



BANGKO SENTRAL NG PILIPINAS

OFFICE OF THE DEPUTY GOVERNOR | PAYMENTS AND CURRENCY MANAGEMENT SECTOR

MEMORANDUM NO. M-2024- 040

To : **All Bangko Sentral ng Pilipinas-Supervised Institutions**

Subject : **Revised Survey on Pricing of Digital Payments**

In relation to the Bangko Sentral Memorandum No. M-2024-015, dated 24 May 2024, which outlines the Guidelines on Pricing of Electronic Payments and requests Bangko Sentral ng Pilipinas-Supervised Institutions (BSIs) to participate in the annual Survey on Pricing Digital Payments (SPDP) regarding their provision of digital payment services, the Bangko Sentral acknowledges the BSIs' participation in the initial run of the SPDP for the year 2023.

In the succeeding runs of the SPDP, starting 01 January 2025, all BSIs are encouraged to submit their responses to the SPDP by end-May of each year, with data and information covering the preceding calendar year. The link to the SPDP can be accessed by scanning the QR code below:

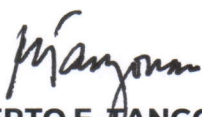


SPDP MS Forms QR Code

BSIs providing responses through this survey link shall no longer submit the completed SPDP in Microsoft Word format as a PDF, as outlined in Memorandum No. 2024-015. The introduction of an online SPDP questionnaire aims to facilitate more efficient data collection and easier consolidation of responses, allowing for a faster release of the report to the participating BSIs.

In addition to streamlining the survey questions, the updated SPDP questionnaire introduces new questions regarding non-bank respondents' total asset values and whether BSIs incur cost items exclusively for off-us payment transactions. It also includes an updated set of options for describing the BSI's cost accounting, reporting, and monitoring processes. The detailed instructions for completing the SPDP using the link above are outlined in the attached **Annex A**.¹

For guidance and appropriate action.


MAMERTO E. TANGONAN
Deputy Governor

13 December 2024

¹ For those not opting to submit their responses through the new survey link, the updated SPDP questionnaire in the Microsoft Word template, which was initially introduced under Memorandum No. M-2024-015, is attached as **Annex B**.

DETAILED INSTRUCTIONS FOR COMPLETING THE ONLINE SURVEY ON PRICING OF DIGITAL PAYMENTS

This Annex provides guidance for Bangko Sentral ng Pilipinas-supervised institutions (BSIs) to complete the online Survey on Pricing of Digital Payments (SPDP).

A. General Guidelines

1. Before completing the survey questionnaire through the link provided in the Memorandum, BSIs shall ensure that data and information described in this Annex had been completely and appropriately gathered from the BSIs' internal documentations and reports.
2. Ensure all required fields are completed [fields marked with an asterisk (*)].
3. Review your responses, especially numerical values and cost categorizations, to ensure accuracy.
4. Numeric values shall not be abbreviated (e.g., 5000 not 5 thousand). Decimals shall also be inputted and not rounded to the nearest integer. All numeric values shall be in their Philippine Peso (PHP) equivalent.
5. All information provided in this survey will be treated as confidential in accordance with the provisions of Republic Act No. 10173, or the Data Privacy Act of 2012. We will aggregate and anonymize the information, ensuring that specific details or comments are not attributed to specific entities.

B. Specific Guidelines

1. Organization Profile

- a. **Organization Information:** Enter your organization's full name as registered with the Bangko Sentral.
- b. **Contact Person:** Provide the name and official email address of the designated contact person. This individual will receive survey results and related communications from the Bangko Sentral.
- c. **Type of Institution:** Select whether your organization is a bank (e.g., Universal, Commercial, Thrift, etc.) or a non-bank financial institution (e.g., Electronic Money Issuer, Operator of Payment Systems).
- d. **Total Assets: Non-bank respondents** shall enter their total asset value as of December 31 of the previous year, using complete numeric values, including decimals (e.g., 5000000.75). Avoid using abbreviations like "5 million." Please note that this question is a new addition to the survey.

