

FCA/PSR Access to Cash – Working Group 4: Digital Transition, Terms of Reference

Working Group	Digital Transition – Working Group 4 (WG 4)
Reporting to	Access to Cash Steering Group
WG Chair	Chris Pond (Financial Inclusion Commission, HMT FinTech Delivery Panel)
Objectives	<ul style="list-style-type: none"> • Develop a clear strategy, work programme and implementation timeline to support an orderly transition for consumers to digital banking and/or payment methods, where appropriate • This should be developed alongside and in line with the objectives of HM Government
Work programme (and lead contributors)	<ul style="list-style-type: none"> • Identification of innovation initiatives to develop digital access, e.g. ‘techsprints’ (industry group, regulators, HMT) • Identification of digital inclusion within branch and cash withdrawal solutions, e.g. digital banking services within shared branch services (industry group) • Identification of wider barriers and solutions, e.g. consumer education and access to digital hardware / internet for connectivity (industry group, regulators, HMT) • Work with other Working Groups: <ul style="list-style-type: none"> ○ WG 1 (Consumer and SME needs) to identify consumer segments to prioritise from a digital transition perspective ○ WG 2 (Access to branch services) and WG 3 (Access to cash withdrawals) to ensure appropriate consideration of digital issues in proposed solutions
WG Members	<ul style="list-style-type: none"> • Martin Henry (AIB) • Robert Phelan (Bank of Ireland) • Niamh De Niese (Barclays) • Robert Thickett (BSA) • David Thompson (Danske Bank) • Brian Bowels (HSBC) • John Howells (LINK) • Nick Edwards (Lloyds Banking Group) • Nicky Stevens (Nationwide) • Kai Grunwald (RBS / NatWest) • Chris Henderson (Tesco Bank) • Rhiannon Butterfield (UK Finance) • Linda Robertson (Virgin Money) • Will Archdeacon (PSR) • Jack Jenkins, Marie Roberts, Harriet Hill, Elizaveta Chepkasova (FCA) <p><u>Observers:</u></p> <ul style="list-style-type: none"> • Manisha Patel, Louise Johnston (Bank of England) • John Appleton, William Morello, Susie Bridge (HMT)

Meeting frequency	To be agreed during first Working Group session
Proposed ways of working	<ul style="list-style-type: none"> • Working Group sessions to be held [frequency TBC] to discuss agenda items and assign actions to members • Working Group members to drive development of materials/outputs, with guidance from WG Chair and/or regulators on recommendations and ideas • Secretariat to support Chair in creating agendas, scheduling meetings and producing meeting minutes and actions
Role of WG Chair	<ul style="list-style-type: none"> • Ensure the continued focus of each Working Group on relevant elements, in line with the strategy and direction set by the Steering Group • Agree the programme of work, deliverables and timescales of the Working Group, in conjunction with the Steering Group • Report back to the Steering Group and identify when further direction may be required • Ensure the Working Group identifies overlaps and synergies with other Working Groups, through liaison with the Steering Group and other WG Chairs, as appropriate
Expected Completion Date	December 2020
Secretariat	Matt McParland (Accenture)