reserve
Payments Study

Private-Label Credit Card
Merchant Issuer Payment Survey

Survey Period:
Calendar Year 2024

Networks, Processors, and Issuers Payments Surveys (NPIPS)

Private-Label Credit Card Merchant Issuer Payment Survey
Instructions

About this survey

This survey, part of the NPIPS, covers private-label credit card transactions that your organization processed in-house for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of active and total cards (including both physical and virtual cards) that are issued by your organization and outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

> ## >> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

   Example

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

   Example   Override
   NR

3. Option button selection. Click on the button with the option you would like to choose.
   (In the example to the right, Option 1 is the default selection.)

   Example

   ● Option 1

   ○ Option 2

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Examples

   Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
   Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
   Item should be reportable if all related items (Q2, Q2.b) are reported.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

   Example

   This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey

Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

Private-Label Credit Card Merchant Issuer Payment Survey

<u>Instructions</u>

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Private-Label Credit Card Merchant Issuer Payment Survey	2024 Data

Annual Data Entry

Please report data on private-label credit card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only private-label credit cards and transactions that your organization processed in-house
* Transactions on a closed loop point-of-sale system for use at your retail stores or online establishments
* All domestic and cross-border transactions associated with US-domiciled credit card accounts
* Both consumer and business/government card transactions
* Physical or virtual credit or charge cards

Do not include:
* Transactions processed over a general-purpose card network (i.e., Visa, MC, Amex, Discover) even if the card is cobranded with your organization
* Transactions for which your organization was only the receivables owner but not the transaction processor
* Transactions originated from foreign accounts

Note: We are surveying both in-house and outsourced private-label credit card issuers/processors. This survey covers private-label credit cards issued by merchants and processed in house. To ensure that we do not double-count your organization's volume, please tell us if your organization outsourced processing or receivables ownership (questions 1 and 2 below).

Definitions for selected terms can be found in the Glossary tab.

> *Please leave no item blank.*
> ** Enter "0" if an item is zero*
> ** Enter "NR" if an item is nonzero but cannot be reported*

Calendar year 2024 private-label credit card transaction processing

1   **Transaction processing:**
Please indicate if your organization outsourced some or all of its private-label credit card transaction processing to a third party.

- ○ 100% in-house
- ○ Partially outsourced
- ○ Fully outsourced

1.a   If **fully or partially outsourced**, please indicate the name of the processor:

1.b   If your organization outsourced its private-label credit card transaction processing for only part of 2024, please indicate the period of time in 2024 that your organization **did not** outsource:

From (2024) mm/dd:
To (2024) mm/dd:

Calendar year 2024 private-label credit card receivables ownership

2   **Receivables ownership:**
Please indicate if your organization outsourced some or all of its private-label credit card receivables ownership to a third party (i.e., outstandings were owned by a different organization).

- ○ 100% in-house
- ○ Partially outsourced
- ○ Fully outsourced

2.a   If **fully or partially outsourced**, please indicate the name of the processor:

Calendar year 2024 private-label credit card transactions

3   **Total transactions**

Number	
Value ($)	
Avg. Value ($)	NR

3.a   **Denials (authorization declined)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4   **Total authorized transactions = 3 - 3.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

4.a   **Pre-authorization only (authorized but not completed or posted)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total authorized transactions (Number)	NR

Annual Data Entry

5   **Completed transactions (posted to card accounts) = 4 - 4.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

5.a   **Cash advances**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

5.b   **Adjustments and returns**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

6   **Net, purchase transactions = 5 - 5.a - 5.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% completed transactions (Number)	NR

Transactions by channel

7   **Completed transactions (repeat item 5) = 7.a + 7.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a   **In-person transactions = 7.a.1 + 7.a.2 + 7.a.3**
Transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

7.a.1   **Transactions initiated using a merchant-issued card or token**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

7.a.2   **Transactions initiated using an app on a mobile device = 7.a.2.1 + 7.a.2.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

7.a.2.1   **Transactions initiated using a barcode or QR code**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions initiated using an app on a mobile device (Number)	NR

7.a.2.2   **Other transactions using an app on a mobile device**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions initiated using an app on a mobile device (Number)	NR

7.a.3   **Other (including instant credit or lookup of account number)**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

7.b   **Remote transactions (card user not at merchant location) = 7.b.1 + 7.b.2**
Transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include card-not-present transactions. Also include any remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

7.b.1   **Buy online (order and payment)/pick up in store, curbside, or locker**

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

7.b.2   **Other remote transactions (no store pickup)**

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

	Private-Label Credit Card Merchant Issuer Payment Survey	**2024 Data**

Annual Data Entry

Transactions by card user account type

8   **Completed transactions (repeat item 5) = 8.a + 8.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

8.a   **Transactions from consumer accounts**
Transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.b   **Transactions from business/government (commercial) accounts**
Transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

Transactions value distribution

9   **Completed transactions (repeat item 5)**
= 9.a + 9.b + 9.c + 9.d + 9.e + 9.f + 9.g + 9.h + 9.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR

9.a   **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

9.b   **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

9.c   **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

9.d   **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

9.e   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

9.f   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

9.g   **Transactions with $100.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

9.h   **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

9.i   **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

Annual Data Entry

Third-party fraudulent transactions

10 **Third-party fraudulent transactions = 10.a + 10.b + 10.c + 10.d + 10.e + 10.f**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

10.a **Lost or stolen card**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

10.b **Card issued but not received**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

10.c **Fraudulent application (account issued to someone using a fake identity)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

10.d **Counterfeit card (card-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

10.e **Fraudulent use of account number (card-not-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

10.f **Other (including account takeover)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

Third-party fraudulent transactions by channel

11 **Third-party fraudulent transactions (repeat item 10) = 11.a + 11.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

11.a **In-person transactions = 11.a.1 + 11.a.2 + 11.a.3**
Fraudulent transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include fraudulent card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include fraudulent remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions fraud rate (Number)	NR
In-person transactions fraud rate (Value)	NR

11.a.1 **Transactions initiated using a merchant-issued card or token**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions initiated using a merchant-issued card or tokens fraud rate (Number)	NR
In-person transactions initiated using a merchant-issued card or tokens fraud rate (Value)	NR

11.a.2 **Transactions intiated using an app on a mobile device = 11.a.2.1 + 11.a.2.2**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions initiated using an app on a mobile device fraud rate (Number)	NR
In-person transactions initiated using an app on a mobile device fraud rate (Value)	NR

Annual Data Entry

11.a.2.1   **Transactions initiated using a barcode or QR code**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions initiated using a barcode or QR code fraud rate (Number)	NR
In-person transactions initiated using a barcode or QR code fraud rate (Value)	NR

11.a.2.2   **Other transactions using an app on a mobile device**

Number	
Value ($)	
Avg. Value ($)	NR
Other in-person transactions using an app on a mobile device fraud rate (Number)	NR
Other in-person transactions using an app on a mobile device fraud rate (Value)	NR

11.a.3   **Other (including instant credit or lookup of account number)**

Number	
Value ($)	
Avg. Value ($)	NR
Other in-person transactions fraud rate (Number)	NR
Other in-person transactions fraud rate (Value)	NR

11.b   **Remote transactions (card user not at merchant location) = 11.b.1 + 11.b.2**
Fraudulent transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include fraudulent card-not-present transactions. Also include any fraudulent remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
Remote transactions fraud rate (Number)	NR
Remote transactions fraud rate (Value)	NR

11.b.1   **Buy online (order and payment)/pick up in store, curbside, or locker**

Number	
Value ($)	
Avg. Value ($)	NR
Buy online/pick up in store, curbside, or locker transactions fraud rate (Number)	NR
Buy online/pick up in store, curbside, or locker transactions fraud rate (Value)	NR

11.b.2   **Other remote transactions (no store pickup)**

Number	
Value ($)	
Avg. Value ($)	NR
Other remote transactions fraud rate (Number)	NR
Other remote transactions fraud rate (Value)	NR

Third-party fraudulent transactions by card user account type

12   **Third-party fraudulent transactions (repeat item 10) = 12.a + 12.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

12.a   **Transactions from consumer accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from consumer accounts fraud rate (Number)	NR
Transactions from consumer accounts fraud rate (Value)	NR

12.b   **Transactions from business/government (commercial) accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from business/government accounts fraud rate (Number)	NR
Transactions from business/government accounts fraud rate (Value)	NR

Annual Data Entry

Third-party fraudulent transactions value distribution

13   **Third-party fraudulent transactions value distribution**
= 13.a + 13.b + 13.c + 13.d + 13.e + 13.f + 13.g + 13.h + 13.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

13.a   **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with less than $5.00 in total value fraud rate (Number)	NR
Transactions with less than $5.00 in total value fraud rate (Value)	NR

13.b   **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Number)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Value)	NR

13.c   **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Number)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Value)	NR

13.d   **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Number)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Value)	NR

13.e   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Number)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Value)	NR

13.f   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Number)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Value)	NR

13.g   **Transactions with $100.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Number)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Value)	NR

13.h   **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Number)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Value)	NR

13.i   **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $1000.00 or greater in total value fraud rate (Number)	NR
Transactions with $1000.00 or greater in total value fraud rate (Value)	NR

Private-Label Credit Card Merchant Issuer Payment Survey	2024 Data
Annual Data Entry	

Virtual cards

14   **Please indicate if your organization issued or processed transactions for virtual private-label credit or charge cards during calendar year 2024.**
A virtual card is a digital representation of a private-label credit or charge card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards.**

○ Yes
○ No
○ Don't know

Number of cards outstanding

15   **Number of active and total private-label credit or charge cards outstanding as of December 31, 2024 = 15.a + 15.b**

Active cards	
Total cards	
Active to total private-label credit or charge cards outstanding ratio	NR

15.a   **Virtual cards (digital cards with no associated physical card)**

Active cards	
Total cards	
Active to total virtual private-label credit or charge cards outstanding ratio	NR
% of active private-label credit or charge cards outstanding	NR
% of total private-label credit or charge cards outstanding	NR

15.b   **Physical cards**

Active cards	
Total cards	
Active to total physical private-label credit or charge cards outstanding ratio	NR
% of active private-label credit or charge cards outstanding	NR
% of total private-label credit or charge cards outstanding	NR

16   **Number of active and total private-label credit or charge cards outstanding as of December 31, 2024 (repeat item 15) = 16.a + 16.b**

Active cards	NR
Total cards	NR
Active to total private-label credit or charge cards outstanding ratio	NR

16.a   **Cards for consumer accounts**

Active cards	
Total cards	
Active to total private-label credit or charge cards outstanding for consumer accounts ratio	NR
% of active private-label credit or charge cards outstanding	NR
% of total private-label credit or charge cards outstanding	NR

16.b   **Cards for business/government (commercial) accounts**

Active cards	
Total cards	
Active to total private-label credit or charge cards outstanding for business/government accounts ratio	NR
% of active private-label credit or charge cards outstanding	NR
% of total private-label credit or charge cards outstanding	NR

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
	Virtual cards: A virtual card is a digital representation of a private-label credit or charge card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards**.
3a	**Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.
4a	**Pre-authorization only:** Transactions that are temporarily authorized but not completed or posted, or the portion of authorized amounts that are not included in a final posting.
5	**Completed transactions:** Purchase or cash advance transactions that are completed and posted to the private-label card account for payment. Such transactions include those that are subsequently reversed in an adjustment or return requested by the merchant or cardholder, defined below.
5a	**Cash advances:** Transactions involving the provision of cash to the card user via an ATM or over the counter with the use of a credit or charge card, typically authenticated by entering a personal identification number (PIN). (Unlike debit or prepaid card cash-back transactions, cash advances are not combined with a purchase.)
5b	**Adjustments and returns:** Completed and posted transactions that are subsequently reversed, in whole or in part, and that transfer value back to the card account (e.g., customer return of goods, complaints, disputed charges, fraud, duplicate transaction entry).
6	**Net, purchase transactions:** Completed purchase transactions that have not been reversed. Exclude denials, transactions that are pre-authorization only, cash advances, and adjustments and returns defined above.
9	**Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.
10a	**Lost or stolen card:** Fraudulent transactions via a card reported as lost or stolen.
10b	**Card issued but not received:** Fraudulent transactions reported to be via an intercepted new or replacement card in transit that was activated by someone other than the cardholder.
10c	**Fraudulent application:** Fraudulent transactions reported to be via a new card that was issued to someone other than the cardholder using falsified information or a stolen identity.
10d	**Counterfeit card:** Fraudulent in-person transactions via an altered or cloned card.
10e	**Fraudulent use of account number:** Fraudulent transactions using account number and other card and cardholder details, typically remotely.

Glossary

Item	Definition
10f	**Other (including account takeover):** All other fraudulent transactions not included the above categories. In particular, "other" covers account takeover, a form of identity theft whereby an unauthorized party gains access to and use of an existing card account.
15	**Total cards:** All issued, activated, and unexpired private-label credit or charge cards (linked to US-domiciled accounts).
15	**Active cards:** Private-label credit or charge cards outstanding with a minimum level of purchase activity according to your organization's definition.
15b	**Physical cards:** A physical private-label credit or charge card with a magstripe and/or chip that is issued to the customer for making purchases in person.

The Federal Reserve
Payments Study

Private-Label Credit Card
Processor Payment Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers private-label credit card transactions that your organization processed in-house for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of active and total cards (including both physical and virtual cards) that are issued and/or processed by your organization and outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

>> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

   Example

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

   Example   Override

   NR

3. Option button selection. Click on the button with the option you would like to choose.
   (In the example to the right, Option 1 is the default selection.)

   Example

   ● Option 1

   ○ Option 2

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

   Examples

   Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
   Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
   Item should be reportable if all related items (Q2, Q2.b) are reported.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

   Example

   This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey

Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

Private-Label Credit Card Processor Payment Survey

<u>Instructions</u>

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Private-Label Credit Card Processor Payment Survey	2024 Data

Annual Data Entry

Please report data on private-lable credit card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only private-label credit cards and transactions that your organization issued and/or processed in-house on behalf of merchant customers
* Transactions on a closed loop point-of-sale system
* All domestic and cross-border transactions associated with US-domiciled credit card accounts
* Physical or virtual credit or charge cards

Do not include:
* General-purpose (i.e., network-branded Visa, MC, Amex, Discover) credit, debit, or prepaid card transactions
* Transactions for which your organization was only the receivables owner but not the transaction processor
* Transactions originated from foreign accounts

Definitions for selected terms can be found in the Glossary tab.

> *Please leave no item blank.*
> ** Enter "0" if an item is zero*
> ** Enter "NR" if an item is nonzero but cannot be reported*

Calendar year 2024 private-label credit card transaction processing

1   **Transaction processing:**
Please describe your organization's private-label credit card transaction processing services (choose one):

- ○ Only owned receivables
- ○ Processed transactions

1.a   If **Only owned receivable**s is chosen, please indicate the name of the processor:
If your organization does not process private-label credit card transactions, this survey is complete. Thank you for your participation.

Calendar year 2024 private-label credit card transactions

2   **Total transactions**

Number	
Value ($)	
Avg. Value ($)	NR

2.a   **Denials (authorization declined)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3   **Total authorized transactions = 2 - 2.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a   **Pre-authorization only (authorized but not completed or posted)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total authorized transactions (Number)	NR

4   **Completed transactions (posted to card accounts) = 3 - 3.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

4.a   **Cash advances**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

4.b   **Adjustments and returns**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

5   **Net, purchase transactions = 4 - 4.a - 4.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

Annual Data Entry

Transactions by channel

6   **Completed transactions (repeat item 4) = 6.a + 6.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

6.a   **In-person transactions = 6.a.1 + 6.a.2 + 6.a.3**
Transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

6.a.1   **Transactions initiated using a merchant-issued card or token**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

6.a.2   **Transactions initiated using an app on a mobile device = 6.a.2.1 + 6.a.2.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

6.a.2.1   **Transactions initiated using a barcode or QR code**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions using app or mobile device (Number)	NR

6.a.2.2   **Transactions initiated using an app on a mobile device**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions using app or mobile device (Number)	NR

6.a.3   **Other (including instant credit or lookup of account number)**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

6.b   **Remote transactions (card user not at merchant location) = 6.b.1 + 6.b.2**
Transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include card-not-present transactions. Also include any remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

6.b.1   **Buy online (order and payment)/pick up in store, curbside, or locker**

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

6.b.2   **Other remote transactions (no store pickup)**

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

Transactions by card user accoutn type

7   **Completed transactions (repeat item 4) = 7.a + 7.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a   **Transactions from consumer accounts**
Transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

7.b   **Transactions from business/government (commercial) accounts**
Transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

Transactions value distribution

8   **Completed transactions (repeat item 4)**
= 8.a + 8.b + 8.c + 8.d + 8.e + 8.f + 8.g + 8.h + 8.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR

8.a   **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.b   **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.c   **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.d   **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.e   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.f   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.g   **Transactions with $100.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.h   **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

8.i   **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

Third-party fraudulent transactions

9   **Third-party fraudulent transactions = 9.a + 9.b + 9.c + 9.d + 9.e + 9.f**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

9.a   **Lost or stolen card**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.b   **Card issued but not received**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.c   **Fraudulent application (account issued to someone using a fake identity)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.d   **Counterfeit card (card-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

Annual Data Entry

9.e   **Fraudulent use of account number (card-not-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.f   **Other (including account takeover)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

Third-party fraudulent transactions by channel

10   **Third-party fraudulent transactions (repeat item 9) = 10.a + 10.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

10.a   **In-person transactions = 10.a.1 + 10.a.2 + 10.a.3**
Fraudulent transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include fraudulent card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include fraudulent remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions fraud rate (Number)	NR
In-person transactions fraud rate (Value)	NR

10.a.1   **Transactions initiated using a merchant-issued card or token**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions initiated using a merchant-issued card or tokens fraud rate (Number)	NR
In-person transactions initiated using a merchant-issued card or tokens fraud rate (Value)	NR

10.a.2   **Transactions initiated using an app on a mobile device = 10.a.2.1 + 10.a.2.2**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions initiated using an app on a mibile device fraud rate (Number)	NR
In-person transactions initiated using an app on a mibile device fraud rate (Value)	NR

10.a.2.1   **Transactions initiated using a barcode or QR code**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions initiated using a barcode or QR code fraud rate (Number)	NR
In-person transactions initiated using a barcode or QR code fraud rate (Value)	NR

10.a.2.2   **Other transactions using an app on a mobile device**

Number	
Value ($)	
Avg. Value ($)	NR
Other in-person transactions using an app on a mobile device fraud rate (Number)	NR
Other in-person transactions using an app on a mobile device fraud rate (Value)	NR

10.a.3   **Other (including instant credit or lookup of account number)**

Number	
Value ($)	
Avg. Value ($)	NR
Other in-person transactions fraud rate (Number)	NR
Other in-person transactions fraud rate (Value)	NR

10.b   **Remote transactions (card user not at merchant location) = 10.b.1 + 10.b.2**
Fraudulent transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include fraudulent card-not-present transactions. Also include any fraudulent remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
Remote transactions fraud rate (Number)	NR
Remote transactions fraud rate (Value)	NR

10.b.1   **Buy online (order and payment)/pick up in store, curbside, or locker**

Number	
Value ($)	
Avg. Value ($)	NR
Buy online/pick up in store, curbside, or locker transactions fraud rate (Number)	NR
Buy online/pick up in store, curbside, or locker transactions fraud rate (Value)	NR

10.b.2   **Other remote transactions (no store pickup)**

Number	
Value ($)	
Avg. Value ($)	NR
Other remote transactions fraud rate (Number)	NR
Other remote transactions fraud rate (Value)	NR

Annual Data Entry

Third-party fraudulent transactions by card user account type

11   **Third-party fraudulent transactions (repeat item 10) = 11.a + 11.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

11.a   **Transactions from consumer accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from consumer accounts fraud rate (Number)	NR
Transactions from consumer accounts fraud rate (Value)	NR

11.b   **Transactions from business/government (commercial) accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from business/government accounts fraud rate (Number)	NR
Transactions from business/government accounts fraud rate (Value)	NR