2. Cost Accounting, Reporting, and Monitoring Processes

- a. Choose the option that best describes your institution's cost accounting, reporting, and monitoring processes (ranging from Fully Manual to Advanced). Please note that this refinement to the survey question is an update to the SPDP.
- b. Those whose processes are not accurately described by the above options shall provide a brief description of their institution's cost accounting, reporting, and monitoring processes for digital payment services.

3. Cost Elements of Payments. As applicable, this portion shall be accomplished for each of the pre-identified payment service—checks, cards, and electronic fund transfers via InstaPay and PESONet.

- a. For each identified payment service please determine the following in relation to cost categories described in **Annex C** (e.g., Authorization, Settlement, Customer Support, etc.) and any other additional cost categories identified by the BSI:
 - i. Whether costs are directly attributable to the provision of the payment service;

- ii. Whether costs are fixed or variable. For mixed costs, the BSI shall tag the relevant cost categories as both fixed and variable; and
 - iii. Whether costs are incurred for off-us payment transactions only. This is a new addition to the survey questionnaire.
 - b. Provide the following data on these cost categories for each payment service:
 - i. **Annual Costs:** Enter the total annual cost for each cost category.
 - ii. **Per-Transaction Costs:** Enter the cost per transaction for each category.
 - iii. **Costs Passed on to Customers:** Specify the portion of costs, on a per-transaction basis, that is passed on to customers.
- 4. Other Digital Payment Services**
- a. If your institution offers digital payment services beyond checks, cards (i.e., debit cards and credit cards), InstaPay, and PESONet, select "Yes" and specify these services.
 - b. Please determine whether costs are direct or indirect; fixed, variable or both; and if incurred for off-us payment transactions only.
 - c. Report the total annual costs, costs incurred per transaction, and costs charged per transaction.
 - d. BSIs can provide their responses for up to three additional digital payment services.
 - e. If the BSI offers more than three additional digital payment services, it may provide the above information on the remaining services via an email addressed to PPDD@bsp.gov.ph, with the subject line "**SPDP <reference calendar year> - Additional Information.**"
- 5. Description of Other Costs Incurred.** Provide definitions and descriptions of any other cost categories not identified in **Annex C** but relevant to your institution's provision of digital payment services.
- 6. Non-Cost Considerations for Pricing**
- a. List non-cost factors (e.g., competitor pricing, peer pricing, industry standards, regulations, etc.) that affect your institution's pricing decisions.
 - b. Explain how these non-cost factors influence your pricing strategies.
- 7. On-Us Fees for Payment Services**
- a. Indicate whether your institution charges fees for on-us payment services (services where both the sender and receiver hold accounts within the same institution).
 - b. Specify which on-us payment services have fees, if applicable.
- 8. Comments and Additional Information.** Use this section to provide any relevant information or feedback that may assist the Bangko Sentral in analyzing the survey data more effectively.

INSTRUCTIONS FOR MANUAL SUBMISSION OF THE SURVEY ON PRICING OF DIGITAL PAYMENTS (SPDP)

BSP-supervised institutions have the option to submit their responses to the SPDP manually, subject to the instructions below:

1. The completed template shall be in pdf format with the filename:

"SPDP_<Year>_<BSI Name>"

2. After accomplishing the questionnaire, the report shall be electronically transmitted using the following prescribed format as subject:

"SPDP<space><Name of BSI>,<space><Reference Period>", as illustrated below

To : ppdd-paymentsdata@bsp.gov.ph
Subject : SPDP <Name of BSI>, DD MMMM YYYY (e.g., 31 December 2024)

3. Only electronic submissions originating from officially registered email address/es of the BSIs shall be recognized and accepted by the PPDD. The acknowledgment receipt for the submitted survey questionnaire and its corresponding validation results, upon availability, will be sent to the same registered email address/es.
4. Hard copy submission shall not be accepted. Covered BSIs that are unable to transmit via email may submit the duly accomplished SPDP using any portable storage device (e.g., USB flash drive) through messengerial or postal services within the prescribed deadline addressed to:

The Director
Payments Policy and Development Department
Bangko Sentral ng Pilipinas
Ground Floor, Economic Financial Learning Office
BSP Complex, A. Mabini Street, Malate
1004 Manila

All information provided in this survey will be treated as confidential in accordance with the provisions of Republic Act No. 10173, or the Data Privacy Act of 2012. We will aggregate and anonymize the information, ensuring that specific details or comments are not attributed to specific entities.

