

# Minutes

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

3<sup>rd</sup> December 2020 (Session 10)

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

**Attendees:**

Name	Organisation
Mark Chidley (Chair)	FCA Consumer Panel
Peter Seymour	Cardtronics
Tom Jeffrey	Nationwide
David Marsh	RBS/Natwest
Scott Brunton	Virgin Money
Rebecca Burnham (observer)	Bank of England
Alex Kemp	PayPoint
David Betty	Santander
Fernando Kamisaki	HSBC
Nic Besley	Lloyds
Mark Fitzpatrick	Danske Bank
Isobel Oxley	PSR
Will Archdeacon	PSR
Alexander Jelenje	PSR
Tanya Surendra	FCA
Danail Vasilev	FCA
Richard Scott	FCA
Will Hay (Secretariat)	Accenture

**Apologies:** Gabrielle Collins (Lloyds), James Rattigan (HMT), Holly Elliott (FCA), Will Simpson (RBS/Natwest), Joanna Finlay (Virgin Money), William Morello (HMT), Wendy Luczywo (Post Office), Jack Jenkins (FCA), Darren Foulds (Barclays), James O'Sullivan (BSA), John Appleton (HMT)

**Agenda:**

**1. Preliminaries**

The minutes from the previous session were approved.

**2. Consumer & SME roundtable**

The group discussed the material for the upcoming consumer & SME roundtable (4 December). The roundtable will cover an update on the progress of the working groups, followed by parallel breakout sessions for cash needs and current/future solutions. The Chair will attend the roundtable and raise points of discussion and questions on behalf of the working group. The material for the roundtable will be shared with the working group, and the output of the roundtable will also be circulated in advance of the next meeting.

**3. Steering Group meeting**

This has been postponed (to 18 December) so that the input from the consumer & SME roundtable can be incorporated. This will also allow time for iterations in combining the outputs of the working groups into the final materials.

#### **4. Working Group 1 output**

The Chair invited comments on the outputs of the working group, which had been condensed into 3 areas, covering: (i) consumer needs, (ii) SME needs; and (iii) prioritisation. The need for progress was highlighted, specifically on prioritisation of the SME needs.

#### **5. Output of other working groups**

The Chair invited comments on the output from other working groups, specifically the applicability of proposed solutions to the needs set out by Working Group 1. It was agreed this would be a discussion point in the next working group session.

#### **6. AOB**

Members of the working group reiterated the importance of identifying specific consumer and SME cash needs.