

# WHO WILL TAKE MY CASH?

*Retail cash management in a post branch world*

**ATM and Cash Innovation Europe**

London

**June 2017**





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*“The future of banking is mobile only.”*

*Valentin, Founder and CEO, N26 Group, Europe’s first Mobile Bank*

*“Executives naturally wonder why: aren’t customers demanding digital? Without question, they are. But not to the exclusion of other channels, which remain critically important.”*

*‘More than digital plus traditional: A truly omnichannel customer experience’,  
McKinsey & Company*

# / Agenda

- What's the issue?
- Current model for cash deposits
- Branch closures
- Future model for cash deposits
- A potential solution



**Mark Trevor**  
*Commercial Director*  
Vaultex UK



# / What's the issue?



- 722,700 retail & hospitality SMEs in the UK<sup>1</sup>
- Cash remains important
- Companies need to deposit cash

- £125.3 billion in SME retail & hospitality sales<sup>1</sup>
- £40 billion deposited via 'Walk to Bank'<sup>2</sup>

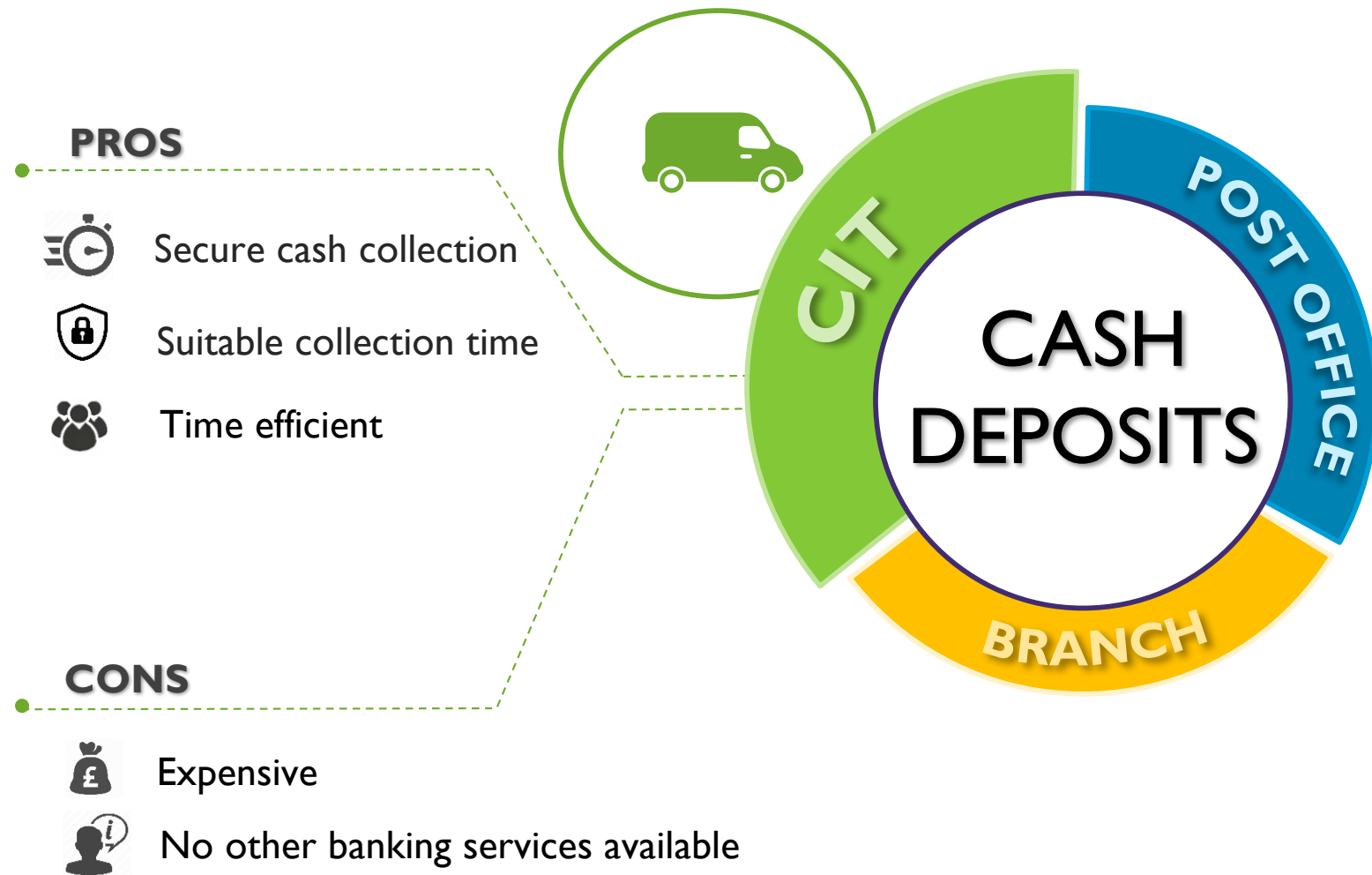


Source<sup>1</sup>: BIS, Business Population Estimates, 2016  
Source<sup>2</sup>: Vaultex estimates based on volume profile