Survey on Pricing of Digital Payments

Manual Survey Questionnaire for BSP-Supervised Institutions (BSIs)

A. BSI Information

1. Please tell us about your organization:

Organization Name	
Contact Person/s	
E-mail Address/es	

2. Which of the following best describes your organization? Please check.

☐	Bank
☐	Operator of payment system
☐	Electronic Money Issuer
☐	Other (please specify) _____

- 2.a. If NON-BANK, provide the amount of total assets (in PHP) as of end of the immediately preceding calendar year:

3. Which of the following payment services does your organization provide?
(Check all that apply)

☐	Checks
☐	Debit card
☐	Credit card
☐	Electronic payments - PESONet
☐	Electronic payments - InstaPay
☐	Others (specify) _____

B. Cost Elements of Payments

1. Which of the following **best describes** the cost accounting, reporting, monitoring and analysis processes in your organization?
 - **Fully Manual (Paper-Based).** All processes are completed using physical documents and manual calculations. Minimal use of software or automated tools.
 - **Primarily Manual with Limited Digital Assistance.** Processes rely heavily on manual inputs with some support from basic digital tools (e.g., spreadsheets for calculations and record-keeping).
 - **Hybrid Approach (Manual and Digital).** A mix of manual processes and digital tools is used, with digital tools helping with certain repetitive tasks, but with substantial manual intervention still required.
 - **Partially Automated (Integrated Software for Select Tasks).** Some processes, such as data collection and reporting, are partially automated using integrated software solutions, though manual adjustments are still frequently necessary.
 - **Mostly Automated with Occasional Manual Adjustments.** Most processes are automated, with digital tools managing data collection, calculations, and reporting, but still require occasional manual oversight or adjustments.
 - **End-to-End Automated (Fully Integrated System).** All processes are automated, utilizing an end-to-end integrated system for data collection, processing, reporting, and analysis with minimal or no manual intervention.
 - **Advanced Automated System with Predictive Analytics.** A fully automated system that not only handles end-to-end processes but also integrates predictive analytics or AI to support forward-looking analysis and decision-making.
 - **Custom or Specialized Automation.** Processes are highly customized to the organization's needs, using a specialized or proprietary automated solution designed specifically for cost accounting, reporting, and analysis.
 - **Others** (please specify below):

*If you selected **Fully Manual**, please answer questions 7 to 9 only. If you selected any option other than **Fully Manual**, answer questions 2 to 9.*

2. What is the annual cost (in PHP) that your company/institution incurs from providing payment services?

Payment instrument	Total Cost in PHP
Check	
Debit card	
Credit card	
Electronic payments – PESONet	
Electronic payments – InstaPay	
Others (specify)	
Total	

3. Accomplish the questions below (sub-items i and ii) for **EACH payment instrument/service** offered by the BSI.

3-a: PESONet Electronic Fund Transfer Service

i. Applicability, Attribution and Variability

For the following cost elements, please indicate if each cost is applicable to the BSI, whether the same direct or indirect, and if the cost is considered as fixed, variable or mixed:

Cost Category	Cost Element ¹⁰	Applicable ¹¹ (Yes/No)	Attribution of Cost Element (Direct/Indirect)	Variability (Fixed/Variable /Mixed)
Payment handling cost	Authorization cost			
	Return cost due to insufficient balance			
	Cancellation cost			
Payment- specific infrastructure and maintenance cost	Payment-specific IT cost			
	Clearing cost			
	Settlement cost			
Security cost	Fraud prevention cost			
Costs for supporting activities	Marketing and advertising cost			
	Customer support cost			
Other cost items	<i>[add rows as necessary]</i>			

ii. Costs Incurred and Charged

For the following cost elements, please fill in the relevant data on annual cost incurred and average cost per transaction, and information on whether the cost is being charged to end-users:

