

End of Year Systems Report 2022

Performance of JoPACC's Payment Systems

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JoMoPay
Jordan Mobile Payment

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Systems' Summary

Total Value and Volume of Transactions on JoPACC's Systems in 2022



Total Number of
Transactions in 2022

78.06M

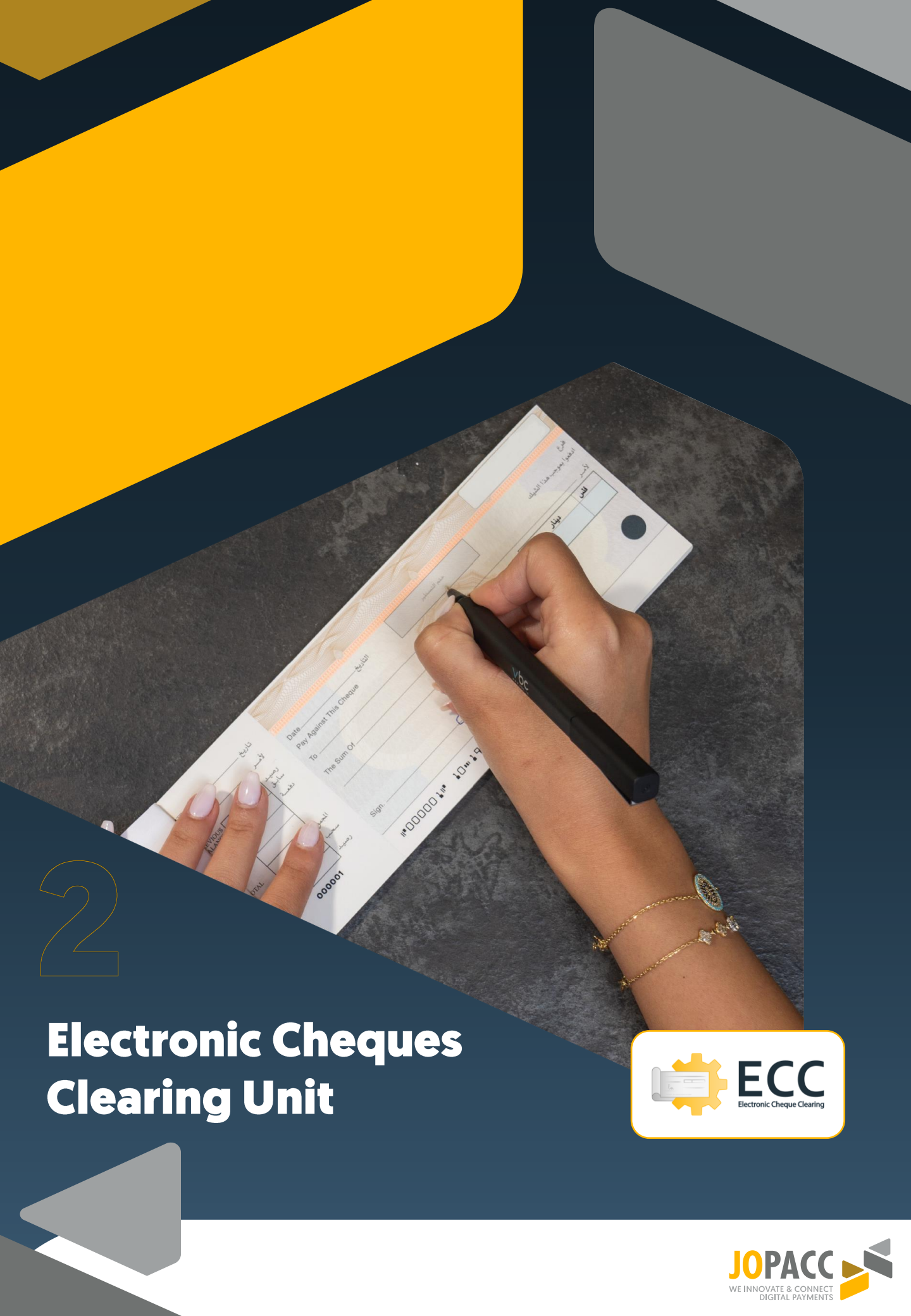
Transactions



Total Value of
Transactions in 2022

62.20B

JOD



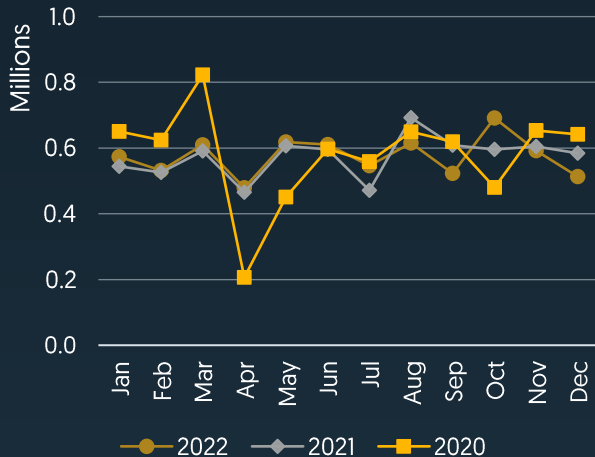
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Electronic Cheques Clearing Unit

