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# Initiatives to Ensure Access to Cash in the UK

LINK ATM Scheme –  
Graham Mott





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# A CRISIS LIKE NO OTHER

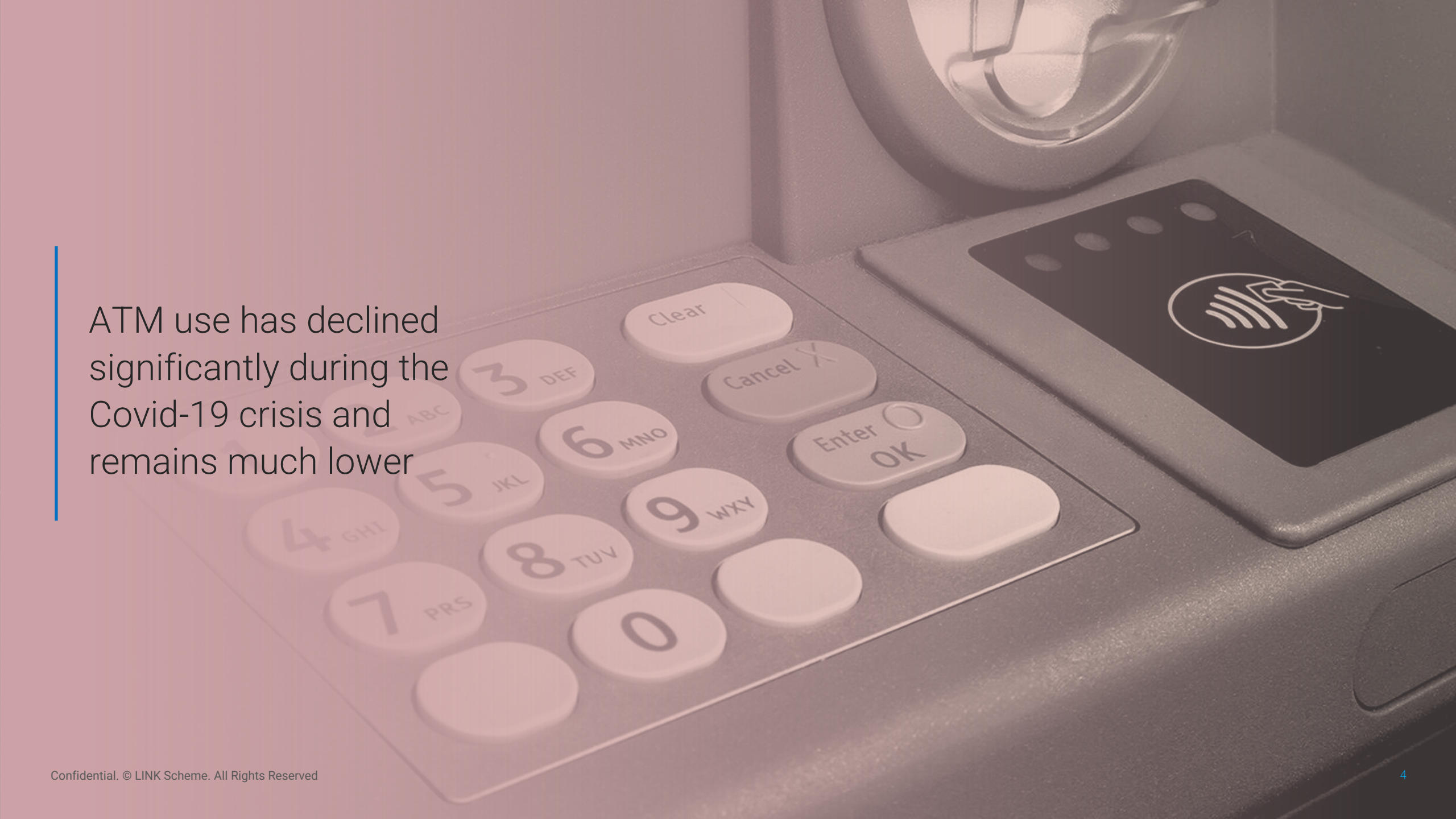
## Where we are now?