Third-party fraudulent transactions value distribution

12   **Third-party fraudulent transactions value distribution**
= 12.a + 12.b + 12.c + 12.d + 12.e + 12.f + 12.g + 12.h + 12.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

12.a   **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with less than $5.00 in total value fraud rate (Number)	NR
Transactions with less than $5.00 in total value fraud rate (Value)	NR

12.b   **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Number)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Value)	NR

12.c   **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Number)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Value)	NR

12.d   **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Number)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Value)	NR

12.e   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Number)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Value)	NR

12.f   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Number)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Value)	NR

Annual Data Entry

12.g **Transactions with $100.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Number)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Value)	NR

12.h **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Number)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Value)	NR

12.i **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $1000.00 or greater in total value fraud rate (Number)	NR
Transactions with $1000.00 or greater in total value fraud rate (Value)	NR

Virtual cards

13 **Please indicate if your organization issued or processed transactions for virtual private-label credit or charge cards during calendar year 2024.**
A virtual card is a digital representation of a private-label credit or charge card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards.**

- ○ Yes
- ○ No
- ○ Don't know

Number of cards outstanding

14 **Number of active and total private-label credit or charge cards outstanding as of December 31, 2024 = 14.a + 14.b**

Active cards	
Total cards	
Active to total private-label credit or charge cards outstanding ratio	NR

14.a **Virtual cards (digital cards with no associated physical card)**

Active cards	
Total cards	
Active to total virtual private-label credit or charge cards outstanding ratio	NR
% of active private-label credit or charge cards outstanding	NR
% of total private-label credit or charge cards outstanding	NR

14.b **Physical cards**

Active cards	
Total cards	
Active to total physical private-label credit or charge cards outstanding ratio	NR
% of active private-label credit or charge cards outstanding	NR
% of total private-label credit or charge cards outstanding	NR

15 **Number of active and total private-label credit or charge cards outstanding as of December 31, 2024 (repeat item 14) = 15.a + 15.b**

Active cards	NR
Total cards	NR
Active to total private-label credit or charge cards outstanding ratio	NR

15.a **Cards for consumer accounts**

Active cards	
Total cards	
Active to total private-label credit or charge cards outstanding for consumer accounts ratio	NR
% of active private-label credit or charge cards outstanding	NR
% of total private-label credit or charge cards outstanding	NR

15.b **Cards for business/government (commercial) accounts**

Active cards	
Total cards	
Active to total private-label credit or charge cards outstanding for business/government accounts ratio	NR
% of active private-label credit or charge cards	NR
% of total private-label credit or charge cards	NR

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
	Virtual cards: A virtual card is a digital representation of a private-label credit or charge card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards**.
2a	**Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.
3a	**Pre-authorization only:** Transactions that are temporarily authorized but not completed or posted, or the portion of authorized amounts that are not included in a final posting.
4	**Completed transactions:** Purchase or cash advance transactions that are completed and posted to the private-label card account for payment. Such transactions include those that are subsequently reversed in an adjustment or return requested by the merchant or cardholder, defined below.
4a	**Cash advances:** Transactions involving the provision of cash to the card user via an ATM or over the counter with the use of a credit or charge card, typically authenticated by entering a personal identification number (PIN). (Unlike debit or prepaid card cash-back transactions, cash advances are not combined with a purchase.)
4b	**Adjustments and returns:** Completed and posted transactions that are subsequently reversed, in whole or in part, and that transfer value back to the card account (e.g., customer return of goods, complaints, disputed charges, fraud, duplicate transaction entry).
5	**Net, purchase transactions:** Completed purchase transactions that have not been reversed. Exclude denials, transactions that are pre-authorization only, cash advances, and adjustments and returns defined above.
8	**Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.
9a	**Lost or stolen card:** Fraudulent transactions via a card reported as lost or stolen.
9b	**Card issued but not received:** Fraudulent transactions reported to be via an intercepted new or replacement card in transit that was activated by someone other than the cardholder.
9c	**Fraudulent application:** Fraudulent transactions reported to be via a new card that was issued to someone other than the cardholder using falsified information or a stolen identity.
9d	**Counterfeit card:** Fraudulent in-person transactions via an altered or cloned card.
9e	**Fraudulent use of account number:** Fraudulent transactions using account number and other card and cardholder details, typically remotely.

Glossary

Item	Definition
9f	**Other (including account takeover):** All other fraudulent transactions not included the above categories. In particular, "other" covers account takeover, a form of identity theft whereby an unauthorized party gains access to and use of an existing card account.
14	**Total cards:** All issued, activated, and unexpired private-label credit or charge cards (linked to US-domiciled accounts).
14	**Active cards:** Private-label credit or charge cards outstanding with a minimum level of purchase activity according to your organization's definition.
14b	**Physical cards:** A physical private-label credit or charge card with a magstripe and/or chip that is issued to the customer for making purchases in person.

The Federal Reserve

Payments Study

General-Purpose Debit Card
Network Payment Survey

Survey Period:
Calendar Year 2024

Networks, Processors, and Issuers Payments Surveys (NPIPS)
General-Purpose Debit Card Network Payment Survey
<u>Instructions</u>

About this survey

This survey, part of the NPIPS, covers general-purpose debit card network transactions for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of active and total cards (including both physical and virtual cards) carrying your organization's network brand that are issued and outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

>> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). Please enter quarterly data for items highlighted in **orange** in the **Quarterly Data Entry** tab. If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

3. Option button selection. Click on the button with the option you would like to choose.
   (In the example to the right, Option 1 is the default selection.)

4. All-that-apply check box selection. Click on all the boxes with the options you would like to choose.
   (In the example to the right, Option 1 and Option 3 are selected.)

Example

Example — Override — NR

Example
- ● Option 1
- ○ Option 2

- ☑ Option 1
- ☐ Option 2
- ☑ Option 3

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Examples
Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
Item should be reportable if all related items (Q2, Q2.b) are reported.

Example
This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

General-Purpose Debit Card Network Payment Survey

__Instructions__

Submitting the completed survey

Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

General-Purpose Debit Card Network Payment Survey

2024 Data

Annual Data Entry

Please report data on general-purpose debit card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only debit cards and transactions carrying your organization's network brand
* All domestic and cross-border transactions associated with US-domiciled transaction deposit accounts
* Physical or virtual debit cards

Do not include:
* Original credit transactions (OCTs) or push payment credits
* Transactions processed by your organization but carrying another organization's network brand
* Credit card or private-label (closed loop) transactions
* Non-network transactions
* Electronic benefits transfer (EBT) card transactions
* ATM transactions
* Transactions originated from foreign accounts (except for questions 13 and 23)

Please leave no item blank.
* Enter "0" if an item is zero
* Enter "NR" if an item is nonzero but cannot be reported

Quarterly data are also requested for items shaded orange and should be entered in the separate sheet provided.

Definitions for selected terms can be found in the Glossary tab.

Calendar year 2024 general-purpose debit card transactions

1 Please indicate what data are reported in your response to this survey. Your organization may offer both non-prepaid and prepaid debit card authorization and settlement services. If possible, please only report non-prepaid debit card network transactions in this survey (the default selection).

○ Non-prepaid debit only
○ Both non-prepaid and prepaid debit

2 **Total transactions**
Do not include electronic benefits transfer (EBT) card or ATM transactions.

Number	
Value ($)	
Avg. Value ($)	NR

2.a **Denials (authorization declined)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3 **Total authorized transactions = 2 - 2.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a **Pre-authorization only (authorized but not settled)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total authorized transactions (Number)	NR

4 **Net, authorized & settled transactions = 3 - 3.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

4.a **Cash-back at the point of sale**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

4.b **Adjustments and returns = 4.b.1 + 4.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

4.b.1 **Chargebacks (issuer initiated)**

Number	
Value ($)	
Avg. Value ($)	NR
% of adjustments and returns (Number)	NR

4.b.2 **Other adjustments and returns (acquirer initiated)**

Number	
Value ($)	
Avg. Value ($)	NR
% of adjustments and returns (Number)	NR

5 **Net, purchase transactions**
= 4 - 4.b for Number, = 4 - 4.a - 4.b for Value
A point-of-sale (POS) purchase transaction with cash back is counted as one transaction. Do not subtract the number of cash-back transactions. Only subtract the dollar value amount of the cash-back transactions.

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of net, authorized & setteled transactions (Number)	NR

Annual Data Entry

	Preferred basis for reporting payment transactions

6 Among the different subtotals of payment transactions listed above, which would you prefer to use to report more detailed allocations of payment transactions below? If possible, please use *4. Net, authorized & settled transactions* (the default selection).

- ○ 3. Total authorized transactions
- ● 4. Net, authorized & settled transactions
- ○ 5. Net, purchase transactions

Transactions by channel

7 **Net, authorized & settled transactions = 7.a + 7.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a **In-person transactions**
Transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

7.b **Remote transactions (card user not at merchant location) = 7.b.1 + 7.b.2 + 7.b.3 + 7.b.4**
Transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include card-not-present transactions. Also include any remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

7.b.1 **Mail-order/telephone-order transactions (MOTO)**
Remote purchase transactions for which the merchant receives an order through the mail or over the telephone. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

7.b.2 **Internet purchase transactions (E-commerce)**
Purchase transactions for goods and services from a merchant website or mobile app (i.e., M-commerce). May involve varying levels of authentication including the keyed entry of a card number, use of "card on file" information, or redirection to a payment service. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

7.b.3 **Bill pay: recurring/subscription/installment transactions**
Payments of bills or invoices, often on a prearranged basis and may include "card on file", based on an ongoing customer relationship. Also include payments made on a monthly or installment basis. Examples include utility bill payments and multiple payments for a single purchase.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

7.b.4 **Other remote transactions**
Transactions that do not belong or do not have identifiers to assign into the remote transaction categories provided above.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

Please describe any significant transaction types included in the "Other remote transactions" category above:

In-person transactions by authentication method

8 **In-person transactions (repeat item 7.a) = 8.a + 8.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

8.a **Transactions with chip-authentication = 8.a.1 + 8.a.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

8.a.1 **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

8.a.2 **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

Annual Data Entry

8.b   **Transactions without chip-authentication = 8.b.1 + 8.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

8.b.1   **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions without chip-authentication (Number)	NR

8.b.2   **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions without chip-authentication (Number)	NR

9   **In-person transactions with chip-authentication (repeat item 8.a) = 9.a + 9.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

9.a   **Contact transactions (chip card inserted or "dipped")**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

9.b   **Contactless transactions (chip card or mobile device RFID, "tap" or "wave")**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

Transactions by merchant or payee location

10   **Net, authorized & settled transactions (repeat item 7) = 10.a + 10.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

10.a   **Domestic transactions with US cards (merchants/payees within the US)**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

10.b   **Cross-border transactions with US cards (merchants/payees outside the US) = 10.b.1 + 10.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

10.b.1   **In-person transactions**

Number	
Value ($)	
Avg. Value ($)	NR
% of cross-border transactions with US cards (Number)	NR

10.b.2   **Remote transactions**

Number	
Value ($)	
Avg. Value ($)	NR
% of cross-border transactions with US cards (Number)	NR

Transactions by card user account type

11   **Net, authorized & settled transactions (repeat item 7) = 11.a + 11.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

11.a   **Transactions from consumer accounts**
Transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.b   **Transactions from business/government (commercial) accounts**
Transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

Annual Data Entry

Transactions value distribution

12	Net, authorized & settled transactions (repeat item 7) = 12.a + 12.b + 12.c + 12.d + 12.e + 12.f + 12.g + 12.h + 12.i	Number	NR
		Value ($)	NR
		Avg. Value ($)	NR

12.a	Transactions with less than $5.00 in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

12.b	Transactions with $5.00 to $9.99 in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

12.c	Transactions with $10.00 to $14.99 in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

12.d	Transactions with $15.00 to $24.99 in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

12.e	Transactions with $25.00 to $49.99 in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

12.f	Transactions with $50.00 to $99.99 in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

12.g	Transactions with $100.00 to $499.99 in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

12.h	Transactions with $500.00 to $999.99 in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

12.i	Transactions with $1000.00 or greater in total value	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of net, authorized & settled transactions (Number)	NR

Transactions with non-US Cards

13	Total transactions with non-US cards (merchants/payees within the US and not included in item 7)	Number	
		Value ($)	
		Avg. Value ($)	NR

Third-party fraudulent transactions

14 Please indicate if your network would be able to provide third-party fraud data.
If **Yes** (the default selection), please skip question 14.a below.

- O Yes
- O No

14.a If **No**, please select all that apply.

- ☐ Do not track fraud
- ☐ Not enough resources
- ☐ Data sensitivity
- ☐ Other, please specify below

Preferred basis for reporting third-party fraudulent transactions

15 Some organizations may track third-party fraudulent transactions differently than payment transactions. On which basis would you prefer to report third-party fraudulent transactions below? If possible, please use *4. Net, authorized & settled transactions* (the default selection).

- O 3. Total authorized transactions
- ● 4. Net, authorized & settled transactions
- O 5. Net, purchase transactions

16 Third-party fraudulent transactions (based on 4. Net, authorized & settled transactions) = 16.a + 16.b + 16.c + 16.d + 16.e + 16.f
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

16.a Lost or stolen card

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.b Card issued but not received

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.c Fraudulent application (account issued to someone using a fake identity)

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.d Counterfeit card (card-present/stolen card data)

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.e Fraudulent use of account number (card-not-present/stolen card data)

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.f Other (including account takeover)

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

Third-party fraudulent transactions by channel

17 Third-party fraudulent transactions (repeat item 16) = 17.a + 17.b

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

17.a In-person transactions
Fraudulent transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include fraudulent card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include fraudulent remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions fraud rate (Number)	NR
In-person transactions fraud rate (Value)	NR

Annual Data Entry

17.b | **Remote transactions (card user not at merchant location)**
= 17.b.1 + 17.b.2 + 17.b.3 + 17.b.4
Fraudulent transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include fraudulent card-not-present transactions. Also include any fraudulent remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
Remote transactions fraud rate (Number)	NR
Remote transactions fraud rate (Value)	NR

17.b.1 | **Mail-order/telephone-order transactions (MOTO)**
Remote purchase transactions for which the merchant receives an order through the mail or over the telephone. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
Mail-order/telephone-order transactions fraud rate (Number)	NR
Mail-order/telephone-order transactions fraud rate (Value)	NR

17.b.2 | **Internet purchase transactions (E-commerce)**
Purchase transactions for goods and services from a merchant website or mobile app (i.e., M-commerce). May involve varying levels of authentication including the keyed entry of a card number, use of "card on file" information, or redirection to a payment service. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
Internet purchase transactions fraud rate (Number)	NR
Internet purchase transactions fraud rate (Value)	NR

17.b.3 | **Bill pay: recurring/subscription/installment transactions**
Payments of bills or invoices, often on a prearranged basis and may include "card on file", based on an ongoing customer relationship. Also include payments made on a monthly or installment basis. Examples include utility bill payments and multiple payments for a single purchase.

Number	
Value ($)	
Avg. Value ($)	NR
Bill pay fraud rate (Number)	NR
Bill pay fraud rate (Value)	NR

17.b.4 | **Other remote transactions**
Transactions that do not belong or do not have identifiers to assign into the remote transaction categories provided above.

Number	
Value ($)	
Avg. Value ($)	NR
Other remote transactions fraud rate (Number)	NR
Other remote transactions fraud rate (Value)	NR

Please describe any significant transaction types included in the "Other remote transactions" category above:

Third-party fraudulent in-person transactions by authentication method

18 | **Third-party fraudulent in-person transactions (repeat item 17.a) = 18.a + 18.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
In-person transactions fraud rate (Number)	NR
In-person transactions fraud rate (Value)	NR

18.a | **Transactions with chip-authentication = 18.a.1 + 18.a.2**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions with chip-authentication fraud rate (Number)	NR
In-person transactions with chip-authentication fraud rate (Value)	NR

18.a.1 | **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions with chip-authentication and a PIN fraud rate (Number)	NR
In-person transactions with chip-authentication and a PIN fraud rate (Value)	NR

18.a.2 | **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions with chip-authentication but without a PIN fraud rate (Number)	NR
In-person transactions with chip-authentication but without a PIN fraud rate (Value)	NR

18.b | **Transactions without chip-authentication = 18.b.1 + 18.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions without chip-authentication fraud rate (Number)	NR
In-person transactions without chip-authentication fraud rate (Value)	NR

Annual Data Entry

18.b.1   **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions without chip-authentication but with a PIN fraud rate (Number)	NR
In-person transactions without chip-authentication but with a PIN fraud rate (Value)	NR

18.b.2   **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions without chip-authentication or a PIN fraud rate (Number)	NR
In-person transactions without chip-authentication or a PIN fraud rate (Value)	NR

19   **Third-party fraudulent in-person transactions with chip-authentication (repeat item 18.a) = 19.a + 19.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
In-person transactions with chip-authentication fraud rate (Number)	NR
In-person transactions with chip-authentication fraud rate (Value)	NR

19.a   **Contact transactions (chip card inserted or "dipped")**

Number	
Value ($)	
Avg. Value ($)	NR
Contact in-person transactions with chip-authentication fraud rate (Number)	NR
Contact in-person transactions with chip-authentication fraud rate (Value)	NR

19.b   **Contactless transactions (chip card or mobile device RFID, "tap" or "wave")**

Number	
Value ($)	
Avg. Value ($)	NR
Contactless in-person transactions with chip-authentication fraud rate (Number)	NR
Contactless in-person transactions with chip-authentication fraud rate (Value)	NR

Third-party fraudulent transactions by merchant or payee location

20   **Third-party fraudulent transactions (repeat item 16) = 20.a + 20.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

20.a   **Domestic transactions with US cards (merchants/payees within the US)**

Number	
Value ($)	
Avg. Value ($)	NR
Domestic transactions with US cards fraud rate (Number)	NR
Domestic transactions with US cards fraud rate (Value)	NR

20.b   **Cross-border transactions with US cards (merchants/payees outside the US) = 20.b.1 + 20.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
Cross-border transactions with US cards fraud rate (Number)	NR
Cross-border transactions with US cards fraud rate (Value)	NR

20.b.1   **In-person transactions**

Number	
Value ($)	
Avg. Value ($)	NR
In-person cross-border transactions with US cards fraud rate (Number)	NR
In-person cross-border transactions with US cards fraud rate (Value)	NR

20.b.2   **Remote transactions**

Number	
Value ($)	
Avg. Value ($)	NR
Remote cross-border transactions with US cards fraud rate (Number)	NR
Remote cross-border transactions with US cards fraud rate (Value)	NR

Third-party fraudulent transactions by card user account type

21   **Third-party fraudulent transactions (repeat item 16) = 21.a + 21.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

21.a   **Transactions from consumer accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from consumer accounts fraud rate (Number)	NR
Transactions from consumer accounts fraud rate (Value)	NR

21.b   **Transactions from business/government (commercial) accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from business/government accounts fraud rate (Number)	NR
Transactions from business/government accounts fraud rate (Value)	NR

Third-party fraudulent transactions value distribution

22   **Third-party fraudulent transactions (repeat item 16)**
= 22.a + 22.b + 22.c + 22.d + 22.e + 22.f + 22.g + 22.h + 22.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

22.a   **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with less than $5.00 in total value fraud rate (Number)	NR
Transactions with less than $5.00 in total value fraud rate (Value)	NR

22.b   **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Number)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Value)	NR

22.c   **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Number)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Value)	NR

22.d   **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Number)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Value)	NR

22.e   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Number)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Value)	NR

22.f   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Number)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Value)	NR

Annual Data Entry

22.g   **Transactions with $100.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Number)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Value)	NR

22.h   **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Number)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Value)	NR

22.i   **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $1000.00 or greater in total value fraud rate (Number)	NR
Transactions with $1000.00 or greater in total value fraud rate (Value)	NR

Third-party fraudulent transactions with non-US cards

23   **Third-party fraudulent transactions with non-US cards**
(merchants/payees within the US and not included in item 16)

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with non-US cards fraud rate (Number)	NR
Transactions with non-US cards fraud rate (Value)	NR

Virtual cards

24   **Please indicate if your organization issued or processed transactions for virtual general-purpose debit cards during calendar year 2024.**
*A virtual card is a digital representation of a general-purpose debit card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards.***

- ○ Yes
- ○ No
- ○ Don't know

Number of cards outstanding

25   **Number of active and total general-purpose debit cards outstanding as of December 31, 2024 = 25.a + 25.b**

Active cards	
Total cards	
Active to total general-purpose debit cards outstanding ratio	NR

25.a   **Virtual cards (digital cards with no associated physical card)**

Active cards	
Total cards	
Active to total virtual general-purpose debit cards outstanding ratio	NR
% of active general-purpose debit cards outstanding	NR
% of total general-purpose debit cards outstanding	NR

25.b   **Physical cards**

Active cards	
Total cards	
Active to total physical general-purpose debit cards outstanding ratio	NR
% of active general-purpose debit cards outstanding	NR
% of total general-purpose debit cards outstanding	NR

26   **Number of active and total general-purpose debit cards outstanding as of December 31, 2024 (repeat item 25) = 26.a + 26.b**

Active cards	NR
Total cards	NR
Active to total general-purpose debit cards outstanding ratio	NR

26.a   **Cards for consumer accounts**

Active cards	
Total cards	
Active to total general-purpose debit cards outstanding for consumer accounts ratio	NR
% of active general-purpose debit cards outstanding	NR
% of total general-purpose debit cards outstanding	NR

26.b   **Cards for business/government (commercial) accounts**

Active cards	
Total cards	
Active to total general-purpose debit cards outstanding for business/government accounts ratio	NR
% of active general-purpose debit cards outstanding	NR
% of total general-purpose debit cards outstanding	NR

Comments:

Quarterly Data Entry

Please provide quarterly allocations of your calendar year response to questions 7, 7.a, 7.b, 9, 9.a, and 9.b, repeated below.

