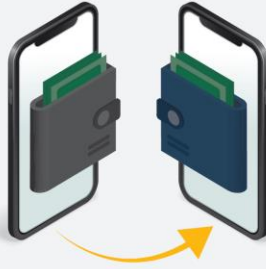


CliQ

JoMoPay
Jordan Mobile Payment

eFAWATEER.com



ACH
Automated Clearing House

ECCU
Electronic Cheque Clearing Unit

JO PACC
INNOVATING DIGITAL
FINANCIAL SOLUTIONS

2023 End of Year Systems Report

Performance of JoPACC's Payment Systems

1

Systems'
Summary

2

CliQ

3

JoMoPay
Jordan Mobile Payment

4

FAWATEER.com

5

ACH
Automated Clearing House

6

ECCU
Electronic Cheque Clearing Unit

1 Systems' Summary

Total Value and Volume of Transactions on JoPACC's Systems in 2023



Total Number of Transactions in 2023

126.87M
Transactions



Total Value of Transactions in 2023

69.34B
JOD

During 2023, JoPACC's payment systems demonstrated significant growth compared to the previous year, 2022, with both transaction volume and value experiencing substantial increases. Total transaction volume surged by 62.5%, while total transaction value rose by 11.5%. Notably, the growth in transaction volume outpaced that of transaction value, leading to a considerable drop in the average transaction value by 45.6%, declining from 796.8 JOD in 2022 to 546.5 JOD in 2023.

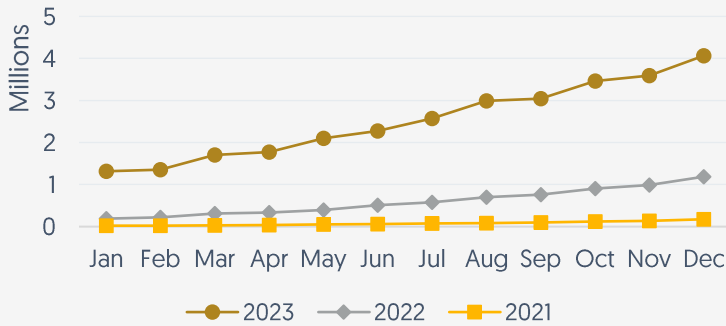


2

**CliQ
Instant Payment System**

CliQ Transactions

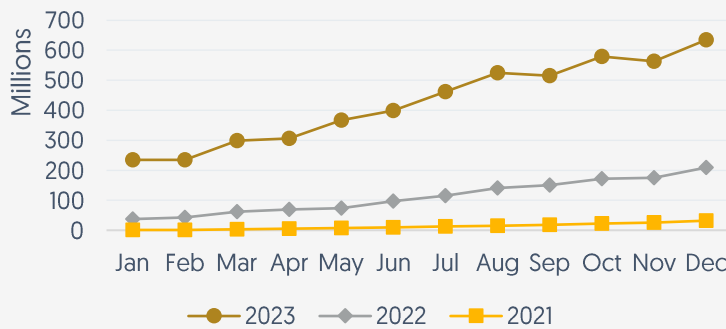
Number of Transactions



Total Number of Transactions in 2023

30.2M
Transactions

Value of Transactions



Total Value of Transactions in 2023

5.12B
JOD

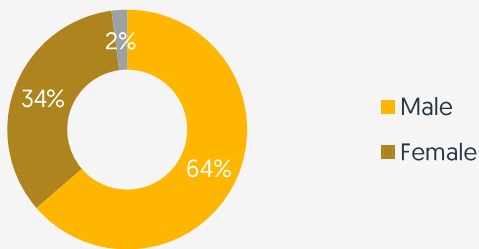
Average Value of Transactions in 2023

169.3
JOD

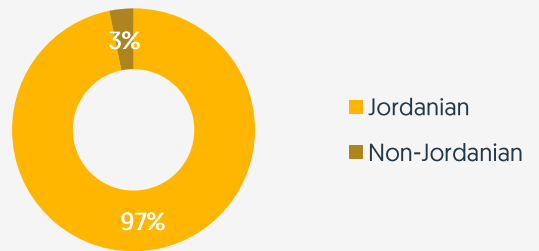
In 2023, CliQ recorded substantial growth in its transaction volume and value compared to the preceding year, 2022. The total transaction volume witnessed a remarkable increase of **327.6%**, while the total transaction value increased by **279.4%**. This growth trend demonstrates CliQ's consistent growth for the fourth consecutive year since its launch.

CliQ Users

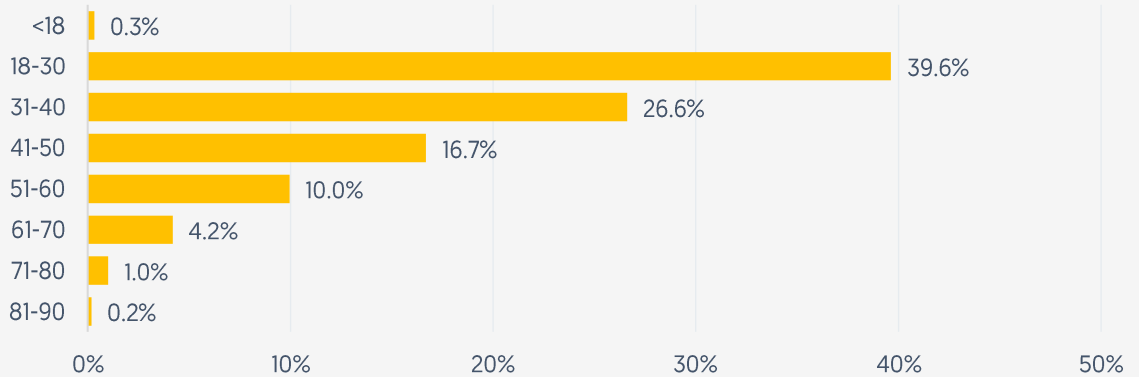
Percentage of Users by Gender



Percentage of Users by Nationality



Percentage of Users by Age Range



Total Number of Customers
1.18M Customers

Over **98.6%** of CliQ users are individuals, and the rest are legal entities.