### Covid19 is transformative event

- What looked a short-term temporary problem is much longer in duration and broader in its impact than anyone can have imagined.
- Huge changes in home and working lives, social activities, travel, cultural outlook, shopping and payment habits.
- Almost none of the changes have come out of the blue, most were already being seen, but the future is now in fast-forward.
- The changes are not aberrations or temporary, but a new world that we all will live in, and all have to adapt to.





A close-up, slightly angled view of an ATM interface. The focus is on the numeric keypad, which has white buttons with black numbers and letters. To the right of the keypad is a black rectangular area with a white contactless payment symbol (a hand with radiating lines). Above the keypad, a portion of a circular screen or display is visible. The entire image has a semi-transparent pink overlay.

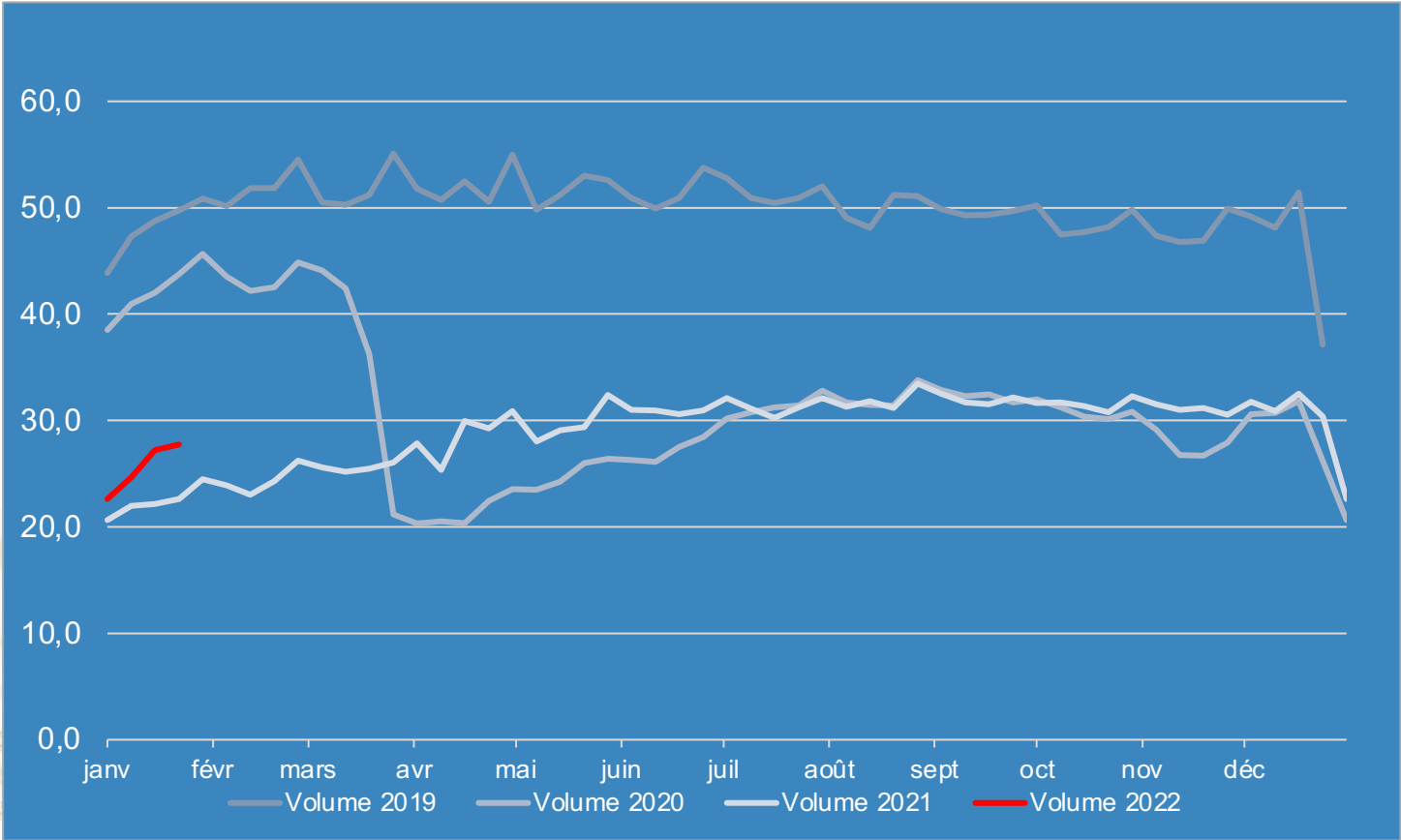
ATM use has declined significantly during the Covid-19 crisis and remains much lower