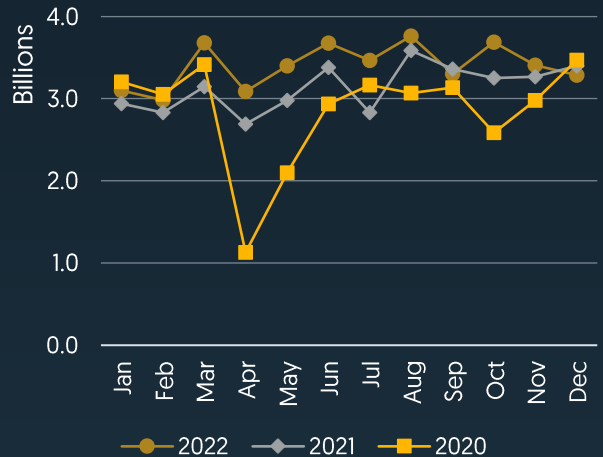


ECCU Transactions

Number of ECCU Cheques



Value of ECCU Cheques



Total Number of ECCU Cheques in 2022

6.9M Cheques

Total Value of ECCU Cheques in 2022

40.83B JOD

Average Value of ECCU Cheques in 2022

5,915 JOD

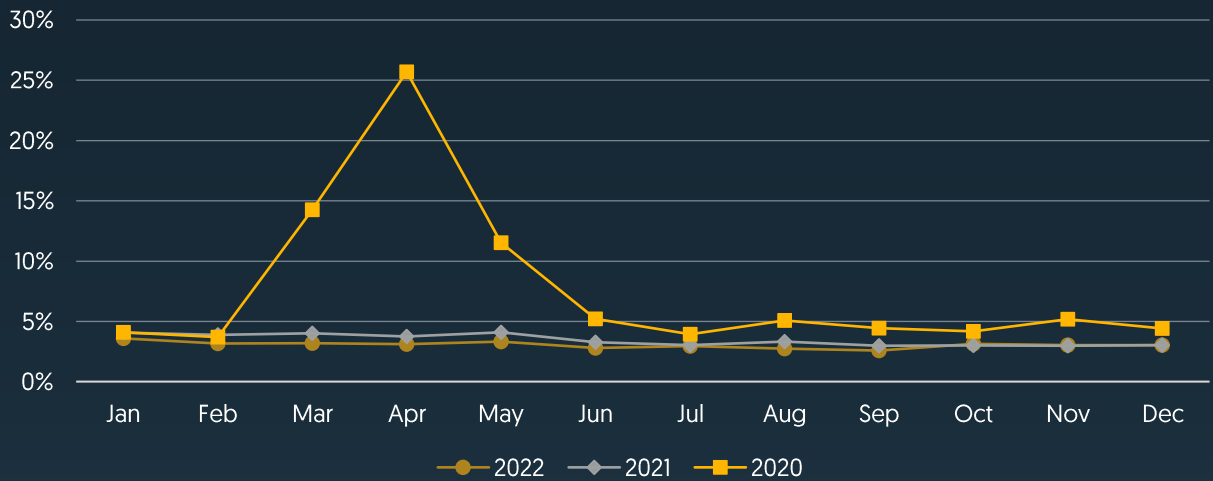
In 2022, the value of cheques increased substantially by **8.4%**, totaling **40.83** billion JOD. On the other hand, the overall volume of cheques in 2022 and over the last three years remained fairly unchanged, with a negligible increase of **0.26%**.

The average value of cheques has seen steady growth over the past three years, culminating in an **11%** increase in 2021 and an **8%** increase in 2022. This sustained increase in the average value of cheques further solidifies the assumption that cheques are used for high-value low-volume transactions.

Over the past three years, April 2020 saw a notable decrease in the number and value of cheques due to the government's implementation of various measures in response to the impacts of the COVID-19 pandemic, such as closing economic sectors, limiting mobility, and eventually enforcing a nationwide lockdown.

Returned Cheques

Number of Returned Cheques as a Percentage of Total ECCU Cheques



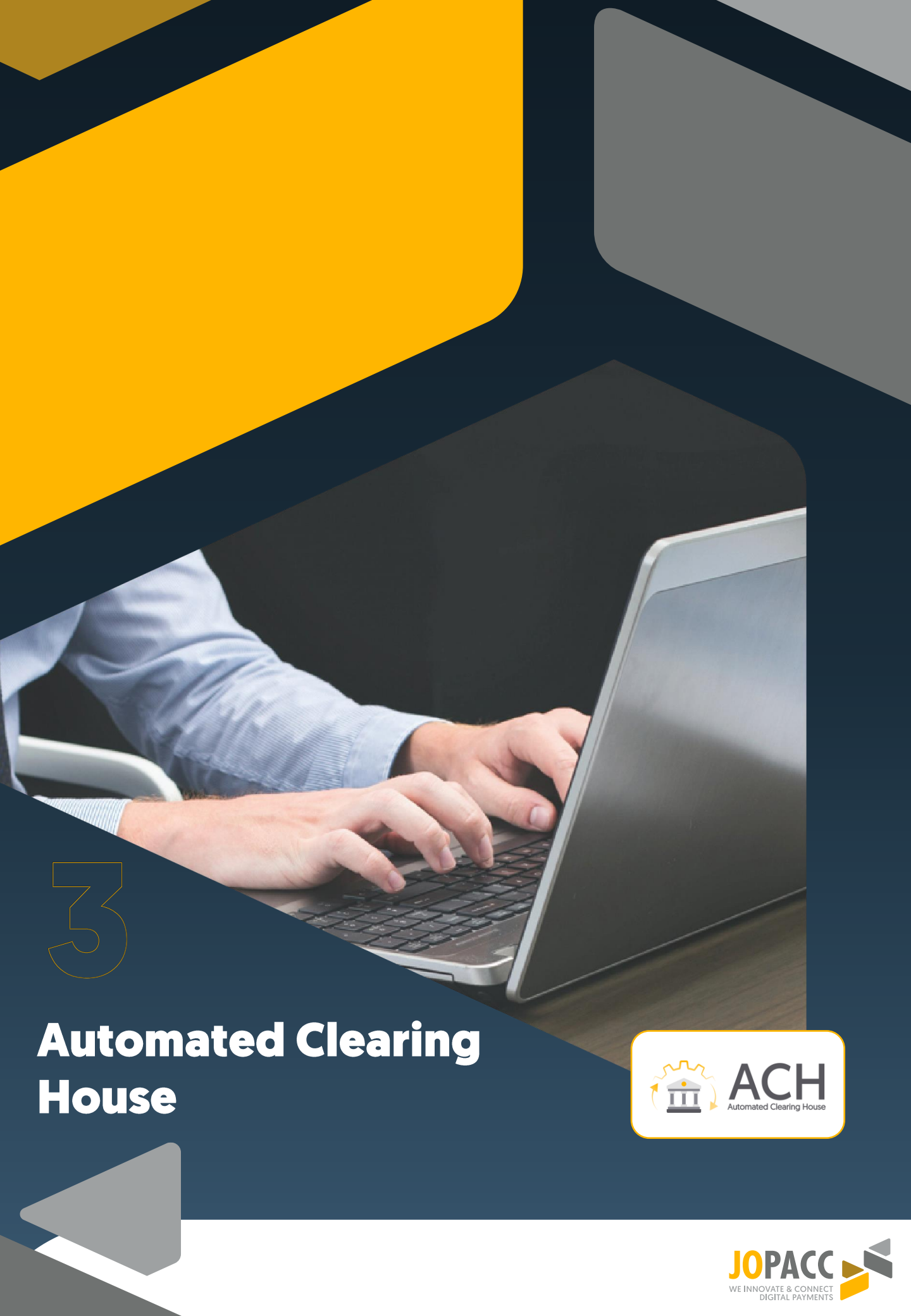
Total Number of Returned Cheques in 2022

