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# LINK MONTHLY REPORT

January 2022

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## 1. KEY ACTIVITIES

The LINK ATM network continues to operate to its usual high standard and remains well positioned to support UK consumers' access to cash needs through provision of a broad footprint of cash machines, effective risk management and high levels of operational resilience. LINK is working closely with its infrastructure provider and Network Members, all of whom continue to perform well.

The LINK Board met by video call in mid-January where the CEO outlined how ATM use was tracking 2020 quite closely but was still 35% down on pre-pandemic levels. The Board carefully considered and fully supported the work LINK Executive has been doing with the Cash Access Group to protect wider cash access through channels such as cash at the till and shared banking Hubs. In addition, on behalf of the Board, the Chairman welcomed Chris Davies as a new Non-Executive Director and thanked Liz Richards for her six years of service as a Director and Chair of the Audit Committee as she moves onto new opportunities.

COVID-19 compliant delivery of LINK's Financial Inclusion Programme remains steady and effective. There are no commercial or operational issues causing concern and LINK and its various service providers continue to perform to the expected very high standard.

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## 2. LINK VOLUMES AND VALUES

Overall transactions in 2021 were down 7% on 2020 and 42% down on pre-pandemic levels. Withdrawal values were down 3% on 2020 and 32% on 2019. The difference to volumes is the £13 increase in average withdrawal value as, while people used ATMs less, when they did visit an ATM they took out more cash. This meant that in 2021 there were 1.5bn ATM transactions of which 980m were cash withdrawals and £78bn was withdrawn from LINK ATMs.

While the first three months of 2021 were affected by lockdowns, as these were eased ATM use increased to the level seen in the second half of 2020 when COVID-19 restrictions were broadly the same. During this period, roughly July to October, ATM use was within 1% - 3% of 2020 but still down 34% - 37% on 2019. November was markedly busier than 2020 as that was a lockdown period. December was also up on 2020 by 5% as, while there were Plan B restrictions, they had less impact than the lockdowns we had in 2020.

As far as cash is concerned, COVID-19 appears to have changed at least some consumers' behaviour fundamentally. While ATM and cash use in 2022 is likely to be similar to the second half of 2021, it is unlikely to reach levels we saw pre-pandemic.

Average withdrawal values remain above pre pandemic levels, see chart below.

LINK Transaction Volumes (millions)													
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019	209	207	232	220	232	221	226	225	211	214	208	204	2,608
2020	185	181	155	91	110	117	139	141	139	138	118	129	1,643
2021	99	97	114	123	131	133	140	140	137	141	133	135	1522
2022	118												

Chart1: LINK weekly transaction volumes (m)