# WEEKLY VOLUMES (M)

Cash use declining by 10% in 2019

Despite a recovery in the second half of 2021 and a period of very stable ATM use it seems unlikely cash use will return to pre-pandemic levels



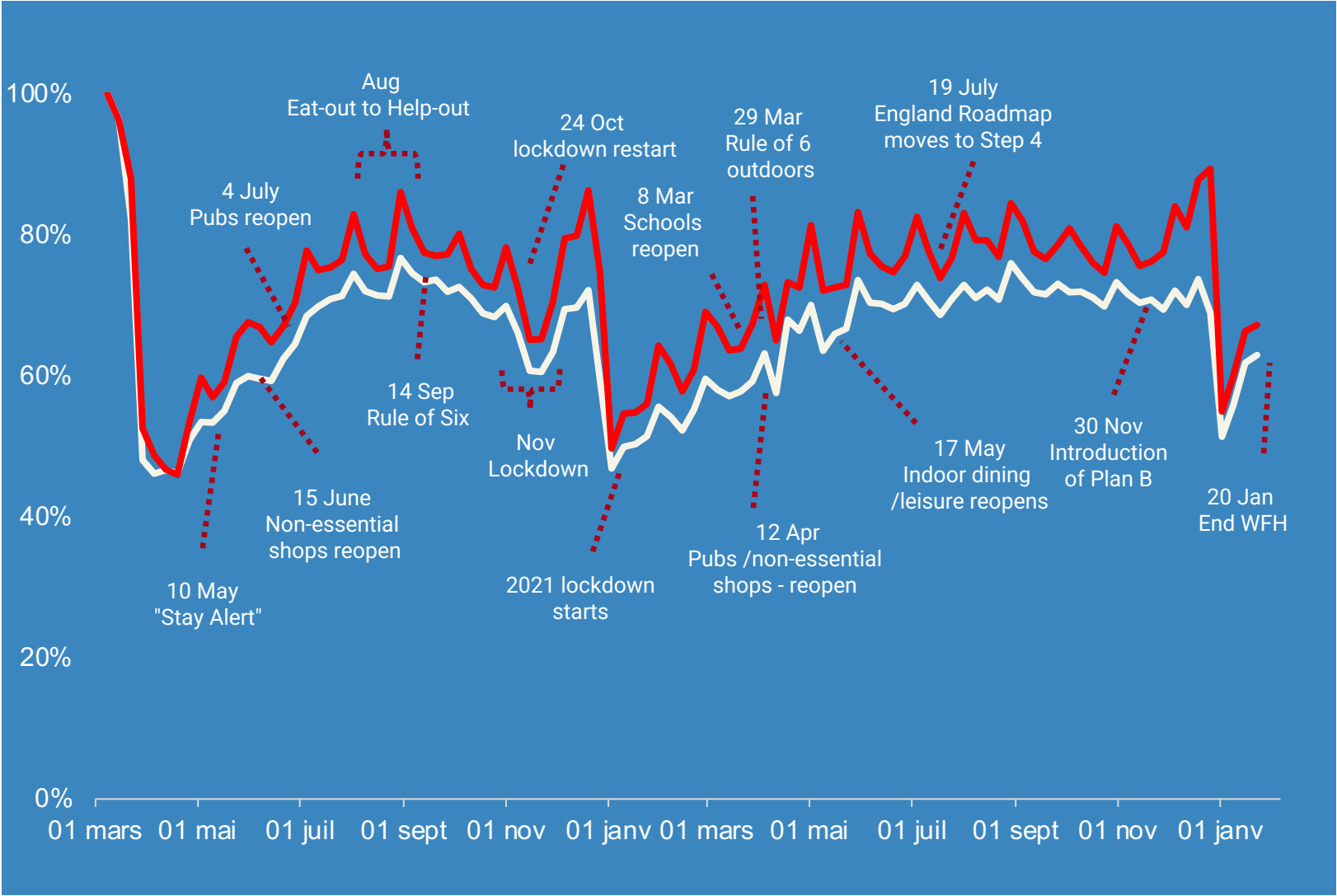
Millions	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019	209	207	232	220	232	221	226	225	211	214	208	204	2608
2020	185	181	155	91	110	117	139	141	139	138	118	129	1643
2021	99	97	114	123	131	133	140	140	137	141	133	135	1522
2019 - 2021	-53%	-53%	-51%	-44%	-43%	-40%	-38%	-38%	-35%	-34%	-36%	-34%	-42%



