

Minutes

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

8th December 2020 (Session 11)

Location: The meeting took place via video/audio link

Attendees:

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

Apologies: Gabrielle Collins (Lloyds), James Rattigan (HMT), Holly Elliott (FCA), David Marsh (RBS/Natwest), Joanna Finlay (Virgin Money), William Morello (HMT), Wendy Luczywo (Post Office), Jack Jenkins (FCA), James O’Sullivan (BSA), John Appleton (HMT)

Agenda:

1. Preliminaries

The minutes from the previous session were approved.

2. Consumer & SME roundtable

The working group discussed the materials and output from the consumer and SME roundtable which had been shared with them. The Chair remarked that the roundtable included helpful discussion on: (i) the Post Office as a ‘one-stop shop’; (ii) the limitations of the Post Office; and (iii) requirements for face-to-face service for those with disabilities and specific needs. The working group highlighted the importance of there being multiple solutions to meet consumer and SME needs.

3. Feedback from other working groups

The working group noted that whilst no feedback had yet been received, they may receive this once some working groups have met this week.

4. Sub-group progress

The working group discussed the outstanding items for sub-groups to discuss, including SME needs and prioritisation.

5. Steering Group materials

The Chair presented the material for the December Steering Group and outlined the timelines for Working Group 1 to comment on their contribution to this, before inviting comments from the group.

The Chair offered clarification around some of the classifications and terminologies of certain proposed solutions aligned to the consumer and SME needs. The working group discussed the extent to which each proposed solution met, or was capable of meeting, the needs identified by the working group. The Chair agreed to feedback the working group's comments to the relevant working groups.

Working group members reiterated the importance of finding multiple solutions to meet consumer and SME needs. They also felt that new solutions and improvements to existing solutions should be considered; the ability of solutions to meet needs would likely evolve with innovation.

Additional FCA research on consumers with reliance on cash and their needs was highlighted, and it was agreed that outputs of this work would be shared with the working group.

6. AOB

The Chair thanked the working group for its time across all meetings and agreed to share any updates regarding the next session or next steps as soon as possible.

It was noted that carrying forward work on consumer and SME needs, in terms of ensuring they are fully understood, will need to be handled appropriately.