Cost Category	Cost Element ¹²	Annual Cost in PHP	Average Cost per Transaction in PHP	Charged to End-Users? (Yes/No)	Incurred for servicing off-us payments ONLY? ¹³ (Yes/No)
Payment handling cost	Authorization cost				
	Return cost due to insufficient balance				
	Cancellation cost				
Payment- specific infrastructure and maintenance cost	Payment-specific IT cost				
	Clearing cost				
	Settlement cost				
Security cost	Fraud prevention cost				
Costs for supporting activities	Marketing and advertising cost				
	Customer support cost				
Other cost	<i>[add rows as necessary]</i>				

¹⁰ Definitions are found in **Annex C**.

¹¹ Costs are deemed Applicable if the BSI separately monitors, measures, and/or account for these costs.

¹² Definitions are found in **Annex C**.

¹³ Payment transactions where the payer and the payee use accounts held at different financial institutions

items					
-------	--	--	--	--	--

3-b: InstaPay Electronic Fund Transfer Service

i. Applicability, Attribution and Variability

For the following cost elements, please indicate if each cost is applicable to the BSI, whether the same direct or indirect, and if the cost is considered as fixed, variable or mixed:

Cost Category	Cost Element ¹⁴	Applicable ¹⁵ (Yes/No)	Attribution of Cost Element (Direct/Indirect)	Variability (Fixed/Variable /Mixed)
Payment handling cost	Authorization cost			
	Return cost due to insufficient balance			
	Cancellation cost			
Payment-specific infrastructure and maintenance cost	Payment-specific IT cost			
	Clearing cost			
	Settlement cost			
Security cost	Fraud prevention cost			
Costs for supporting activities	Marketing and advertising cost			
	Customer support cost			
Other cost items	<i>[add rows as necessary]</i>			

ii. Costs Incurred and Charged

For the following cost elements, please fill in the relevant data on annual cost incurred and average cost per transaction, and information on whether the cost is being charged to end-users:

Cost Category	Cost Element ¹⁶	Annual Cost in PHP	Average Cost per Transaction in PHP	Charged to End-Users? (Yes/No)	Incurred for servicing off-us payments ONLY? ¹⁷ (Yes/No)
Payment handling cost	Authorization cost				
	Return cost due to insufficient balance				
	Cancellation cost				
Payment-specific infrastructure and maintenance cost	Payment-specific IT cost				
	Clearing cost				
	Settlement cost				
Security cost	Fraud prevention cost				

¹⁴ Definitions are found in **Annex C**.

¹⁵ Costs are deemed Applicable if the BSI separately monitors, measures, and/or account for these costs.

¹⁶ Definitions are found in **Annex C**.

¹⁷ Payment transactions where the payer and the payee use accounts held at different financial institutions

Costs for supporting activities	Marketing and advertising cost				
	Customer support cost				
Other cost items	<i>[add rows as necessary]</i>				

3-c: Check Payment Services

i. Applicability, Attribution and Variability

For the following cost elements, please indicate if each cost is applicable to the BSI, whether the same direct or indirect, and if the cost is considered as fixed, variable or mixed:

Cost Category	Cost Element ¹⁸	Applicable ¹⁹ (Yes/No)	Attribution of Cost Element (Direct/Indirect)	Variability (Fixed/Variable /Mixed)
Payment handling cost	Authorization cost			
	Return cost due to insufficient balance			
	Cancellation cost			
Payment-specific infrastructure and maintenance cost	Payment-specific IT cost			
	Clearing cost			
	Settlement cost			
Security cost	Fraud prevention cost			
Costs for supporting activities	Marketing and advertising cost			
	Customer support cost			
Other cost items	<i>[add rows as necessary]</i>			

ii. Costs Incurred and Charged

For the following cost elements, please fill in the relevant data on annual cost incurred and average cost per transaction, and information on whether the cost is being charged to end-users:

Cost Category	Cost Element ²⁰	Annual Cost in PHP	Average Cost per Transaction in PHP	Charged to End-Users? (Yes/No)	Incurred for servicing off-us payments ONLY? ²¹ (Yes/No)
Payment handling cost	Authorization cost				
	Return cost due to insufficient balance				
	Cancellation cost				
Payment-specific infrastructure	Payment-specific IT cost				
	Clearing cost				

¹⁸ Definitions are found in **Annex C**.