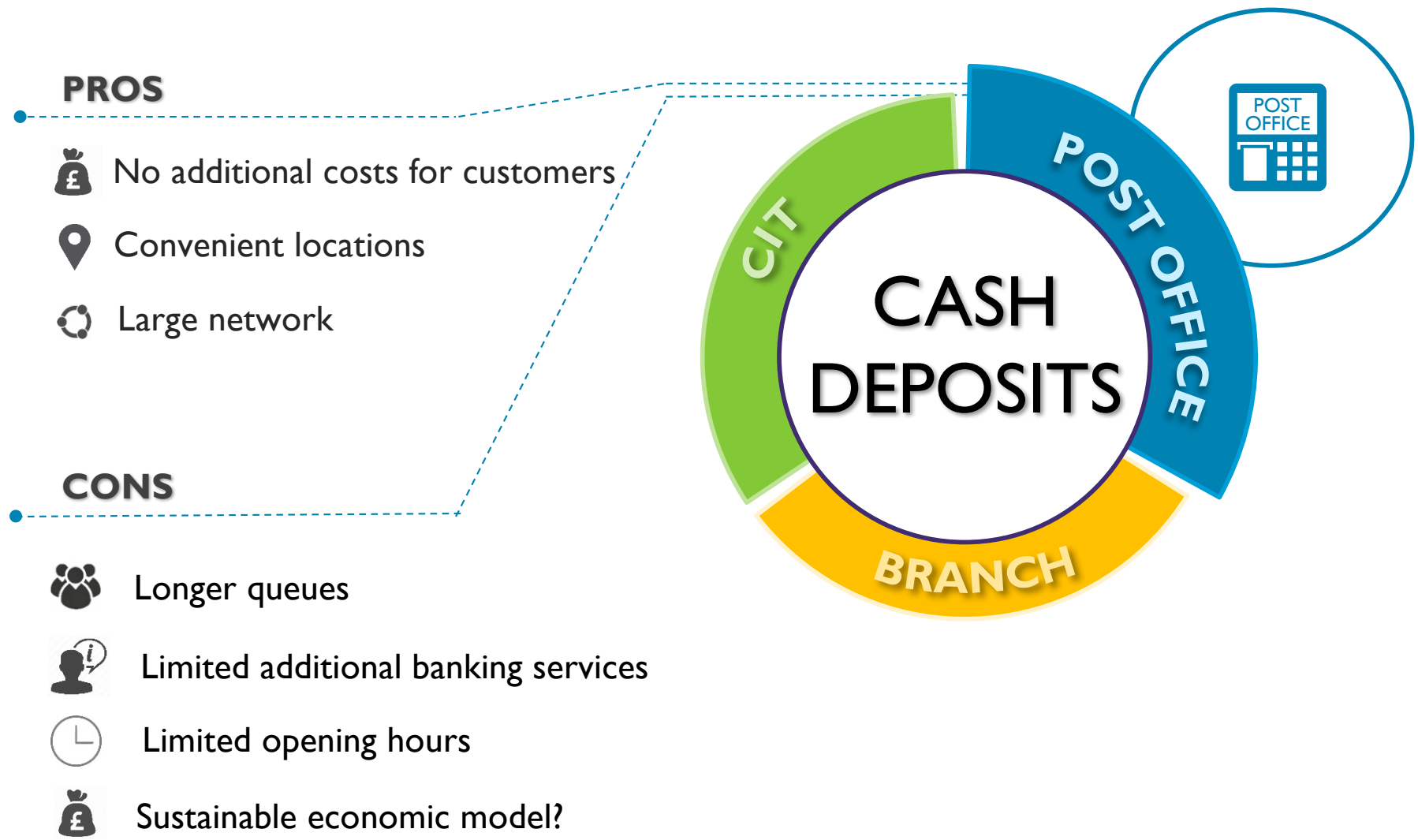
# / Current model for cash deposits



# Current model for cash deposits






# Current model for cash deposits








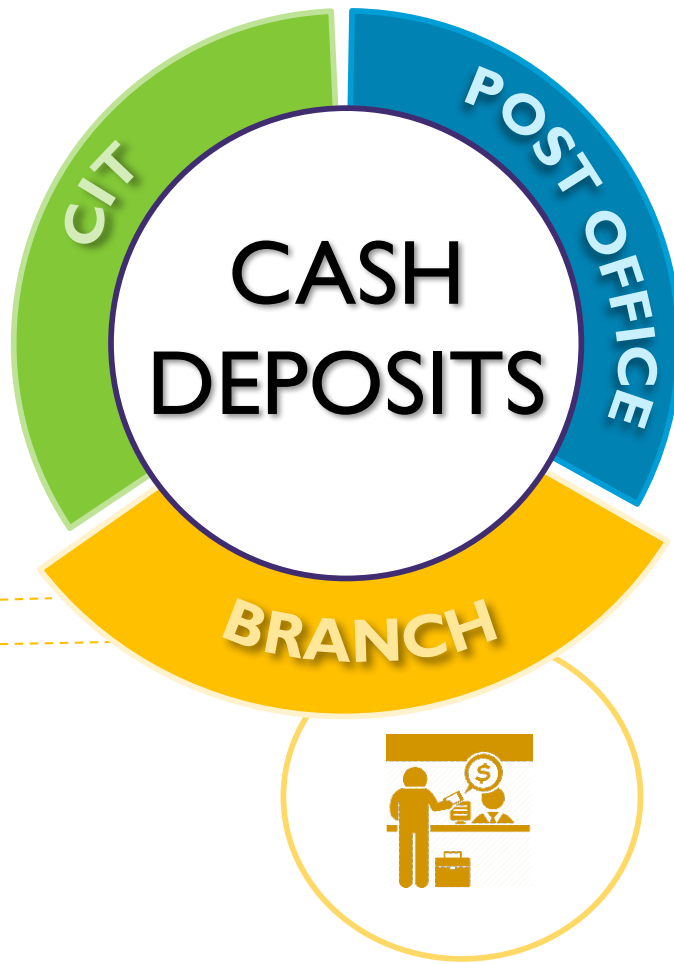
# Current model for cash deposits

## PROS

-  All Banking Services
-  No additional costs
-  Convenient Locations

## CONS

-  Limited Opening Hours
-  Shrinking network
-  Automated solutions designed for personal customers





Where is my nearest branch?



# Revealed: The high street bank closing its branches the fastest - Find out if your local is next

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### Banks close more than 600 branches over the past year

