Cash Access Assessments

Assessing a Community's Needs

Part of our role is to make sure communities have the right services to access cash locally.

Wherever there is a change in how people access cash locally — such as a branch closure, or where an ATM closes, we do an assessment based on a process and measures agreed by the major banks.

We apply those same rules whenever someone contacts us about their area too.

STEP 1 ASSESSMENT

HERE'S HOW WE DO IT

The first thing we do is look at who needs cash and where they live.

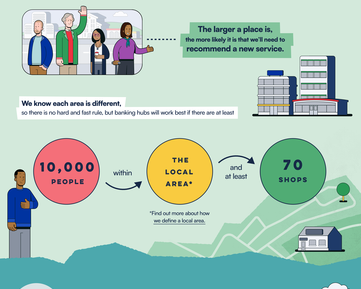
Then, we look at what options businesses and people have to pay in and withdraw cash. (We look at the community as a whole, including bank branches, post offices and ATMs.)

If there are good options for businesses and consumers

THERE IS NO MORE FOR US TO DO

If we think better options may be needed

WE'LL THEN FIND OUT MORE ABOUT THE AREA

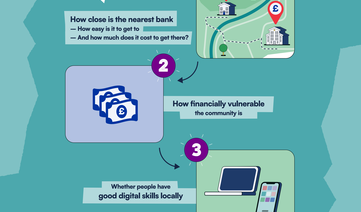


The larger a place is, the more likely it is that we'll need to **recommend a new service.**

We know each area is different, so there is no hard and fast rule, but banking hubs will work best if there are at least

10,000 PEOPLE within **THE LOCAL AREA*** and at least **70 SHOPS**

*Find out more about how we define a local area.



STEP 2

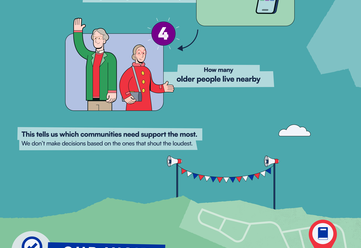
Next, we look at what impact any change will have on people and businesses.

We know that cash users are more likely to be financially vulnerable, not own a smartphone, and be older than average.

WE THEREFORE LOOK AT

1. How close is the nearest bank — How easy is it to get to — And how much does it cost to get there?
2. How financially vulnerable the community is
3. Whether people have good digital skills locally
4. How many older people live nearby

This tells us which communities need support the most. We don't make decisions based on the ones that shout the loudest.



OUR VISIT

If we think the community might need better cash services, we come and visit, to make sure we've not missed anything!

WE'LL CHECK THINGS LIKE

- BUS TIMETABLES
- STEEP HILLS
- MAJOR ROADS
- SEASONAL DEMAND

Because we know what we see on a computer screen isn't always enough to know what's right.

STEP 3 FOLLOWING THE VISIT

After the visit, we'll decide if additional services are needed and if they are practical to provide. In some cases, we won't recommend any new services.

Where better cash services are needed, we will be clear what minimum features those services should have.

THIS COULD MEAN ONE OR MORE OF THE FOLLOWING SERVICES ARE THEN DELIVERED.

- FREE TO USE ATM
- CASH DEPOSIT
- BANKING HUB

We know access to cash is really important to every local community. If you think your area needs better access, **you can tell us.**

If we've already looked at your area and you think we've got it wrong, you can **ask us to review the decision within 28 days.**

And if you think we've not handled it right, **you can complain.**

Find out more about the process in detail here.

Designated Firms
AIB | Bank of Ireland | Bank of Scotland | Barclays | Co-operative Bank | Danske Bank | Halifax | HSBC UK | Lloyds Bank | Nationwide | NatWest | Royal Bank of Scotland | Santander | TSB | Virgin Money