¹⁹ Costs are deemed Applicable if the BSI separately monitors, measures, and/or account for these costs.

²⁰ Definitions are found in **Annex C**.

²¹ Payment transactions where the payer and the payee use accounts held at different financial institutions

and maintenance cost	Settlement cost				
Security cost	Fraud prevention cost				
Costs for supporting activities	Marketing and advertising cost				
	Customer support cost				
Other cost items	<i>[add rows as necessary]</i>				

3-d: Card Payment Services

i. Applicability, Attribution and Variability

For the following cost elements, please indicate if each cost is applicable to the BSI, whether the same direct or indirect, and if the cost is considered as fixed, variable or mixed:

Cost Category	Cost Element ²²	Applicable ²³ (Yes/No)	Attribution of Cost Element (Direct/Indirect)	Variability (Fixed/Variable /Mixed)
Payment handling cost	Authorization cost			
	Return cost due to insufficient balance			
	Cancellation cost			
Payment-specific infrastructure and maintenance cost	Payment-specific IT cost			
	Clearing cost			
	Settlement cost			
Security cost	Fraud prevention cost			
Costs for supporting activities	Marketing and advertising cost			
	Customer support cost			
Other cost items	<i>[add rows as necessary]</i>			

ii. Costs Incurred and Charged

For the following cost elements, please fill in the relevant data on annual cost incurred and average cost per transaction, and information on whether the cost is being charged to end-users:

Cost Category	Cost Element ²⁴	Annual Cost in PHP	Average Cost per Transaction in PHP	Charged to End-Users? (Yes/No)	Incurred for servicing off-us payments ONLY? ²⁵ (Yes/No)
Payment handling cost	Authorization cost				
	Return cost due to insufficient balance				

²² Definitions are found in **Annex C**.

²³ Costs are deemed Applicable if the BSI separately monitors, measures, and/or account for these costs.

²⁴ Definitions are found in **Annex C**.

²⁵ Payment transactions where the payer and the payee use accounts held at different financial institutions

	Cancelation cost				
Payment-specific infrastructure and maintenance cost	Payment-specific IT cost				
	Clearing cost				
	Settlement cost				
Security cost	Fraud prevention cost				
Costs for supporting activities	Marketing and advertising cost				
	Customer support cost				
Other cost items	[add rows as necessary]				

3-e: Other Payment Services (Please prepare separate set of tables for EACH type of payment service)

Payment Service: _____

i. Applicability, Attribution and Variability

For the following cost elements, please indicate if each cost is applicable to the BSI, whether the same direct or indirect, and if the cost is considered as fixed, variable or mixed:

Cost Category	Cost Element ²⁶	Applicable ²⁷ (Yes/No)	Attribution of Cost Element (Direct/Indirect)	Variability (Fixed/Variable/Mixed)
Payment handling cost	Authorization cost			
	Return cost due to insufficient balance			
	Cancelation cost			
Payment-specific infrastructure and maintenance cost	Payment-specific IT cost			
	Clearing cost			
	Settlement cost			
Security cost	Fraud prevention cost			
Costs for supporting activities	Marketing and advertising cost			
	Customer support cost			
Other cost items	[add rows as necessary]			

ii. Costs Incurred and Charged

For the following cost elements, please fill in the relevant data on annual cost incurred and average cost per transaction, and information on whether the cost is being charged to end-users:

²⁶ Definitions are found in **Annex C**.

²⁷ Costs are deemed Applicable if the BSI separately monitors, measures, and/or account for these costs.