211.4K
Cheques

Total Value of Returned Cheques in 2022

1.27B
Cheques
Representing **3.1%** of the total value of cheques

- In 2022, the number of returned cheques decreased by **11%**, while the value of returned cheques increased by **2.6%**, in comparison to 2021.
- **64%** of the returned cheques in 2022 were returned due to insufficient balance.



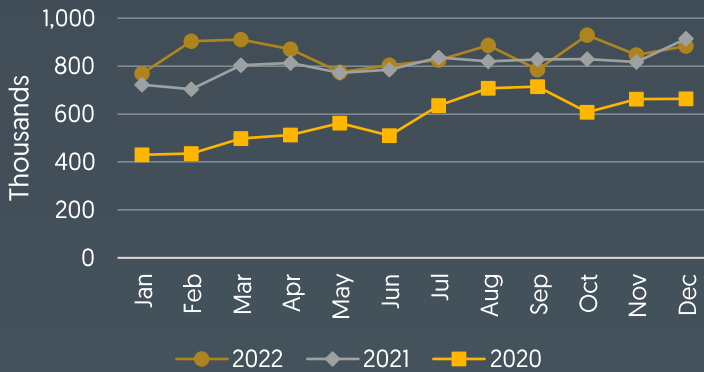
3

Automated Clearing House



ACH Transactions

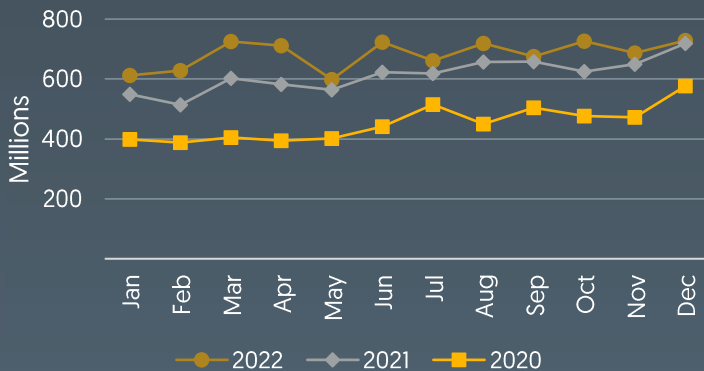
Number of ACH Transactions



Total Number of Transactions in 2022

10.19M
Transactions

Value of ACH Transactions (JOD)



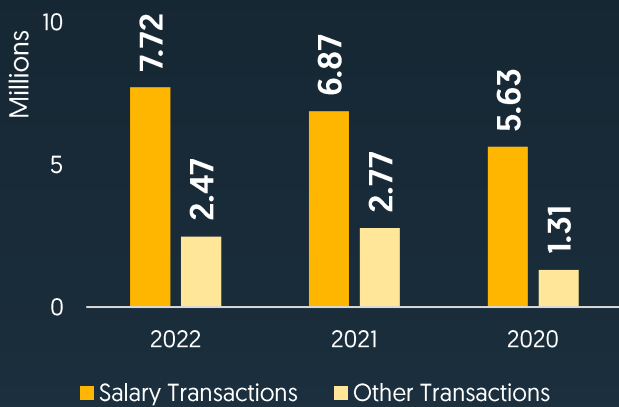
Total Value of Transactions in 2022

8.19B
JOD

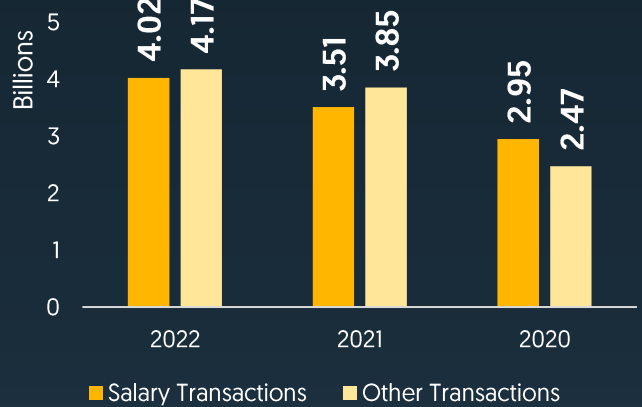
- The number and value of ACH transactions have seen substantial growth in the past three years.
- From 2021 to 2022, there has been a **5.6%** rise in the number of transactions and an **11.2%** rise in the value of transactions.
- Following the introduction of CliQ, which was designed to target lower-value transactions, the average transaction value on ACH rose from **763** JOD in 2021 to **804** JOD in 2022, resulting in a **5%** increase.

