Looking into the crystal ball: How cash processing will look like in 20 years?

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How did you pay last week?

Payments today are hybrid, situational and deeply personal.



Is our world sleepwalking into cashless societies?

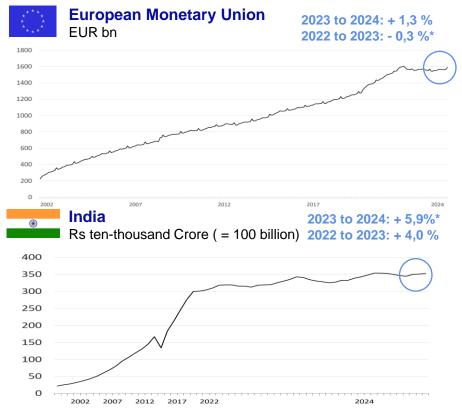
- **Digital narratives**: faster, smoother, better
- "Cashless Economy" myth: inclusive, modern, efficient
- Perception: speed, ease, less crime
- Reality check: exclusion, surveillance, hacks, no plan B

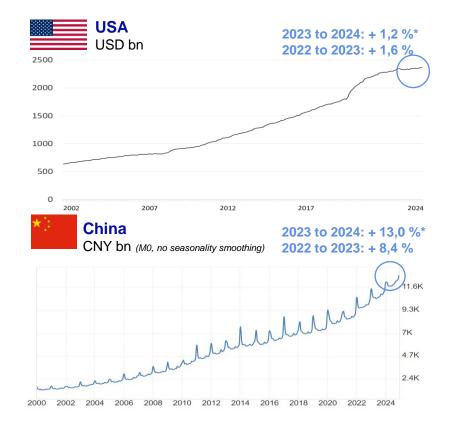


While payment gets diverse, global cash-in-circulation

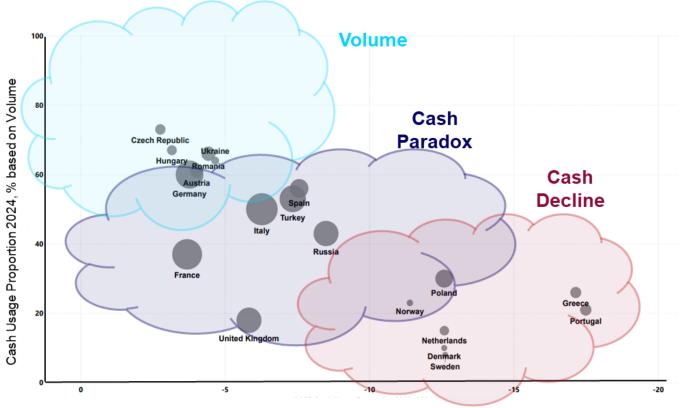
continues to grow...

*% change yoy (figures from Dec)

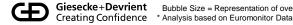




...leading to different Cash Cycles realities

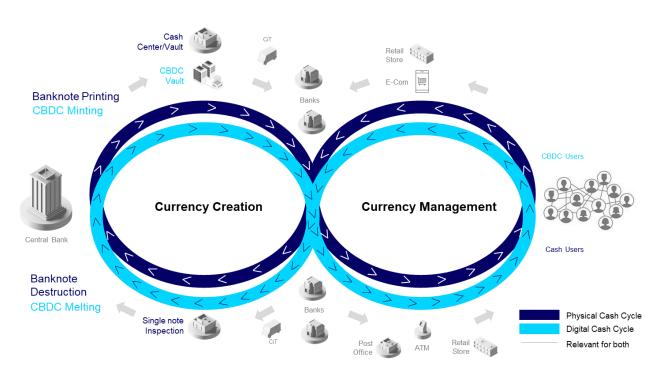


CAGR Cash Usage Proportion 2019-2024, % based on Volume



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Regardless of the cash cycle characteristics, players are here to stay, while their role and tasks might change





While tasks and roles might change, different motives for involved players will stay...



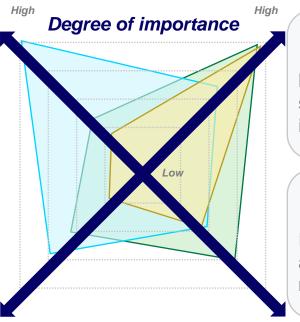
RESILIENCE

Continuous availability, accessibility, security, and functionality of physical cash



INCLUSION

Ensuring access to appropriate amount of cash needed by individuals and businesses



EFFICIENCY



Minimize logistics, processing, storage costs and retain/ improve usability

SUSTAINABILITY



Promoting eco-friendly practices across the cash cycle with minimized ecological impact

... and key levers to drive efficiency are independent from the cash cycle situation.





Key Cash Processing Efficiency Measures







Digitalization



Standardization



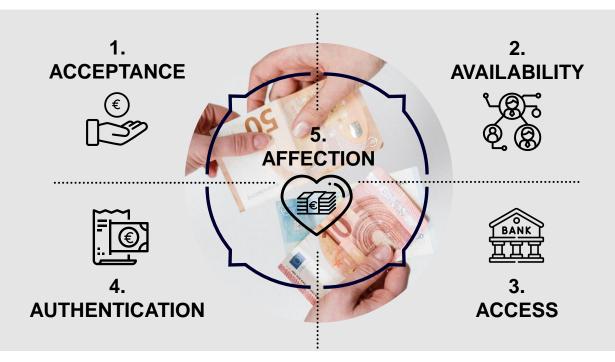
Innovation

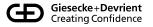


Collaboration



The 5 As of Cash





Key take-aways:







CASH IS HERE TO STAY!
BUT: A MORE ACTIVE
APPROACH TO BUILD
AFFECTION IS NEEDED

GOOD SOLUTIONS
WIN MINDS.
GREAT AFFECTION AND
ACCESS WIN HEARTS.

USE THE RIGHT
CHANNELS AND USE THE
CHANNELS RIGHT

The future of payments is not either digital or physical — it is both.



Creating Confidence









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