

Vipps

BankID - How banks created a world leading eID and eSignature solution in Norway

Cashless Future 23rd October 2019

Leading provider of payments and identification in the Nordics



Digital Wallet

- A mobile wallet for everyone.
- Simpler payments in all payment scenarios (360-degrees)
- A joint effort by Norwegian banks to maintain a strong customer channel.

3.000.000

Users

#1

Brand in Norway for young people

68%

Trust Highly

Adoption

70%

Eligible population

460,000

Trx/day



Digital ID

- A federated, multi-purpose digital identity & signature scheme – access anything, anywhere, seamlessly
- Foundation for the digitization of society – enabler of digital services
- Protection of your digital identity – users in control of own data

4.100.000

Users

Adoption

85%

Eligible population

98%

20-54 years

96%

Safe

97%

Easy

665 million

Transactions/yr



Payment Scheme

- National payment scheme for physical and digital payments in Norway.
- Managing one of the most cost efficient payment infrastructures in the world.

Cards Issued

8.5 million

(1.6 per capita)

Merchant Agreements

100.000

EUR 0.027

Lead cost efficiency

1.6 billion

Transactions/yr



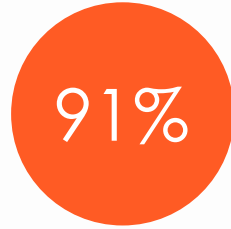
“Identity will be the most valuable commodity for citizens in the future, and it will exist primarily online.”

– Eric Schmidt, Chairman Google

Norway a world leader in digitization



e-Government usage



e-Banking usage



Cash in circulation
(% of GDP)



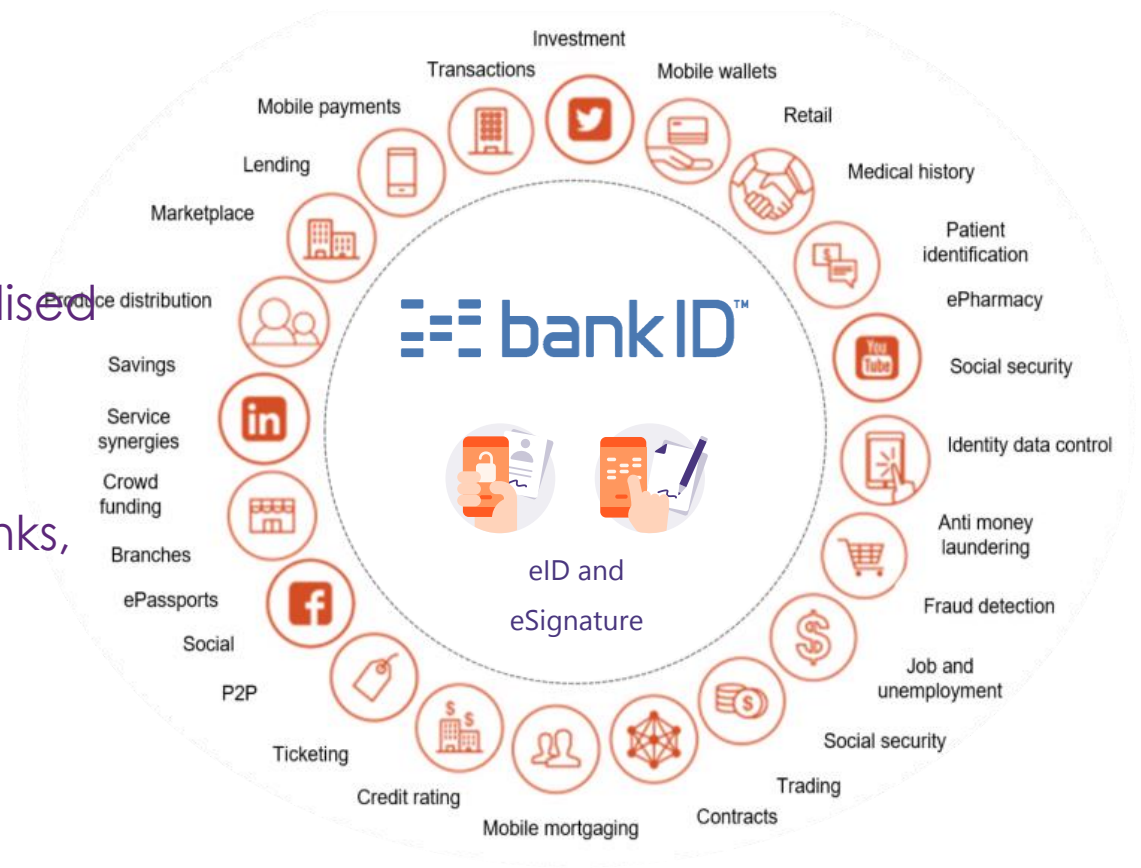
Global Ranking
in Digital Infrastructure