Calendar year 2024 general-purpose debit card transactions by channel

7	**Net, authorized & settled transactions (repeat item 7 in Annual Data Entry) = 7.a + 7.b**		
	Quarterly should sum to annual: 7 = 7 (Q1) + 7 (Q2) + 7 (Q3) + 7 (Q4)	**Number**	NR
		Value ($)	NR
		Avg. Value ($)	NR

7 (Q1)	**Quarter 1 (Jan-Mar)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

7 (Q2)	**Quarter 2 (Apr-Jun)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

7 (Q3)	**Quarter 3 (Jul-Sep)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

7 (Q4)	**Quarter 4 (Oct-Dec)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

7.a	**In-person transactions (repeat item 7.a in Annual Data Entry)**	**Number**	NR
	Quarterly should sum to annual: 7.a = 7.a (Q1) + 7.a (Q2) + 7.a (Q3) + 7.a (Q4)	**Value ($)**	NR
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

7.a (Q1)	**Quarter 1 (Jan-Mar)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

7.a (Q2)	**Quarter 2 (Apr-Jun)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

7.a (Q3)	**Quarter 3 (Jul-Sep)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

7.a (Q4)	**Quarter 4 (Oct-Dec)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

7.b	**Remote transactions (card user not at merchant location)** **(repeat item 7.b in Annual Data Entry)**	**Number**	NR
	Quarterly should sum to annual: 7.b = 7.b (Q1) + 7.b (Q2) + 7.b (Q3) + 7.b (Q4)	**Value ($)**	NR
		Avg. Value ($)	NR
		% of annual net, authorized & settled transactions (Number)	NR

7.b (Q1)	**Quarter 1 (Jan-Mar)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual remote transactions (Number)	NR

7.b (Q2)	**Quarter 2 (Apr-Jun)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

7.b (Q3)	**Quarter 3 (Jul-Sep)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

7.b (Q4)	**Quarter 4 (Oct-Dec)**	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of annual in-person transactions (Number)	NR

Return to Annual Data Entry

2024 Data

Quarterly Data Entry

9 **In-person transactions with chip-authentication (repeat item 9 in Annual Data Entry) = 9.a + 9.b**
Quarterly should sum to annual: 9 = 9 (Q1) + 9 (Q2) + 9 (Q3) + 9 (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR

9 (Q1) **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

9 (Q2) **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

9 (Q3) **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

9 (Q4) **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

9.a **Contact transactions (chip card inserted or "dipped") (repeat item 9.a in Annual Data Entry)**
Quarterly should sum to annual: 9.a = 9.a (Q1) + 9.a (Q2) + 9.a (Q3) + 9.a (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication	NR

9.a (Q1) **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

9.a (Q2) **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

9.a (Q3) **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

9.a (Q4) **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

9.b **Contactless transactions (chip card or mobile device RFID, "tap" or "wave") (repeat item 9.b in Annual Data Entry)**
Quarterly should sum to annual: 9.b = 9.b (Q1) + 9.b (Q2) + 9.b (Q3) + 9.b (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

9.b (Q1) **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

9.b (Q2) **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

9.b (Q3) **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

Quarterly Data Entry

9.b (Q4)   **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

Return to Annual Data Entry

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
	Virtual cards: A virtual card is a digital representation of a general-purpose debit card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards**.
2a	**Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.
3a	**Pre-authorization only:** Transactions that are approved but not settled (e.g., the initial amount which a rental agency, hotel, or fuel dispenser operator receives authorization, but final payment and amount transfer is never made).
4	**Net, authorized & settled transactions:** Transactions initiated by the acquirer that are completed with the final payment amount transferred from the acquirer to the issuer. Such transactions include those that are subsequently reversed through a chargeback, or other adjustment or return.
4a	**Cash-back at the point of sale:** Purchase transactions that include an amount of cash given back to the card user. A point-of-sale (POS) purchase transaction with cash back is counted as one transaction.
4b.1	**Chargebacks:** Transactions initiated by the issuer that reverse a transaction, in whole or in part, and transfer value from the acquirer to the issuer (e.g., customer disputes, fraud, processing errors, authorization issues, or non-fulfillment of copy requests). A chargeback provides the issuer with a way to return a disputed transaction, typically on behalf of the cardholder.
4b.2	**Other adjustments and returns:** Transactions initiated by the acquirer that reverse a transaction, in whole or in part, and transfer value from the acquirer to the issuer (e.g., customer return of goods, complaints, merchant-identified fraud, duplicate transaction entry).
5	**Net, purchase transactions:** Transactions that have been authorized and settled. Exclude denials, transactions that are pre-authorization only, cash advances, chargebacks, and other adjustments and returns.
8a	**Transactions with chip-authentication:** In-person transactions for which the account information is taken from a computer microchip embedded in a card or mobile device that securely stores data to be read via contact or contactless/NFC communications with a merchant payment device or terminal. Include EMV and all other types of chip transactions with a card or mobile device. Report only in-person transactions.
8a.1 & 8b.1	**Transactions with a PIN:** In-person transactions for which a card user enters their Personal Identification Number (PIN) to authenticate the card purchase.
8a.2 & 8b.2	**Transactions without a PIN:** In-person transactions for which a card user does not enter a Personal Identification Number (PIN) to authenticate the card purchase.

Glossary

Item	Definition
8b	**Transactions without chip-authentication:** In-person transactions for which the account information is not taken from a computer microchip. Typically the information is taken from a magstripe on a card, and may occasionally be manually keyed at the register. Report only in-person transactions.
9a	**Contact transactions (chip card inserted or "dipped"):** Transactions are initiated by inserting a card with an embedded EMV microchip into a merchant's chip-enabled terminal. The terminal makes contact with the inserted chip for authentication.
9b	**Contactless transactions (chip card or mobile device RFID, "tap" or "wave"):** Transactions are initiated by tapping a card or a mobile device with an embedded microchip at a merchant's chip-enabled terminal. Contactless transactions typically use Radio Frequency Identification (RFID) and/or a specialized subset of Near-field Communications (NFC) standards to make the connection to the chip for authentication. May include some contactless EMV transactions.
12	**Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.
16a	**Lost or stolen card:** Fraudulent transactions via a card reported as lost or stolen.
16b	**Card issued but not received:** Fraudulent transactions reported to be via an intercepted new or replacement card in transit that was activated by someone other than the cardholder.
16c	**Fraudulent application:** Fraudulent transactions reported to be via a new card that was issued to someone other than the cardholder using falsified information or a stolen identity.
16d	**Counterfeit card:** Fraudulent in-person transactions via an altered or cloned card.
16e	**Fraudulent use of account number:** Fraudulent transactions using account number and other card and cardholder details, typically remotely.
16f	**Other (including account takeover):** All other fraudulent transactions not included in the above categories. In particular, "other" covers account takeover, a form of identity theft whereby an unauthorized party gains access to and use of an existing card account.
25	**Total cards:** All issued, activated, and unexpired general-purpose debit cards (linked to US-domiciled accounts).
25	**Active cards:** General-purpose debit cards outstanding with a minimum level of purchase activity according to your organization's definition.
25b	**Physical cards:** A physical general-purpose debit card with a magstripe and/or chip that is issued to the customer for making purchases in person.

The Federal Reserve

Payments Study

General-Purpose Prepaid Card
Network Payment Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers general-purpose prepaid card network transactions for calendar year 2024 (CY 2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of active and total cards (including both physical and virtual cards) carrying your organization's network brand that are issued and outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

> ## >> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). Please enter quarterly data for items highlighted in **orange** in the **Quarterly Data Entry** tab. If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

3. Option button selection. Click on the button with the option you would like to choose.
   (In the example to the right, Option 1 is the default selection.)

4. All-that-apply check box selection. Click on all the boxes with the options you would like to choose.
   (In the example to the right, Option 1 and Option 3 are selected.)

Example

Example   Override
NR

Example
● Option 1
○ Option 2

☑ Option 1
☐ Option 2
☑ Option 3

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Examples
Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
Item should be reportable if all related items (Q2, Q2.b) are reported.

Example
This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

General-Purpose Prepaid Card Network Payment Survey

Instructions

Submitting the completed survey

Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

General-Purpose Prepaid Card Network Payment Survey	2024 Data

Annual Data Entry

Please report data on general-purpose prepaid card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only prepaid cards and transactions carrying your organization's network brand
* All domestic and cross-border transactions associated with US-domiciled prepaid card program accounts
* Physical or virtual prepaid cards

Do not include:
* Original credit transactions (OCTs) or push payment credits
* Transactions processed by your organization but carrying another organization's network brand
* Credit card, non-prepaid debit card, or private-label (closed loop) transactions
* Non-network transactions
* Electronic benefits transfer (EBT) card transactions
* ATM transactions
* Transactions originated from foreign accounts (except for questions 13 and 24)

Please leave no item blank.
* Enter "0" if an item is zero
* Enter "NR" if an item is nonzero but cannot be reported

> Quarterly data are also requested for items shaded orange and should be entered in the separate sheet provided.

Definitions for selected terms can be found in the Glossary tab.

Calendar year 2024 general-purpose prepaid card transactions

1   **Total transactions**
- Number
- Value ($)
- Avg. Value ($) — NR

  1.a   **Denials (authorization declined)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of total transaction (Number) — NR

2   **Total authorized transactions = 1 - 1.a**
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR

  2.a   **Pre-authorization only (authorized but not settled)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of total authorized transactions (Number) — NR

3   **Net, authorized & settled transactions = 2 - 2.a**
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR

  3.a   **Cash-back at the point of sale**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of net, authorized & settled transactions (Number) — NR

  3.b   **Adjustments and returns = 3.b.1 + 3.b.2**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of net, authorized & settled transactions (Number) — NR

   3.b.1   **Chargebacks (issuer initiated)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of adjustments and returns (Number) — NR

   3.b.2   **Other adjustments and returns (acquirer initiated)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % adjustments and returns (Number) — NR

4   **Net, purchase transactions**
= 3 - 3.b for Number, = 3 - 3.a - 3.b for Value
A point-of-sale (POS) purchase transaction with cash back is counted as one transaction. Do not subtract the number of cash-back transactions. Only subtract the dollar value amount of the cash-back transactions.
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR
- % net, authorized & setteled transactions (Number) — NR

General-Purpose Prepaid Card Network Payment Survey	2024 Data
Annual Data Entry	

Preferred basis for reporting payment transactions

5. Among the different subtotals of payment transactions listed above, which would you prefer to use to report more detailed allocations of payment transactions below? If possible, please use *3. Net, authorized & settled transactions* (the default selection).

- ○ 2. Total authorized transactions
- ● 3. Net, authorized & settled transactions
- ○ 4. Net, purchase transactions

Transactions by channel

6   **Net, authorized & settled transactions = 6.a + 6.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

6.a   **In-person transactions**
Transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

6.b   **Remote transactions (card user not at merchant location) = 6.b.1 + 6.b.2 + 6.b.3 + 6.b.4**
Transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include card-not-present transactions. Also include any remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

6.b.1   **Mail-order/telephone-order transactions (MOTO)**
Remote purchase transactions for which the merchant receives an order through the mail or over the telephone. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

6.b.2   **Internet purchase transactions (E-commerce)**
Purchase transactions for goods and services from a merchant website or mobile app (i.e., M-commerce). May involve varying levels of authentication including the keyed entry of a card number, use of "card on file" information, or redirection to a payment service. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

6.b.3   **Bill pay: recurring/subscription/installment transactions**
Payments of bills or invoices, often on a prearranged basis and may include "card on file", based on an ongoing customer relationship. Also include payments made on a monthly or installment basis. Examples include utility bill payments and multiple payments for a single purchase.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

6.b.4   **Other remote transactions**
Transactions that do not belong or do not have identifiers to assign into the remote transaction categories provided above.

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

Please describe any significant transaction types included in the "Other remote transactions" category above:

In-person transactions by authentication method

7   **In-person transactions (repeat item 6.a) = 7.a + 7.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a   **Transactions with chip-authentication = 7.a.1 + 7.a.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

7.a.1   **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

7.a.2   **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

7.b   **Transactions without chip-authentication = 7.b.1 + 7.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

Annual Data Entry

7.b.1   **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions without chip-authentication (Number)	NR

7.b.2   **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions without chip-authentication (Number)	NR

8   **In-person transactions with chip-authentication (repeat item 7.a) = 8.a + 8.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

8.a   **Contact transactions (chip card inserted or "dipped")**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

8.b   **Contactless transactions (chip card or mobile device RFID, "tap" or "wave")**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions with chip-authentication (Number)	NR

Transactions by merchant or payee location

9   **Net, authorized & settled transactions (repeat item 6) = 9.a + 9.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

9.a   **Domestic transactions with US cards (merchants/payees within the US)**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

9.b   **Cross-border transactions with US cards (merchants/payees outside the US) = 9.b.1 + 9.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

9.b.1   **In-person transactions**

Number	
Value ($)	
Avg. Value ($)	NR
% of cross-border transactions with US cards (Number)	NR

9.b.2   **Remote transactions**

Number	
Value ($)	
Avg. Value ($)	NR
% of cross-border transactions with US cards (Number)	NR

Transactions by card user account type

10   **Net, authorized & settled transactions (repeat item 6) = 10.a + 10.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

10.a   **Transactions from consumer accounts = 10.a.1 + 10.a.2**
Transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

10.a.1   **Transactions with government-administered general-purpose cards**
Transactions made with cards (including virtual cards) issued to a consumer for the purpose of providing government benefits. Include state and federal programs with cash benefits such as unemployment, TANF, or Social Security.

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from consumer accounts (Number)	NR

10.a.2   **Transactions from other consumer accounts (including business-sponsored payroll)**
Transactions made with cards (including virtual cards) issued to a consumer including reloadable and non-reloadable gift cards, FSA/HSA medical cards, customer refund and incentive cards, and business-sponsored payroll cards which are issued to employees for the purpose of paying them and/or making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from consumer accounts (Number)	NR

Annual Data Entry

10.b **Transactions from business/government (commercial) accounts**
Transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

Transactions with reloadable or non-reloadable cards

11 **Net, authorized & settled transactions (repeat item 6) = 11.a + 11.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

11.a **Transactions with reloadable cards**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

11.b **Transactions with non-reloadable cards**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

Transactions value distribution

12 **Net, authorized & settled transactions (repeat item 6)**
= 12.a + 12.b + 12.c + 12.d + 12.e + 12.f + 12.g + 12.h + 12.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR

12.a **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

12.b **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

12.c **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

12.d **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

12.e **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

12.f **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

12.g **Transactions with $100.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

12.h **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

12.i **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

Transactions with non-US Cards

13 **Total transactions with non-US cards**
(merchants/payees within the US and not included in item 6)

Number	
Value ($)	
Avg. Value ($)	NR

Annual Data Entry

Third-party fraudulent transactions

14   **Please indicate if your network would be able to provide third-party fraud data.**
If **Yes** (the default selection), please skip question 14.a below.

- ○ Yes
- ○ No

14.a   If **No**, please select all that apply.

- ☐ Do not track fraud
- ☐ Not enough resources
- ☐ Data sensitivity
- ☐ Other, please specify below

Preferred basis for reporting third-party fraudulent transactions

15   Some organizations may track third-party fraudulent transactions differently than payment transactions. On which basis would you prefer to report third-party fraudulent transactions below? If possible, please use *3*. *Net, authorized & settled transactions* (the default selection).

- ○ 2. Total authorized transactions
- ● 3. Net, authorized & settled transactions
- ○ 4. Net, purchase transactions

16   **Third-party fraudulent transactions (based on 3. Net, authorized & settled transactions) = 16.a + 16.b + 16.c + 16.d + 16.e + 16.f**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

16.a   **Lost or stolen card**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.b   **Card issued but not received**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.c   **Fraudulent application (account issued to someone using a fake identity)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.d   **Counterfeit card (card-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.e   **Fraudulent use of account number (card-not-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

16.f   **Other (including account takeover)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

Third-party fraudulent transactions by channel

17   **Third-party fraudulent transactions (repeat item 16) = 17.a + 17.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

17.a   **In-person transactions**
Fraudulent transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include fraudulent card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include fraudulent remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions fraud rate (Number)	NR
In-person transactions fraud rate (Value)	NR

Annual Data Entry

17.b **Remote transactions (card user not at merchant location)**
= 17.b.1 + 17.b.2 + 17.b.3 + 17.b.4
Fraudulent transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include fraudulent card-not-present transactions. Also include any fraudulent remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
Remote transactions fraud rate (Number)	NR
Remote transactions fraud rate (Value)	NR

17.b.1 **Mail-order/telephone-order transactions (MOTO)**
Remote purchase transactions for which the merchant receives an order through the mail or over the telephone. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
Mail-order/telephone-order transactions fraud rate (Number)	NR
Mail-order/telephone-order transactions fraud rate (Value)	NR

17.b.2 **Internet purchase transactions (E-commerce)**
Purchase transactions for goods and services from a merchant website or mobile app (i.e., M-commerce). May involve varying levels of authentication including the keyed entry of a card number, use of "card on file" information, or redirection to a payment service. Card is typically charged at time of shipment or delivery. If possible, please exclude payments on account, e.g., bill pay.

Number	
Value ($)	
Avg. Value ($)	NR
Internet purchase transactions fraud rate (Number)	NR
Internet purchase transactions fraud rate (Value)	NR

17.b.3 **Bill pay: recurring/subscription/installment transactions**
Payments of bills or invoices, often on a prearranged basis and may include "card on file", based on an ongoing customer relationship. Also include payments made on a monthly or installment basis. Examples include utility bill payments and multiple payments for a single purchase.

Number	
Value ($)	
Avg. Value ($)	NR
Bill pay fraud rate (Number)	NR
Bill pay fraud rate (Value)	NR

17.b.4 **Other remote transactions**
Transactions that do not belong or do not have identifiers to assign into the remote transaction categories provided above.