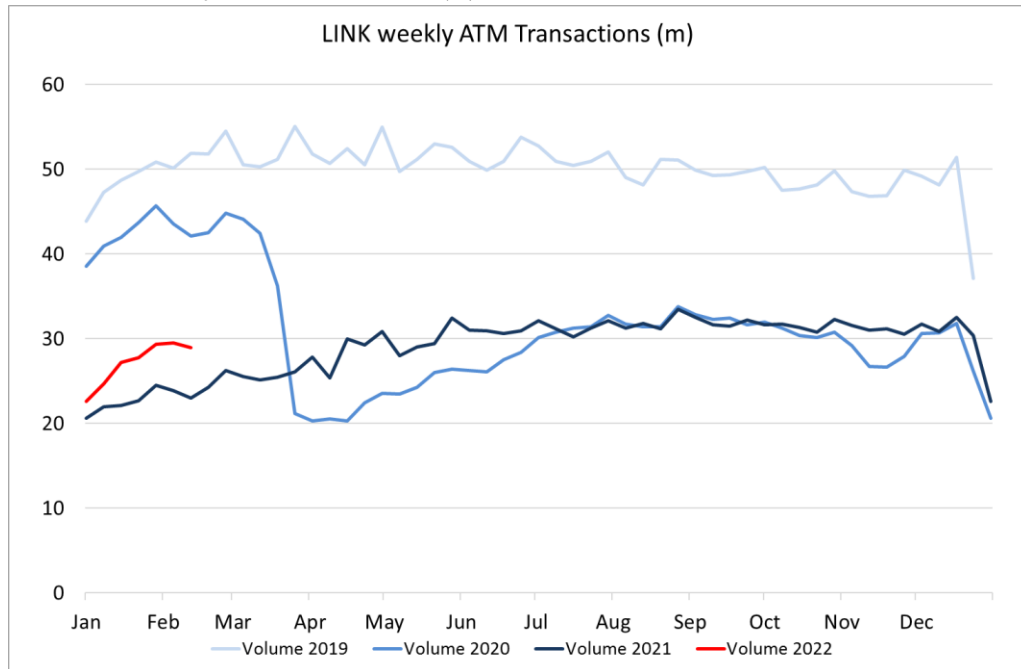
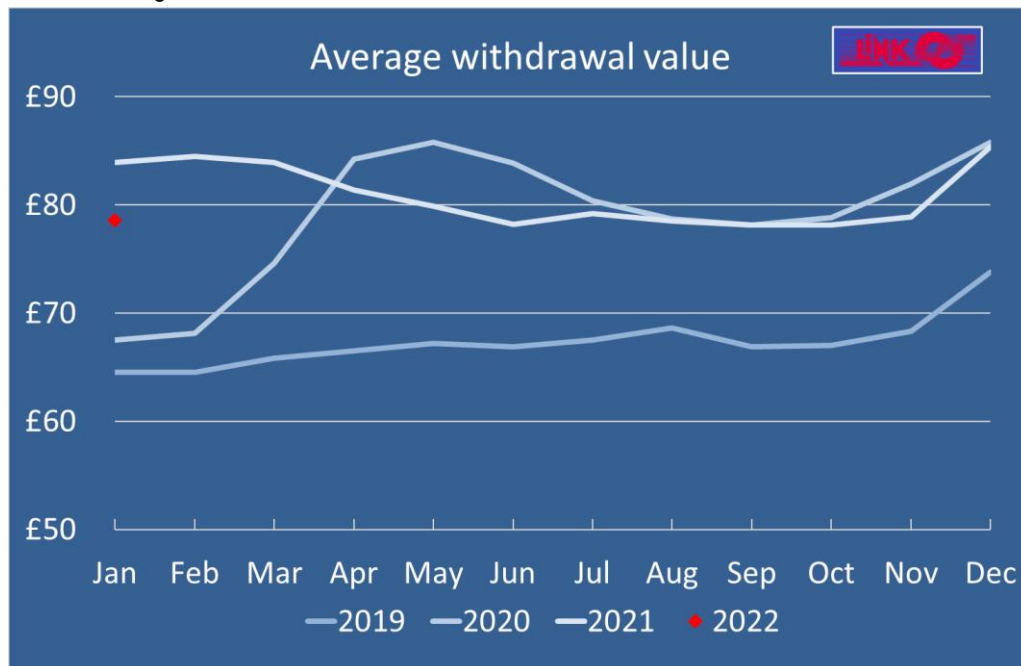


Chart 2: Average withdrawal values



LINK Transaction Values (£millions)													
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019	£8,788	£8,859	£10,211	£9,701	£10,354	£9,837	£10,070	£10,271	£9,336	£9,512	£9,494	£9,985	£116,417
2020	£8,182	£8,258	£7,450	£4,399	£5,664	£5,972	£7,076	£7,105	£6,903	£6,939	£6,016	£7,044	£81,010
2021	£5,062	£5,127	£5,995	£6,446	£6,809	£6,757	£7,242	£7,177	£6,928	£7,156	£6,785	£7,478	£78,960
2022	£5,946												

### 3. ATM NUMBERS

ATM coverage across the UK in 2021 remained broadly stable and in line with LINK's strategy and Financial Inclusion Programme objectives. Many ATMs closed during the pandemic due to social distancing or the closure of the premises which housed them. As restrictions have eased, a number of these machines have reopened. It seems likely that some locations, like pubs where a lot of people paid in cash and used to have quite a few pay-to-use ATMs, are now accepting less cash and as a result may no longer need on-site ATMs.