Digital Planet 2017 Digital Evolution Index

1	Norway
2	Sweden
3	Switzerland
4	Denmark
5	Finland
6	Singapore
7	South Korea
8	UK
9	Hong Kong
10	USA

Enabled by a broadly adopted eID

- A federated multipurpose eID and eSignature solution under one single brand
- An eID scheme based on one common centralised infrastructure with uniform user experience
- A trusted cooperation between Norwegian Banks, based on mutual trust and acceptance
- Offered to all Norwegian citizens for free
- Offered on commercial terms to the public and private sector



BankID users and transactions

Number of users

4.1 million

Market penetration (20-54 years)

97%

Average usage per user per year

166

Number of service providers

1500

Available services in the public and private sector

6000

Number of transactions (in 2018)

665 million

BankID customers

perceive BankID as simple and secure

96%

"BankID is secure
and safe"

96%

"BankID is
easy to use"

97%

"BankID makes
life simpler"



BankID - Lessons learned

Based on our experience from 15 years of running BankID as a federated commercial scheme under one brand, we believe the following are key to the success of any eID solution



Identity and security as infrastructure – not competitive grounds



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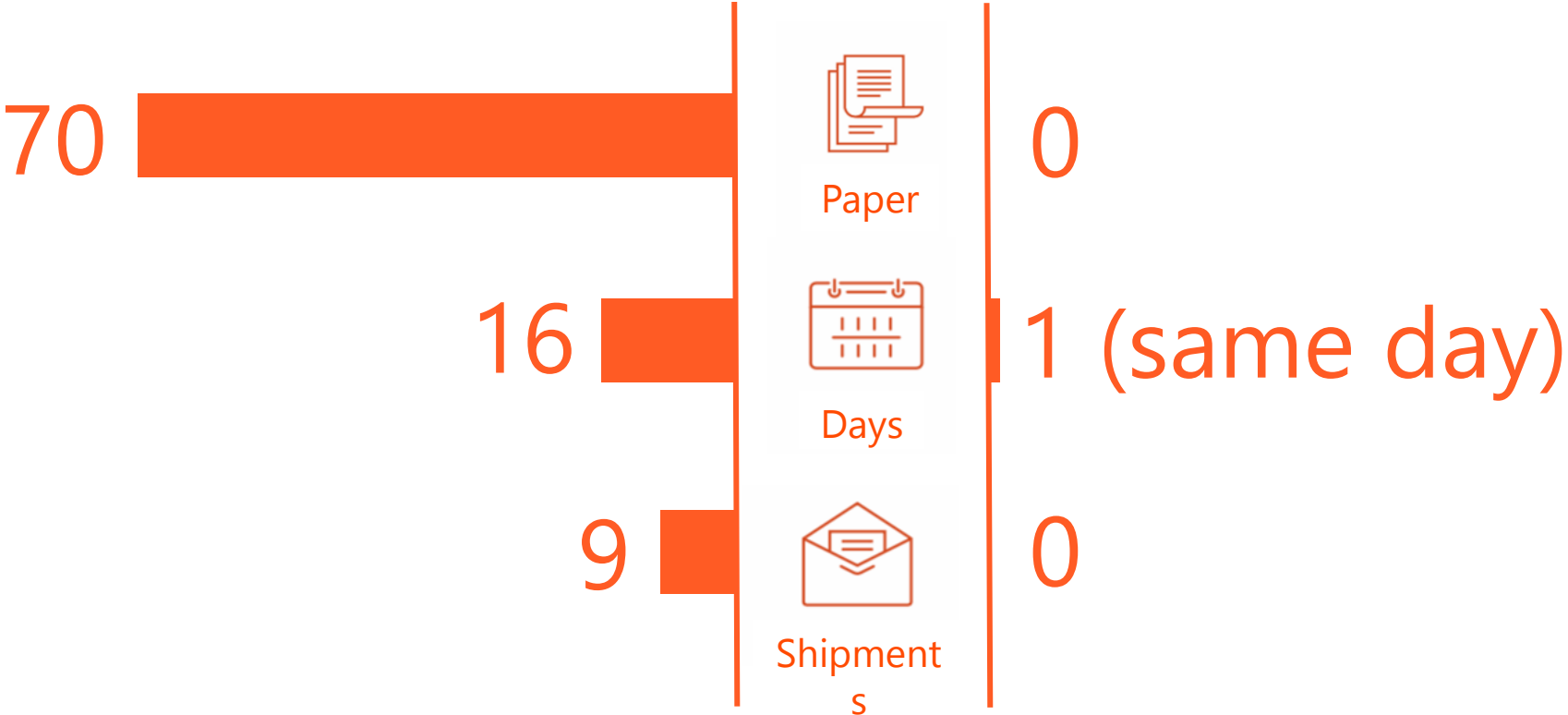
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-  **Identity and security as infrastructure – not competitive grounds**
-  **High level of adoption and use is paramount to drive value for issuers, consumers & service providers**
-  **Clear, predictive governance structure has been key to establish trust between banks**
-  **High level of assurance is important to gain trust and to ensure control of security**

BankID savings for the banks using eSignature

"Old school" paper-based mortgage application

Digital mortgage application with BankID



BankID use cases

Public sector examples

Student loans and grants

BankID increased electronic signing of loan agreements from 5 to 80%



Lånekassen

Tax

BankID is used to by citizens to check and/or amend to the tax information.