Number	
Value ($)	
Avg. Value ($)	NR
Other remote transactions fraud rate (Number)	NR
Other remote transactions fraud rate (Value)	NR

Please describe any significant transaction types included in the "Other remote transactions" category above:

Third-party fraudulent in-person transactions by authentication method

18 **Third-party fraudulent in-person transactions (repeat item 17.a) = 18.a + 18.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
In-person transactions fraud rate (Number)	NR
In-person transactions fraud rate (Value)	NR

18.a **Transactions with chip-authentication = 18.a.1 + 18.a.2**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions with chip-authentication fraud rate (Number)	NR
In-person transactions with chip-authentication fraud rate (Value)	NR

18.a.1 **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions with chip-authentication and a PIN fraud rate (Number)	NR
In-person transactions with chip-authentication and a PIN fraud rate (Value)	NR

18.a.2 **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions with chip-authentication but without a PIN fraud rate (Number)	NR
In-person transactions with chip-authentication but without a PIN fraud rate (Value)	NR

18.b **Transactions without chip-authentication = 18.b.1 + 18.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions without chip-authentication fraud rate (Number)	NR
In-person transactions without chip-authentication fraud rate (Value)	NR

Annual Data Entry

18.b.1 **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions without chip-authentication but with a PIN fraud rate (Number)	NR
In-person transactions without chip-authentication but with a PIN fraud rate (Value)	NR

18.b.2 **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
In-person transactions without chip-authentication or a PIN fraud rate (Number)	NR
In-person transactions without chip-authentication or a PIN fraud rate (Value)	NR

19 **Third-party fraudulent in-person transactions with chip-authentication (repeat item 18.a) = 19.a + 19.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
In-person transactions with chip-authentication fraud rate (Number)	NR
In-person transactions with chip-authentication fraud rate (Value)	NR

19.a **Contact transactions (chip card inserted or "dipped")**

Number	
Value ($)	
Avg. Value ($)	NR
Contact in-person transactions with chip-authentication fraud rate (Number)	NR
Contact in-person transactions with chip-authentication fraud rate (Value)	NR

19.b **Contactless transactions (chip card or mobile device RFID, "tap" or "wave")**

Number	
Value ($)	
Avg. Value ($)	NR
Contactless in-person transactions with chip-authentication fraud rate (Number)	NR
Contactless in-person transactions with chip-authentication fraud rate (Value)	NR

Third-party fraudulent transactions by merchant or payee location

20 **Third-party fraudulent transactions (repeat item 16) = 20.a + 20.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

20.a **Domestic transactions with US cards (merchants/payees within the US)**

Number	
Value ($)	
Avg. Value ($)	NR
Domestic transactions with US cards fraud rate (Number)	NR
Domestic transactions with US cards fraud rate (Value)	NR

20.b **Cross-border transactions with US cards (merchants/payees outside the US) = 20.b.1 + 20.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
Cross-border transactions with US cards fraud rate (Number)	NR
Cross-border transactions with US cards fraud rate (Value)	NR

20.b.1 **In-person transactions**

Number	
Value ($)	
Avg. Value ($)	NR
In-person cross-border transactions with US cards fraud rate (Number)	NR
In-person cross-border transactions with US cards fraud rate (Value)	NR

20.b.2 **Remote transactions**

Number	
Value ($)	
Avg. Value ($)	NR
Remote cross-border transactions with US cards fraud rate (Number)	NR
Remote cross-border transactions with US cards fraud rate (Value)	NR

Third-party fraudulent transactions by card user account type

21   **Third-party fraudulent transactions (repeat item 16) = 21.a + 21.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

21.a   **Transactions from consumer accounts = 21.a.1 + 21.a.2**
Fraudulent transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from consumer accounts fraud rate (Number)	NR
Transactions from consumer accounts fraud rate (Value)	NR

21.a.1   **Transactions with government-administered general-purpose cards**
Fraudulent transactions made with cards (including virtual cards) issued to a consumer for the purpose of providing government benefits. Include state and federal programs with cash benefits such as unemployment, TANF, or Social Security.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from consumer accounts with government-administered general-purpose cards fraud rate (Number)	NR
Transactions from consumer accounts with government-administered general-purpose cards fraud rate (Value)	NR

21.a.2   **Transactions from other consumer accounts (including business-sponsored payroll)**
Fraudulent transactions made with cards (including virtual cards) issued to a consumer including reloadable and non-reloadable gift cards, FSA/HSA medical cards, customer refund and incentive cards, and business-sponsored payroll cards which are issued to employees for the purpose of paying them and/or making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from other consumer accounts fraud rate (Number)	NR
Transactions from other consumer accounts fraud rate (Value)	NR

21.b   **Transactions from business/government (commercial) accounts**
Fraudulent transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from business/government accounts fraud rate (Number)	NR
Transactions from business/government accounts fraud rate (Value)	NR

Third-party fraudulent transactions with reloadable or non-reloadable cards

22   **Third-party fraudulent transactions (repeat item 16) = 22.a + 22.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

22.a   **Transactions with reloadable cards**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with reloadable cards fraud rate (Number)	NR
Transactions with reloadable cards fraud rate (Value)	NR

22.b   **Transactions with non-reloadable cards**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with non-reloadable cards fraud rate (Number)	NR
Transactions with non-reloadable cards fraud rate (Value)	NR

Third-party fraudulent transactions value distribution

23   **Third-party fraudulent transactions (repeat item 16)**
= 23.a + 23.b + 23.c + 23.d + 23.e + 23.f + 23.g + 23.h + 23.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

23.a   **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with less than $5.00 in total value fraud rate (Number)	NR
Transactions with less than $5.00 in total value fraud rate (Value)	NR

23.b   **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Number)	NR
Transactions with $5.00 to $9.99 in total value fraud rate (Value)	NR

23.c   **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Number)	NR
Transactions with $10.00 to $14.99 in total value fraud rate (Value)	NR

23.d   **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Number)	NR
Transactions with $15.00 to $24.99 in total value fraud rate (Value)	NR

23.e   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Number)	NR
Transactions with $25.00 to $49.99 in total value fraud rate (Value)	NR

23.f   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Number)	NR
Transactions with $50.00 to $99.99 in total value fraud rate (Value)	NR

23.g   **Transactions with $100.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Number)	NR
Transactions with $100.00 to $499.99 in total value fraud rate (Value)	NR

23.h   **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Number)	NR
Transactions with $500.00 to $999.99 in total value fraud rate (Value)	NR

23.i   **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with $1000.00 or greater in total value fraud rate (Number)	NR
Transactions with $1000.00 or greater in total value fraud rate (Value)	NR

Third-party fraudulent transactions with non-US cards

24 **Third-party fraudulent transactions with non-US cards**
(merchants/payees within the US and not included in item 16)

Number	
Value ($)	
Avg. Value ($)	NR
Transactions with non-US cards fraud rate (Number)	NR
Transactions with non-US cards fraud rate (Value)	NR

Virtual cards

25 **Please indicate if your organization issued or processed transactions for virtual general-purpose prepaid cards during calendar year 2024.**
A virtual card is a digital representation of a general-purpose prepaid card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards.**

- ○ Yes
- ○ No
- ○ Don't know

Number of cards outstanding

26 **Number of active and total general-purpose prepaid cards outstanding as of December 31, 2024 = 26.a + 26.b**

Active cards	
Total cards	
Active to total general-purpose prepaid cards outstanding ratio	NR

26.a **Virtual cards (digital cards with no associated physical card)**

Active cards	
Total cards	
Active to total virtual general-purpose prepaid cards outstanding ratio	NR
% of active general-purpose prepaid cards outstanding	NR
% of total general-purpose prepaid cards outstanding	NR

26.b **Physical cards**

Active cards	
Total cards	
Active to total physical general-purpose prepaid cards outstanding ratio	NR
% of active general-purpose prepaid cards outstanding	NR
% of total general-purpose prepaid cards outstanding	NR

27 **Number of active and total general-purpose prepaid cards outstanding as of December 31, 2024 (repeat item 26) = 27.a + 27.b**

Active cards	NR
Total cards	NR
Active to total general-purpose prepaid cards outstanding ratio	NR

27.a **Cards for consumer accounts**

Active cards	
Total cards	
Active to total general-purpose prepaid cards outstanding for consumer accounts ratio	NR
% of active general-purpose prepaid cards outstanding	NR
% of total general-purpose prepaid cards outstanding	NR

27.b **Cards for business/government (commercial) accounts**

Active cards	
Total cards	
Active to total general-purpose prepaid cards outstanding for business/government accounts ratio	NR
% of active general-purpose prepaid cards outstanding	NR
% of total general-purpose prepaid cards outstanding	NR

Comments:

Quarterly Data Entry

Please provide quarterly allocations of your calendar year response to questions 6, 6.a, 6.b, 8, 8.a, and 8.b, repeated below.

Calendar year 2024 general-purpose prepaid card transactions by channel

6 — **Net, authorized & settled transactions (repeat item 6 in Annual Data Entry) = 6.a + 6.b**
Quarterly should sum to annual: 6 = 6 (Q1) + 6 (Q2) + 6 (Q3) + 6 (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR

6 (Q1) — Quarter 1 (Jan-Mar)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual net, authorized & settled transactions (Number)	NR

6 (Q2) — Quarter 2 (Apr-Jun)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual net, authorized & settled transactions (Number)	NR

6 (Q3) — Quarter 3 (Jul-Sep)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual net, authorized & settled transactions (Number)	NR

6 (Q4) — Quarter 4 (Oct-Dec)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual net, authorized & settled transactions (Number)	NR

6.a — **In-person transactions (repeat item 6.a in Annual Data Entry)**
Quarterly should sum to annual: 6.a = 6.a (Q1) + 6.a (Q2) + 6.a (Q3) + 6.a (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of annual net, authorized & settled transactions (Number)	NR

6.a (Q1) — Quarter 1 (Jan-Mar)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions (Number)	NR

6.a (Q2) — Quarter 2 (Apr-Jun)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions (Number)	NR

6.a (Q3) — Quarter 3 (Jul-Sep)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions (Number)	NR

6.a (Q4) — Quarter 4 (Oct-Dec)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions (Number)	NR

6.b — **Remote transactions (card user not at merchant location)**
(repeat item 6.b in Annual Data Entry)
Quarterly should sum to annual: 6.b = 6.b (Q1) + 6.b (Q2) + 6.b (Q3) + 6.b (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of annual net, authorized & settled transactions (Number)	NR

6.b (Q1) — Quarter 1 (Jan-Mar)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual remote transactions (Number)	NR

6.b (Q2) — Quarter 2 (Apr-Jun)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual remote transactions (Number)	NR

6.b (Q3) — Quarter 3 (Jul-Sep)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual remote transactions (Number)	NR

6.b (Q4) — Quarter 4 (Oct-Dec)

Number	
Value ($)	
Avg. Value ($)	NR
% of annual remote transactions (Number)	NR

Return to Annual Data Entry

Quarterly Data Entry

8   **In-person transactions with chip-authentication (repeat item 8 in Annual Data Entry)**
= 8.a + 8.b
Quarterly should sum to annual: 8 = 8 (Q1) + 8 (Q2) + 8 (Q3) + 8 (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR

8 (Q1)   **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8 (Q2)   **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8 (Q3)   **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8 (Q4)   **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8.a   **Contact transactions (chip card inserted or "dipped")**
(repeat item 8.a in Annual Data Entry)
Quarterly should sum to annual: 8.a = 8.a (Q1) + 8.a (Q2) + 8.a (Q3) + 8.a (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8.a (Q1)   **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

8.a (Q2)   **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

8.a (Q3)   **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

8.a (Q4)   **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contact in-person transactions with chip-authentication (Number)	NR

8.b   **Contactless transactions (chip card or mobile device RFID, "tap" or "wave")**
(repeat item 8.b in Annual Data Entry)
Quarterly should sum to annual: 8.b = 8.b (Q1) + 8.b (Q2) + 8.b (Q3) + 8.b (Q4)

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of annual in-person transactions with chip-authentication (Number)	NR

8.b (Q1)   **Quarter 1 (Jan-Mar)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

8.b (Q2)   **Quarter 2 (Apr-Jun)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

8.b (Q3)   **Quarter 3 (Jul-Sep)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

8.b (Q4)   **Quarter 4 (Oct-Dec)**

Number	
Value ($)	
Avg. Value ($)	NR
% of annual contactless in-person transactions with chip-authentication (Number)	NR

Return to Annual Data Entry

Comments:

<u>Glossary</u>

Item	Definition

United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.

Virtual cards: A virtual card is a digital representation of a general-purpose prepaid card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards**.

1a   **Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.

2a   **Pre-authorization only:** Transactions that are approved but not settled (e.g., the initial amount which a rental agency, hotel, or fuel dispenser operator receives authorization, but final payment and amount transfer is never made).

3   **Net, authorized & settled transactions:** Transactions initiated by the acquirer that are completed with the final payment amount transferred from the acquirer to the issuer. Such transactions include those that are subsequently reversed through a chargeback, or other adjustment or return.

3a   **Cash-back at the point of sale:** Purchase transactions that include an amount of cash given back to the card user. A point-of-sale (POS) purchase transaction with cash back is counted as one transaction.

3.b.1   **Chargebacks:** Transactions initiated by the issuer that reverse a transaction, in whole or in part, and transfer value from the acquirer to the issuer (e.g., customer disputes, fraud, processing errors, authorization issues, or non-fulfillment of copy requests). A chargeback provides the issuer with a way to return a disputed transaction, typically on behalf of the cardholder.

3b.2   **Other adjustments and returns:** Transactions initiated by the acquirer that reverse a transaction, in whole or in part, and transfer value from the acquirer to the issuer (e.g., customer return of goods, complaints, merchant-identified fraud, duplicate transaction entry).

4   **Net, purchase transactions:** Transactions that have been authorized and settled. Exclude denials, transactions that are pre-authorization only, cash advances, chargebacks, and other adjustments and returns.

7a   **Transactions with chip-authentication:** In-person transactions for which the account information is taken from a computer microchip embedded in a card or mobile device that securely stores data to be read via contact or contactless/NFC communications with a merchant payment device or terminal. Include EMV and all other types of chip transactions with a card or mobile device. Report only in-person transactions.

7a.1 & 7b.1   **Transactions with a PIN:** In-person transactions for which a card user enters their Personal Identification Number (PIN) to authenticate the card purchase.

7a.2 & 7b.2   **Transactions without a PIN:** In-person transactions for which a card user does not enter a Personal Identification Number (PIN) to authenticate the card purchase.

<u>Glossary</u>

Item	Definition
7b	**Transactions without chip-authentication:** In-person transactions for which the account information is not taken from a computer microchip. Typically the information is taken from a magstripe on a card, and may occasionally be manually keyed at the register. Report only in-person transactions.
8a	**Contact transactions (chip card inserted or "dipped"):** Transactions are initiated by inserting a card with an embedded EMV microchip into a merchant's chip-enabled terminal. The terminal makes contact with the inserted chip for authentication.
8b	**Contactless transactions (chip card or mobile device RFID, "tap" or "wave"):** Transactions are initiated by tapping a card or a mobile device with an embedded microchip at a merchant's chip-enabled terminal. Contactless transactions typically use Radio Frequency Identification (RFID) and/or a specialized subset of Near-field Communications (NFC) standards to make the connection to the chip for authentication. May include some contactless EMV transactions.
12	**Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.
16a	**Lost or stolen card:** Fraudulent transactions via a card reported as lost or stolen.
16b	**Card issued but not received:** Fraudulent transactions reported to be via an intercepted new or replacement card in transit that was activated by someone other than the cardholder.
16c	**Fraudulent application:** Fraudulent transactions reported to be via a new card that was issued to someone other than the cardholder using falsified information or a stolen identity.
16d	**Counterfeit card:** Fraudulent in-person transactions via an altered or cloned card.
16e	**Fraudulent use of account number:** Fraudulent transactions using account number and other card and cardholder details, typically remotely.
16f	**Other (including account takeover):** All other fraudulent transactions not included in the above categories. In particular, "other" covers account takeover, a form of identity theft whereby an unauthorized party gains access to and use of an existing card account.
26	**Total cards:** All issued, activated, and unexpired general-purpose prepaid cards (linked to US-domiciled accounts).
26	**Active cards:** General-purpose prepaid cards outstanding with a minimum level of purchase activity according to your organization's definition.
26b	**Physical cards:** A physical general-purpose prepaid card with a magstripe and/or chip that is issued to the customer for making purchases in person.

The Federal Reserve
Payments Study

Automated Teller Machine Card
Network Transaction Survey

Survey Period:
Calendar Year 2024

Networks, Processors, and Issuers Payments Surveys (NPIPS)
Automated Teller Machine Card Network Transaction Survey
<u>Instructions</u>

About this survey

This survey, part of the NPIPS, covers automated teller machine (ATM) card network transactions for calendar year 2024 (CY 2024). Allocations of total ATM transactions and cash withdrawals are requested for several category types, including cash withdrawals classified as fraudulent by an unauthorized third party. Counts of the number of ATM terminals are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization.**

> ## >> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

Example

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

Example Override

| | NR | |

3. Option button selection. Click on the button with the option you would like to choose.
   (In the example to the right, Option 1 is the default selection.)

Example

◉ Option 1

○ Option 2

4. All-that-apply check box selection. Click on all the boxes with the options you would like to choose.
   (In the example to the right, Option 1 and Option 3 are selected.)

☑ Option 1

☐ Option 2

☑ Option 3

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

Examples

Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
Item should be reportable if all related items (Q2, Q2.b) are reported.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Example

This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

Automated Teller Machine Card Network Transaction Survey

<u>Instructions</u>

Submitting the completed survey

Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Automated Teller Machine Card Network Transaction Survey | 2024 Data

Annual Data Entry

Please report data on automated teller machine card network transactions and related information for calendar year requested below. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* All ATM transactions processed through your organization's ATM network switch
* Transactions made with ATM, debit, prepaid, and credit cards issued on US-domiciled accounts (US cards)
* Domestic and cross-border transactions with US cards
* Chip-accepted and chip-not-accepted ATM terminals

Do not include:
* Cash withdrawals made with non-US cards (except for questions 4 and 9)

Definitions for selected terms can be found in the Glossary tab.

Please leave no item blank.
* Enter "0" if an item is zero
* Enter "NR" if an item is nonzero but cannot be reported

Calendar year 2024 ATM transactions

1	Total ATM transactions = 1.a + 1.b + 1.c + 1.d + 1.e + 1.f	**Number**	
1.a	Denials/declines	**Number**	
		% of total ATM transaction (Number)	NR
1.b	Balance inquiries	**Number**	
		% of total ATM transaction (Number)	NR
1.c	Cash withdrawals = 1.c.1 + 1.c.2 + 1.c.3	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total ATM transaction (Number)	NR
1.c.1	From non-prepaid debit cards	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of cash withdrawals (Number)	NR
1.c.2	From prepaid debit cards	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of cash withdrawals (Number)	NR
1.c.3	From credit cards	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of cash withdrawals (Number)	NR
1.d	Deposits	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total ATM transaction (Number)	NR
1.e	Account-to-account transfers	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total ATM transaction (Number)	NR
1.f	Other	**Number**	
		% of total ATM transaction (Number)	NR

Cash withdrawals by authentication method

2	Cash withdrawals (repeat item 1.c) = 2.a + 2.b	**Number**	NR
		Value ($)	NR
		Avg. Value ($)	NR
2.a	With chip-authentication = 2.a.1 + 2.a.2	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of cash withdrawals (Number)	NR
2.a.1	With contact chip card (insert or "Dip")	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of cash withdrawals with chip-authentication (Number)	NR
2.a.2	Contactless, with contactless card or mobile device ("Tap")	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of cash withdrawals with chip-authentication (Number)	NR
2.b	Without chip-authentication = 2.b.1 + 2.b.2	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of cash withdrawals (Number)	NR

Automated Teller Machine Card Network Transaction Survey	2024 Data

Annual Data Entry

2.b.1   **No card ("Scan")**
using mobile device barcode/QR code or key enter code

Number	
Value ($)	
Avg. Value ($)	NR
% of cash withdrawals without chip-authentication (Number)	NR

2.b.2   **With card ("Swipe")**
using traditional magstripe

Number	
Value ($)	
Avg. Value ($)	NR
% of cash withdrawals without chip-authentication (Number)	NR

Cash withdrawals by ATM location

3   **Cash withdrawals (repeat item 1.c) = 3.a + 3.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a   **Domestic cash withdrawals with US cards (ATMs located within the US)**

Number	
Value ($)	
Avg. Value ($)	NR
% of cash withdrawals (Number)	NR

3.b   **Cross-border cash withdrawals with US cards (ATMs located outside the US)**

Number	
Value ($)	
Avg. Value ($)	NR
% of cash withdrawals (Number)	NR

Cash withdrawals at domestic ATMs with non-US cards

4   **Cash withdrawals with non-US cards**
(ATMs within the US and not included in item 1.c)

Number	
Value ($)	
Avg. Value ($)	NR

Third-party fraudulent cash withdrawals

5   **Please indicate if your network would be able to provide third-party fraud data.**
If **Yes** (the default selection), please skip question 5.a below.