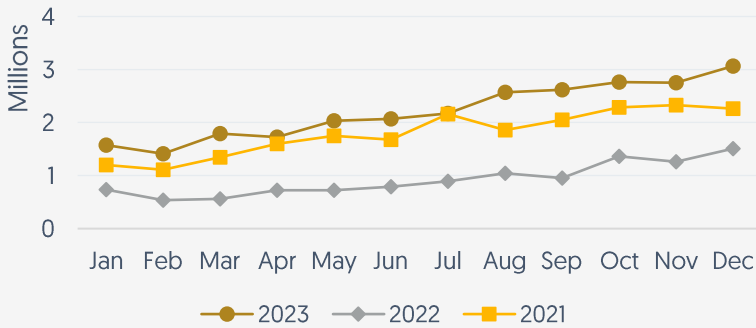


3

JoMoPay Jordan Mobile Payment Switch

JoMoPay Transactions

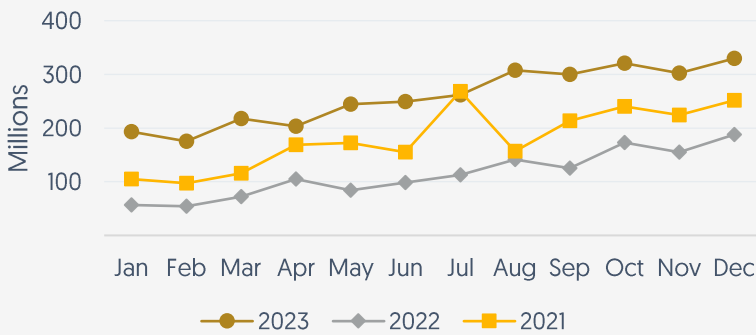
Number of Transactions



Total Number of Transactions in 2023

26.5M
Transactions

Value of Transactions



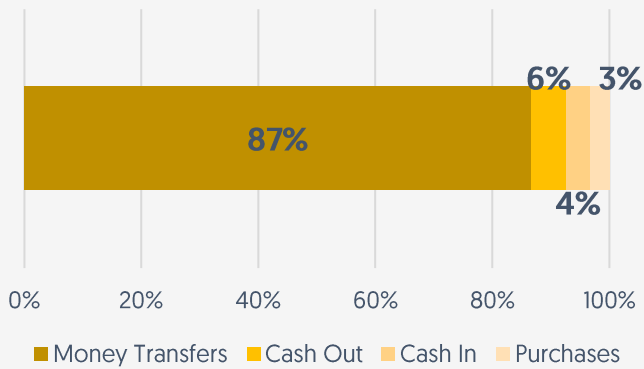
Total Value of Transactions in 2023

3.12B
JOD

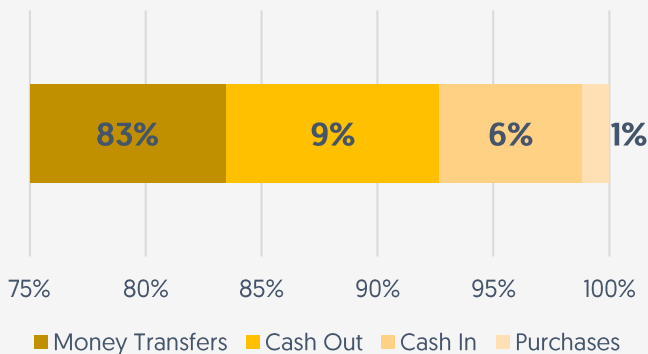
Throughout 2023, JoMoPay saw a significant surge in both transaction volume and value. In comparison to the previous year, there was a remarkable increase of **139.9%** in the total transaction volume and a prominent rise of **127.4%** in the total transaction value. This consistent growth trend was observed across the months, indicating sustained progression in both the number and value of transactions across the year.

JoMoPay Transactions per Payment Type

Percentage of Number of Transactions by Payment Type for 2023



Percentage of Value of Transactions by Payment Type for 2023



- For the second consecutive year, “money transfers” have consistently emerged as the predominant category in mobile wallet services, encompassing 87% of total transactions and constituting 83% of their value. Furthermore, in comparison to 2022, the value of money transfers has surged by 138%, accompanied by a 151% increase in volume.
- In 2023, cash deposits into mobile wallets demonstrated the highest growth among mobile wallet services, with volumes growing by 228.5% and values by 289.5%. This rise reflects a notable shift in user preferences towards digital financial services, signaling a marked reduction in reliance on traditional cash transactions.