Skatteetaten

Social welfare

BankID is used as a secure way to log in for parents setting up parental benefits through NAV (Norwegian Labour and Welfare Administration)



BankID use cases

Private sector examples (1/2)

Private car rental

BankID is used for secure identification and acquiring insurance when you rent out your car in your neighbourhood through Nabobil.no



Reselling solar power

Otovo makes it easy for people to become producers of clean solar power.

With the panels up, you can sell your power to others, signed with BankID.



Dating

GoodOnes is a dating app with true identities.

BankID ensures no fake profiles, no trolls. If you misbehave, you're out.



BankID use cases

Private sector examples (2/2)

24/7 grocery shopping

BankID grants entry access to the unmanned, self-service grocery store, as well as verification for purchases of restricted products, e.g. tobacco



Telemedicine

BankID enables secure appointments through the Eyr App offering doctor consultation over video, without leaving your home



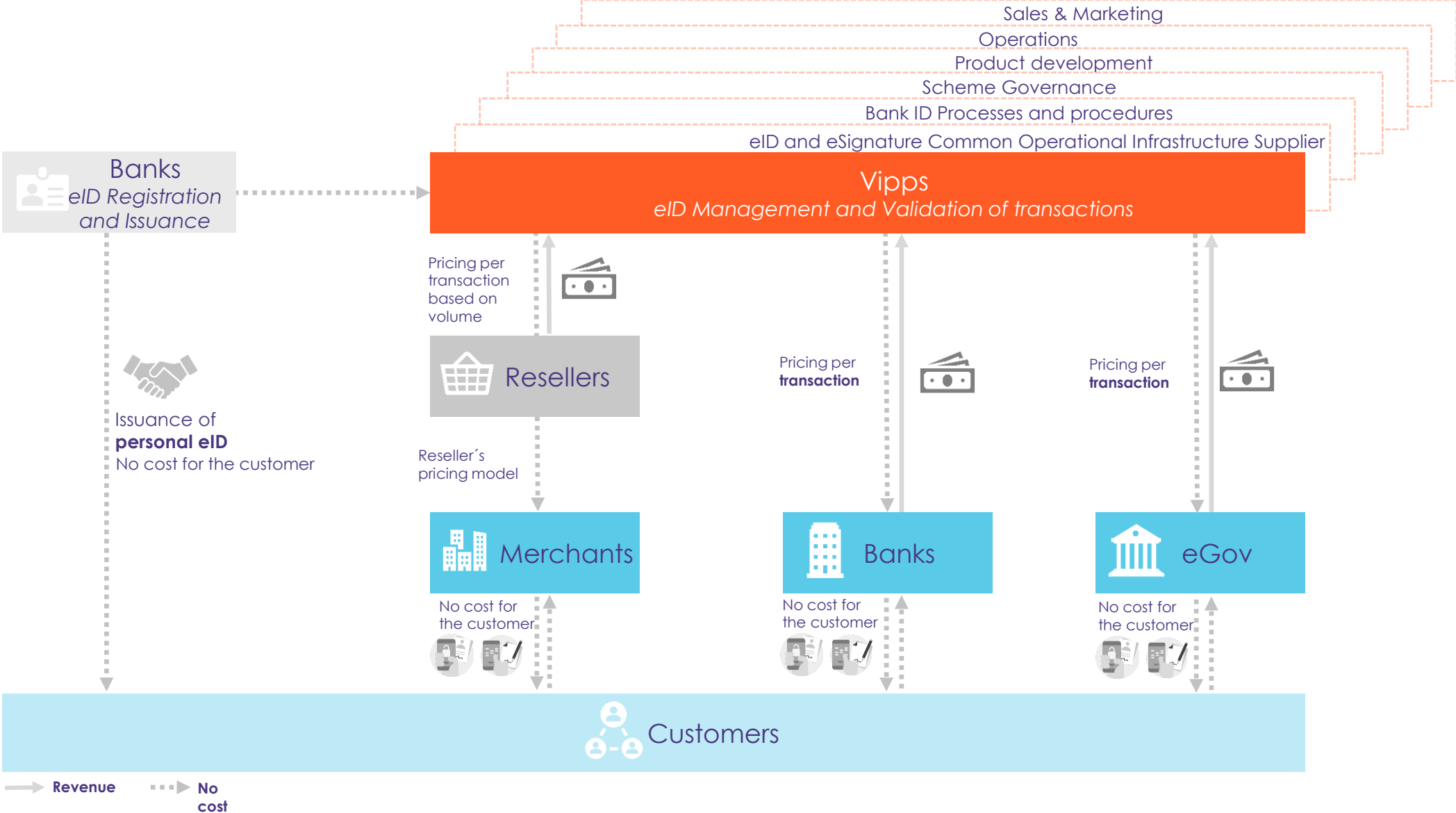
School portal

BankID identifies and logs in students and parents through the Its Learning portal giving access to student records, score cards and other sensitive information



BankID business model in Norway

Banks as Issuers, Vipps as commercial operator



Thank you!

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Development

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