- O   Yes
- O   No

5.a   If **No**, please provide reasons to help us better understand the industry and select all that apply.

- ☐ Do not track fraud
- ☐ Not enough resources
- ☐ Data sensitivity
- ☐ Other, please specify below

6   **Third-party fraudulent cash withdrawals = 6.a + 6.b + 6.c + 6.d + 6.e**
Include all unauthorized third-party fraudulent cash withdrawals that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make cash withdrawals.

Number	
Value ($)	
Avg. Value ($)	NR
Cash withdrawals fraud rate (Number)	NR
Cash withdrawals fraud rate (Value)	NR

6.a   **Lost or stolen card**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent cash withdrawals (Number)	NR

6.b   **Card issued but not received**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent cash withdrawals (Number)	NR

6.c   **Fraudulent application (account issued to someone using a fake identity)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent cash withdrawals (Number)	NR

6.d   **Counterfeit card (card-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent cash withdrawals (Number)	NR

6.e   **Other (including account takeover)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent cash withdrawals (Number)	NR

Annual Data Entry

Third-party fraudulent cash withdrawals by authentication method

7   **Third-party fraudulent cash withdrawals (repeat item 6) = 7.a + 7.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Cash withdrawals fraud rate (Number)	NR
Cash withdrawals fraud rate (Value)	NR

7.a   **With chip-authentication = 7.a.1 + 7.a.2**

Number	
Value ($)	
Avg. Value ($)	NR
Cash withdrawals with chip-authentication fraud rate (Number)	NR
Cash withdrawals with chip-authentication fraud rate (Value)	NR

7.a.1   **With contact chip card (insert or "Dip")**

Number	
Value ($)	
Avg. Value ($)	NR
Cash withdrawals with contact chip card fraud rate (Number)	NR
Cash withdrawals with contact chip card fraud rate (Value)	NR

7.a.2   **Contactless, with contactless card or mobile device ("Tap")**

Number	
Value ($)	
Avg. Value ($)	NR
Contactless cash withdrawals with contactless card or mobile device fraud rate (Number)	NR
Contactless cash withdrawals with contactless card or mobile device fraud rate (Value)	NR

7.b   **Without chip-authentication = 7.b.1 + 7.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
Cash withdrawals without chip-authentication fraud rate (Number)	NR
Cash withdrawals without chip-authentication fraud rate (Value)	NR

7.b.1   **No card ("Scan")**
using mobile device barcode/QR code or key enter code

Number	
Value ($)	
Avg. Value ($)	NR
Cash withdrawals without chip-authentication and without card fraud rate (Number)	NR
Cash withdrawals without chip-authentication and without card fraud rate (Value)	NR

7.b.2   **With a card ("Swipe")**
using traditional magstripe

Number	
Value ($)	
Avg. Value ($)	NR
Cash withdrawals without chip-authentication and with a card fraud rate (Number)	NR
Cash withdrawals without chip-authentication and with a card fraud rate (Value)	NR

Third-party fraudulent cash withdrawals by ATM location

8   **Third-party fraudulent cash withdrawals (repeat item 6) = 8.a + 8.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Cash withdrawals fraud rate (Number)	NR
Cash withdrawals fraud rate (Value)	NR

8.a   **Domestic cash withdrawals with US cards (ATMs located within the US)**

Number	
Value ($)	
Avg. Value ($)	NR
Domestic cash withdrawals with US cards fraud rate (Number)	NR
Domestic cash withdrawals with US cards fraud rate (Value)	NR

8.b   **Cross-border cash withdrawals with US cards (ATMs located outside the US)**

Number	
Value ($)	
Avg. Value ($)	NR
Cross-border cash withdrawals with US cards fraud rate (Number)	NR
Cross-border cash withdrawals with US cards fraud rate (Value)	NR

Annual Data Entry

Third-party fraudulent cash withdrawals at domestic ATMs with non-US cards

9 | **Third-party fraudulent cash withdrawals with non-US cards** | **Number** | |
(ATMs within the US and not included in item 6)	**Value ($)**	
	Avg. Value ($)	NR
	Cash withdrawals with non-US cards fraud rate (Number)	NR
	Cash withdrawals with non-US cards fraud rate (Value)	NR

Number of ATM terminals

10 | **Number of ATM terminals as of December 31, 2023 = 10.a + 10.b** | **Total terminals** | |

10.a | **Chip-accepted terminals** | **Total terminals** | |
| | % of ATM terminals as of December 31, 2023 | NR |

10.b | **Chip-not-accepted terminals** | **Total terminals** | |
| | % of ATM terminals as of December 31, 2023 | NR |

11 | **Number of ATM terminals as of December 31, 2024 = 11.a + 11.b** | **Total terminals** | |

11.a | **Chip-accepted terminals** | **Total terminals** | |
| | % of ATM terminals as of December 31, 2024 | NR |

11.b | **Chip-not-accepted terminals** | **Total terminals** | |
| | % of ATM terminals as of December 31, 2024 | NR |

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
1a	**Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.
2a.1	**With contact chip card (insert or "Dip"):** Cash withdrawals are initiated and authenticated by inserting an ATM card with an embedded microchip (typically, EMV) into a chip-enabled ATM terminal. Do not include payments initiated using a magstripe reader.
2a.2	**Contactless, with contactless card or mobile device ("Tap"):** Cash withdrawals are initiated by card or mobile device using a variety of secure radio methods that replace inserting the card into a reader that makes direct electrical contact with the chip. Contactless chip cash withdrawals may use Radio Frequency Identification (RFID) and/or a specialized subset of Near-field Communications (NFC) standards to initiate and authenticate an ATM transaction. Contactless authentication may utilize a physical card, fob, or sticker that is "tapped" to authenticate transactions at an ATM. Examples of systems that may be supported by an ATM network may include MasterCard or Visa Cardless ATM. Also include Consumer Device Cardholder Verification Methods (e.g., Apple Pay, Google Pay, CashTapp, Touch ID or device passcode). Do not include payments initiated using a magstripe reader.
2b.1	**No card ("Scan"):** Cash withdrawals are initiated using a mobile device to scan barcode/QR code or entering an authentication code displayed on phone using the ATM keypad. Generally for this new method, consumer initiates withdrawal using the mobile banking or mobile wallet app and ATM will then display a QR code on the screen for you to scan with your phone before dispensing the money. Do not include NFC "Tap" transactions which should be entered in those fields listed above.
2b.2	**With card ("Swipe"):** Cash withdrawals are initiated using traditional magstripe reader. Do not include "Dip" or "Tap" transactions which should be entered in those fields above.
6a	**Lost or stolen card:** Fraudulent transactions via a card reported as lost or stolen.
6b	**Card issued but not received:** Fraudulent transactions reported to be via an intercepted new or replacement card in transit that was activated by someone other than the cardholder.
6c	**Fraudulent application:** Fraudulent transactions reported to be via a new card that was issued to someone other than the cardholder using falsified information or a stolen identity.
6d	**Counterfeit card:** Fraudulent in-person transactions via an altered or cloned card.
6e	**Other (including account takeover):** All other fraudulent transactions not included in the above categories. In particular, "other" covers account takeover, a form of identity theft whereby an unauthorized party gains access to and use of an existing card account.
10a & 11a	**Chip-accepted terminals:** An ATM terminal that accepts card with a computer microchip (including EMV and other types of chip cards). Include terminals that accept chip-based transactions that are either contact or contactless.

The Federal Reserve

Payments Study

General-Purpose Prepaid Card
Processor Payment Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers general-purpose prepaid card transactions (for both payment and card funding) that your orgnization processed for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types. Counts of the number of active and total cards that are issued and/or processed by your organization and outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

>> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

    Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
    * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
    * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

    (Automatic entry cells display "NR" until required information is provided.)

3. Option button selection. Click on the button with the option you would like to choose.
    (In the example to the right, Option 1 is the default selection.)

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

    Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey
Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Example

Example | Override
NR

Example
● Option 1
○ Option 2

Examples
Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
Item should be reportable if all related items (Q2, Q2.b) are reported.

Example
This average value is unusually low.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

General-Purpose Prepaid Card Processor Payment Survey

Instructions

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Annual Data Entry

Please report data on general-purpose prepaid card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* All types of network-branded (open-loop) transactions initiated by the acquirer and made with US general-purpose prepaid cards issued on US-domiciled accounts (US issuer) for which you were the processor.
* Include both domestic and cross-border transactions made from those cards.
* Include government-administered general-purpose prepaid card transactions but exclude electronic benefits transfer (EBT) card transactions.

Do not include:
* Private-label (closed-loop) prepaid card transactions, non-prepaid debit card transactions, credit card transactions, or electronic benefits transfer (EBT) card transactions.
* Transactions originated from foreign accounts.

Note: Any fees charged to the cards (e.g., monthly transaction fees, dormancy fees) are not considered to be transactions and should be excluded.

Definitions for selected terms can be found in the Glossary tab.

Please leave no item blank.
* Enter "0" if an item is zero
* Enter "NR" if an item is nonzero but cannot be reported

Calendar year 2024 general-purpose prepaid card transactions

1 **Total transactions**
Do not include electronic benefits transfer (EBT) card transactions. Do not include card funding transactions, requested separately in questions 9 and 10. Do not include ATM cash withdrawal transactions, requested separately in question 8.

Number	
Value ($)	
Avg. Value ($)	NR

1.a **Denials (authorization declined)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2 **Total authorized transactions = 1 - 1.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

2.a **Pre-authorization only (authorized but not settled)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total authorized transactions (Number)	NR

3 **Net, authorized & settled transactions = 2 - 2.a**
Exclude denials and pre-authorizations only (authorized but not settled).

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a **Cash-back at the point of sale**

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

3.b **Chargebacks, adjustments and returns**
Chargebacks (issuer initiated) typically include customer disputes, fraud, processing errors, authorization issues, or non-fulfillment. Other adjustments and returns (acquirer initiated) include customer return of goods, complaints, merchant-identified fraud, duplicate transaction entries.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

4 **Net, purchase transactions**
= 3 - 3.b for Number, = 3 - 3.a - 3.b for Value
A point-of-sale (POS) purchase transaction with cash back is counted as one transaction. Do not subtract the number of cash-back transactions. Only subtract the dollar value amount of the cash-back transactions.

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

Annual Data Entry

Preferred basis for reporting payment transactions

- ○ 2. Total authorized transactions
- ● 3. Net, authorized & settled transactions
- ○ 4. Net, purchase transactions

5   Among the different subtotals of payment transactions listed above, which would you prefer to use to report more detailed allocations of payment transactions below? If possible, please use *3. Net, authorized & settled transactions* (the default selection).

Transactions by channel

6   **Net, authorized & settled transactions = 6.a + 6.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

6.a   **In-person transactions**
Transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

6.b   **Remote transactions (card user not at merchant location)**
Transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include card-not-present transactions. Also include any remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

Transactions by card user account type

7   **Net, authorized & settled transactions (repeat item 6) = 7.a + 7.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a   **Transactions from consumer accounts = 7.a.1 + 7.a.2**
Transactions made with cards (including virtual cards) issued to a consumer for the purpose of making consumer-related transactions.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

7.a.1   **Transactions with government-administered general-purpose cards**
Transactions made with cards (including virtual cards) issued to a consumer for the purpose of providing government benefits. Include state and federal programs with cash benefits such as unemployment, TANF, or Social Security.

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from consumer accounts (Number)	NR

7.a.2   **Transactions from other consumer accounts = 7.a.2.1 + 7.a.2.2 + 7.a.2.3 + 7.a.2.4 + 7.a.2.5**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from consumer accounts (Number)	NR

7.a.2.1   **Gift cards**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from other consumer accounts (Number)	NR

7.a.2.2   **FSA/HSA medical cards**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from other consumer accounts (Number)	NR

7.a.2.3   **Customer refund & incentive cards**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from other consumer accounts (Number)	NR

7.a.2.4   **Payroll cards**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from other consumer accounts (Number)	NR

7.a.2.5   **Other consumer cards**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions from other consumer accounts (Number)	NR

7.b   **Transactions from business/government (commercial) accounts**
Transactions made with cards (including virtual cards) issued to a business or government or its employee for the purpose of making business-related transactions. Include corporate charge, small business, travel/entertainment, procurement, and fleet cards.

Number	
Value ($)	
Avg. Value ($)	NR
% of net, authorized & settled transactions (Number)	NR

Annual Data Entry

ATM cash withdrawals

8	ATM cash withdrawal transactions = 8.a + 8.b	Number	
		Value ($)	
		Avg. Value ($)	NR

8.a	ATM cash withdrawals with government-administered general-purpose cards	Number	
	State and federal programs with cash benefits (e.g., TANF, Social Security, unemployment) and may use Quest rules.	Value ($)	
		Avg. Value ($)	NR
		% of ATM cash withdrawal transactions (Number)	NR

8.b	Other ATM cash withdrawals	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of ATM cash withdrawal transactions (Number)	NR

Card funding by cardholder or issuer/sponsor - how value was loaded into card account

9	Total credits/loads = 9.a + 9.b	Number	
		Value ($)	
		Avg. Value ($)	NR
		Total credits/loads to net, authorized & settled transactions ratio (Value)	NR

9.a	Funds loaded by cardholders = 9.a.1 + 9.a.2	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of total credits/loads (Value)	NR

9.a.1	Initial loads	Number	
	Number of newly purchased and issued cards and initial balances on the associated card accounts.	Value ($)	
		Avg. Value ($)	NR
		% of funds loaded by cardholders (Value)	NR

9.a.2	Reloads	Number	
	Number of times and corresponding amounts of additional funds added to existing card accounts.	Value ($)	
		Avg. Value ($)	NR
		% of funds loaded by cardholders (Value)	NR

9.b	Credits/loads by issuers/sponsors (e.g., payroll, benefits, rewards, rebates)	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of total credits/loads (Value)	NR

Card funds loaded by cardholders by instrument - how value was loaded into card account

10	Funds loaded by cardholders (repeat item 9.a) = 10.a + 10.b + 10.c + 10.d + 10.e	Number	NR
		Value ($)	NR
		Avg. Value ($)	NR

10.a	Cash	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of funds loaded by cardholders (Value)	NR

10.b	Check	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of funds loaded by cardholders (Value)	NR

10.c	General-purpose card (credit, debit, or prepaid)	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of funds loaded by cardholders (Value)	NR

10.d	ACH (transfer from a consumer bank account)	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of funds loaded by cardholders (Value)	NR

10.e	Other	Number	
		Value ($)	
		Avg. Value ($)	NR
		% of funds loaded by cardholders (Value)	NR

Annual Data Entry

Number of cards outstanding

11   **Number of active and total general-purpose prepaid cards outstanding as of December 31, 2024 = 11.a + 11.b**

Active cards	
Total cards	
Active to total general-purpose prepaid cards outstanding ratio	NR

11.a   **Cards for consumer accounts = 11.a.1 + 11.a.2 + 11.a.3 + 11.a.4 + 11.a.5 + 11.a.6**

Active cards	
Total cards	
Active to total cards outstanding for consumer accounts ratio	NR
% of active general-purpose prepaid cards outstanding	NR
% of total general-purpose prepaid cards outstanding	NR

11.a.1   **Government-administered general-purpose cards**

Active cards	
Total cards	
Active to total government-administered general-purpose cards outstanding ratio	NR
% of active general-purpose prepaid cards outstanding for consumer accounts	NR
% of total general-purpose prepaid cards outstanding for consumer accounts	NR

11.a.2   **Gift cards**

Active cards	
Total cards	
Active to total gift cards outstanding ratio	NR
% of active general-purpose prepaid cards outstanding for consumer accounts	NR
% of total general-purpose prepaid cards outstanding for consumer accounts	NR

11.a.3   **FSA/HSA medical cards**

Active cards	
Total cards	
Active to total FSA/HSA medical cards outstanding ratio	NR
% of active general-purpose prepaid cards outstanding for consumer accounts	NR
% of total general-purpose prepaid cards outstanding for consumer accounts	NR

11.a.4   **Customer refund & incentive cards**

Active cards	
Total cards	
Active to total customer refund & incentive cards outstanding ratio	NR
% of active general-purpose prepaid cards outstanding for consumer accounts	NR
% of total general-purpose prepaid cards outstanding for consumer accounts	NR

11.a.5   **Payroll cards**

Active cards	
Total cards	
Active to total payroll cards outstanding ratio	NR
% of active general-purpose prepaid cards outstanding for consumer accounts	NR
% of total general-purpose prepaid cards outstanding for consumer accounts	NR

11.a.6   **Other cards for consumer accounts**

Active cards	
Total cards	
Active to total other cards outstanding for consumer accounts ratio	NR
% of active general-purpose prepaid cards outstanding for consumer accounts	NR
% of total general-purpose prepaid cards outstanding for consumer accounts	NR

11.b   **Cards for business/government (commercial) accounts**

Active cards	
Total cards	
Active to total cards outstanding for business/government accounts ratio	NR
% of active general-purpose prepaid cards outstanding	NR
% of total general-purpose prepaid cards outstanding	NR

Comments:

Glossary

Item	Definition

United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.

1a

Denials/declines: Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.

2a

Pre-authorization only: Transactions that are approved but not settled (e.g., the initial amount which a rental agency, hotel, or fuel dispenser operator receives authorization, but final payment and amount transfer is never made).

3

Net, authorized & settled transactions: Transactions initiated by the acquirer that are completed with the final payment amount transferred from the acquirer to the issuer. Such transactions include those that are subsequently reversed through a chargeback, or other adjustment or return.

3a

Cash-back at the point of sale: Purchase transactions that include an amount of cash given back to the card user. A point-of-sale (POS) purchase transaction with cash back is counted as one transaction.

3b

Chargebacks: Transactions initiated by the issuer that reverse a transaction, in whole or in part, and transfer value from the acquirer to the issuer (e.g., customer disputes, fraud, processing errors, authorization issues, or non-fulfillment of copy requests). A chargeback provides the issuer with a way to return a disputed transaction, typically on behalf of the cardholder.

3b

Adjustments and returns: Transactions initiated by the acquirer that reverse a transaction, in whole or in part, and transfer value from the acquirer to the issuer (e.g., customer return of goods, complaints, merchant-identified fraud, duplicate transaction entry).

4

Net, purchase transactions: Transactions that have been authorized and settled. Exclude denials, transactions that are pre-authorization only, chargebacks, and other adjustments and returns. For value, also exclude the dollar amount of the cash-back at the point of sale.

11

Total cards: All issued, activated, and unexpired general-purpose prepaid cards (linked to US-domiciled accounts).

11

Active cards: Cards outstanding with a minimum level of purchase activity according to your organization's definition.

The Federal Reserve
Payments Study

Electronic Benefits Transfer Card
Processor Payment Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers electronic benefits transfer (EBT) card transactions that your organization processed for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of active and total cards outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

> ## >> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

Example

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

Example   Override

NR

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

Example

3. Option button selection. Click on the button with the option you would like to choose.
   (In the example to the right, Option 1 is the default selection.)