Number and Value of Transaction Types on ACH

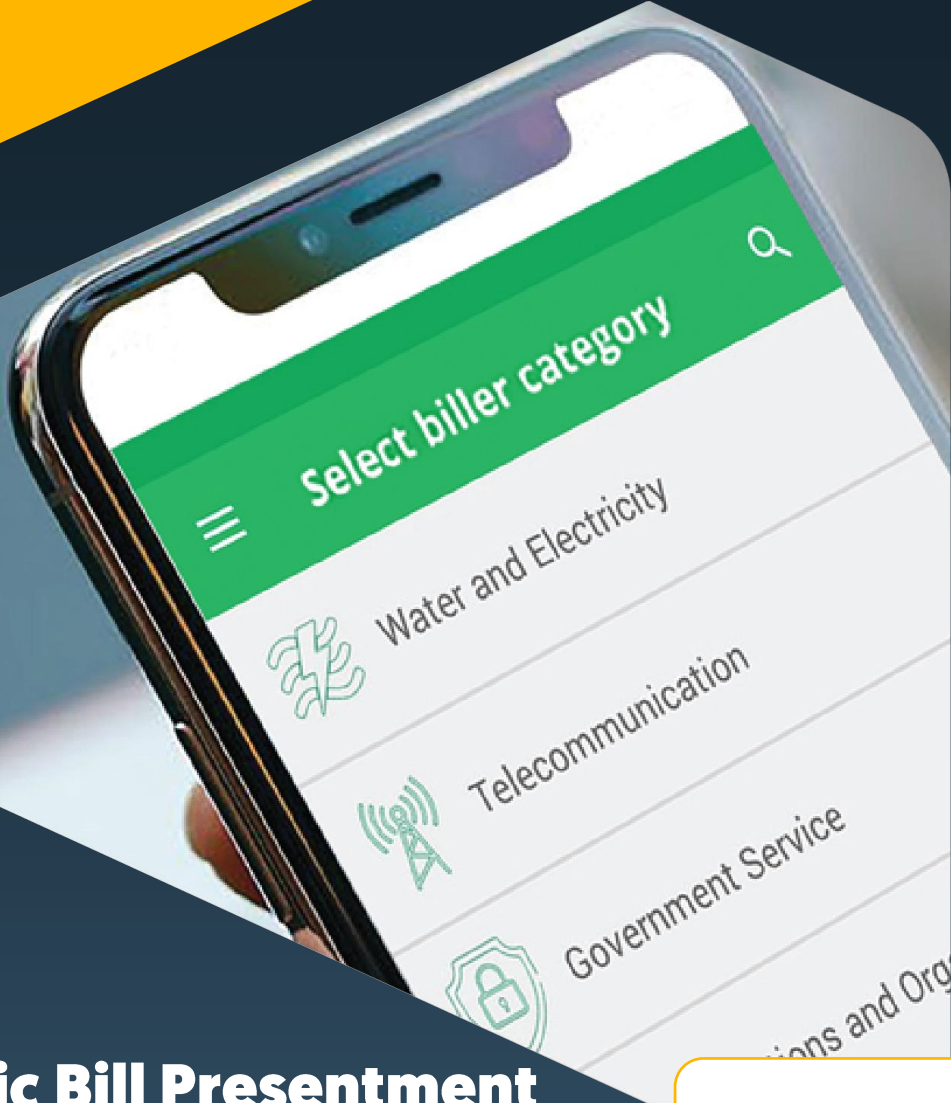
Number of Total Transaction Types Over the Past Three Years



Value of Total Transaction Types Over the Past Three Years



- The number of salary payments rose by **12.2%** from 2021 to 2022, and the value of these payments increased by **14.5%**.
- In 2022, salary transactions accounted for **75.7%** of the number of transactions and **49%** of the value of transactions executed on the ACH.
- The average salary payment for 2022 was **521.1** JOD, amounting to a modest increase from 2021's **510.9** JOD.
- The value of other transactions saw an **8%** increase in 2022 compared to 2021. However, their volume decreased by **10%**, which could be a consequence of the launch of the instant payment system [CliQ], as evidenced by the 21.3% rise in the average transaction value for other transactions [from JOD **1,389.6** to JOD **1,686.2**].



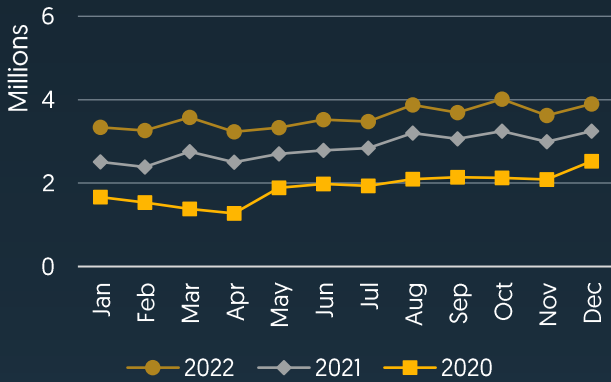
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Electronic Bill Presentment and Payment System

