



The Cash Solutions Industry: Providing Solutions to Business



The Retail Environment is Changing



What's happening in-store & bank branch? Similar challenges for both Banks & Retailers

- ▶ Online retail / banking will grow, but high street presence will remain relevant.

UK consumers are the world leaders in internet shopping.

In 2014, online retail accounted for approximately 11.2% of the total retail market by value and was forecast to grow by 12% in 2015.

- *Customers spend more money in store – 14 X higher conversion rate!*
- *Face-to-face is still a vital retail banking sales channel for financial services*

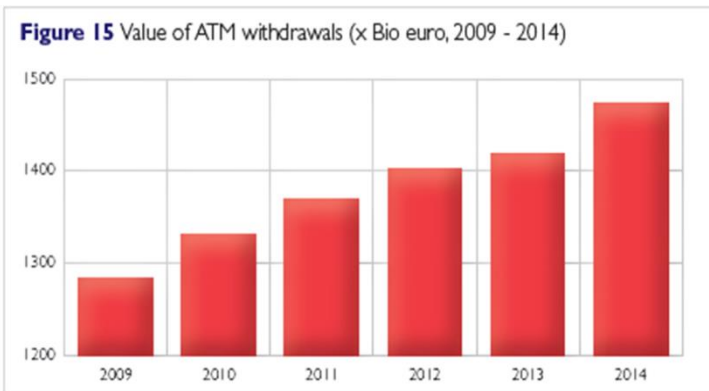
- ▶ Connected devices and big data will enhance the retail / branch experience.

Mobile-payments have had very limited impact to date, but with smartphone penetration and fintech investment, m-payments with ecommerce “clicks” threaten “bricks” in retail and banking .

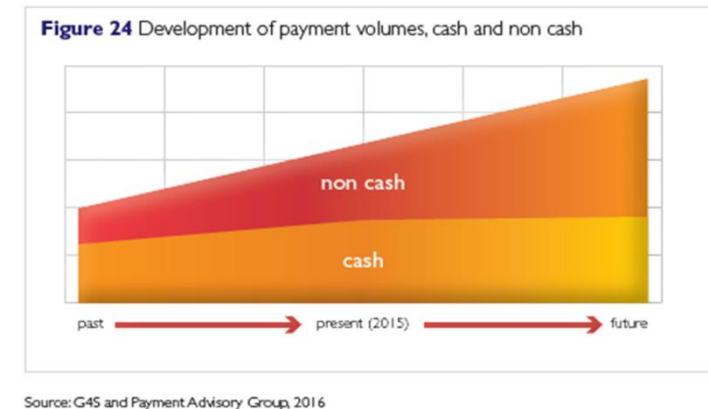


What is happening to cash in the EU28?

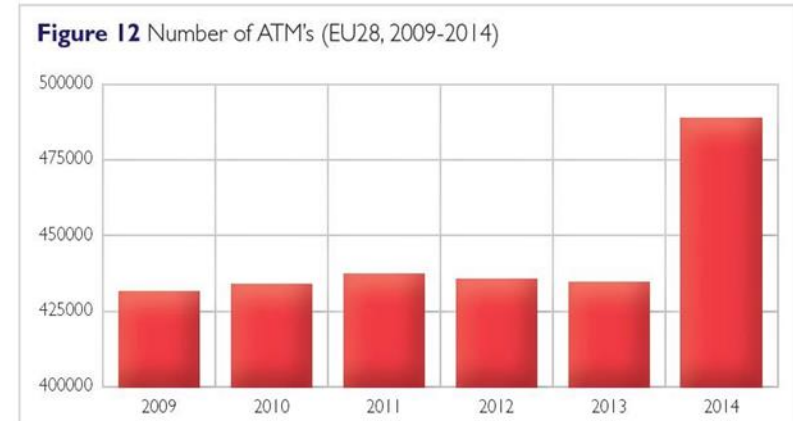
Cash Withdrawals are Growing



Non-Cash Growing Faster



But Public Access is Declining....



A Legislative Floor?



“The banks have been too quick to reduce cash handling.”

...If the banks continue to set the pace, there is a high risk that the possibility of using cash will disappear before alternative means of payment have become widespread and generally accepted.

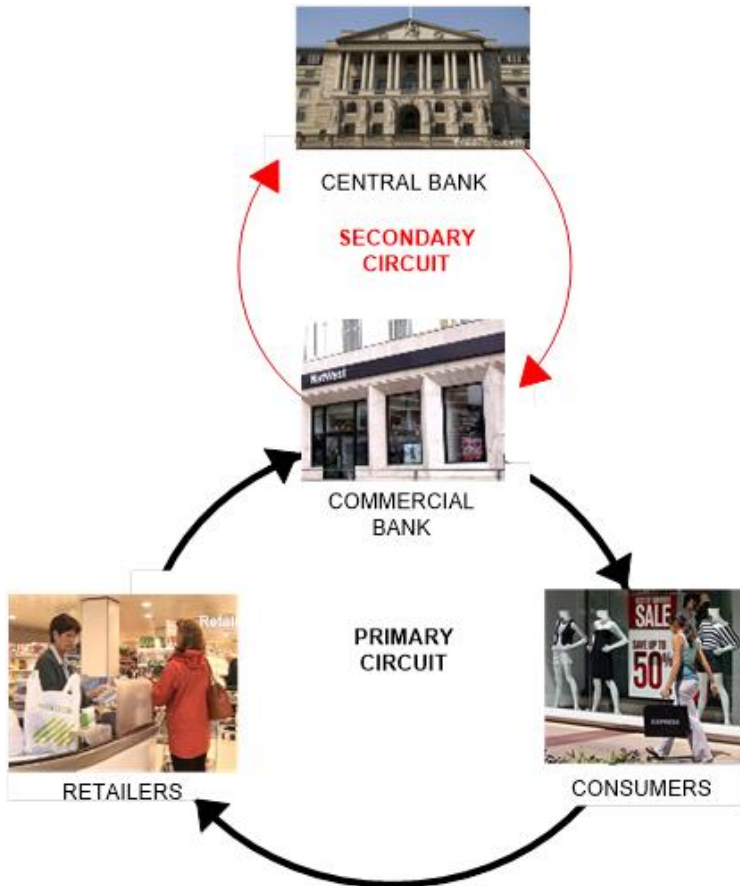
To restrain this development, the Riksdag (the Swedish parliament) should introduce a clear obligation for the banks to provide basic functions that meet customers' needs.”

- Legislation recommended by Riksbank in Sweden
- Legislation introduced in Norway
- DNB does not rule out legislation as a last resort in Netherlands

The Bottom Line:
There will be no Cashless Society any time soon and businesses will still need efficient cash handling solutions

Cash Solutions:

Our Industry can bring Efficiency and Innovation to every step in the Cash Cycle



- Wholesale Cash Management
- Cash Forecasting
- Bank Branch Solutions
- ATM Management
- Retailer Solutions
- Secure Logistics

The 3 Steps Our Industry Can Take

IMPROVE THE EXISTING CYCLE

- Drive efficiency and innovation in discreet elements (store, branch etc.)

RE-ENGINEER AN IMPROVED CASH CYCLE

- Work with the stakeholders to streamline the complete cycle

STEP-IN TO THE SPACE VACATED

- As banks step-away from handling physical cash

WE SHOULD DO ALL 3 SIMULTANEOUSLY



Have you got the time?



Please **stand up** if you are wearing a watch

Please **sit down** if you **DO NOT HAVE** a mobile phone with you

Please **sit down** if your watch has a digital display

THANK YOU!

Mike Bowen
ESTA Board Member