   ● Option 1

   ○ Option 2

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

Examples

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
   Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
   Item should be reportable if all related items (Q2, Q2.b) are reported.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Example

This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey
Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

Electronic Benefits Transfer Card Processor Payment Survey

<u>**Instructions**</u>

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Electronic Benefits Transfer Card Processor Payment Survey	2024 Data

Annual Data Entry

Please report data on electronic benefits transfer (EBT) card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only EBT cards and transactions to access funds and/or make purchases at approved merchants in accordance with US government-administered program rules for SNAP, TANF, WIC, and cash benefits
* Purchases and cash-back at the point of sale
* ATM withdrawals and other payments using EBT cards for which your organization was the processor

Do not include:
* General-purpose (i.e., network-branded Visa, MC, Amex, Discover) credit, debit, or prepaid card transactions
* Private-lable credit or prepaid card transactions

Please leave no item blank.
* Enter "0" if an item is zero
* Enter "NR" if an item is nonzero but cannot be reported

Definitions for selected terms can be found in the Glossary tab.

Calendar year 2024 EBT card transactions

1   **Total transactions**
- Number
- Value ($)
- Avg. Value ($) — NR

1.a   **Denials (authorization declined)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of total transactions (Number) — NR

2   **Total authorized transactions = 1 - 1.a**
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR

2.a   **Pre-authorization only (authorized but not settled)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of total authorized transactions (Number) — NR

3   **Net, authorized & settled transactions = 2 - 2.a**
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR

3.a   **Cash-back at the point of sale**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of net, authorized & settled transactions (Number) — NR

3.b   **ATM cash withdrawals**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of net, authorized & settled transactions (Number) — NR

3.c   **Adjustments and returns**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of net, authorized & settled transactions (Number) — NR

4   **Net, purchase transactions = 3 - 3.a - 3.b - 3.c**
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR
- % of net, authorized & settled transactions (Number) — NR

5   Among the different subtotals of payment transactions listed above, which would you prefer to use to report more detailed allocations of payment transactions below? If possible, please use *3. Net, authorized & settled transaction*s (the default selection).

Preferred basis for reporting payment transactions
- ○ 2. Total authorized transactions
- ● 3. Net, authorized & settled transactions
- ○ 4. Net, purchase transactions

Transactions by channel

6   **Net, authorized & settled transactions = 6.a + 6.b**
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR

6.a   **In-person transactions**
Transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with an EBT card or a mobile device accessing EBT funds for SNAP or WIC. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include remote transactions classified as card-present solely because of the level of authentication.
- Number
- Value ($)
- Avg. Value ($) — NR
- %of net, authorized & settled transactions (Number) — NR

6.b   **Remote transactions (card user not at merchant location) = 6.b.1 + 6.b.2**
Transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include card-not-present transactions. Also include any remote transactions classified as card-present solely because of the level of authentication.
- Number
- Value ($)
- Avg. Value ($) — NR
- %of net, authorized & settled transactions (Number) — NR

Annual Data Entry

6.b.1   **Buy online (order and payment)/pick up in store, curbside, or locker**

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

6.b.2   **Other remote transactions (no store pickup)**

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

Transactions by government-administered program type

7   **Net, authorized & settled transactions (repeat item 6) = 7.a + 7.b + 7.c + 7.d**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a   **SNAP**

Number	
Value ($)	
Avg. Value ($)	NR
%of net, authorized & settled transactions (Number)	NR

7.b   **WIC**

Number	
Value ($)	
Avg. Value ($)	NR
%of net, authorized & settled transactions (Number)	NR

7.c   **TANF**

Number	
Value ($)	
Avg. Value ($)	NR
%of net, authorized & settled transactions (Number)	NR

7.d   **Other**
e.g., state and federal programs with cash benefits including Social Security and unemployment

Number	
Value ($)	
Avg. Value ($)	NR
%of net, authorized & settled transactions (Number)	NR

Third-party fraudulent transactions

8 Some organizations may track third-party fraudulent transactions differently than payment transactions. On which basis would you prefer to report third-party fraudulent transactions below? If possible, please use *3. Net, authorized & settled transactions* (the default selection).

Preferred basis for reporting third-party fraudulent transactions

- ○ 2. Total authorized transactions
- ● 3. Net, authorized & settled transactions
- ○ 4. Net, purchase transactions

9   **Third-party fraudulent transactions (based on 3. Net, authorized & settled transactions) = 9.a + 9.b + 9.c + 9.d + 9.e + 9.f**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

9.a   **Lost or stolen card**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.b   **Card issued but not received**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.c   **Fraudulent application (account issued to someone using a fake identity)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.d   **Counterfeit card (card-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.e   **Fraudulent use of account number (card-not-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

9.f   **Other (including account takeover)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

Annual Data Entry

Third-party fraudulent transactions by channel

10	Third-party fraudulent transactions (repeat item 9) = 10a + 10b		
		Number	NR
		Value ($)	NR
		Avg. Value ($)	NR
		Fraud rate (Number)	NR
		Fraud rate (Value)	NR

10.a	**In-person transactions**		
	Fraudulent transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with an EBT card or a mobile device accessing EBT funds for SNAP or WIC. Also include fraudulent card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include fraudulent remote transactions classified as card-present solely because of the level of authentication.	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		In-person transactions fraud rate (Number)	NR
		In-person transactions fraud rate (Value)	NR

10.b	**Remote transactions (card user not at merchant location) = 10b.1 + 10b.2**		
	Fraudulent transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include fraudulent card-not-present transactions. Also include any fraudulent remote transactions classified as card-present solely because of the level of authentication.	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		Remote transactions fraud rate (Number)	NR
		Remote transactions fraud rate (Value)	NR

10.b.1	**Buy online (order and payment)/pick up in store, curbside, or locker**		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		Buy online/pick up in store, curbside, or locker fraud rate (Number)	NR
		Buy online/pick up in store, curbside, or locker fraud rate (Value)	NR

10.b.2	**Other remote transactions (no store pickup)**		
		Number	
		Value ($)	
		Avg. Value ($)	NR
		Other remote transactions fraud rate (Number)	NR
		Other remote transactions fraud rate (Value)	NR

Number of cards outstanding

11	Number of active and total EBT cards outstanding as of December 31, 2024 = 11.a + 11.b + 11.c + 11.d		
		Active cards	
		Total cards	
		Active to total EBT cards outstanding ratio	NR

11.a	**SNAP**		
		Active cards	
		Total cards	
		Active to total SNAP cards outstanding ratio	NR
		% of active EBT cards outstanding	NR
		% of total EBT cards outstanding	NR

11.b	**WIC**		
		Active cards	
		Total cards	
		Active to total WIC cards outstanding ratio	NR
		% of active EBT cards outstanding	NR
		% of total EBT cards outstanding	NR

11.c	**TANF**		
		Active cards	
		Total cards	
		Active to total TANF cards outstanding ratio	NR
		% of active EBT cards outstanding	NR
		% of total EBT cards outstanding	NR

11.d	**Other**		
	E.g., state and federal programs with cash benefits including Social Security and unemployment	**Active cards**	
		Total cards	
		Active to total other EBT cards outstanding ratio	NR
		% of active EBT cards outstanding	NR
		% of total EBT cards outstanding	NR

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing
1a	**Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.
2a	**Pre-authorization only:** Transactions that are approved but not settled (e.g., the initial amount receives authorization, but final payment and amount transfer is never made).
3	**Net, authorized & settled transactions:** Transactions initiated by the acquirer that are completed with the final payment amount transferred from the acquirer to the issuer. Such transactions include those that are subsequently reversed through a chargeback, or other adjustment or return.
3a	**Cash-back at the point of sale:** Purchase transactions that include an amount of cash given back to the card user. For EBT, these are often treated as separate transactions.
4	**Net, purchase transactions:** Purchase transactions that have been authorized and settled. Exclude denials, transactions that are pre-authorization only, separate cash-back at the point of sale, ATM cash withdrawals, chargebacks, other adjustments and returns.
9a	**Lost or stolen card:** Fraudulent transactions via a card reported as lost or stolen.
9b	**Card issued but not received:** Fraudulent transactions reported to be via an intercepted new or replacement card in transit that was activated by someone other than the cardholder.
9c	**Fraudulent application:** Fraudulent transactions reported to be via a new card that was issued to someone other than the cardholder using falsified information or a stolen identity.
9d	**Counterfeit card:** Fraudulent in-person transactions via an altered or cloned card.
9e	**Fraudulent use of account number:** Fraudulent transactions using account number and other card and cardholder details, typically remotely.
9f	**Other (including account takeover):** All other fraudulent transactions not included the above categories. In particular, "other" covers account takeover, a form of identity theft whereby an unauthorized party gains access to and use of an existing card account.
11	**Total cards:** All issued, activated, and unexpired EBT cards (linked to US-domiciled accounts).
11	**Active cards:** Cards outstanding with a minimum level of purchase activity according to your organization's definition.

The Federal Reserve

Payments Study

Private-Label Prepaid Card
Issuer and Processor Payment Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers private-label prepaid card transactions (for both payment and card funding) that your organization processed in-house for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of active and total cards (including both physical and virtual cards) that are issued and/or processed by your organization and outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

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>> Please respond by: June 13, 2025 <<

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   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
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   (Automatic entry cells display "NR" until required information is provided.)

3. Option button selection. Click on the button with the option you would like to choose.
   (In the example to the right, Option 1 is the default selection.)

Example

Example — NR — Override

Example

- ⦿ Option 1
- ○ Option 2

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

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2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Examples

Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
Item should be reportable if all related items (Q2, Q2.b) are reported.

Example

This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

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Networks, Processors, and Issuers Payments Surveys (NPIPS)
Private-Label Prepaid Card Issuer and Processor Payment Survey
Instructions

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Annual Data Entry

Please report data on private-lable prepaid card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only private-label prepaid cards and transactions under a single merchant brand or group of brands
* Transactions on a closed loop point-of-sale system used at your retail stores or online establishments
* Reloadable and non-reloadable cards and transactions
* Cards and transactions for accounts domiciled in the United States
* Physical or virtual prepaid cards

Do not include:
* General-purpose (i.e., network-branded Visa, MC, Amex, Discover) credit, debit, or prepaid card transactions
* Transactions for which your organization was only the receivables owner but not the transaction processor
* Any fees charged to the prepaid card accounts (e.g., monthly transaction fees, dormancy fees)
* Transactions originated from foreign accounts
* Card funding transactions (requested separately in question 9)

Definitions for selected terms can be found in the Glossary tab.

Please leave no item blank.
* Enter "0" if an item is zero
* Enter "NR" if an item is nonzero
* but cannot be reported*

Calendar year 2024 private-label prepaid card transactions

1   **Total transactions**
Do not include card funding transactions (requested separately in question 9) or fees charged to the cards (e.g., monthly transaction fees, dormancy fees).

Number	
Value ($)	
Avg. Value ($)	NR

1.a   **Denials (authorization declined)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2   **Total authorized transactions = 1 - 1.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

2.a   **Pre-authorization only (authorized but not completed or posted)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total authorized transactions (Number)	NR

3   **Completed transactions (posted to card accounts) = 2 - 2.a**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a   **Cash-back at the point of sale**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

3.b   **Adjustments and returns**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

4   **Net, purchase transactions**
= 3 - 3.b for Number, = 3 - 3.a - 3.b for Value
A point-of-sale (POS) purchase transaction with cash back is counted as one transaction. Do not subtract the number of cash-back transactions. Only subtract the dollar value amount of the cash-back transactions.

Number	NR
Value ($)	NR
Avg. Value ($)	NR
% of completed transactions (Number)	NR

Annual Data Entry

Transactions by channel

5   Completed transactions (repeat item 3) = 5.a + 5.b

Number	NR
Value ($)	NR
Avg. Value ($)	NR

5.a   In-person transactions = 5.a.1 + 5.a.2 + 5.a.3
Transactions the card user initiates by interacting with a physical terminal or other device provided by the merchant or payee, usually with a card or mobile device. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions). Do not include remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

5.a.1   Transactions initiated using a merchant-issued card or token

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

5.a.2   Transactions initiated using an app on a mobile device = 5.a.2.1 + 5.a.2.2

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

5.a.2.1   Transactions initiated using a barcode or QR code

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions initiated using an app on a mobile device (Number)	NR

5.a.2.2   Other transactions using an app on a mobile device

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions initiated using an app on a mobile device (Number)	NR

5.a.3   Other (including instant credit or lookup of account number)

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person transactions (Number)	NR

5.b   Remote transactions (card user not at merchant location) = 5.b.1 + 5.b.2
Transactions for which the card user does not interact with a physical terminal or other device provided by the merchant or payee. Typically, these include card-not-present transactions. Also include any remote transactions classified as card-present solely because of the level of authentication.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

5.b.1   Buy online (order and payment)/pick up in store, curbside, or locker

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

5.b.2   Other remote transactions (no store pickup)

Number	
Value ($)	
Avg. Value ($)	NR
% of remote transactions (Number)	NR

Transactions with reloadable or non-reloadable cards

6   Completed transactions (repeat item 3) = 6.a + 6.b

Number	NR
Value ($)	NR
Avg. Value ($)	NR

6.a   Transactions with reloadable cards

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

6.b   Transactions with non-reloadable cards

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

Annual Data Entry

Transactions with purchased or redemption cards

7   **Completed transactions (repeat item 3) = 7.a + 7.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a   **Transactions with purchased cards**
Transactions with cards issued through a purchase or initial load using funds provided by customer, such as a gift card.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

7.b   **Transactions with redemption (refund or incentive) cards**
Transactions with cards issued to provide funds from the merchant to the customer, such as for the disbursement of refunds for returned merchandise or for customer incentives such as rebates.

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

Third-party fraudulent transactions

8   **Third-party fraudulent transactions = 8.a + 8.b + 8.c + 8.d + 8.e + 8.f**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

8.a   **Lost or stolen card**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

8.b   **Card issued but not received**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

8.c   **Fraudulent application (account issued to someone using a fake identity)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

8.d   **Counterfeit card (card-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

8.e   **Fraudulent use of account number (card-not-present/stolen card data)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

8.f   **Other (including account takeover)**

Number	
Value ($)	
Avg. Value ($)	NR
% of third-party fraudulent transactions (Number)	NR

Card funding by customer or merchant - how value was loaded into card account

9   **Total credits/loads = 9.a + 9.b**

Number	
Value ($)	
Avg. Value ($)	NR
Total credits/loads to completed transactions ratio (Value)	NR

9.a   **Funds loaded by customers = 9.a.1 + 9.a.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of total credits/loads (Value)	NR

9.a.1   **Initial loads**
Number of newly purchased and issued cards and initial balances on the associated card accounts.

Number	
Value ($)	
Avg. Value ($)	NR
% of funds loaded by customers (Value)	NR

9.a.2   **Reloads**
Number of times and corresponding amounts of additional funds added to existing card accounts.

Number	
Value ($)	
Avg. Value ($)	NR
% of funds loaded by customers (Value)	NR

Annual Data Entry

9.b   **Credits/loads provided by merchants (e.g., incentives, rewards, rebates)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total credits/loads (Value)	NR

Virtual cards

10   **Please indicate if your organization issued or processed transactions for virtual private-label prepaid cards during calendar year 2024.**

A virtual card is a digital representation of a private-label prepaid card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards**.

- ○ Yes
- ○ No
- ○ Don't know

Number of cards outstanding

11   **Number of active and total private-label prepaid cards outstanding as of December 31, 2024 = 11.a + 11.b**

Active cards	
Total cards	
Active to total private-label prepaid cards outstanding ratio	NR

11.a   **Virtual cards (digital cards with no associated physical card)**

Active cards	
Total cards	
Active to total virtual private-label prepaid cards outstanding ratio	NR
% of active private-label prepaid cards outstanding	NR
% of total private-label prepaid cards outstanding	NR

11.b   **Physical cards**

Active cards	
Total cards	
Active to total physical private-label prepaid cards outstanding ratio	NR
% of active private-label prepaid cards outstanding	NR
% of total private-label prepaid cards outstanding	NR

12   **Number of active and total private-label prepaid cards outstanding as of December 31, 2024 (repeat item 11) = 12.a + 12.b**

Active cards	NR
Total cards	NR
Active to total private-label prepaid cards outstanding ratio	NR

12.a   **Reloadable cards**

Active cards	
Total cards	
Active to total reloadable private-label prepaid cards outstanding ratio	NR
% of active private-label prepaid cards outstanding	NR
% of total private-label prepaid cards outstanding	NR

12.b   **Non-reloadable cards**

Active cards	
Total cards	
Active to total non-reloadable private-label prepaid cards outstanding ratio	NR
% of active private-label prepaid cards outstanding	NR
% of total private-label prepaid cards outstanding	NR

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
	Virtual cards: A virtual card is a digital representation of a private-label prepaid card that does not exist in physical form. Typically stored in a digital wallet for online, in-app, or in-person purchases with a mobile device (using NFC or barcode scanner). **Do not count individual tokenized transactions as virtual cards**.
1a	**Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.
2a	**Pre-authorization only:** Transactions that are temporarily authorized but not completed or posted, or the portion of authorized amounts that are not included in a final posting.
3	**Completed transactions:** Purchase transactions (including any cash-back) that are completed and posted to the private-label card account for payment. Such transactions include those that are subsequently reversed in an adjustment or return requested by the merchant or cardholder, defined below.
3a	**Cash-back at the point of sale:** Purchase transactions that include an amount of cash given back to the card user. A point-of-sale (POS) purchase transaction with cash back is counted as one transaction.
3b	**Adjustments and returns:** Completed and posted transactions that are subsequently reversed, in whole or in part, and that transfer value back to the card account (e.g., customer return of goods, complaints, disputed charges, fraud, duplicate transaction entry).
4	**Net, purchase transactions:** Completed purchase transactions that have not been reversed. Exclude denials, transactions that are pre-authorization only, and adjustments and returns defined above. For value, also exclude the dollar amount of the cash-back at the point of sale.
8a	**Lost or stolen card:** Fraudulent transactions via a card reported as lost or stolen.
8b	**Card issued but not received:** Fraudulent transactions reported to be via an intercepted new or replacement card in transit that was activated by someone other than the cardholder.
8c	**Fraudulent application:** Fraudulent transactions reported to be via a new card that was issued to someone other than the cardholder using falsified information or a stolen identity.
8d	**Counterfeit card:** Fraudulent in-person transactions via an altered or cloned card.
8e	**Fraudulent use of account number:** Fraudulent transactions using account number and other card and cardholder details, typically remotely.
8f	**Other (including account takeover):** All other fraudulent transactions not included the above categories. In particular, "other" covers account takeover, a form of identity theft whereby an unauthorized party gains access to and use of an existing card account.

Glossary

Item	Definition

11   **Total cards:** All issued, activated, and unexpired private-label prepaid cards (linked to US-domiciled accounts).

11   **Active cards:** Private-label prepaid cards outstanding with a minimum level of purchase activity according to your organization's definition.

11b   **Physical cards:** A physical private-label prepaid card with a magstripe and/or chip that is issued to the customer for making purchases in person.

The Federal Reserve
Payments Study

Person-to-Person and Money Transfer
Processor Payment Survey

Survey Period:
Calendar Year 2024

Networks, Processors, and Issuers Payments Surveys (NPIPS)

Person-to-Person and Money Transfer Processor Payment Survey

Instructions

About this survey

This survey, part of the NPIPS, covers person-to-person (P2P) and money transfer thansactions that your organization processed for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

> ## >> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

Example

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

   Example   Override

   | NR | |

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

Examples

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
   Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
   Item should be reportable if all related items (Q2, Q2.b) are reported.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

Example

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

   This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey
Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

| **Person-to-Person and Money Transfer Processor Payment Survey** | **2024 Data** |

Annual Data Entry

Please report data on person-to-person (P2P) and money transer transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only transactions originated on your P2P or money transfer system, including those received on another system
* Funds transfers typically between individuals, usually feature an online system, agent, email or mobile-
  phone-based system

Do not include:
* Transactions made from non-US-domiciled accounts to US payees (requested separately in questions 8 and 13)

Note: P2P & Money Transfers are generally initiated by the payer (i.e., "push" transactions). Sometimes a transfer requires an action by the payee to receive the transfer, such as an acceptance or request (i.e., a "pull" transaction). Do not count the receipt or pull of a transaction separately from its origination or push, or count a transaction originated on another system and received on yours. If you cannot separate the originated transactions on your system from the available data, please provide your estimate of the P2P and money transfer transactions originated on your system and indicate that it is an estimate in the comment box at the bottom of this sheet.