Cost Category	Cost Element ²⁸	Annual Cost in PHP	Average Cost per Transaction in PHP	Charged to End-Users? (Yes/No)	Incurred for servicing off-us payments ONLY? ²⁹ (Yes/No)
Payment handling cost	Authorization cost				
	Return cost due to insufficient balance				
	Cancellation cost				
Payment-specific infrastructure and maintenance cost	Payment-specific IT cost				
	Clearing cost				
	Settlement cost				
Security cost	Fraud prevention cost				
Costs for supporting activities	Marketing and advertising cost				
	Customer support cost				
Other cost items	<i>[add rows as necessary]</i>				

4. Please provide herein, definitions of other cost items identified above, if any:

5. Please provide herein other non-cost considerations for pricing (these may include pricing of competitors, peers, and/or industry, etc.):

Please provide details on how these specifically affect pricing of payment services.

6. Does the BSI charge on-us³⁰ fees for payment services? ____ Yes ____ No

If yes, please check which services:

- ☐ Check
☐ Debit card
☐ Credit card
☐ Electronic payments – PESONet

²⁸ Definitions are found in **Annex C**.

²⁹ Payment transactions where the payer and the payee use accounts held at different financial institutions

³⁰ An on-us payment transaction is a payment transaction where both the payer and the payee hold accounts at the same financial institution.

- ☐ Electronic payments – InstaPay
☐ Others (specify) _____

7. Please provide any other comments that you think would be relevant for this survey.

Definition of Cost Categories

Cost	Definition
A. Payment handling costs	Refer to the costs accrued when an end-user initiates a payment until that payment is settled.
➤ Authorization costs	Refer to the costs of processing the payment authorization request for certain payment instruments (e.g., fund transfers, e-money) by verifying whether a specific transaction can be executed (e.g., right credentials, sufficient account balance), including costs related to maintaining databases with authorization-related data.
➤ Return costs due to insufficient balance	Refer to the costs of returning a payment after authorization that could not be settled due to insufficient funds (e.g., if the authorization process does not involve blocking of the respective amount).
➤ Cancellation costs	Refer to the costs involved in canceling a fund transfer transaction before a transaction is settled, as well as processing costs associated with disputed electronic payments that have been settled.
B. Payments-specific infrastructure and maintenance costs	Refer to the costs for the depreciation and maintenance of equipment and for the performance of processes, whose sole purpose is to make payment-related services available.
➤ Payments-specific IT costs	Refer to the costs for payments-related software developments, interfaces for internet banking, interfaces with automated teller machines (ATM)/point-of-sale (POS) networks and other centralized infrastructures, etc. This cost element excludes ATM maintenance costs and POS terminal management costs.
➤ Clearing costs	Refer to the costs associated with the process of transmitting, reconciling, confirming payment orders prior to settlement, including the netting of instructions and the establishment of final positions for settlement.
➤ Settlement costs	Refer to the costs associated with the process of discharging obligations in respect of funds transfers between two or more parties.
C. Security costs	Refer to losses and the costs of preventing potential losses of value from holding payment instruments or providing services related to payment instruments due to unforeseen circumstances or illegal activity.
➤ Fraud prevention costs	Refer to the costs of managing the risk of fraud, excluding the costs for insurance against fraud. The components of these costs may include the maintenance and monitoring of "black lists" and other attempts for fraudulent payments; investigating fraud attempts; etc. If such cost is part of costs related to shared services with other products of the Bangko Sentral ng Pilipinas-supervised institution, only include the costs related to the provision of payment service.
D. Costs for supporting activities	Refer to all costs for activities that are related to payment instruments and payment-related services and are of foundational and/or supporting nature.

Cost	Definition
➤ Marketing and advertising costs	Refer to costs for marketing and information dissemination aimed at acquiring new customers and/or campaigns targeting existing customers. It is important to note that this cost element contains two types of costs: i) the costs associated with new customer campaigns are one-off costs that may not recur periodically, and ii) the costs associated with educating and offering new services to existing customers are mainly ongoing, that is, they are recurring costs. Campaigns specifically aiming to educate existing and/or potential customers should also be included under this cost element. If such cost is part of costs related to shared services with other products of the BSI, only include the costs related to the provision of payment service.
➤ Customer support costs	Refer to costs for responding to customer complaints or providing further clarifications related to a particular payment instrument/transaction account activity/loyalty programs (including staff costs, consumables, etc.), to the extent not included in other cost elements. If such cost is part of costs related to shared services with other products of the BSI, only include the costs related to the provision of payment service.