Total Number of QR Transactions in 2023

63.4K

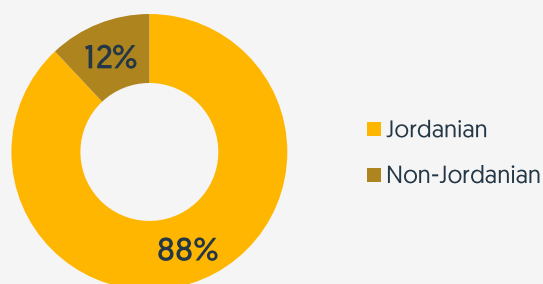
Transactions

JoMoPay Users

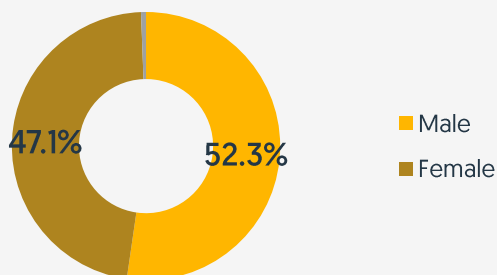
Total Number of Users

2.16M
Users

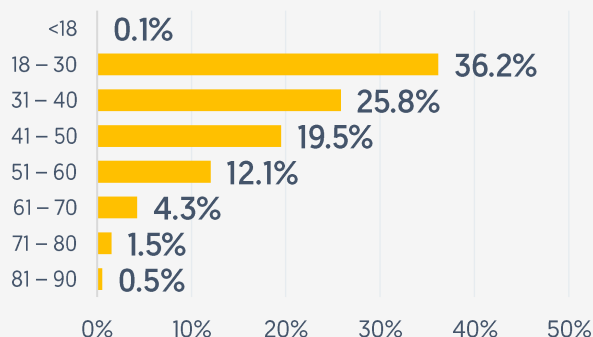
Percentage of Users by Nationality



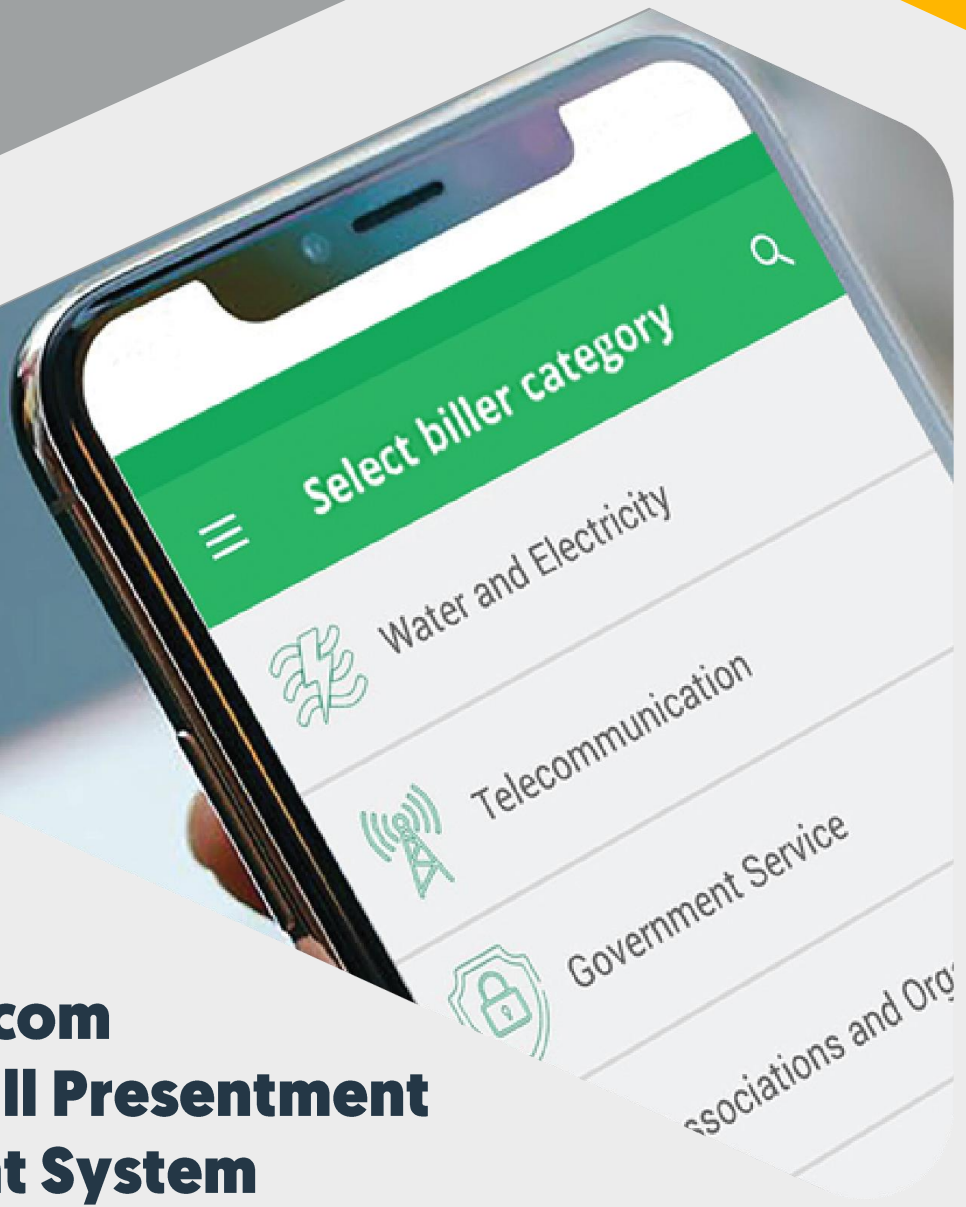
Percentage of Users by Gender



Percentage of Users Per Age Group



- **99.7%** of registered wallets are individual wallets, and the remaining **0.3%** are merchant, agent or legal wallets, among other types.
- In 2023, a slight reduction in the gender gap within mobile wallet usage was observed, with a notable **9%** rise in female enrollment. This trend highlights a progressive move towards enhanced gender inclusivity in the adoption of digital financial services.