Definitions for selected terms can be found in the Glossary tab.

> *Please leave no item blank.*
> ** Enter "0" if an item is zero*
> ** Enter "NR" if an item is nonzero*
> * but cannot be reported*

Calendar year 2024 person-to-person & money transfer transactions

1   **Total transactions**
        Do not include declined transactions.

Number	
Value ($)	
Avg. Value ($)	NR

Transactions by payee location

2   **Total transactions (repeat item 1) = 2.a + 2.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

2.a   **Domestic transactions from US-domiciled accounts**
          (payees within the US)

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.b   **Cross-border transactions from US-domiciled accounts**
          (payees outside the US)

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Transactions by origination channel (how the customer accesses the P2P system)

3   **Total transactions (repeat item 1) = 3.a + 3.b + 3.c + 3.d**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a   **Website**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.b   **Mobile phone (via an application or text message)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.c   **In person (via agent location, kiosk or ATM)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.d   **All other**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Transaction funding by instrument (how the customer pays for the transfer)

4   **Total transactions (repeat item 1) = 4.a + 4.b + 4.c + 4.d + 4.e**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

4.a   **Cash or check**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.b   **General-purpose card network (credit, debit, or prepaid card)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Annual Data Entry

4.c   **Automated clearinghouse transfer (ACH debit or credit)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.d   **Internal prefunded/prepaid account or internal book transfer**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.e   **All other (e.g., wire, RTP system)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Transactions by disbursement system (how funds are transferred to the beneficiary)

5   **Total transactions (repeat item 1) = 5.a + 5.b + 5.c + 5.d + 5.e + 5.f**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

5.a   **Automated clearinghouse (ACH) = 5.a.1 + 5.a.2**
Transfers to beneficiary's deposit account are submitted via an ACH entry.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

5.a.1   **Same-day ACH**
Interbank funds are transferred the same day the transaction is submitted.

Number	
Value ($)	
Avg. Value ($)	NR
% of automated clearinghouse (ACH) transactions (Number)	NR

5.a.2   **All other ACH**
Interbank funds are transferred one or more days after the transaction is submitted.

Number	
Value ($)	
Avg. Value ($)	NR
% of automated clearinghouse (ACH) transactions (Number)	NR

5.b   **General-purpose card network (debit, prepaid, or credit)**
Sometimes called original credit transactions (OCTs) or push payment credits

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

5.c   **Wire (CHIPS, FedWire) or instant payment (RTP, FedNow) system**
Interbank funds are transferred in real-time to beneficiary's deposit account.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

5.d   **Internal book transfer**
Funds are transferred to beneficiary's account on the books of your organization.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

5.e   **Check**
A check is sent to the beneficiary. Funds are transferred once deposited or cashed.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

5.f   **All other including on-demand cash from agent or teller**
Funds are made available via a transfer to a third party on the beneficiary's behalf, or via a system not listed.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Transactions by disbursement speed (how quickly funds are made available to the beneficiary)

6   **Total transactions (repeat item 1) = 6.a + 6.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

6.a   **Immediate transactions**
Funds are sent with real-time or near-real-time availability to beneficiary. We assume such funds are typically made available within 30 minutes or less. (If your organization uses a different standard, please describe in the comments field at the end of this form.)

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

6.b   **All other**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Annual Data Entry

Transaction value distribution

7   **Total transactions (repeat item 1) = 7.a + 7.b + 7.c + 7.d + 7.e + 7.f + 7.g**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

7.a   **Transactions with less than $25.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

7.b   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

7.c   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

7.d   **Transactions with $100.00 to $249.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

7.e   **Transactions with $250.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

7.f   **Transactions with $500.00 to $999.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

7.g   **Transactions with $1000.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Transactions from non-US-domiciled accounts

8   **Total transactions from non-US-domiciled accounts (payees within the US and not included in item 1)**

Number	
Value ($)	
Avg. Value ($)	NR

Third-party fraudulent transactions

9   **Third-party fraudulent transactions**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

Third-party fraudulent transactions by payee location

10   **Third-party fraudulent transactions (repeat item 9) = 10.a + 10.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

10.a   **Domestic transactions from US-domiciled accounts (payees within the US)**

Number	
Value ($)	
Avg. Value ($)	NR
Domestic transactions from US-domiciled accounts fraud rate (Number)	NR
Domestic transactions from US-domiciled accounts fraud rate (Value)	NR

10.b   **Cross-border transactions from US-domiciled accounts (payees outside the US)**

Number	
Value ($)	
Avg. Value ($)	NR
Cross-border transactions from US-domiciled accounts fraud rate (Number)	NR
Cross-border transactions from US-domiciled accounts fraud rate (value)	NR

Annual Data Entry

Third-party fraudulent transactions by origination channel (how the customer accesses the P2P system)

11 Third-party fraudulent transactions (repeat item 9) = 11.a + 11.b + 11.c + 11.d

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

11.a Website

Number	
Value ($)	
Avg. Value ($)	NR
Website transactions fraud rate (Number)	NR
Website transactions fraud rate (Value)	NR

11.b Mobile phone (via an application or text message)

Number	
Value ($)	
Avg. Value ($)	NR
Mobile phone transactions fraud rate (Number)	NR
Mobile phone transactions fraud rate (Value)	NR

11.c In person (via agent location, kiosk or ATM)

Number	
Value ($)	
Avg. Value ($)	NR
In person transactions fraud rate (Number)	NR
In person transactions fraud rate (Value)	NR

11.d All other

Number	
Value ($)	
Avg. Value ($)	NR
All other transactions fraud rate (Number)	NR
All other transactions fraud rate (Value)	NR

Third-party fraudulent transactions by disbursement speed (how quickly funds are transferred to beneficiary)

12 Third-party fraudulent transactions (repeat item 9) = 12.a + 12.b

Number	NR
Value ($)	NR
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

12.a Immediate transactions
Funds are sent fraudulently with real-time or near-real-time availability to beneficiary. We assume such funds are typically made available within 30 minutes or less. (If your organization uses a different standard, please describe in the comments field at the end of this form.)

Number	
Value ($)	
Avg. Value ($)	NR
Immediate transactions fraud rate (Number)	NR
Immediate transactions fraud rate (Value)	NR

12.b All other

Number	
Value ($)	
Avg. Value ($)	NR
All other transactions fraud rate (Number)	NR
All other transactions fraud rate (Value)	NR

Third-party fraudulent transactions from non-US-domiciled accounts

13 Third-party fraudulent transactions from non-US-domiciled accounts (payees within the US and not included in item 9)

Number	
Value ($)	
Avg. Value ($)	NR
Transactions from non-US-domiciled accounts fraud rate (Number)	NR
Transactions from non-US-domiciled accounts fraud rate (Value)	NR

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
7	**Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.

The Federal Reserve

Payments Study

Online Bill Payment
Processor Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers online bill payments that your organization processed for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party.

About the study

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Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization.**

>> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Example

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   Example   Override

   | | NR | |

   (Automatic entry cells display "NR" until required information is provided.)

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Examples
   Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
   Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
   Item should be reportable if all related items (Q2, Q2.b) are reported.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

   Example
   This average value is unusually low.

When a form is complete, if possible please provide any explanations you may have for any remaining flags in the comments field at the bottom of each tab in the workbook. This will assist us to review and validate your data after the form is submitted. We may follow up with validation questions after the review is completed. Please review your survey workbooks for any empty cells before submitting.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey
Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Annual Data Entry

Please report data on online bill payments and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Transactions originated through a financial institution or other intermediary's online bill payment portal (i.e., bank online bill payments) and directly via biller websites (i.e., biller-direct bill payments)
* Only include transactions originated from US-domiciled accounts
* Only transaction totals for the individual bills within a batch of bills that were settled through a single combined payment to the biller (i.e., check and list payments)

Do not include:
* Batch transactions because this will double count the individual bill totals
* Declined transactions

Definitions for selected terms can be found in the Glossary tab.

> *Please leave no item blank.*
> *Enter "0" if an item is zero*
> *Enter "NR" if an item is nonzero but cannot be reported*

Calendar year 2024 online bill payment transactions

1   **Total transactions = 1.a + 1.b**
Do not include declined transactions.

Number	
Value ($)	
Avg. Value ($)	NR

1.a   **Bank/intermediary online bill payment transactions = 1.a.1 + 1.a.2**
Direct send/consolidator transactions (e.g., Fiserv, iPay)

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

1.a.1   **Transactions initiated with a mobile device**

Number	
Value ($)	
Avg. Value ($)	NR
% of bank/intermediary online bill payment transactions (Number)	NR

1.a.2   **Transactions not initiated with a mobile device**

Number	
Value ($)	
Avg. Value ($)	NR
% of bank/intermediary online bill payment transactions (Number)	NR

1.b   **Biller-direct online bill payment transactions = 1.b.1 + 1.b.2**
Electronic billing and payment offered directly from the website of the company providing the good or service (e.g., utilities, mobile phone operators and cable companies).

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

1.b.1   **Transactions initiated with a mobile device**

Number	
Value ($)	
Avg. Value ($)	NR
% of biller-direct online bill payment transactions (Number)	NR

1.b.2   **Transactions not initiated with a mobile device**

Number	
Value ($)	
Avg. Value ($)	NR
% of biller-direct online bill payment transactions (Number)	NR

Transactions by disbursement method (how funds were sent to billers)

2   **Total transactions (repeat item 1) = 2.a + 2.b + 2.c + 2.d**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

2.a   **Automated clearinghouse (ACH) transfers = 2a.1 + 2a.2**
Transfers to beneficiary's deposit account are submitted via an ACH entry.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.a.1   **Same-day ACH**
Payment initiated using the ACH network with instructions for processing as a same-day payment with end-of-day funds availability.

Number	
Value ($)	
Avg. Value ($)	NR
% of ACH transfers (Number)	NR

2.a.2   **All other ACH**
Interbank funds are transferred one or more days after the transaction is submitted.

Number	
Value ($)	
Avg. Value ($)	NR
% of ACH transfers (Number)	NR

Annual Data Entry

2.b   Immediate transactions = 2.b.1 + 2.b.2 + 2.b.3 + 2.b.4

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.b.1   Wire transfers

Number	
Value ($)	
Avg. Value ($)	NR
% of immediate transactions (Number)	NR

2.b.2   Book transfers (closed-loop model)
Funds are simply transferred within one institution or organization from one customer to another within a funds pool or agent system that does not require settlement with unaffiliated institution(s).

Number	
Value ($)	
Avg. Value ($)	NR
% of immediate transactions (Number)	NR

2.b.3   Real-time payments (RTP) (open-loop model)
Real-time payment is initiated for immediate good funds availability amongst member financial institutions and processors. This can be a Credit Push transfer of account holder funds with near real-time settlement.

Number	
Value ($)	
Avg. Value ($)	NR
% of immediate transactions (Number)	NR

2.b.4   Card based transfers (open-loop model)
Funds are pushed to the recipient's (beneficiary's) card using a debit card network with near real-time availability of funds.

Number	
Value ($)	
Avg. Value ($)	NR
% of immediate transactions (Number)	NR

2.c   Checks

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.d   All other

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Transactions by funding method (how funds were collected from customers)

3   Total transactions (repeat item 1) = 3.a + 3.b + 3.c + 3.d + 3.e

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a   Cash

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.b   Check

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.c   General-purpose card (credit, debit or prepaid)

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.d   ACH

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.e   All other

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Annual Data Entry

Transaction value distribution (bank/intermediary online bill payments)

4   **Bank/intermediary online bill payment transactions (repeat item 1a)**
= 4.a + 4.b + 4.c + 4.d + 4.e + 4.f

Number	NR
Value ($)	NR
Avg. Value ($)	NR

4.a   **Transactions with less than $25.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of bank/intermediary online bill payment transactions (Number)	NR

4.b   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of bank/intermediary online bill payment transactions (Number)	NR

4.c   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of bank/intermediary online bill payment transactions (Number)	NR

4.d   **Transactions with $100.00 to $249.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of bank/intermediary online bill payment transactions (Number)	NR

4.e   **Transactions with $250.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of bank/intermediary online bill payment transactions (Number)	NR

4.f   **Transactions with $500.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of bank/intermediary online bill payment transactions (Number)	NR

Transaction value distribution (biller-direct online bill payments)

5   **Biller-direct online bill payment transactions (repeat item 1b)**
= 5.a + 5.b + 5.c + 5.d + 5.e + 5.f

Number	NR
Value ($)	NR
Avg. Value ($)	NR

5.a   **Transactions with less than $25.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of biller-direct online bill payment transactions (Number)	NR

5.b   **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of biller-direct online bill payment transactions (Number)	NR

5.c   **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of biller-direct online bill payment transactions (Number)	NR

5.d   **Transactions with $100.00 to $249.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of biller-direct online bill payment transactions (Number)	NR

5.e   **Transactions with $250.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of biller-direct online bill payment transactions (Number)	NR

5.f   **Transactions with $500.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of biller-direct online bill payment transactions (Number)	NR

Annual Data Entry

Third-party fraudulent transactions

6   **Third-party fraudulent transactions = 6.a + 6.b**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

6.a   **Bank/intermediary online bill payment transactions**

Number	
Value ($)	
Avg. Value ($)	NR
Bank/intermediary online bill payment transactions fraud rate (Number)	NR
Bank/intermediary online bill payment transactions fraud rate (Value)	NR

6.b   **Biller-direct online bill payment transactions**

Number	
Value ($)	
Avg. Value ($)	NR
Biller-direct online bill payment transactions fraud rate (Number)	NR
Biller-direct online bill payment transactions fraud rate (Value)	NR

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
1a.1	**Transactions initiated with a mobile device:** Transactions initiated on a smart device in person with NFC using a "digital wallet" (e.g., a merchant's mobile App or cloud based QR or other authentication code).
4 & 5	**Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.

The Federal Reserve
Payments Study

Walk-In Bill Payment Processor Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers walk-in bill payment transactions that your organization processed for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of active and total cards (including both physical and virtual cards) carrying your organization's network brand that are issued and outstanding are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

>> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.
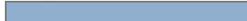
   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

   Example

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   Example   Override
   NR

   (Automatic entry cells display "NR" until required information is provided.)

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Examples

   Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
   Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
   Item should be reportable if all related items (Q2, Q2.b) are reported.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

   Example

   This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey

Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

Walk-In Bill Payment Processor Survey

Instructions

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Annual Data Entry

Please report data on walk-in bill payments and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Transacions that originated from US-domiciled accounts and were made in-person that your organization received or processed on behalf of billers
* Only payments made at locations (e.g., kiosks, ATMs, agents, or retailers) other than those operated by the biller
* Only transaction totals for the individual bills within a batch of bills that were settled through a single combined payment to the biller (i.e., check and list payments)

Do not include:
* Online, mail, or telephone bill payments
* In-person bill payments made at locations operated by the biller or bill payments originated from foreign accounts
* Batch transactions because this will double count the individual bill totals
* Declined transactions

Definitions for selected terms can be found in the Glossary tab.

> *Please leave no item blank.*
> ** Enter "0" if an item is zero*
> ** Enter "NR" if an item is nonzero*
> *   but cannot be reported*

Calendar year 2024 walk-in bill payment transactions

1   **Total transactions**
Do not include declined transactions

Number	
Value ($)	
Avg. Value ($)	NR

Transactions by disbursement method

2   **Total transactions (repeat item 1) = 2.a + 2.b + 2.c + 2.d**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

2.a   **Automated clearinghouse (ACH) transfers = 2.a.1 + 2.a.2**
Transfers to beneficiary's deposit account are submitted via an ACH entry.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.a.1   **Same-day ACH**
Payment initiated using the ACH network with instructions for processing as a same-day payment with end-of-day funds availability.

Number	
Value ($)	
Avg. Value ($)	NR
% of ACH transfers (Number)	NR

2.a.2   **All other ACH**
Interbank funds are transferred one or more days after the transaction is submitted.

Number	
Value ($)	
Avg. Value ($)	NR
% of ACH transfers (Number)	NR

2.b   **Immediate transactions = 2.b.1 + 2.b.2 + 2.b.3 + 2.b.4**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.b.1   **Wire transfers**

Number	
Value ($)	
Avg. Value ($)	NR
% of immediate transactions (Number)	NR

2.b.2   **Book transfers (closed-loop model)**
Funds are simply transferred within one institution or organization from one customer to another within a funds pool or agent system that does not require settlement with unaffiliated institution(s).

Number	
Value ($)	
Avg. Value ($)	NR
% of immediate transactions (Number)	NR

2.b.3   **Real-time payments (RTP) (open-loop model)**
Real-time payment is initiated for immediate good funds availability amongst member financial institutions and processors. This can be a Credit Push transfer of account holder funds with near real-time settlement.

Number	
Value ($)	
Avg. Value ($)	NR
% of immediate transactions (Number)	NR

2.b.4   **Card based transfers (open-loop model)**
Funds are pushed to the recipient's (beneficiary's) card using a debit card network with near real-time availability of funds.

Number	
Value ($)	
Avg. Value ($)	NR
% of immediate transactions (Number)	NR

2.c   **Checks**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.d   **All other**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Annual Data Entry

Transactions by funding method

3	Total transactions (repeat item 1) = 3.a + 3.b + 3.c	**Number**	NR
		Value ($)	NR
		Avg. Value ($)	NR

3.a	Cash	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

3.b	General-purpose card (credit, debit or prepaid)	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

3.c	All other	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

Transactions value distribution

4	Total transactions (repeat item 1) = 4.a + 4.b + 4.c + 4.d + 4.e + 4.f	**Number**	NR
		Value ($)	NR
		Avg. Value ($)	NR

4.a	Transactions with less than $25.00 in total value	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

4.b	Transactions with $25.00 to $49.99 in total value	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

4.c	Transactions with $50.00 to $99.99 in total value	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

4.d	Transactions with $100.00 to $249.99 in total value	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

4.e	Transactions with $250.00 to $499.99 in total value	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

4.f	Transactions with $500.00 or greater in total value	**Number**	
		Value ($)	
		Avg. Value ($)	NR
		% of total transactions (Number)	NR

Third-party fraudulent transactions

5	**Third-party fraudulent transactions**	**Number**	
	Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.	**Value ($)**	
		Avg. Value ($)	NR
		Fraud rate (Number)	NR
		Fraud rate (Value)	NR

Comments:

Glossary

Item	Definition

United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.

4   **Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.

The Federal Reserve

Payments Study

Private-Label ACH Debit Card
Processor Payment Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the NPIPS, covers private-label ACH debit card transactions that your organization processed in-house for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

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Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

>> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
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   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   (Automatic entry cells display "NR" until required information is provided.)

Example

Example   Override

NR

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Examples

Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
Item should be reportable if all related items (Q2, Q2.b) are reported.

Example

This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey
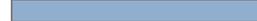#### Submitted via Intralinks:

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Questions?

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Networks, Processors, and Issuers Payments Surveys (NPIPS)

Private-Label ACH Debit Card Processor Payment Survey

Instructions

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Private-Label ACH Debit Card Processor Payment Survey	2024 Data

Annual Data Entry

Please report data on private-label ACH debit card transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Transactions that originated from US-domiciled accounts and were made with private-label (merchant-branded) payment cards for which the ACH system was used to settle daily card transactions, whether individually or on an aggregated basis, from a cardholder deposit account linked to the card account (i.e., decoupled debit transactions)

Do not include:
* Transactions on prepaid cards or transactions on payment cards through which credit was routinely extended to cardholders for more than one business day before an attempt was made to settle with cardholders
* Transactions that originated from foreign accounts

Definitions for selected terms can be found in the Glossary tab.

