

# Minutes

## FCA/PSR Access to Cash – Working Group 1: Consumer and SME Needs

5<sup>th</sup> November 2020 (Session 6)

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**Location:** The meeting took place via video/audio link

**Attendees:**

Name	Organisation
Mark Chidley (Chair)	FCA Consumer Panel
Alex Kemp	PayPoint
Peter Seymour	Cardtronics
Mark Fitzpatrick	Danske Bank
Tom Jeffrey	Nationwide
David Marsh	RBS/NatWest
Scott Brunton	Virgin Money
Danail Vasilev	FCA
James O'Sullivan	BSA
Darren Foulds	Barclays
Rebecca Burnham (observer)	Bank of England
Isobel Oxley	PSR
Will Archdeacon	PSR
Alexander Jelenje	PSR
John Appleton (observer)	HMT
David Betty	Santander
Nic Besley	Lloyds
Tanya Surendra	FCA
Anthony Bladen (Secretariat)	Accenture

**Apologies:** Gabrielle Collins (Lloyds), James Rattigan (HMT), Holly Elliott (FCA), Will Simpson (RBS/NatWest), Joanna Finlay (Virgin Money), Richard Scott (FCA), William Morello (HMT), Wendy Luczywo (Post Office), Will Hay (Accenture)

**Agenda:**

**1. Preliminaries**

The minutes from the previous session were approved.

**2. LINK ATM request summary paper**

The group discussed a paper produced by LINK summarising findings around ATM requests and their locations. The LINK contact who shared the paper was not able to join the session to present the paper. The group discussed alignment of the work to the Bristol University mapping work, and it was clarified that LINK are involved with that work too. The Chair and Secretariat took the action to thank LINK for sharing their data.

**3. Feedback on Savanta consumer research presentation**

The Chair was keen to hear the group's feedback on the presentation given by Savanta earlier in the week on the research on consumers with specific access to cash needs.

It was remarked that the presentation was very interesting in its findings on specific individual use cases and groups that are particularly poorly served. These included needs for cash for budgeting,

part-time incomes, mental health reasons, distrust of electronic payments, ID theft, payment fraud and more. It was clarified that the slides could be shared further within the Working Groups to assist them with identifying and assessing solutions, but it was stressed that they are interim findings and not final results.

#### **4. Update on sub-group outputs**

The Chair thanked all the sub-group participants for their efforts in producing the first draft of needs. The importance of a consistent approach to identifying the presenting access to cash needs was discussed. The outputs from the sub-groups would be shared with other Working Groups, following some changes.

This document will be iterated and refined once the Working Group has engaged with consumer and SME organisations through the roundtable.

#### **5. Steering Group meeting (9 November)**

The Chair requested any outstanding questions or input for the Steering Group meeting, and outlined his planned messaging, summarising the activity of Working Group 1 so far.

#### **6. AOB**

The Chair discussed a prioritisation matrix developed to assist prioritisation of the needs detailed by the sub-groups. Feedback was invited and it was explained this would be further evaluated before being shared.

The engagement with consumer and SME groups was also raised for an update: roundtables are currently being organised and relevant groups are able to contribute to them, with the rules and format for these meetings still being determined but the group will be kept informed of any developments.

There was a discussion consideration of regional and national factors as part of consumer/SME needs, including any particular issues in Scotland, Northern Ireland and Wales. This will be added to next week's agenda.