

Internet Banking and Mobile Banking Subscribers (end of period)

Internet Banking

million	Number of Subscribers			Penetration to population (%)
	Total	Individual	Corporate	
2016	22.8	22.0	0.8	72.0
2017	25.5	24.6	0.9	80.6
2018	29.5	28.3	1.2	91.1
2019	31.8	30.5	1.4	97.6
2020	36.7	35.1	1.6	112.5
Nov-21	39.7	37.8	1.8	121.4
Jan-17	23.2	22.4	0.8	73.1
Feb-17	23.5	22.8	0.8	74.4
Mar-17	24.0	23.2	0.8	75.7
Apr-17	24.3	23.5	0.8	76.9
May-17	24.6	23.7	0.8	77.6
Jun-17	24.9	24.0	0.8	78.5
Jul-17	25.2	24.4	0.9	79.7
Aug-17	25.1	24.2	0.9	79.2
Sep-17	25.2	24.3	0.9	79.5
Oct-17	24.8	23.9	0.9	78.4
Nov-17	25.2	24.2	0.9	79.5
Dec-17	25.5	24.6	0.9	80.6
Jan-18	25.9	24.9	1.0	80.7
Feb-18	26.2	25.2	1.0	81.8
Mar-18	26.6	25.6	1.0	83.1
Apr-18	27.0	25.9	1.0	84.2
May-18	27.3	26.2	1.0	85.1
Jun-18	27.6	26.5	1.1	86.0
Jul-18	27.9	26.9	1.1	88.2
Aug-18	28.3	27.2	1.1	89.4
Sep-18	28.6	27.5	1.1	90.3
Oct-18	29.0	27.8	1.1	90.5
Nov-18	29.3	28.1	1.1	90.3
Dec-18	29.5	28.3	1.2	91.1
Jan-19	29.4	28.2	1.2	90.2
Feb-19	29.8	28.6	1.2	91.4
Mar-19	30.1	28.9	1.2	92.5
Apr-19	30.5	29.2	1.2	93.5
May-19	30.8	29.6	1.2	94.5
Jun-19	29.9	28.7	1.2	91.8
Jul-19	30.3	29.0	1.3	92.8
Aug-19	30.6	29.3	1.3	93.9
Sep-19	30.9	29.6	1.3	94.7
Oct-19	31.2	29.9	1.3	95.8
Nov-19	31.5	30.2	1.3	96.7
Dec-19	31.8	30.5	1.4	97.6
Jan-20	32.2	30.8	1.4	98.5
Feb-20	32.5	31.1	1.4	99.5
Mar-20	32.7	31.3	1.4	100.3
Apr-20	33.0	31.6	1.4	101.2
May-20	34.3	32.9	1.4	105.0
Jun-20	34.7	33.3	1.4	106.2
Jul-20	35.1	33.6	1.5	107.4
Aug-20	35.4	33.9	1.5	108.5
Sep-20	35.8	34.3	1.5	109.6
Oct-20	36.1	34.6	1.5	110.6
Nov-20	36.4	34.8	1.6	111.5
Dec-20	36.7	35.1	1.6	112.5
Jan-21	37.1	35.4	1.6	113.5
Feb-21	37.3	35.7	1.6	114.3
Mar-21	37.6	35.9	1.7	115.2
Apr-21	37.8	36.1	1.7	115.9
May-21	38.0	36.3	1.7	116.3
Jun-21	38.1	36.4	1.7	116.8
Jul-21	38.4	36.6	1.8	117.5
Aug-21	38.7	36.9	1.8	118.4
Sep-21	39.0	37.2	1.8	119.5
Oct-21	39.3	37.5	1.8	120.5
Nov-21	39.7	37.8	1.8	121.4

Mobile Banking

000	Number of subscribers	Penetration rate (%)	
		To population	To mobile subscribers
2016	8,794.8	27.8	20.0
2017	11,348.2	35.4	26.8
2018	14,444.4	44.6	34.1
2019	17,229.9	52.9	38.6
2020	20,197.1	61.8	46.2
Nov-21	23,456.1	71.8	n.a.
Jan-17	9,024.0	29.0	n.a.
Feb-17	9,249.2	29.7	n.a.
Mar-17	9,479.9	30.0	22.2
Apr-17	9,716.5	31.2	n.a.
May-17	9,848.1	32.4	n.a.
Jun-17	10,120.8	32.0	23.6
Jul-17	10,307.3	33.0	n.a.
Aug-17	10,534.7	32.0	n.a.
Sep-17	10,689.6	33.8	25.2
Oct-17	10,911.8	34.2	n.a.
Nov-17	11,128.7	35.6	n.a.
Dec-17	11,348.2	35.4	26.8
Jan-18	11,626.0	36.3	n.a.
Feb-18	11,879.0	37.1	n.a.
Mar-18	12,228.5	38.2	28.1
Apr-18	12,504.3	39.0	n.a.
May-18	12,738.9	39.7	n.a.
Jun-18	12,886.6	40.2	29.3
Jul-18	13,201.8	41.2	n.a.
Aug-18	13,490.8	42.1	n.a.
Sep-18	13,713.9	42.8	31.2
Oct-18	13,947.5	43.0	n.a.
Nov-18	14,195.1	43.8	n.a.
Dec-18	14,444.4	44.6	34.1
Jan-19	14,511.4	44.5	n.a.
Feb-19	14,730.6	45.2	n.a.
Mar-19	15,085.9	46.3	35.1
Apr-19	15,357.3	47.1	n.a.
May-19	15,619.5	47.9	n.a.
Jun-19	15,559.6	47.8	35.9
Jul-19	15,918.6	48.9	n.a.
Aug-19	16,250.6	49.9	n.a.
Sep-19	16,393.9	50.2	37.2
Oct-19	16,650.2	51.1	n.a.
Nov-19	16,889.6	51.8	n.a.
Dec-19	17,229.9	52.9	38.6
Jan-20	17,508.1	53.6	n.a.
Feb-20	17,799.6	54.5	n.a.
Mar-20	17,253.6	52.8	39.4
Apr-20	17,640.1	54.0	n.a.
May-20	17,965.0	55.0	n.a.
Jun-20	18,227.3	55.8	42.0
Jul-20	18,611.6	57.0	n.a.
Aug-20	18,918.2	57.9	n.a.
Sep-20	19,255.5	59.0	44.3
Oct-20	19,588.2	60.0	n.a.
Nov-20	19,929.8	61.0	n.a.
Dec-20	20,197.1	61.8	46.2
Jan-21	20,516.7	62.8	n.a.
Feb-21	20,818.5	63.7	n.a.
Mar-21	21,197.9	64.9	47.7
Apr-21	21,535.4	65.9	n.a.
May-21	21,824.1	66.8	n.a.
Jun-21	22,028.8	67.5	48.3
Jul-21	22,262.8	68.2	n.a.
Aug-21	22,479.0	68.8	n.a.
Sep-21	22,773.1	69.7	49.1
Oct-21	23,132.9	70.8	n.a.
Nov-21	23,456.1	71.8	n.a.

n.a. Not available