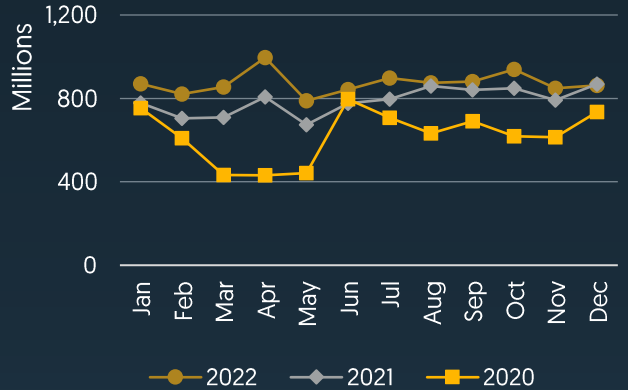


eFAWATEERcom Transactions

eFAWATEERcom Number of Transactions



eFAWATEERcom Value of Transactions



Total Number of Transactions in 2022

42.83M Transactions

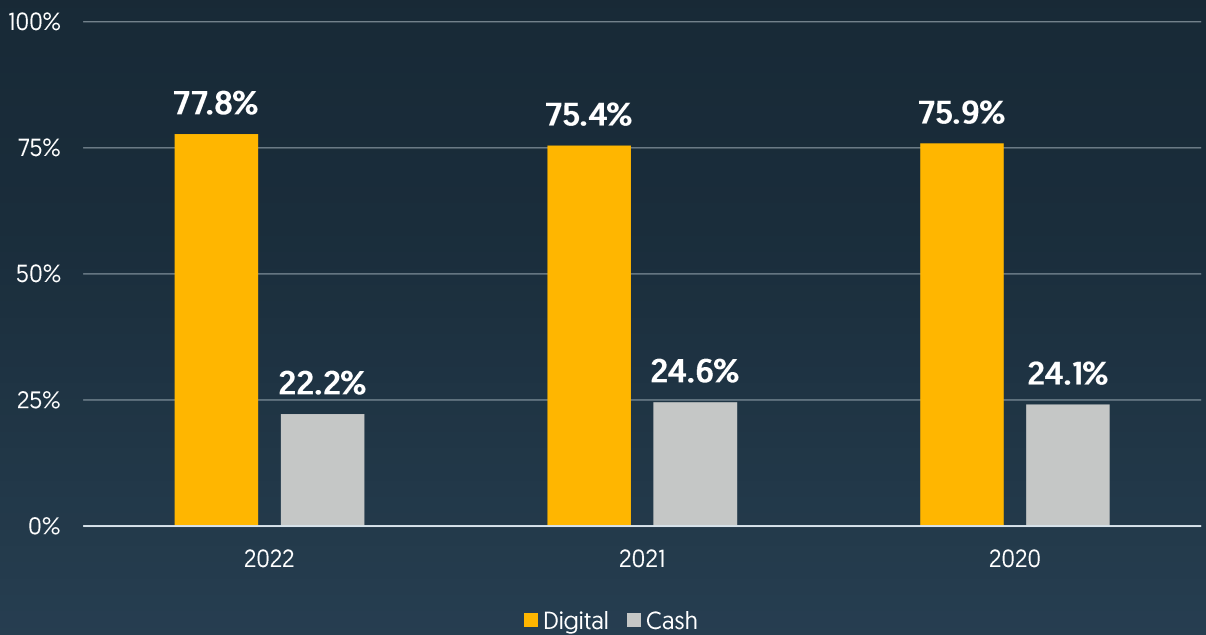
Total Value of Transactions in 2022

10.48B JOD

- In 2022, transaction values and volumes have both experienced a considerable rise, with the value growing by **10.8%** and the volume by **25.1%**.
- The highest number of transactions was seen in October 2022, with a total of **4.01** million transactions, constituting **9%** of the total number of transactions for the year.
- 2022 had the highest number of transactions in comparison to 2021 and 2020, comprising **43%** of the total number of transactions over the past three years, whereas 2021 and 2020 had **34%** and **23%** of the number of transactions, respectively.

eFAWATEERcom Transactions per Payment Type

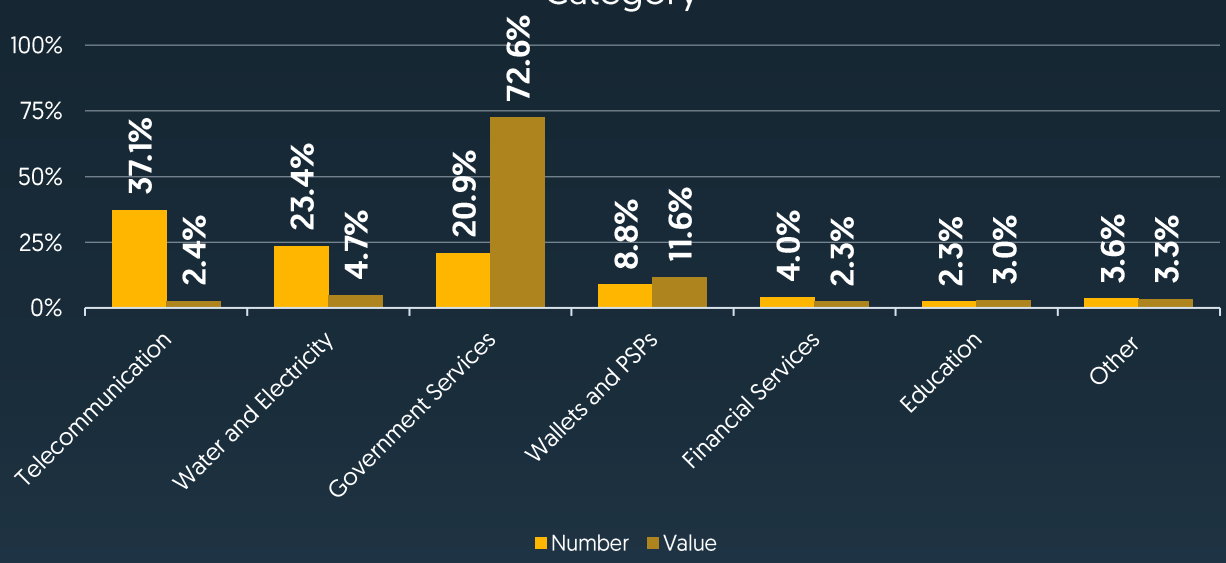
eFAWATEERcom Percentage Number of Transactions:
Cash vs Digital



