



WORRIED ABOUT GETTING CASH IN YOUR AREA?

WE CAN HELP.

Who can ask for a review?

If you're concerned about getting cash or paying cash into your account where you live, you can ask us to check things out. This is called a "cash access request". Anyone can make a cash access request if they think it's hard to get cash in their local area. You can ask if you're an individual, a group, or an organisation. You need to ask in writing, but we can help you with this — you can use this form and post it to us at:

Link Scheme Ltd (Cash Access Request), Central House, Otley Road, Harrogate, HG3 1UF

When won't we do a review?

When we receive a cash access request we might not do a review if:

- We're already doing a review or we've done a review in the past year that covers the area and the same cash access services that you have asked us to look at.
- You don't have a good reason to ask for a review of cash access services in the local area you mention in your cash access request.
- You might not know about all the cash services near you. If we tell you about them and you decide there's no problem, then we won't do a review.

Before you ask for a review

You might want to check if there is a bank branch, Post Office or ATM (cash machine) in the local area you mention in your cash access request, and think about whether you could use it to deposit or withdraw cash or make a balance enquiry. Every Post Office offers Everyday Banking which allows customers of lots of the banks and some building societies to pay in cash and cheques, withdraw cash, and check balances over the counter.

We know how important it is for people to be able to deposit and withdraw cash. We want to make sure everyone can access and manage their money easily. Try using our Cash Locator tool on our website to find the nearest place to you, to get cash — to find out more visit www.link.co.uk.

Let's get started

If you think your community needs better access to cash, this form will guide you through some questions and gather information that will help us to look carefully at what you and your community need.

Please spend a few minutes to provide us with as much information as possible. The information you provide will only be used to help us to undertake our review in support of your cash access request.



Section 1: Tell us about you

Name

Contact number

Email address

Postal address

I am a:

- Local Resident
- Local Business Owner or Manager
- Community Representative
- Elected Representative (state below)

We need your contact details to let you know the outcome of your cash access request. We have to send this to you in writing so please let us have either an **e-mail address** or a **postal address** in the box above. We'll be in touch if we need to ask you for any more information. Please let us know your contact preference.

- Telephone Preferred time of day: Morning Afternoon
- Email
- By post (you must provide a postal address above if you select this option)

Section 2: Tell us about your community

We need to know a bit more about where you live and where your local high street with shops is. This will help us to pinpoint the location and see what cash facilities are available nearby.

Location

Post code of request location (if known)

Town or village name

Landmark (e.g. a retailer or coffee shop in the high street)

Roughly how many shops are there in the community?

- Less than 5
- Less than 40
- 40 to 69
- 70 or more

Developments

Are you aware of any proposed housing developments locally or any other planned changes in the community?



Section 3: Tell us about the services you need

What best describes what you and your community need? (Tick all that apply)

- Free to use cash withdrawal services for personal current accounts
- Free to use cash deposit services for personal current accounts
- Cash deposit services for business accounts
- Cash withdrawal services for business accounts
- Unsure

What extra features (if any) do you think would be helpful?

- The ability to deposit and withdraw a variety of notes and coins
- Having a trained person available to help you with cash access services

Are there premises where services could be located? (Please provide details)

Section 4: Tell us about cash facilities near to you

About local bank branches

- | | |
|---|---|
| <input type="checkbox"/> I have one or more bank branches | <input type="checkbox"/> I don't have a bank branch |
| <input type="checkbox"/> I have a bank branch, but it is closing soon | <input type="checkbox"/> Unsure |

Where do you currently go to do your Banking?

How easy is it to get to this location by public transport?

Where is your nearest Post Office?

Tell us why this does not meet your cash access needs?



Section 4: Tell us about cash facilities near to you (...continued)

Changes in access to cash

Have there been recent changes in the community, or other challenges making it difficult to access cash in your local area?

Is there anything else we need to know?

Please use the text box below to provide any additional information to support your request.

Consent

By submitting your details, you are consenting to LINK storing them. LINK will record your request, its decision and rationale. LINK will not keep your personal details for longer than required in accordance with its Privacy Notice which is available on our website, or can be posted on request.

Signature:

Date:

Please send this completed form to :

**Link Scheme Ltd (Cash Access Request),
Central House,
Otley Road,
Harrogate,
HG3 1UF**

We will aim to respond to all requests within 28 days of receiving your form.