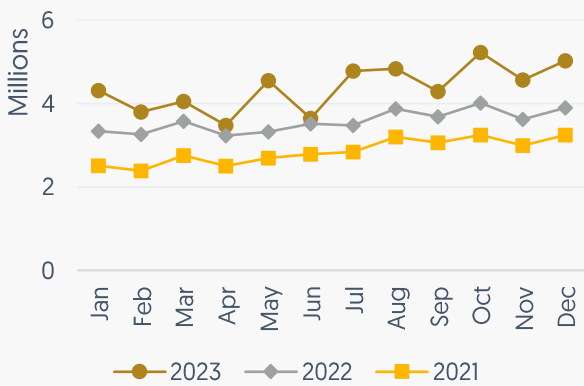


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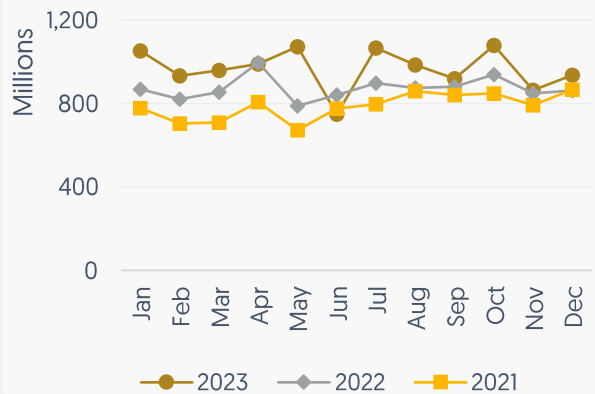
eFAWATEERcom Electronic Bill Presentment and Payment System

eFAWATEERcom Transactions

eFAWATEERcom Number of Transactions



eFAWATEERcom Value of Transactions



Total Number of Transactions in 2023

52.59M Transactions

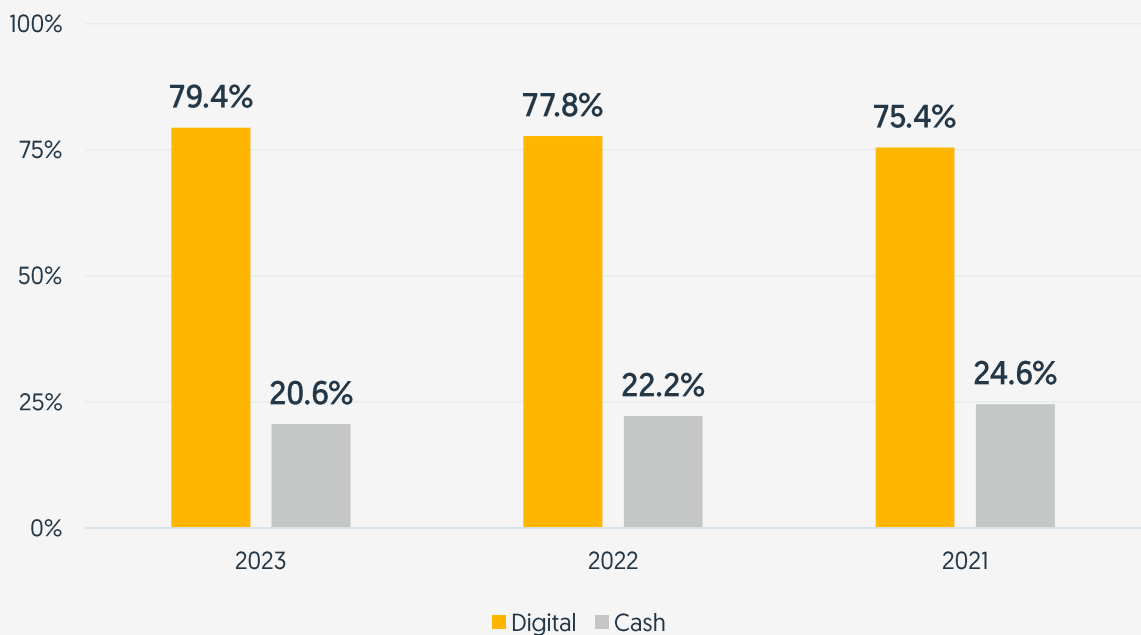
Total Value of Transactions in 2023

11.61B JOD

- In 2023, transaction values and volumes have both experienced a considerable rise, with the value growing by **10.8%** and the volume by **22.8%**.
- The highest number of transactions in the past 3 years was in October. In addition, in October 2023, the total number of transactions was **5.23** million, constituting **9.9%** of the total number of transactions for the year.
- 2023 had the highest number of transactions in comparison to 2022 and 2021, comprising **41%** of the total number of transactions over the past three years, whereas 2022 and 2021 had **33%** and **26%** of the number of transactions, respectively.

eFAWATEERcom Transactions per Payment Type

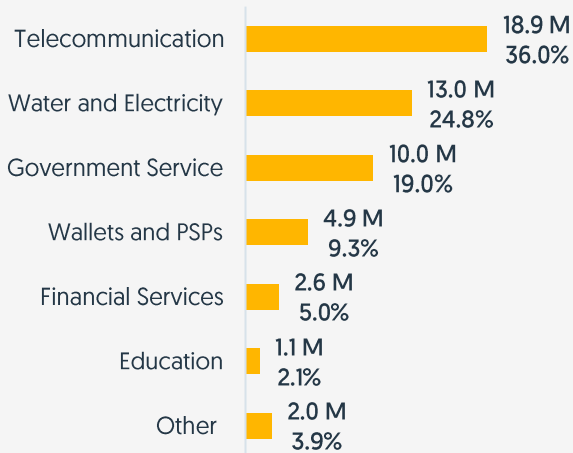
eFAWATEERcom Percentage Number of Transactions:
Cash vs Digital



