Norway's BankID Access Gap — A Consumer Council Survey and UiO's SODI Project Document eID Exclusion of Older and Disabled People

Digital Inclusion · Good practice · Norway

Quality score: 48/100

Evidence strength: Moderate

Summary

Cautionary case: Norway's bank-run BankID gates public and private services. A 2,016-person YouGov survey for the Consumer Council estimated ~200,000 people (4%) lack it; UiO's SODI project found many older and disabled people cannot use eID unaided.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	0/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-22

University of Oslo (SODI project) & Norwegian Consumer Council (Forbrukerrådet) — accessed 2026-11-22

SODI project page — University of Oslo — accessed 2026-11-22

Forbrukerrådet — Outsiderness in the consumer markets (2022, PDF) — accessed 2026-11-22

Sciencenorway — 'Digital ID management in Norway is a catastrophe' (UiO) — accessed 2026-11-22

Cite this — Evidoria. *Norway's BankID Access Gap — A Consumer Council Survey and UiO's SODI Project Document eID Exclusion of Older and Disabled People*. Persistent ID: bab010f8-8fdc-4240-a05f-f970e6340aa9.