Calendar year 2024 private-label ACH debit card transactions

1   **Total transactions**
- Number
- Value ($)
- Avg. Value ($) — NR

   1.a   **Less: Denials (authorization declined)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of total transactions (Number) — NR

2   **Completed transactions (posted to card accounts) = 1 - 1.a**
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR

   2.a   **Cash-back at the point of sale**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of completed transactions (Number) — NR

   2.b   **Adjustments and returns = 2.b.1 + 2.b.2**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of completed transactions (Number) — NR

     2.b.1   **ACH returns (receiver initiated)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of adjustments and returns (Number) — NR

     2.b.2   **Other adjustments and returns (originator initiated)**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of adjustments and returns (Number) — NR

3   **Net, purchase transactions**
= 2 - 2.b for Number, = 2 - 2.a - 2.b for Value
A point-of-sale (POS) purchase transaction with cash back is counted as one transaction. Do not subtract the number of cash-back transactions. Only subtract the dollar value amount of the cash-back transactions.
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR

Transaction by authentication method

4   **Completed transactions (repeat item 2) = 4.a + 4.b**
- Number — NR
- Value ($) — NR
- Avg. Value ($) — NR

   4.a   **Transactions with chip-authentication = 4.a.1 + 4.a.2**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of completed transactions (Number) — NR

     4.a.1   **Transactions with a PIN**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of transactions with chip-authentication (Number) — NR

     4.a.2   **Transactions without a PIN**
- Number
- Value ($)
- Avg. Value ($) — NR
- % of transactions with chip-authentication (Number) — NR

Annual Data Entry

4.b   **Transactions without chip-authentication = 4.b.1 + 4.b.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of completed transactions (Number)	NR

4.b.1   **Transactions with a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions without chip-authentication (Number)	NR

4.b.2   **Transactions without a PIN**

Number	
Value ($)	
Avg. Value ($)	NR
% of transactions without chip-authentication (Number)	NR

Third-party fraudulent transactions

5   **Third-party fraudulent transactions**

Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

Comments:

Glossary

Item	Definition
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
1a	**Denials/declines:** Transaction attempts that receive a denial response by the host authorization system and do not result in an authorized transaction.
2	**Completed transactions:** Purchase transactions (including any cash-back) that are completed and posted to the private-label card account for payment. Such transactions include those that are subsequently reversed in an adjustment or return requested by the merchant or cardholder, defined below.
2a	**Cash-back at the point of sale:** Purchase transactions that include an amount of cash given back to the card user.
2b.1	**ACH returns:** Transactions that are initiated by the receiver that reverse a purchase transaction, in whole or in part using ACH return codes for NSF, account not found, customer disputes, unauthorized, fraudulent or processing errors.
2b.2	**Other adjustments and returns:** Transactions initiated by the originator that reverse a purchase transaction, in whole or in part (e.g., the return of goods by the cardholder), and transfer value from the receiver back to the originator.
3	**Net, purchase transactions:** Transactions that have been authorized and settled. Exclude denials, ACH returns, and other adjustments and returns. Exclude cash-back amounts from value, but do not exclude transactions that involved cash-back from number.

The Federal Reserve

Payments Study

Online Payment Method
Processor Survey

Survey Period:
Calendar Year 2024

About this survey

This survey, part of the 2025 NPIPS, covers online payments that your organization processed for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

>> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

   Example

   Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
   * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
   * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

   Example   Override

   | NR |

   (Automatic entry cells display "NR" until required information is provided.)

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

   Examples

   Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
   Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
   Item should be reportable if all related items (Q2, Q2.b) are reported.

   Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

   Example

   This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey

Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Networks, Processors, and Issuers Payments Surveys (NPIPS)

Online Payment Method Processor Survey

<u>**Instructions**</u>

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Annual Data Entry

Please report data on online payment transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Transactions that originated from US-domiciled accounts and were supported by your organization using selected types of tools, software and systems designed to provide security, convenience, or other enhancements to online payments in the US

Definitions for selected terms can be found in the Glossary tab.

> *Please leave no item blank.*
> ** Enter "0" if an item is zero*
> ** Enter "NR" if an item is nonzero but cannot be reported*

Calendar year 2024 online payment method transactions

1   **Total transactions = 1.a + 1.b + 1.c + 1.d**
Do not include declined transactions.

Number	
Value ($)	
Avg. Value ($)	NR

1.a   **Redirected from merchant or biller site = 1.a.1 + 1.a.2**
Customer completes purchase by directly using your organization's authentication tool, app, or site.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

1.a.1   **Normal payment (no delay/no instant credit)**

Your organization authenticates the customer's payment to the merchant or biller.

Number	
Value ($)	
Avg. Value ($)	NR
% redirected from merchant or biller site (Number)	NR

1.a.2   **Delayed payment/instant credit**
Your organization authenticates and pays the merchant for the purchase and the customer pays it back later in a single installment or multiple installments. Count the number and value of the entire purchase, not the delayed customer payments.

Number	
Value ($)	
Avg. Value ($)	NR
% redirected from merchant or biller site (Number)	NR

1.b   **Secure online prepaid/escrow-account**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

1.c   **Token vault**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

1.d   **Other online payment methods**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Transaction funding by instrument (how customer payment was settled)

2   **Total transactions (repeat item 1) = 2.a + 2.b + 2.c + 2.d + 2.e+ 2.f**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

2.a   **Cash or check**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.b   **General-purpose card network (credit, debit, or prepaid card)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.c   **Automated clearinghouse transfer (ACH debit or credit)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.d   **Internal prefunded/prepaid account or internal book transfer**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.e   **Immediate (e.g., wire, real-time payment system)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.f   **Other (e.g., P2P service or crypto currrency wallet)**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Annual Data Entry

Transaction value distribution

3 | **Total transactions (repeat item 1) = 3.a + 3.b + 3.c + 3.d + 3.e + 3.f + 3.g + 3.h + 3.i**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a | **Transactions with less than $5.00 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.b | **Transactions with $5.00 to $9.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.c | **Transactions with $10.00 to $14.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.d | **Transactions with $15.00 to $24.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.e | **Transactions with $25.00 to $49.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.f | **Transactions with $50.00 to $99.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.g | **Transactions with $100.00 to $249.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.h | **Transactions with $250.00 to $499.99 in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3.i | **Transactions with $500.00 or greater in total value**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Third-party fraudulent transactions

4 | **Third-party fraudulent transactions**
Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

Comments:

Glossary

Item	Definition

United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.

1a   **Redirected from merchant or biller site:** Some merchants pass a customer to a third-party online payment service to provide authentication or instant credit.

1a.1   **Normal payment (no delay/no instant credit):** Typically used to obtain security credentials or logins in order to proceed with an authentication request. Customer pays using your organization's payment method using an established account (including the use of previously established credit accounts).

1a.2   **Delayed payment/instant credit:** Customer receives credit from your organization to be paid off in the future (e.g., Buy Now, Pay Later, "BNPL"). Please count the amount of the total purchase (e.g., the full amount financed in a "Pay in Four", or a no interest if paid in 6 months program.)

1c.   **Token vault:** Includes secure payments where a card or account number is tokenized so that it cannot be used for other transactions if the number is obtained by an unauthorized entity.

1d.   **Other online payment methods:** This includes crypto currency wallets or accounts.

3   **Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.

The Federal Reserve

Payments Study

Mobile Wallet
Processor Payment Survey

Survey Period:
Calendar Year 2024

Networks, Processors, and Issuers Payments Surveys (NPIPS)
Mobile Wallet Processor Payment Survey
<u>Instructions</u>

About this survey

This survey, part of the NPIPS, covers mobile wallet transactions that your organization processed for calendar year 2024 (CY2024). Allocations of transactions are requested for several category types, including transactions classified as fraudulent by an unauthorized third party. Counts of the number of provisioned mobile wallets are also requested.

About the study

This survey and other NPIPS surveys are part of the Federal Reserve Payments Study (FRPS), which is conducted by the Federal Reserve Bank of Atlanta and the Federal Reserve Board. Your response will be used in combination with peer responses to estimate national aggregate volumes for CY2024. Aggregate results will be compared to those of previous studies to track changes and identify trends in US payments.

Confidentiality

Any data you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

To achieve the most reliable results, it is important that you respond completely and accurately. **If your organization outsourced payments processing to another organization during CY2024, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your organization**.

> ## >> Please respond by: June 13, 2025 <<

Data entry

Please enter annual data for CY2024 in the **Annual Data Entry** tab (i.e., worksheet). If estimated amounts rather than actual amounts are reported for any item(s), please explain in the comments field at the bottom of the tab. By default, tabs are protected and only cells needed for data entry are unlocked.

1. Direct data entry (light blue boxes). For numeric data, key in the actual number or dollar amount.

    Note: Items left blank can be difficult to interpret and may generate follow-up questions. If a positive amount cannot be provided, please consider entering one of these alternatives:
    * Enter "0" if the requested item is known to be zero. (This is appropriate for items that are not applicable to your organization.)
    * Enter "NR" (not reported/not reportable) if the requested item is known to be nonzero but cannot be reported.

2. Automatic entry of calculations or repeated figures (dark blue box). Cells are protected, but different amounts may be entered into the override cells to the right (yellow box), if necessary. Only positive numeric amounts are valid for override cells.

    (Automatic entry cells display "NR" until required information is provided.)

3. Option button selection. Click on the button with the option you would like to choose.
    (In the example to the right, Option 1 is the default selection.)

Example

Example　　　　　　　　　　　　　　　　　Override

NR

Example

● Option 1

○ Option 2

Unexpected condition flags

As you fill out the survey, flags may be raised describing the results of simple arithmetic comparisons. These are intended to help you identify potential mistakes and, if appropriate, correct them. However, it may not always be appropriate to revise data when flags are raised, and you may choose to leave your response data as is. If that happens, please provide feedback and explanations in the comments field at the bottom of each tab. Your comments may help us understand your data and avoid the need for follow up.

Conditions that can raise a flag include:

1. **Logical inconsistencies:** These check for essential arithmetical relationships among items based on survey definitions and structure. They include adding-up conditions for items and their sub-items, pairing of zeros with nonzeros, and entry of NR when a known amount is implied by other reported item amounts.

    Note: Leaving items blank will not throw flags. However, consistency problems may still exist when the amount is left blank but is implied by other related item amounts. Such cases can be checked by entering NR when an item is not reported/not reportable. If possible, please review your survey workbooks for any blank data-entry cells and replace them before submitting.

2. **Exceeding set boundaries:** These compare against lower and upper boundaries for averages and ratios. The boundaries are intended to allow a wide range, but may not be appropriate for your organization.

Examples

Item in Q3 is not equal to the sum of subitems: Q3 > Q3.a + Q3.b.
Inconsistent pair: Q3 Balance ($) cannot be 0 if Q3 Number is nonzero.
Item should be reportable if all related items (Q2, Q2.b) are reported.

Example

This average value is unusually low.

Glossary

Definitions for selected terms can be found in the **Glossary** tab.

Submitting the completed survey
Submitted via Intralinks:

Please have your organization's Study Coordinator that established access to an Intralinks account submit this and any other survey workbooks.

To submit your completed survey, log in to your organization's Intralinks account where you will see a folder labeled with a unique numeric identifier assigned to your organization. Within this folder are two subfolders – one for submitting your data and the other for retrieving data that we may send you. Locate the Submit Data folder, and upload your completed survey workbooks on the encrypted Intralinks platform. Once we receive notification of your submission, acknowledgement of receipt will be sent to you from FRPSCommunications@atl.frb.org.

Questions?

If you have questions about the survey content or need assistance with the submission process, please contact the Federal Reserve Payments Study team at www.paymentsstudy.com.

Comments

Please provide any feedback and suggestions about the survey or submission process in the box below:

Mobile Wallet Processor Payment Survey | 2024 Data

Annual Data Entry

Please report data on mobile wallet transactions and related information for calendar year 2024. Responding completely and accurately will help ensure accuracy of the aggregate estimates.

Include:
* Only transactions originated on your mobile wallet platform, including those received on another system
* All domestic and cross-border transactions associated with US-domiciled accounts

Do not include:
* Transactions made from non-US-domiciled accounts to US payees

Definitions for selected terms can be found in the Glossary tab.

> *Please leave no item blank.*
> *Enter "0" if an item is zero*
> *Enter "NR" if an item is nonzero but cannot be reported*

Calendar year 2024 mobile wallet transactions

1   Please indicate what type(s) of mobile wallet transactions are reported in your response to this survey.

- ○ Open-use general-purpose (pay unaffiliated organizations)
- ○ Closed-use (pay limited to issuers stores or affiliates)
- ● Both

2   **Total transactions = 2.a + 2.b + 2.c**
Do not include declined transactions.

Number	
Value ($)	
Avg. Value ($)	NR

2.a   **Purchase transactions = 2.a.1 + 2.a.2**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.a.1   **In-person purchase transactions**
Mobile wallet transactions at the merchant point of sale. Typically includes mobile wallet transactions the customer initiates by interacting with a physical terminal or other device provided by the merchant or payee. Also may include in-person mobile wallet transactions initiated by other means.

Number	
Value ($)	
Avg. Value ($)	NR
% of purchase transactions (Number)	NR

2.a.2   **Remote purchase transactions (customer not at merchant location)**
Mobile wallet transactions for which the customer is not at the merchant point of sale. Typically includes mobile wallet transactions for which the customer does not interact with a physical terminal or other device provided by the merchant or payee.

Number	
Value ($)	
Avg. Value ($)	NR
% of purchase transactions (Number)	NR

2.b   **Person-to-person or peer-to-peer (P2P) transactions**
Funds transfers between individuals.

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

2.c   **Other transactions**

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

3   **In-person purchase transactions (repeat item 2.a.1) = 3.a + 3.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR

3.a   **Radio transmission RFID/NFC ("Tap" device at terminal)**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person purchase transactions (Number)	NR

3.b   **Optical barcode/QR code ("Scan" device display)**

Number	
Value ($)	
Avg. Value ($)	NR
% of in-person purchase transactions (Number)	NR

Annual Data Entry

Transaction value distribution

4 — Total transactions (repeat item 2) = 4.a + 4.b + 4.c + 4.d + 4.e + 4.f + 4.g + 4.h + 4.i

Number	NR
Value ($)	NR
Avg. Value ($)	NR

4.a — Transactions with less than $5.00 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.b — Transactions with $5.00 to $9.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.c — Transactions with $10.00 to $14.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.d — Transactions with $15.00 to $24.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.e — Transactions with $25.00 to $49.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.f — Transactions with $50.00 to $99.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.g — Transactions with $100.00 to $499.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.h — Transactions with $500.00 to $999.99 in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

4.i — Transactions with $1,000.00 or greater in total value

Number	
Value ($)	
Avg. Value ($)	NR
% of total transactions (Number)	NR

Third-party fraudulent transactions

5 — Third-party fraudulent transactions = 5.a + 5.b + 5.c

Include all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Do not include fraud attempts that were prevented before they were cleared and settled, or fraud committed by the accountholder or other users authorized to make payments.

Number	
Value ($)	
Avg. Value ($)	NR
Fraud rate (Number)	NR
Fraud rate (Value)	NR

5.a — Purchase transactions = 5.a.1 + 5.a.2

Number	
Value ($)	
Avg. Value ($)	NR
Purchase transactions fraud rate (Number)	NR
Purchase transactions fraud rate (Value)	NR

5.a.1 — In-person purchase transactions

Fraudulent mobile wallet transactions at the merchant point of sale. Typically includes fraudulent mobile wallet transactions the customer initiates by interacting with a physical terminal or other device provided by the merchant or payee. Also may include in-person fraudulent mobile wallet transactions initiated by other means.

Number	
Value ($)	
Avg. Value ($)	NR
In-person purchase transactions fraud rate (Number)	NR
In-person purchase transactions fraud rate (Value)	NR

5.a.2 — Remote purchase transactions (customer not at merchant location)

Fraudulent mobile wallet transactions for which the customer is not at the merchant point of sale. Typically includes fraudulent mobile wallet transactions for which the customer does not interact with a physical terminal or other device provided by the merchant or payee.

Number	
Value ($)	
Avg. Value ($)	NR
Remote purchase transactions fraud rate (Number)	NR
Remote purchase transactions fraud rate (Value)	NR

Annual Data Entry

5.b   **Person-to-person or peer-to-peer (P2P) transactions**
Fraudulent funds transfers between individuals.

Number	
Value ($)	
Avg. Value ($)	NR
P2P transactions fraud rate (Number)	NR
P2P transactions fraud rate (Value)	NR

5.c   **Other transactions**

Number	
Value ($)	
Avg. Value ($)	NR
Other transactions fraud rate (Number)	NR
Othe transactions fraud rate (Value)	NR

6   **Third-party fraudulent in-person purchase transactions (repeat item 5.a.1) = 6.a + 6.b**

Number	NR
Value ($)	NR
Avg. Value ($)	NR
In-person purchase transactions fraud rate (Number)	NR
In-person purchase transactions fraud rate (Value)	NR

6.a   **Radio transmission RFID/NFC ("Tap" device at terminal)**

Number	
Value ($)	
Avg. Value ($)	NR
Radio transmission RFID/NFCs fraud rate (Number)	NR
Radio transmission RFID/NFCs fraud rate (Value)	NR

6.b   **Optical barcode/QR code ("Scan" device display)**

Number	
Value ($)	
Avg. Value ($)	NR
Optical barcode/QR code fraud rate (Number)	NR
Optical barcode/QR code fraud rate (Value)	NR

Number of provisioned mobile wallets

7   **Active mobile wallets** are mobile wallets that were provisioned and were used to make at least one payment over a period of time. In which basis would you prefer to report active mobile wallets below? If possible, please use *1 year* (the default selection).

Preferred basis for reporting mobile wallet activity

- ○ 1 month
- ○ 3 months
- ○ 6 months
- ● 1 year
- ○ Other, please describe below:

8   **Number of active and total provisioned mobile wallets as of December 31, 2023**

Active mobile wallets	
Total mobile wallets	
Active to total provisioned mobile wallets as of December 31, 2023 ratio	NR

9   **Number of active and total provisioned mobile wallets as of December 31, 2024**

Active mobile wallets	
Total mobile wallets	
Active to total provisioned mobile wallets as of December 31, 2024 ratio	NR

Comments:

Glossary

Item	Definition
	Mobile wallet: A comprehensive digital solution designed to replace the physical wallet. It stores information about credit and debit cards, loyalty rewards, and any other digitized information (e.g., event tickets, boarding pass) – all managed, accessed and delivered via the mobile phone. Sensitive financial data is typically protected by a PIN, code, or biometric features and/or tokenization.
	United States: The states, territories, and possessions of the US, the District of Columbia, the Commonwealth of Puerto Rico, or any political subdivision of any of the foregoing.
2a.1	**In-person purchase transactions:** Transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was "tapped" to pay at the POS terminal (e.g., Apple Pay, Samsung Pay, Google Pay, Fitbit Pay) and private-label payment methods on mobile wallets supported by specific merchants. Such payments can be initiated through radio transmission RFID/NFC or optical barcode/QR code. Do not include payments initiated using a physical card or token.
2a.2	**Remote purchase transactions (customer not at merchant location):** In-app transactions or browser transactions made with a digital wallet. Browser transactions include both digital wallets (e.g., Apple Pay, Google Pay, Samsung Pay), third-party tokenized digital wallets (e.g., PayPal, Amazon Pay, Square Restaurants, Visa Checkout, Masterpass), and private-label payment methods on mobile wallets supported by specific merchants.
3a	**Radio transmission RFID/NFC ("Tap" device at terminal):** Payments are initiated by mobile device using a variety of secure radio methods. Contactless chip payments may use Radio Frequency Identification (RFID) and/or a specialized subset of Near-field Communications (NFC) standards to initiate and authenticate a purchase transaction.
3b	**Optical barcode/QR code ("Scan" device display):** Payments are initiated using a mobile device to scan barcode/QR code or entering an authentication code displayed on phone using the terminal keypad. Do not include NFC "Tap" transactions which should be entered in those fields listed above.
4	**Transaction value distribution:** Your best estimate for the number and dollar value of transactions that fall within the "dollar size bands" requested.