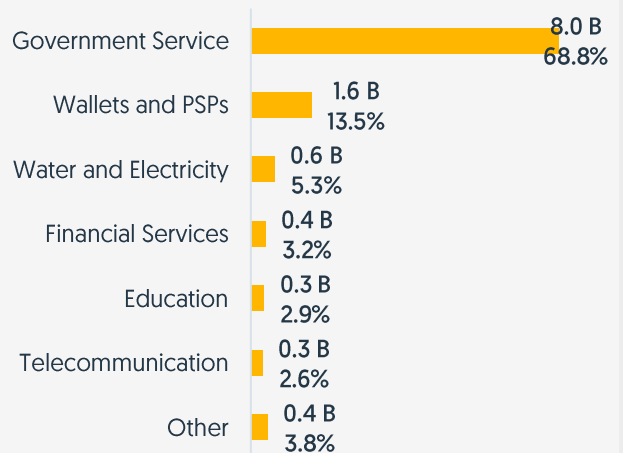
Over the past three years, **77.8%** of eFAWATEERcom transactions have been carried out digitally, with the remaining **22.2%** conducted through cash transactions.

eFAWATEERcom Billing Categories

Percentage of Number of Transactions Per Billing Category – Top 6



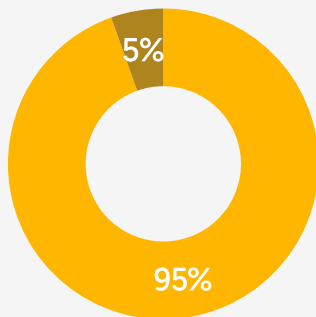
Percentage of Value of Transactions Per Billing Category – Top 6



- Top 3 categories in the number of transactions for 2023 are telecommunication, water and electricity, and government services.
- Top 3 categories in the value of transactions for 2023 are government services, wallets and PSPs, and water and electricity.
- The order of top billing categories in terms of the number and value of transactions between 2022 and 2023 remained steady.
- In 2023, the "Travel & Transportation" billing category exhibited the most substantial growth compared to 2022, with a remarkable increase of 73.6% in transaction volume. Following closely behind was the "Gas and Energy Category," which experienced a notable growth of 44.3%.

eFAWATEERcom Users

Percentage of Bank Account Users by Nationality

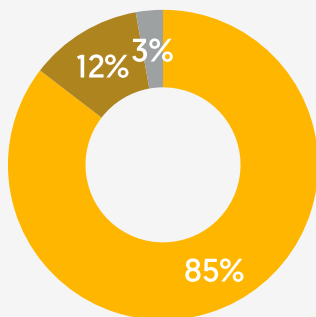


■ Jordanian ■ Non-Jordanian

Total Number of Users
as of 2023

4.095M
Users

Percentage of Bank Account Users by Payment Method



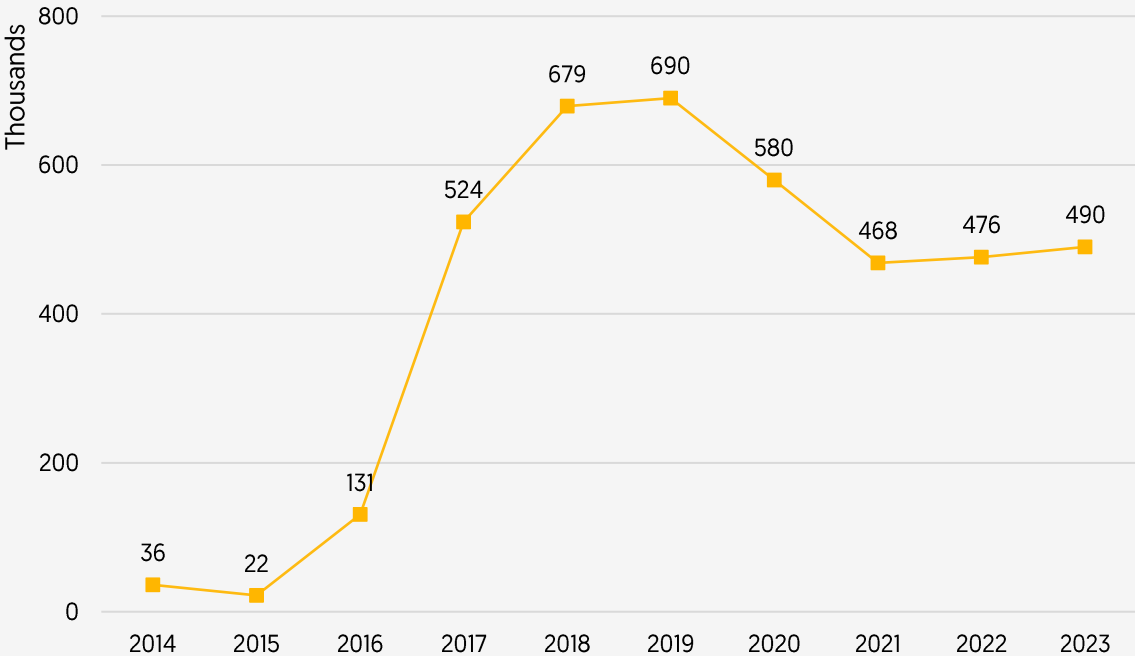
■ Digital User Only ■ Cash User Only ■ Cash and Digital User

Total Number of Users (Paying
Through Bank Accounts for
2023)

1.146M
Users
Representing 28% of total customers

eFAWATEERcom Customers

eFAWATEERcom Number of New Customers Per Year



On average, **409,566** new users join eFAWATEERcom every year.



