

Minutes

FCA/PSR Access to Cash – Working Group 2: Access to Branch Services

5th November 2020 (Session 5)

Location: The Meeting took place via video/audio link

Attendees:

Name	Organisation
Helen Grimshaw (Chair)	RBS/NatWest
Sam White	Barclays
Peter Seymour	Cardtronics
Cathy Jenkinson	Danske Bank
James Rowe	Lloyds Banking Group
Lorna Rimmer	Lloyds Banking Group
Emma Griffiths	Nationwide
Ross Borkett	Post Office
Tamsin Byrne	Metro Bank
Philip Trew	NatWest
Karen Hill	NatWest
Andy Hockley	Santander
Amanda Bell	TSB
Peter Tyler	UK Finance
Jack Jenkins	FCA
Luke Charters	FCA
Marc Maxfield	FCA
Philip O'Donnell	PSR
James Rattigan (observer)	HM Treasury
Sagar Shah (observer)	Bank of England
Graeme McGregor (Secretariat)	Accenture
Sowmya Ganti (Secretariat)	Accenture

Apologies: Martin Henry (AIB), Mark Draper (Santander), Duane Campbell (Tesco Bank), Lyn Rose (Virgin Money)

Item:

1. Standing agenda items and actions

Session 4 minutes were accepted.

There were no further comments on actions.

2. Introduction to the Post Office Banking Hub

The Post Office presented a paper to working group members on the Post Office Banking Hub proposition, as part of the Community Access to Cash Pilots (CACP) initiative.

CACP has nine pilot locations to trial solutions to support that local community with their cash and banking needs, and Post Office solutions are part of this. Post Office is enhancing existing services or introducing new concepts (e.g. BankHub in three locations). The pilots will run for 6 months from January to June 2021.

The Chair asked the working group members to be mindful of the practicalities and challenges associated with Covid-19, and the potential impacts to plans and project timelines for the pilots.

The Chair received support from working group members to put this forward to the Steering Group as one of the initiatives from Working Group 2, with the caveat that there is further work to be done to finalise the details, and that it would be part of the broader solution alongside alternatives.

There was a discussion whether BankHub as a framework and concept should be supplier agnostic and can be provided by suppliers other than the Post Office. Some working group members agreed that it would be favourable for other suppliers to play a role.

3. Feedback from breakout groups

Breakout group 2 – SME deposits

One of the working group members presented the summary of the discussion. It was widely acknowledged by the Chair and the members that SME deposits was complex with various use cases, each with a different set of solutions. It was acknowledged that the BankHub concept is interesting but doesn't solve all of them. Therefore, it would be a case of working out options that fit best into a hierarchy of customer needs.

To shortlist recommended solutions, the group would have used the customer needs from Working Group 1 as the first lens to narrow down options but that view from Working Group 1 was not available yet.

As an update to the Steering Group, the key drivers for SMEs are proximity (location) and security. SMEs main needs are for a 'one-stop-shop' for cash services, with the ability to withdraw and deposit as they don't like to split the journey. The options for 'one-stop-shop' are bank branches, post office, cashback, or a carrier service to drop and deliver. One of the working group members quoted a customer that withdrawal of coins was even more important to keep the business running than depositing coins, although ideally the customer would like to do both at the same time. This customer behaviour resonated with other Working Group members as well.

Breakout group 3 – Coins

One of the working group members presented the summary of the breakout group discussion.

Breakout group 4 – Post Office (PO)

An updated PO summary, with consolidated view of additional comments from working group members was circulated.

The PO will overlay a view/comments/response to this summary to determine areas of agreement and disagreement. This will be presented back to working group members at the next session on 12 November.

The Chair said that she would mention this to the Steering Group while discussing BankHub. The Chair also asked one of the working group members to share this with Working Group 3, to see if there are any more inputs.

The Chair asked the breakout group to build this summary and three categories to present at the next Steering Group in December. The Chair will add her comments/feedback/input if any, and send back to the breakout group for their consideration.

4. Expectations for November Steering Group

The Chair will summarise findings from the breakout groups and present the initial recommendation of BankHub to the Steering group on 9 November. The Chair suggested the

direction of travel for Working Group 2 should be to come up with 3 solutions that can address X% of the customer needs identified by Working Group 1.

5. Next Steps/AOB

None.