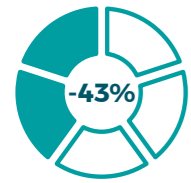


ACCESS TO BANKING

BANK BRANCHES



Between January 2015 and August 2019, Wales **lost over two fifths** of its bank branches (239 branches).

Source: Which?

PERSONAL BANKING



87% of personal banking customers said the closure of bank branches had an impact on them.

Source: Committee's survey (874 responses)

TRAVEL TIME



36% of people said: "It now takes me up to an additional 30 minutes to access a bank".

29% of people said: "It now takes me up to an additional hour to access a bank".

13% of people said: "It now takes me over an hour".

Source: Committee's survey (874 responses)

ACCESS TO CASH



50% of people said: "Previous bank branch closures have restricted access to ATM or other free cash withdrawal facilities".

Source: Committee's survey (874 responses)

10 years ago, cash accounted for **6 out of 10** consumer payments.

Today cash accounts for **3 out of 10** consumer payments.

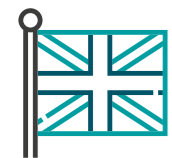


In ten years' time, cash will account for **1 of 10** consumer payments.

Source: LINK

“the two cash machines in our bankless town often run out of cash at a weekend.”

Source: Committee's survey (874 responses)



Around 2.2 million people in the UK are still reliant on cash.

Source: UK Government

80% of retired people use cash at least one or two times a week.

79% of over 40's use cash at least one or two times a week.

63% of 18 to 39 year olds use cash at least one or two times a week.

Source: Which?



The number of **free-to-use ATMs in Wales fell by 10%** (2,517 to 2,281) between March 2018 and March 2019.

Source: Payment Systems Regulator

BARRIERS TO DIGITAL BANKING



51% of over 75's in Wales are not regular internet users.

Source: Welsh Government.



16% of people said: "I struggle to use digital banking due to lack of internet and/or digital skills".

Source: Committee's survey (874 responses)



26% of those negatively affected said: "Better WiFi and/or internet connectivity would help"

Source: Committee's survey (874 responses)

ALTERNATIVES TO BANK BRANCH SERVICES



40% of those negatively affected said: "Regular access to a mobile banking van would help".

Source: Committee's survey (874 responses)



35% of those negatively affected said: "Access to Community banking would help".

Source: Committee's survey (874 responses)



28% of those negatively affected said: "Access to Post Office banking services would help".

Source: Committee's survey (874 responses)

IMPACT ON PEOPLE AND COMMUNITIES



Having to visit another town to access the nearest bank branch or the retail park supermarket to access free-to-use ATMs also has an impact on local economies as people will often combine their journey with shopping. This is money that would otherwise have been spent in the local shops, which further affects the high street and the local community.

Source: Older People's Commissioner for Wales



Now I have to drive for an hour to my closest bank, the parking is really far away and I don't know the staff.

Source: Focus group participant, Ceredigion



Branch staff with customer knowledge are more likely to be able to support people with dementia to safely retain access to their own money and to their independence, with help from a support worker if necessary.

Source: Alzheimer's Society Cymru



[the closure of banks] represents another blow to community life in hard-pressed areas - whether in rural towns and villages, areas of industrial decline, or outlying parts of larger towns.

Source: The Church in Wales