For the past three years, eFAWATEERcom has had an average of **76%** of its transactions conducted digitally and **24%** in cash.

eFAWATEERcom Billing Categories

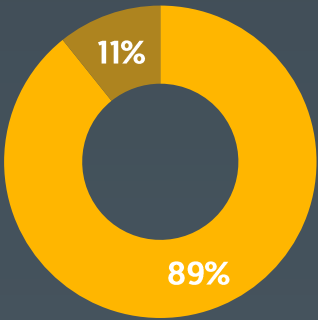
Percentage of Number and Value of Transactions Per Billing Category



- Top 3 categories in the number of transactions for 2022 are telecommunication, water and electricity, and government services.
- Top 3 categories in the value of transactions for 2022 are government services, wallets and PSPs, and water and electricity.
- The order of top billing categories in terms of the number of transactions between 2021 and 2022 remained steady. However, the value of these categories shifted significantly, with telecommunication dropping to fifth place and government services ranking first.
- The average transaction value for government services rose to JOD 850.79 in 2022, representing a 53.5% increase from JOD 554 in 2021 and the highest average value of transactions in the last two years.

eFAWATEER.com Customers

Percentage of Bank Account Users
by Nationality

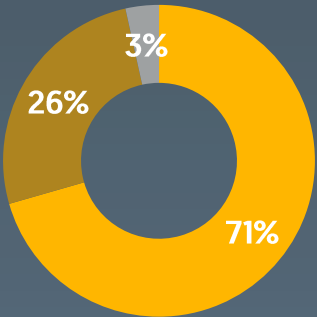


■ Jordanian ■ Non-Jordanian

Total Number of Customers
as of 2022

3.606M
Customers

Percentage of Bank Account
Users by Payment Method



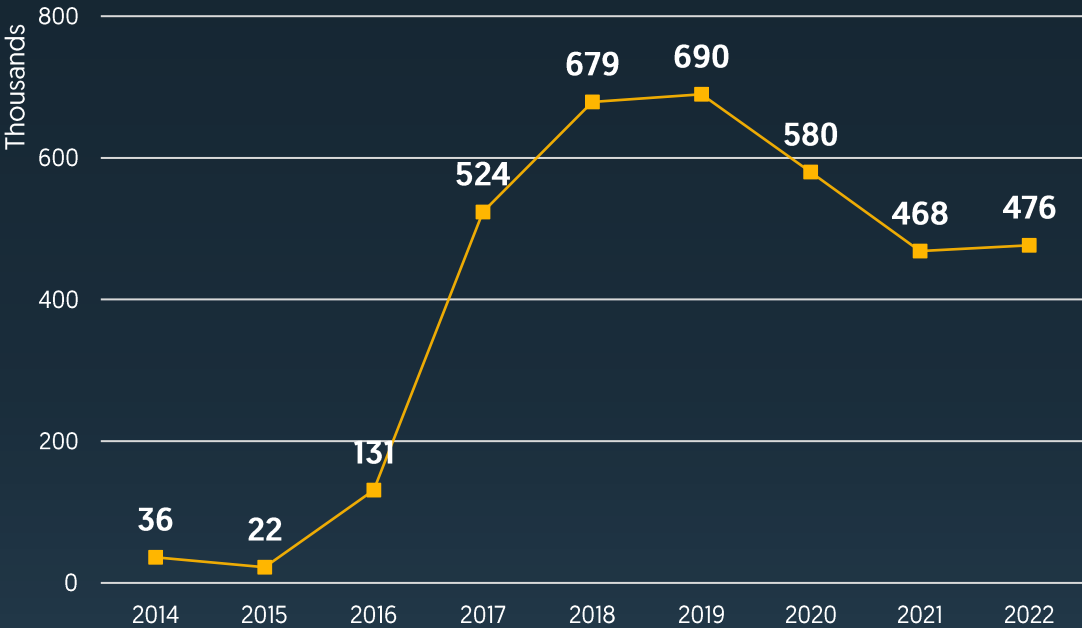
■ Digital User Only ■ Cash User Only ■ Cash and Digital User

Total Number of Customers
(Paying Through Bank Accounts
for 2022)

873.53K
Customers
Representing **24%** of total customers

eFAWATEERcom Customers

eFAWATEERcom Number of New Customers Per Year



On average, **400,630** new customers join eFAWATEERcom every year.