# LOCKDOWN ATM WITHDRAWAL VOLUMES AND VALUES AS % OF EARLY 2020

Peaks and troughs but more related to monthly and seasonal effects.

Short term relaxations did not have a dramatic effect on ATM use





An aerial, high-angle photograph of a diverse group of people crossing a zebra crossing on a city street. The people are seen from above, moving across the white stripes. The image is overlaid with a semi-transparent teal filter. On the left side of the image, there is a vertical blue line and a white text box containing the title.

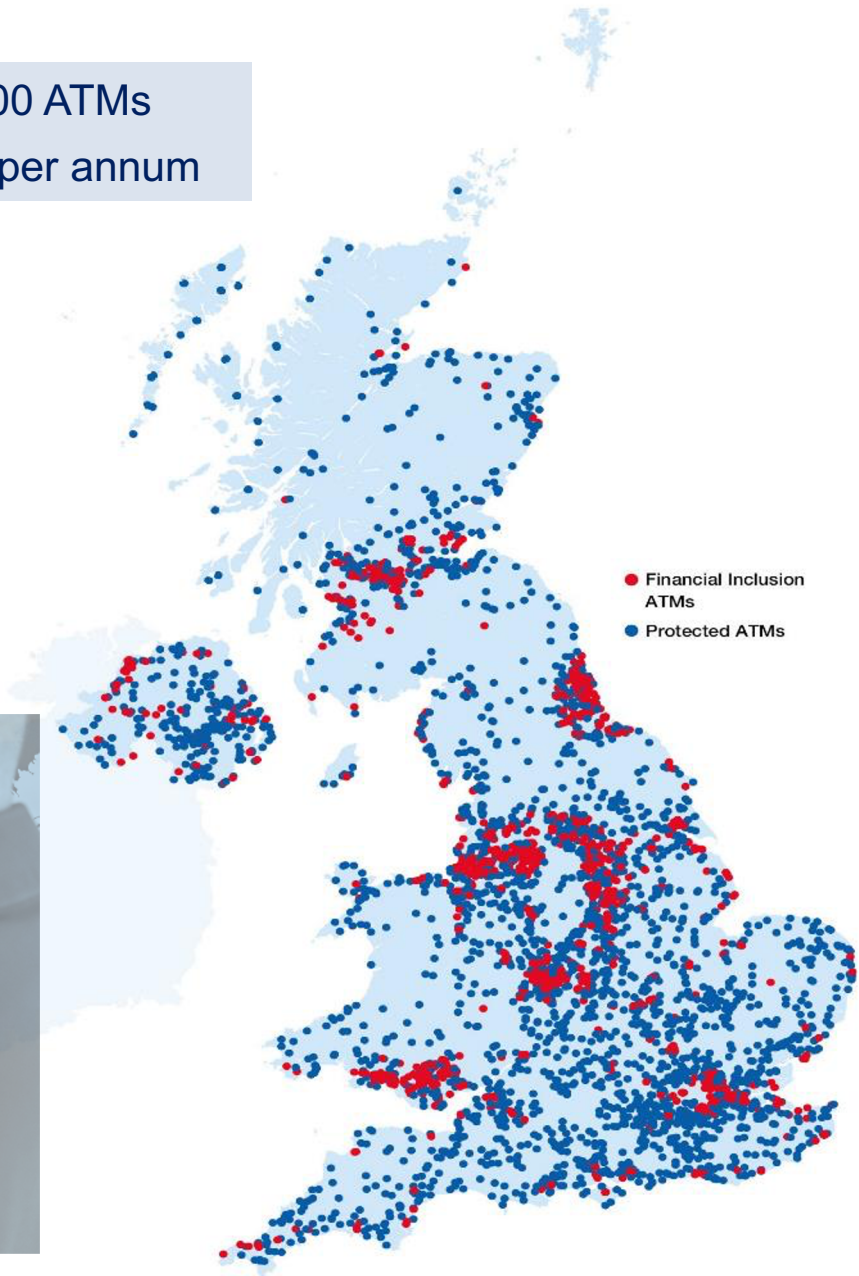
# LINK Financial Inclusion Programmes



# LINK FINANCIAL INCLUSION PROGRAMMES

1	Consumer Council	Independent chair, mixture of consumer groups and ATM operators
2	Financial Inclusion ATMs	Launched 2006. Subsidise ATMs in deprived areas with no other ATM nearby
3	Protected ATMs	ATMs which are more than 1km from the have interchange protected
4	Direct ATM Commissioning	Over 100 ATMs commissioned by LINK to replace machines
5	Suggest a site	Consumers, politicians etc can request an ATM directly from LINK

3,400 ATMs  
£15m per annum



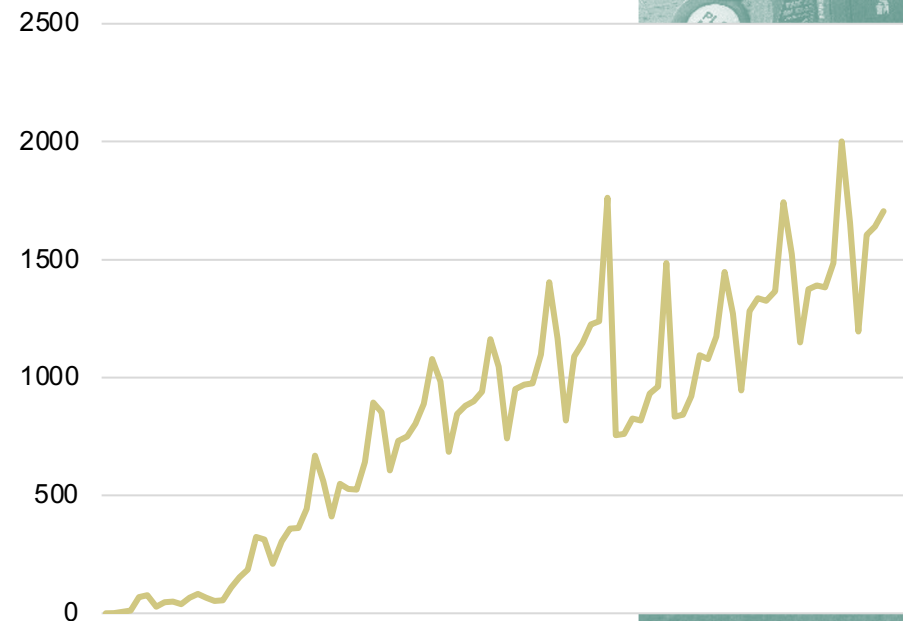


# CASH AT THE TILL

- Launched October 2021
- Cash at till without purchase
- Merchant gets commission
- Locations which cant justify an ATM

## Over 1,700 terminals now live

- Over 80,000 cash withdrawals so far.
- Over £1.8 million dispensed.
- Increasing by almost 20% week-on-week



# Access to Cash Review



# ACCESS TO CASH REVIEW - MARCH 2019

- Commissioned by LINK
- Natalie Ceeney CBE, independent chair



1 - Guarantee access to cash



2 - Ensure cash remains widely accepted



3 - Create a more efficient, effective and resilient wholesale cash infrastructure



4 - Make digital payments an option for everyone



5 - Ensure joined-up oversight and regulation of cash

## The Access to Cash Review panel

The Access to Cash Review Panel has met throughout 2018 and 2019. Its members are:

Chair: Natalie Ceeney CBE



Natalie has a career spanning the public and private sectors, across a range of policy, leadership and regulatory roles. Natalie is currently Chair of Innosight Finance, and a non-executive director of Countrywide PLC, Anglian Water Services Ltd and Sport England.

Lady (Margaret) Bloom CBE



An economist and honorary Professor at King's College London and an independent member of the UK Consumer Council, Margaret has been a senior consultant for Freshfields Bruckhaus Deringer since retiring in 2003 from the Office of Fair Trading, where she was Director of Competition Enforcement.

