

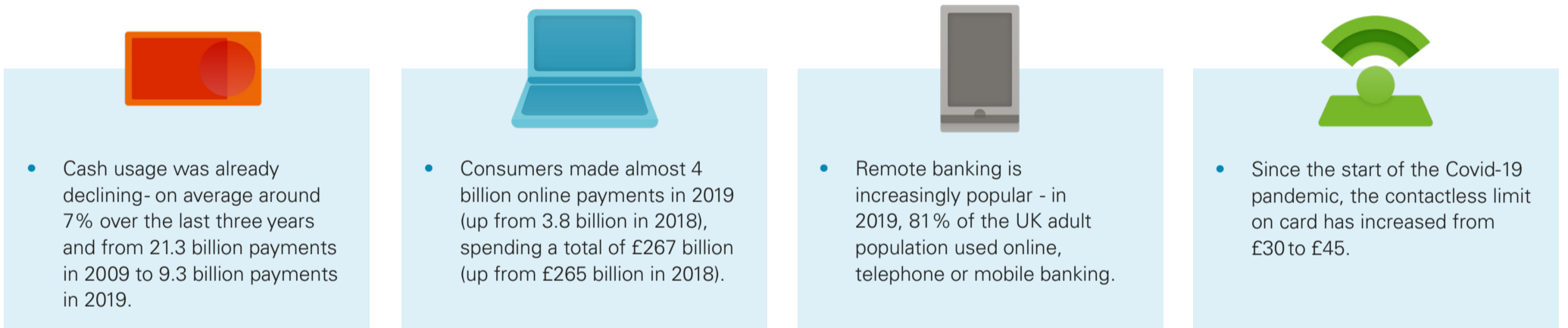
How people access their cash:



Pensions, benefits and wages paid in cash = 12% (£24.2bn)

Source: UK Finance, UK Payment Markets 2020

Cash usage and the rise in digital payment methods:



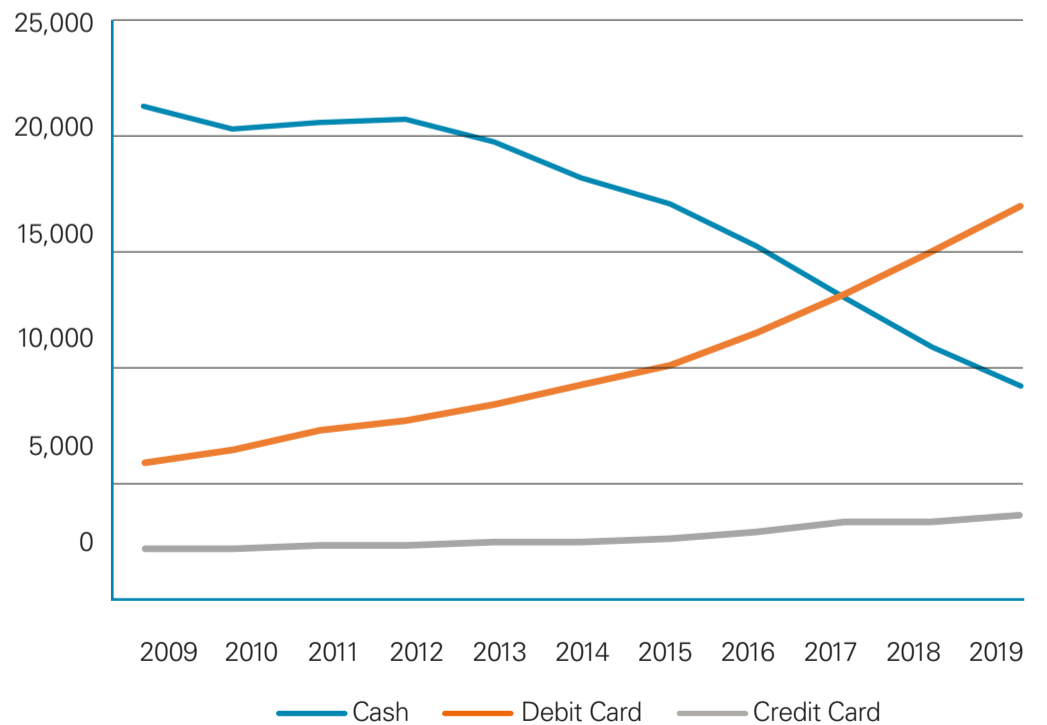
Source: UK Finance, UK Payment Markets 2020

UK payment volumes (millions)

	Cash	Debit Card	Credit Card
2009	21,394	5,859	2,091
2010	20,397	6,386	2,081
2011	20,642	7,308	2,160
2012	20,844	7,649	2,234
2013	19,906	8,359	2,334
2014	18,233	9,187	2,352
2015	17,208	10,132	2,549
2016	15,359	11,562	2,766
2017	13,102	13,204	3,132
2018	10,980	15,098	3,232
2019	9,319	16,964	3,453