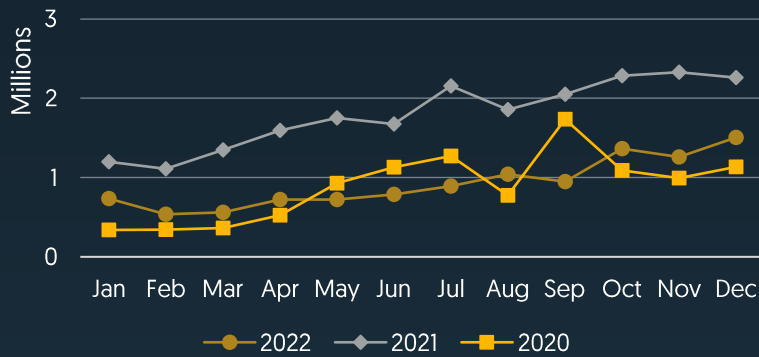
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Jordan Mobile Payment Switch



JoMoPay Transactions

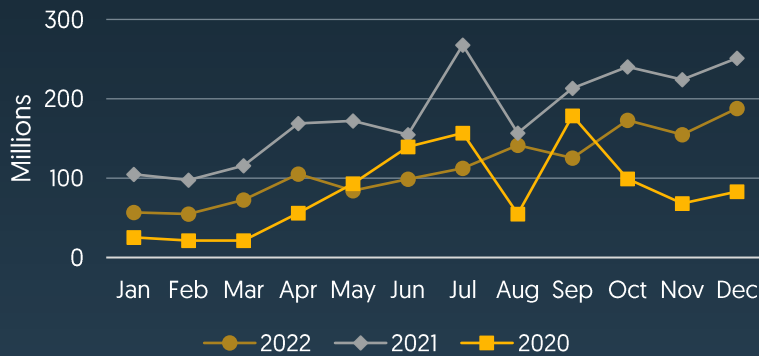
Number of Transactions



Total Number of Transactions in 2022

11.08M
Transactions

Value of Transactions



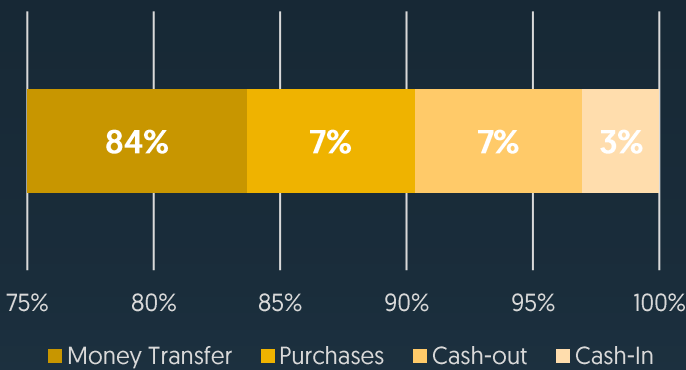
Total Value of Transactions in 2022

1.37B
JOD

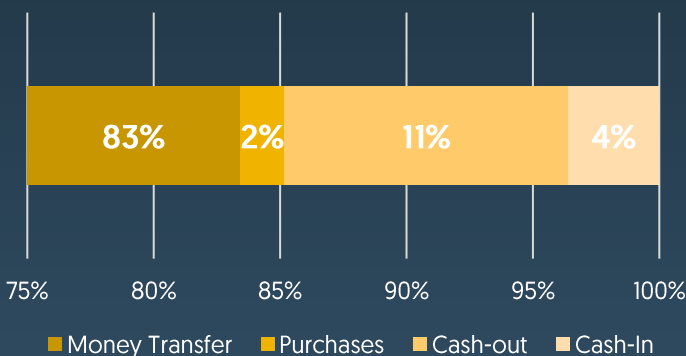
In 2022, JoMoPay experienced a significant decrease in both the value and volume of transactions. Compared to the previous year, transaction value dropped by **36.9%**, and transaction volume decreased by **48.7%**. This change does not necessarily equate to a decrease in transaction numbers and values, but it is a consequence of a system upgrade of JoMoPay in late 2021, which excluded certain payment types from its transactions count. These payment types include card payment, eFAWATEERcom, and fee liquidation, to name a few.

JoMoPay Transactions per Payment Type

Percentage of Number of Transactions by Payment Type for 2022



Percentage of Value of Transactions by Payment Type for 2022



- Mobile wallets are predominately used for money transfers, which accounted for **84%** of the total number of transactions and **83%** of their total value.

- In 2022, money transfers experienced a significant rise of **48.7%** in volume and **62.2%** in value, which was the only category to show an increase. Transfers include aid, loans, and salary payments, among others.

- Cash-in and cash-out, as well as purchase transactions, experienced a sharp decline in volume and value compared to the past year, with an average decrease of **88.2%** and **84.5%**, respectively.

Total Number of QR Transactions in 2022

26K
Transactions

JoMoPay Customers

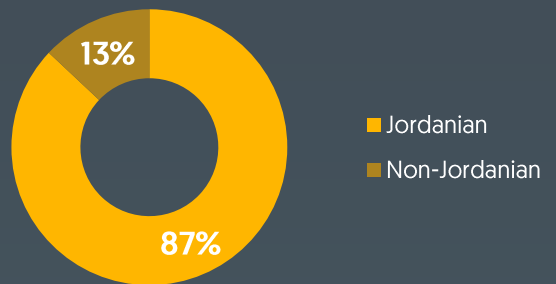
Total Number of Customers

2.3M
Users

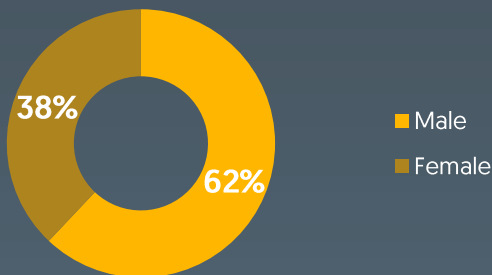
Total Number of Wallets

2.4M
Mobile Wallets

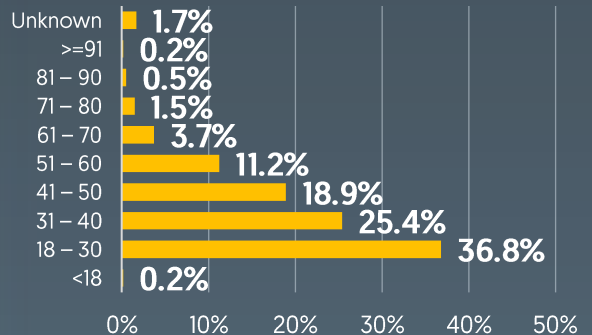
Percentage of Users by Nationality



Percentage of Users by Gender



Percentage of Customers Per Age Group



- The number of registered wallets grew by **36.3%** in 2022.
- **99%** of registered wallets are individual wallets, and the remaining **1%** are merchant or legal wallets, among other types.
- In 2022, the gender gap in using mobile wallets narrowed slightly as a result of an **8%** increase in the number of women signing up for them.