James Daley



James is Managing Director of Fair Finance and has been a consumer campaigner and financial journalist for more than 18 years. Before launching Fair Finance, he worked for the consumer group, Which?

David Hensley



David has been Director at Cash Services since 2012, with over 25 years' experience in senior management with Santander covering business transformation, operations and customer services.

Monica Kalia



Monica Kalia is the co-founder of Naybor, a multi-award-winning fintech firm that helps UK employees to be better with their money, through a complete financial wellbeing solution of education, savings and responsible borrowing. Monica also sits on the Board of Trustees at StepChange, the UK's leading debt charity.

Phil Kemworthy



In July 2016, Phil founded Payment Systems Consultancy Ltd, an advisory company specialising in Payments and Settlement, their underlying systems/processes and associated regulation. Since that point, he has worked with a number of high-profile organisations including PwC, Link & DWF.

Richard Lloyd



Richard is the UK Chairman of Resolv, a consumer technology company, and Vice Chair of the Money and Mental Health Policy Institute. He is one of the UK's foremost consumer rights champions and was Executive Director of Which? from 2011.

Lucy Malenczuk



Lucy is Senior Policy Manager, Consumer and Community at Age UK, focused on financial services and other consumer markets. She led Age UK's work on cheques and is currently working on projects on financial resilience in retirement and scams.


Siân Williams



Siân is Director of Policy at Toybee Hall and leads policy and practice programmes aimed at making money work better for people. Her contributions include helping introduce the new fee-free Basic Bank Account, improving access to fee-free ATMs and improving our understanding of what works in financial health.





An aerial, top-down view of a large crowd of people crossing a zebra crossing on a city street. The crossing is marked with white stripes on a dark asphalt surface. The people are seen from above, showing various clothing and movement patterns as they traverse the crossing. The overall scene is captured in a monochromatic teal color scheme.

## Cash Access Group (CAG)



# CASH ACCESS GROUP

December 2021 -  
Pivotal moment as banks, consumer groups, Post Office and LINK join forces to help protect cash service



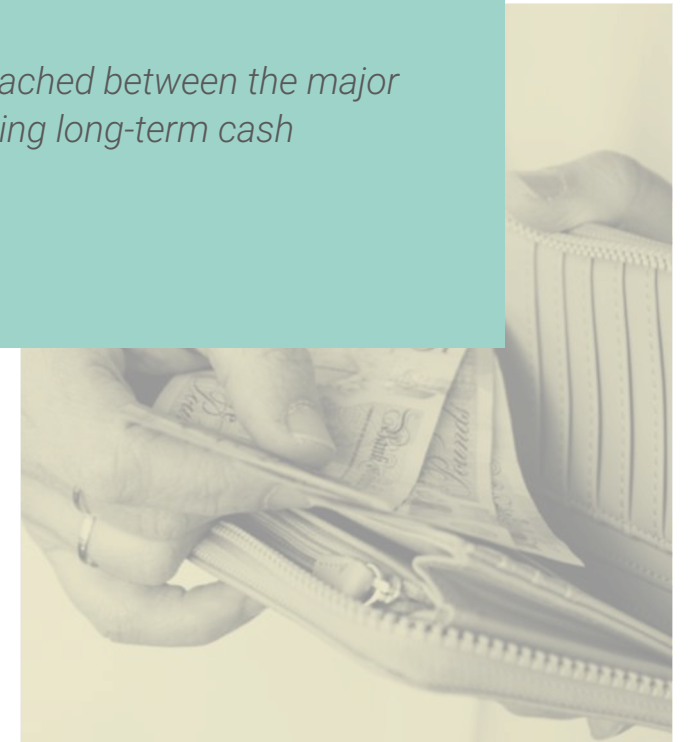
UK banks agree to share services to ensure communities have fair access to cash

Communities cash needs to be independently assessed by LINK, with the power to commission services to meet community cash needs:

- Shared banking hubs
- Free ATMs,
- Enhanced Post Office
- Cash at the till

*"A landmark agreement has been reached between the major retail banks to share services, ensuring long-term cash availability across the UK."*

Next : Access to Digital Review





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Thank you