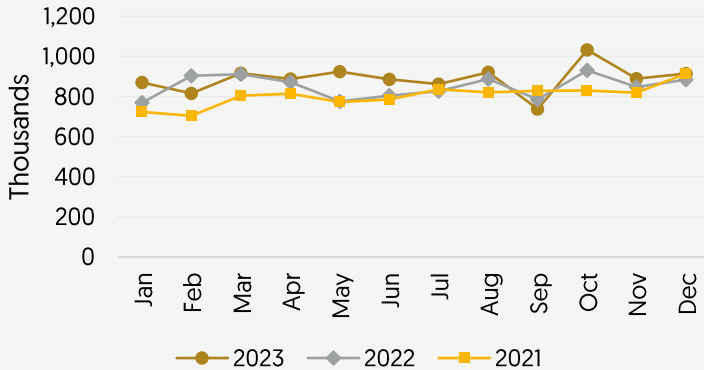
ACH
Automated Clearing House

5

Automated Clearing House

ACH Transactions

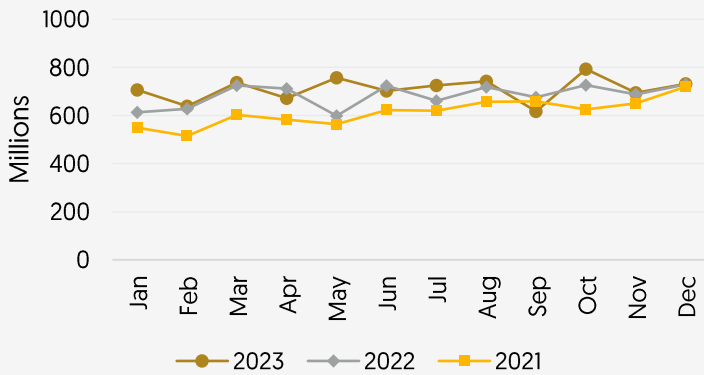
Number of ACH Transactions (JOD)



Total Number of JOD Transactions in 2023

10.65M
Transactions

Value of ACH Transactions (JOD)



Total Value of JOD Transactions in 2023

8.51B
JOD

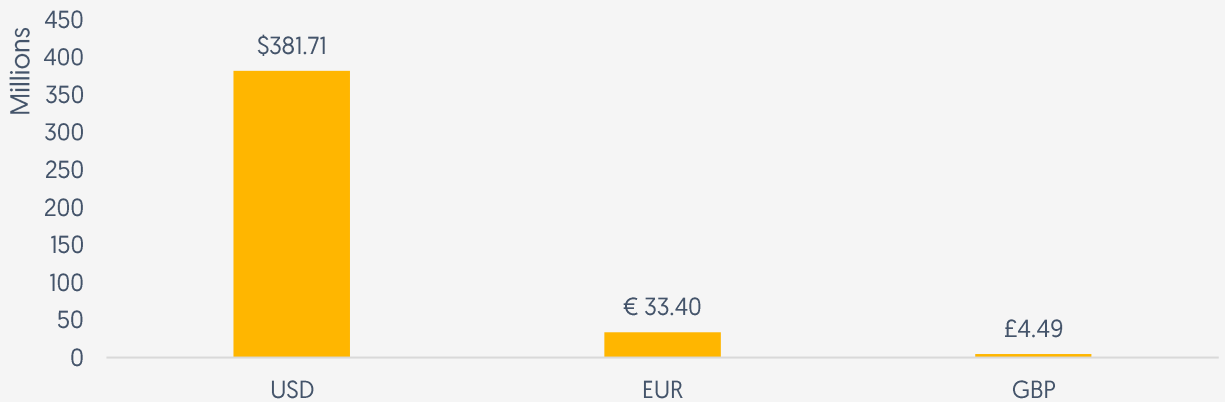
- ACH transactions have witnessed significant growth over the past three years.
- Between 2022 and 2023, the total number of JOD transactions increased by **5.1%**, and the total JOD transaction value increased by **3.9%**.
- In 2023, the average JOD transaction value on the ACH was recorded at **799 JOD**.

ACH Transactions – Foreign Currencies

Number of Transactions for Foreign Currencies



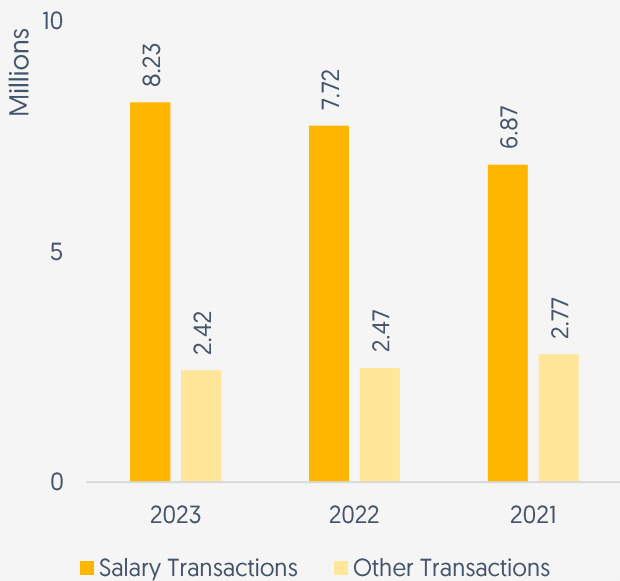
Value of Transactions for Foreign Currencies