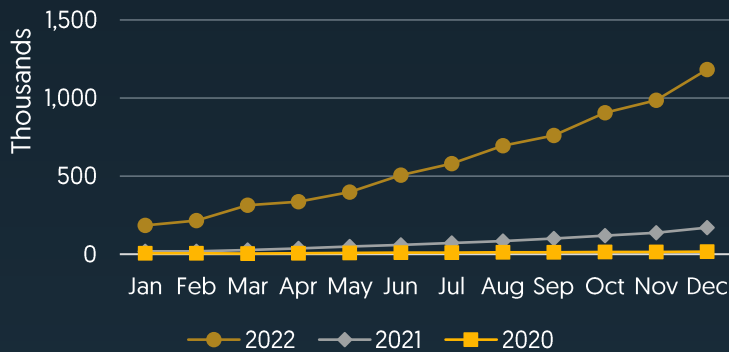
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CliQ Instant Payment System



CliQ Transactions

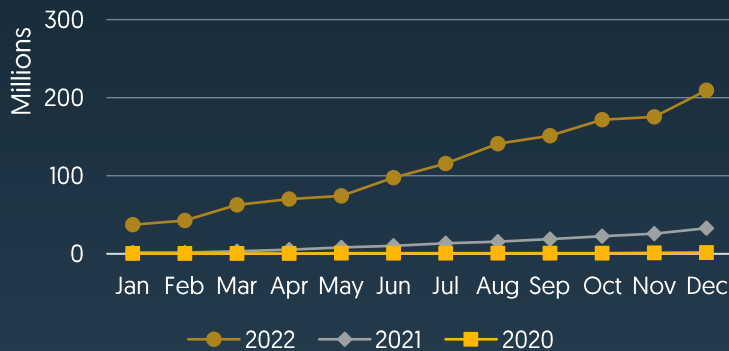
Number of Transactions



Total Value of Transactions in 2022

1.35B
JOD

Value of Transactions



Total Number of Transactions in 2022

7.05M
Transactions

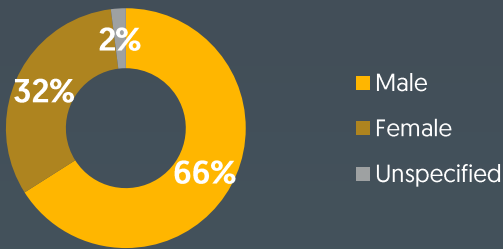
Average Value of Transactions in 2022

190.9
JOD

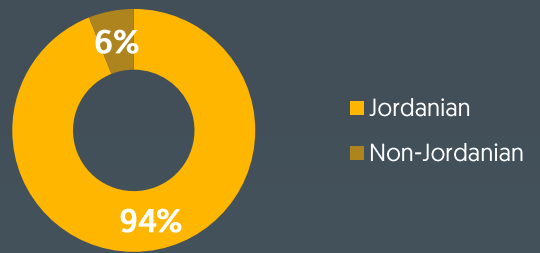
In 2022, CliQ saw remarkable growth in the number and value of transactions, with the number of transactions growing by **700.6%** and the total transaction value increasing by **755.9%**. This growth shows an impressive increase in the uptake of CliQ services in the third year of its launch.

CliQ Customers

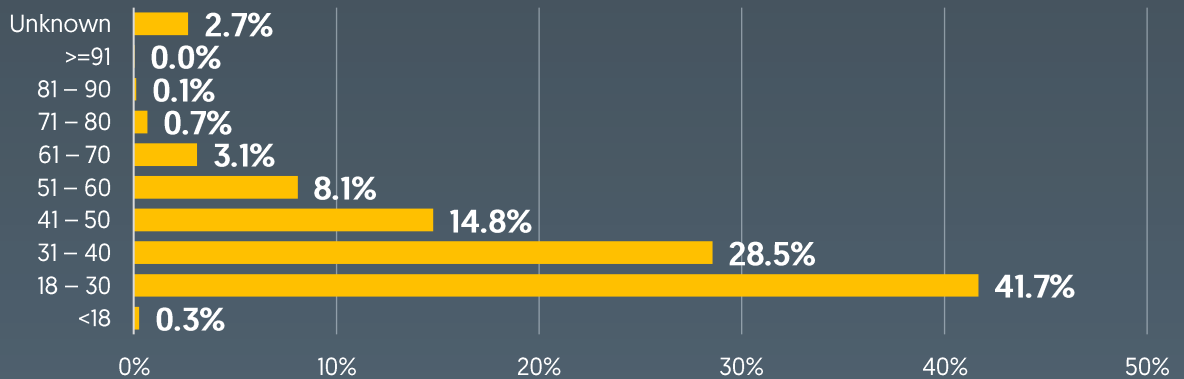
Percentage of Users by Gender



Percentage of Users by Nationality



Percentage of Customers by Age Range



Total Number of Customers
696K Customers

Total Number of Registered CliQ Accounts
725K Accounts

Over **99%** of CliQ users are individuals, and the rest are legal entities.