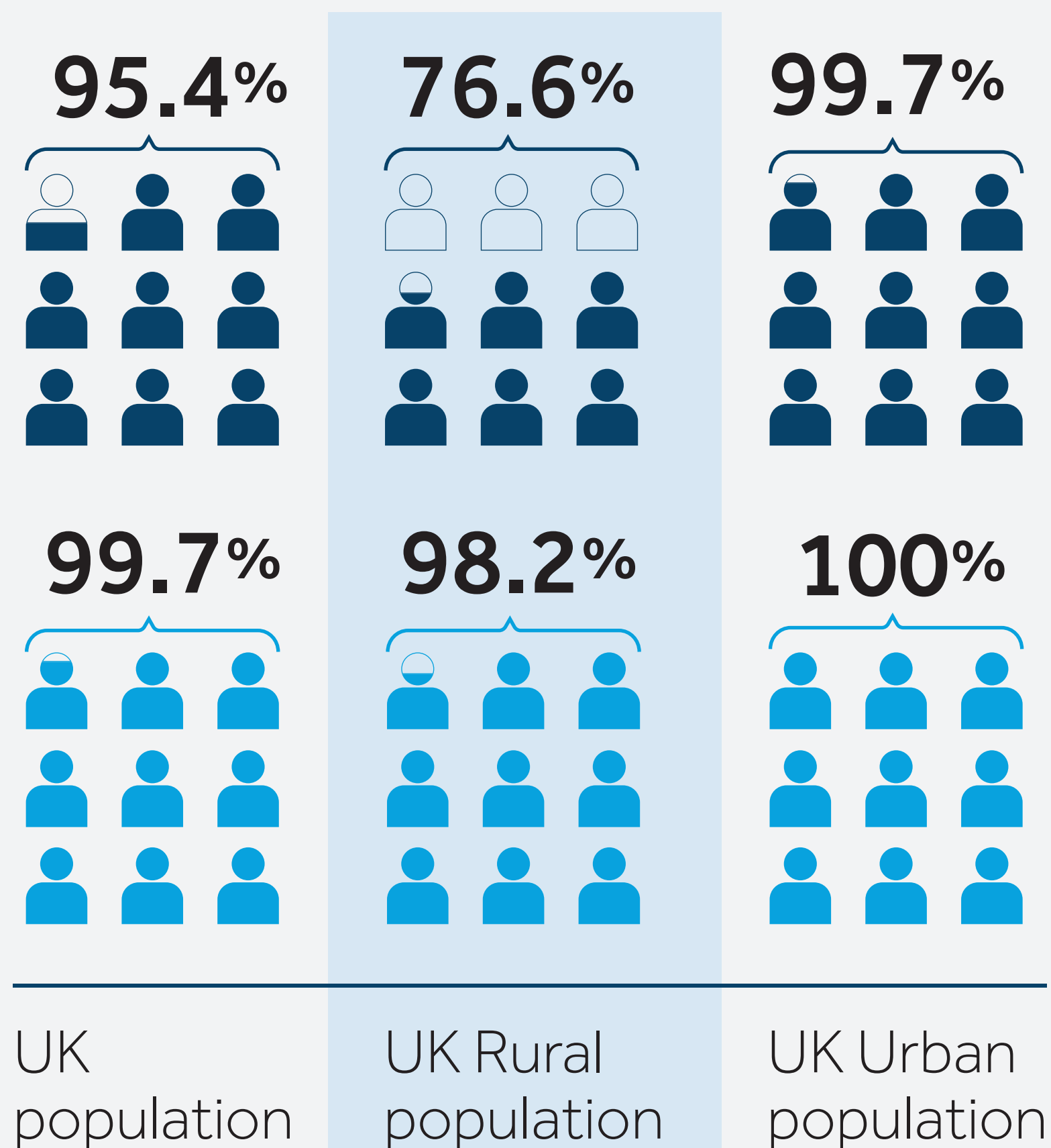


Access to cash and banking services remain vital for many consumers and businesses

Coverage

(All free-to-use cash access points)




 Within 2km  Within 5km

Most people in the UK have reasonable access to free cash but rural populations travel further, which may reflect higher distances to other public amenities.


Access to Cash Coverage: 2021 Q1 Data

Consumers who rely on cash


 **10%** use cash for all or most of their daily purchases. *FLS 2020*


Living on a **low income** or **having a characteristic of vulnerability** such as ill health, a life event, low financial resilience, low financial or digital capability, **makes it harder to cope with changes in access.**

Savanta ComRes consumer research 2021

 **Avoiding overspending, long-term habit and distrust of alternatives** are key factors that **drive cash reliance.**

Savanta ComRes consumer research 2021

 **5x** Adults who are **digitally excluded** are nearly 5 times more likely to rely on cash to make all their payments.

 **34%** of adults **helped a digitally excluded friend to get online, make payments or set up mobile/online banking** during the pandemic.

FLS 2020

Cash acceptance




1 in 6 adults found it difficult that fewer businesses accepted cash during the pandemic.

FLS 2020

 **64%** of businesses are 'very happy' now to accept cash and almost **80%** say they are 'very likely' to accept cash over the next 5 years.

FCA Internal research on cash acceptance by SMEs 2021

 **98%** of businesses stated they would never turn away a customer if they needed to pay by cash.

FCA Internal research on cash acceptance by SMEs 2021