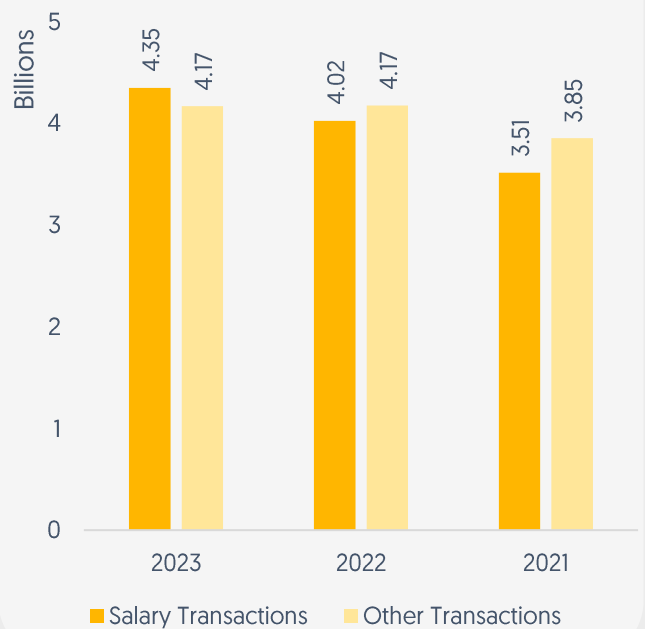
In 2023, there was a general increase in the volume and value of other currency transactions compared to the previous year. Notably, transactions involving the British pound experienced the most significant growth rates, with a remarkable **23%** rise in transaction volume and **50%** increase in transaction value.

Number and Value of Transaction Types on ACH

Number of Total JOD Transaction Types Over the Past Three Years



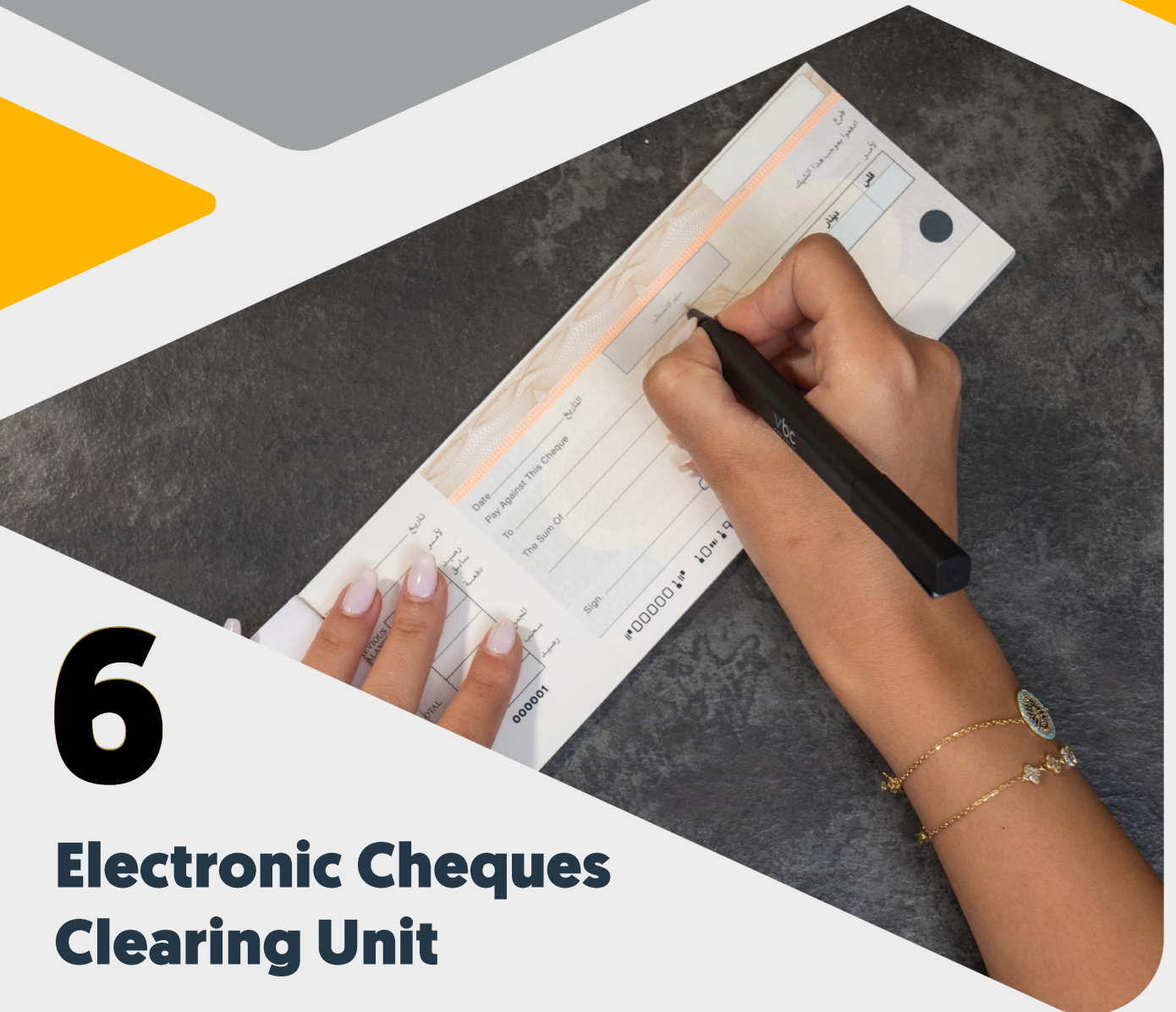
Value of Total JOD Transaction Types Over the Past Three Years



- Between 2022 and 2023, there was a **6.6%** increase in the volume of JOD salary payments and an **8.2%** increase in their value.
- JOD Salary transactions constituted **77.3%** of the total number of transactions and **51%** of the total value of ACH transactions in 2023.
- From 2022 to 2023, there was a slight increase in the average JOD salary payout (**1.3%**), rising from **521.1 JOD** to **528.2 JOD**.