Source: UK Finance: UK Payment Markets 2020

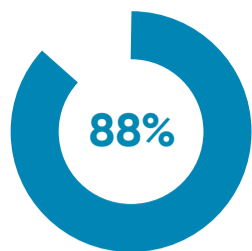
UK payment volumes, 2009-2019



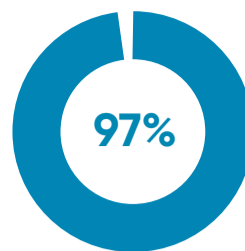
Source: UK Finance: UK Payment Markets 2020

Coverage of free access to cash

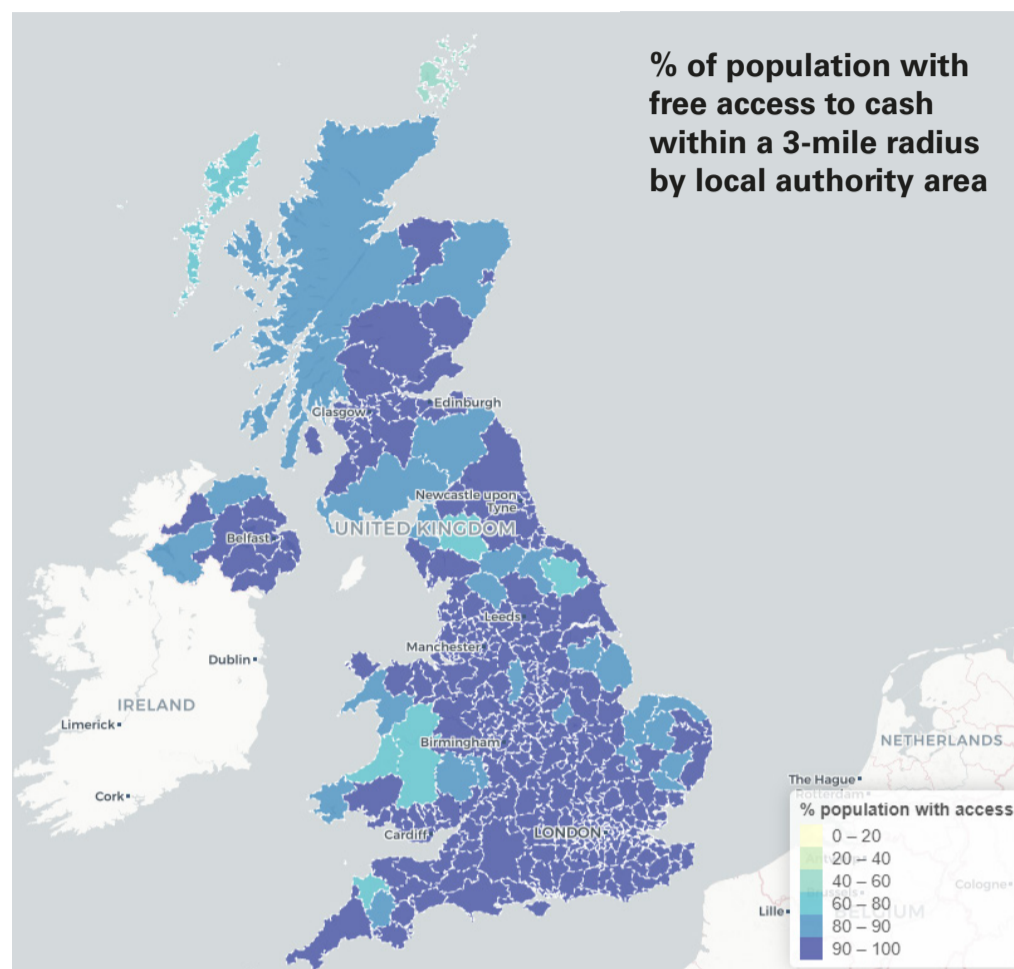
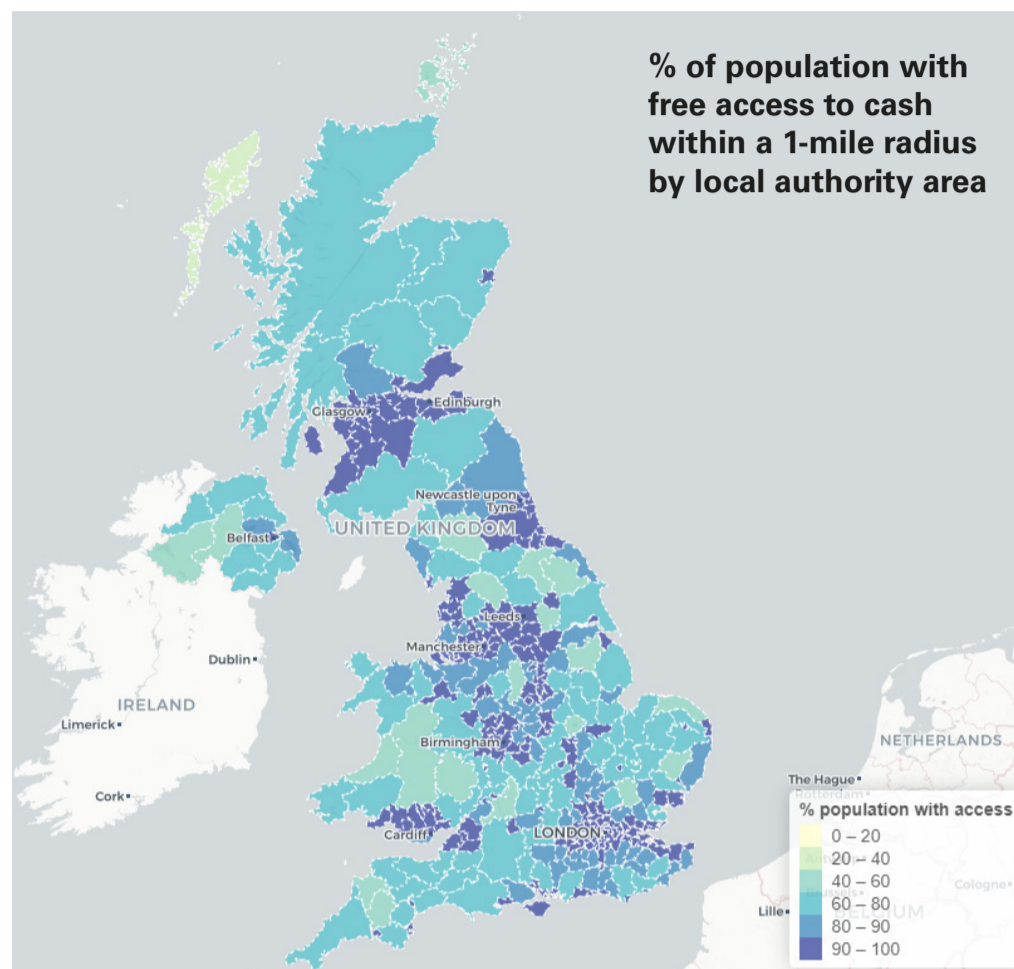
When looking at access to free ATMs, bank branches and Post Offices, on average across UK local authorities:



88% of the population is currently within 1 mile of free access to cash



97% of the population is within 3 miles of free access to cash



The PSR and FCA have produced maps to illustrate the spread of cash access across the UK, using data provided by industry. Locations of cash access points including – free ATMs, bank and building society branches and Post Offices – as at start of March 2020 across the 382 UK local authorities.

Total cash withdrawals (transactions):

2009 – 3.2 billion
2018 – 2.6 billion
2019 – 2.4 billion
26% reduction since 2009
8% reduction since 2018

Total cash withdrawals (value):

2009 – £226 billion
2018 – £193 billion
2019 – £179 billion
21% reduction since 2009
3% reduction since 2018

Credit & debit cards combined:

2009 – 7.9 billion
2018 – 18.3 billion
2019 – 20.4 billion
157% increase since 2009
11% increase since 2018

Contactless:

2009 – negligible
2018 – 7.3 billion
2019 – 8.6 billion
16% increase since 2018

Source: UK Finance, UK Payment Markets 2020

PSR – our role is to oversee the development and delivery of LINK's policies to enable people to continue to access cash in ways that work for them.

We gave LINK Specific Direction 8 - requiring LINK (the UK's largest ATM network) to protect the geographic distribution of ATMs.

Direct Commissioning - A tender run by LINK to procure a replacement ATM from its membership for a lost Protected ATM (if other measures, where appropriate, were unsuccessful). This tender process is also used to procure ATMs to be installed under LINK's Community Engagement scheme.

Low Volume Premium -

The Low Volume Premium is an additional per transaction payment paid to ATM deployers who operate Protected and Financial Inclusion ATMs with low usage, to prevent them from closing.

Community Engagement -

A scheme where local communities can contact LINK to highlight a particular cash access need.

Covid-19 had an impact on cash usage:

Cash withdrawals initially fell by 60% year-on-year by the end March and early April 2020, but this has now increased slightly, to around 50% below 2018 levels. During the pandemic, we worked with the FCA to identify any areas in the UK that needed immediate support for cash access. The insight we gathered meant industry could coordinate several initiatives to support access to cash for affected consumers. We continue to monitor the situation to ensure a smooth transition out of the lockdown, and work with industry to prioritise re-opening of branches and ATMs in areas which most urgently need cash access.

Source: LINK; PSR and FCA analysis