LINK ATM Numbers by Type and Owner 2021													
2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Branch	14,917	14,827	14,801	14,752	14,627	14,450	14,056	13,905	13,836	14,137	14,638	13,655	
Free Remote	26,541	26,233	26,038	26,229	26,747	27,061	27,078	27,205	27,280	26,720	26,293	27,287	
<b>Total Free</b>	<b>41,458</b>	<b>41,060</b>	<b>40,839</b>	<b>40,981</b>	<b>41,374</b>	<b>41,511</b>	<b>41,134</b>	<b>41,110</b>	<b>41,116</b>	<b>40,857</b>	<b>40,931</b>	<b>40,942</b>	
Pay to use	12,491	12,156	12,023	12,140	12,587	12,616	12,725	12,699	12,653	12,600	12,483	12,456	
<b>Total ATMs</b>	<b>53,949</b>	<b>53,216</b>	<b>52,862</b>	<b>53,121</b>	<b>53,961</b>	<b>54,127</b>	<b>53,859</b>	<b>53,809</b>	<b>53,769</b>	<b>53,457</b>	<b>53,414</b>	<b>53,398</b>	
Bank and Building Societies	22,801	22,660	22,614	22,456	22,287	22,109	21,752	21,654	21,584	21,386	20,996	20,935	
Non Card Issuers	31,148	30,556	30,248	30,665	31,674	32,018	32,107	32,155	32,185	32,071	32,418	32,463	
<b>Total ATMs</b>	<b>53,949</b>	<b>53,216</b>	<b>52,862</b>	<b>53,121</b>	<b>53,961</b>	<b>54,127</b>	<b>53,859</b>	<b>53,809</b>	<b>53,769</b>	<b>53,457</b>	<b>53,414</b>	<b>53,398</b>	

LINK ATM Numbers by Type and Owner 2022													
2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Branch	13,711												
Free Remote	27,245												
<b>Total Free</b>	<b>40,956</b>												
Pay to use	12,083												
<b>Total ATMs</b>	<b>53,039</b>												
Bank and Building Societies	20,721												
Non Card Issuers	32,318												
<b>Total ATMs</b>	<b>53,039</b>												

Looking back further, ATM numbers have been falling since their high point in 2017. However, LINK's Financial Inclusion Programme has been very effective in ensuring that consumers still have good free access to cash through the LINK ATM Network. Free-to-use ATM numbers are currently close to where they were in 2010.

#### 4. MAINTAINING ACCESS TO CASH

LINK’s Financial Inclusion Programme continues to be effective in maintaining free access to cash for consumers in rural, remote and deprived communities across the UK.

To-date, 80 lost free-to-use ATMs have been targeted for replacement and resolved, 31 through Direct Commissioning, 19 through Premiums and the remaining 30 by regular installation programmes.

Overall, over 3,500 ATMs get a subsidy as part of LINK’s work on financial inclusion. LINK is now using social media to further raise awareness of the initiative and continues to welcome requests for ATMs. Please see the LINK website for more details <https://www.link.co.uk/consumers/request-access-to-cash/>.

#### 5. LINK FOOTPRINT REPORT

LINK is committed to maintaining free access to cash for many years to come through an extensive network of ATMs, which covers the same area as it did on 1<sup>st</sup> February 2018. This includes Protected ATMs which are machines 1km or more away from another free ATM and are therefore considered vital by LINK for their local community. These Protected ATMs are analysed every month and the changes are summarised below.

December 2021		Monthly change
Total Protected ATMs	3,220	8
Live ATMs	2,821	5
<b>ATMs No Longer Transacting</b>	<b>399</b>	<b>3</b>
Temporarily out of action	24	3
Investigations with operator underway	4	-4
<b>ATMs Confirmed as Closed</b>	<b>371</b>	<b>3</b>
ATMs not being replaced (a)	308	-5
<b>ATMs Targeted for Replacement</b>	<b>63</b>	<b>9</b>
LINK Members offered premiums for replacement	10	0
LINK directly commissioning a replacement	31	0
<b>Resolution not Possible (b)</b>	<b>37</b>	<b>1</b>
<b>ATMs previously targeted for replacement and now resolved (c)</b>	<b>80</b>	<b>0</b>

- (a) ATMs are not replaced where consumers have free access to cash over the counter from a nearby post office, where the site was not accessible to the public, where there are security concerns, or where there is assessed to be no community detriment following a site visit by LINK.
- (b) Where it is not currently possible to replace a *Protected ATM* for reasons such as no suitable premises within 1km, no willing site owners to host an ATM or no operator willing to deploy an ATM. LINK may still consider alternative actions and these sites remain on file.
- (c) Sites which were targeted for replacement through the programme and now have free access to cash via an ATM, whether through Premiums, Direct Commissioning or through the free competitive market.