ECCU
Electronic Cheque Clearing Unit

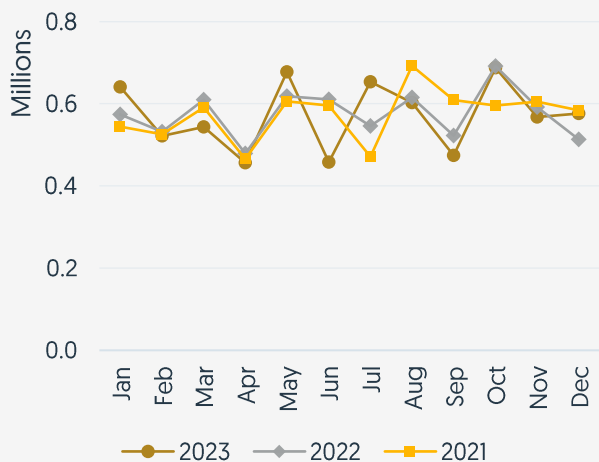


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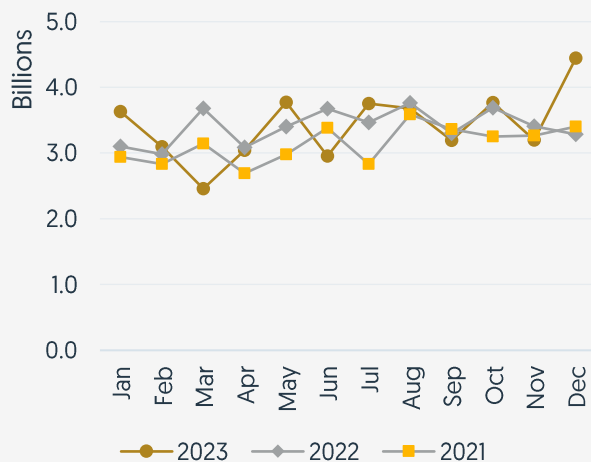
Electronic Cheques Clearing Unit

ECCU Transactions

Number of ECCU Cheques



Value of ECCU Cheques



Total Number of ECCU Cheques in 2023

6.86M Cheques

Total Value of ECCU Cheques in 2023

40.99B JOD

Average Value of ECCU Cheques in 2023

5,975 JOD

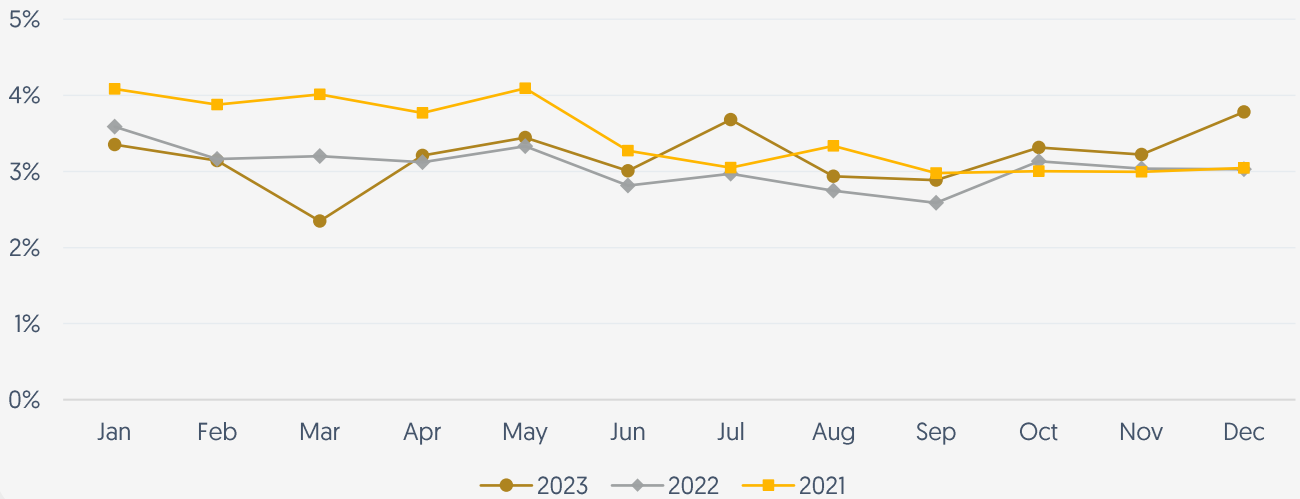
Compared to the previous year, there was a **2.5%** increase in the number of cheques, accompanied by a slight **0.4%** increase in their total value.

The average value of cheques saw a marginal **1%** increase in 2023 compared to the preceding year, 2022.

Throughout the last three years, a consistent pattern in the monthly trends for cheque volumes has emerged, marked by declines in April, June, and September and corresponding increases in March and May.

Returned Cheques

Number of Returned Cheques as a Percentage of Total ECCU Cheques



Total Number of Returned Cheques in 2023

220.7K

Cheques

Representing 3.2% of the total number of cheques

Total Value of Returned Cheques in 2023

1.37B

Cheques

Representing 3.4% of the total value of cheques

- In 2023, there was a 4.4% increase in the number of returned cheques and a 7.8% increase in the value of returned cheques compared to 2022.
- In 2023, insufficient balance was the reason behind 65.9% of returned cheques, which also represented 67.2% of the total value of returned cheques.
- The average value of returned cheques that were returned due to insufficient balance was 6342.3 JOD in 2023.