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## This is MONEY.co.uk

FINANCIAL WEBSITE OF THE YEAR



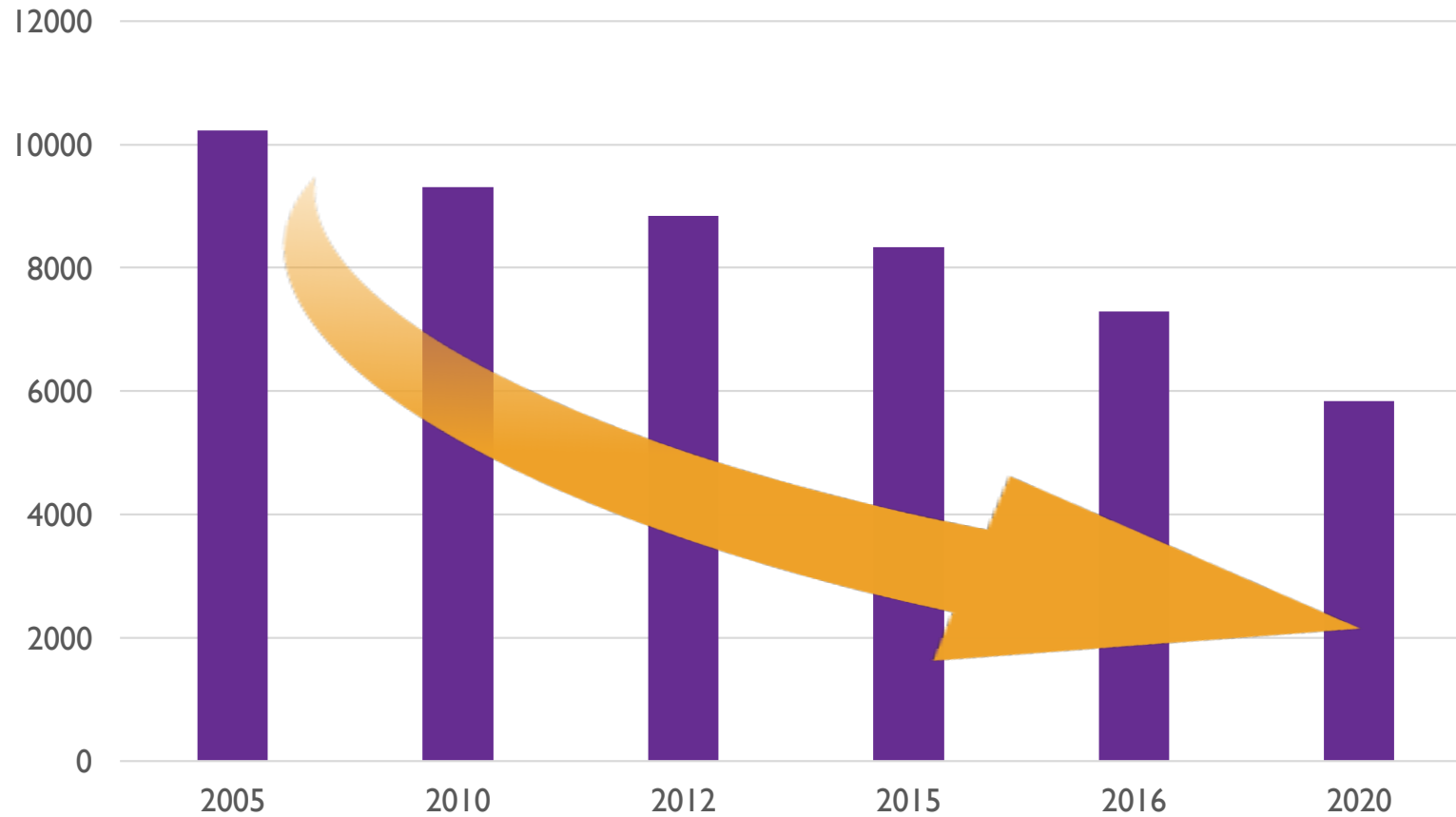
Money Home | Markets | Saving & banking | Investing | Bills | Cars | Holidays | Cards & loans | P Buy-to-let

### BYE STREET BANK Which HSBC branches are closing in 2017? High Street bank closures revealed

### The big bank branch shutdown: Hundreds more are condemned in whirlwind that turns communities into ghost towns

# / Predicting the number of branches in the future

Number of Bank Branches in the UK



Source<sup>1</sup>: Annual Abstract of Banking Statistics  
Source<sup>2</sup>: PwC Retail Banking 2020. Evolution or Revolution?

# Future model for cash deposits

OPTION 1



OPTION 2

# Future model for cash deposits

OPTION 1



How will this affect customer experience?

OPTION 2



# Future model for cash deposits

OPTION 1



OPTION 2



How will this affect customer experience?

# Future model for cash deposits

## OPTION 1



How will this affect customer experience?

## OPTION 2



What is the solution for this market gap?

# What are customers looking for?



Convenient and secure locations  
with less queueing



'Real Time' credits



Quick and simple to  
use service



Focus on small  
businesses



Longer opening hours



No extra cost

# / A potential solution



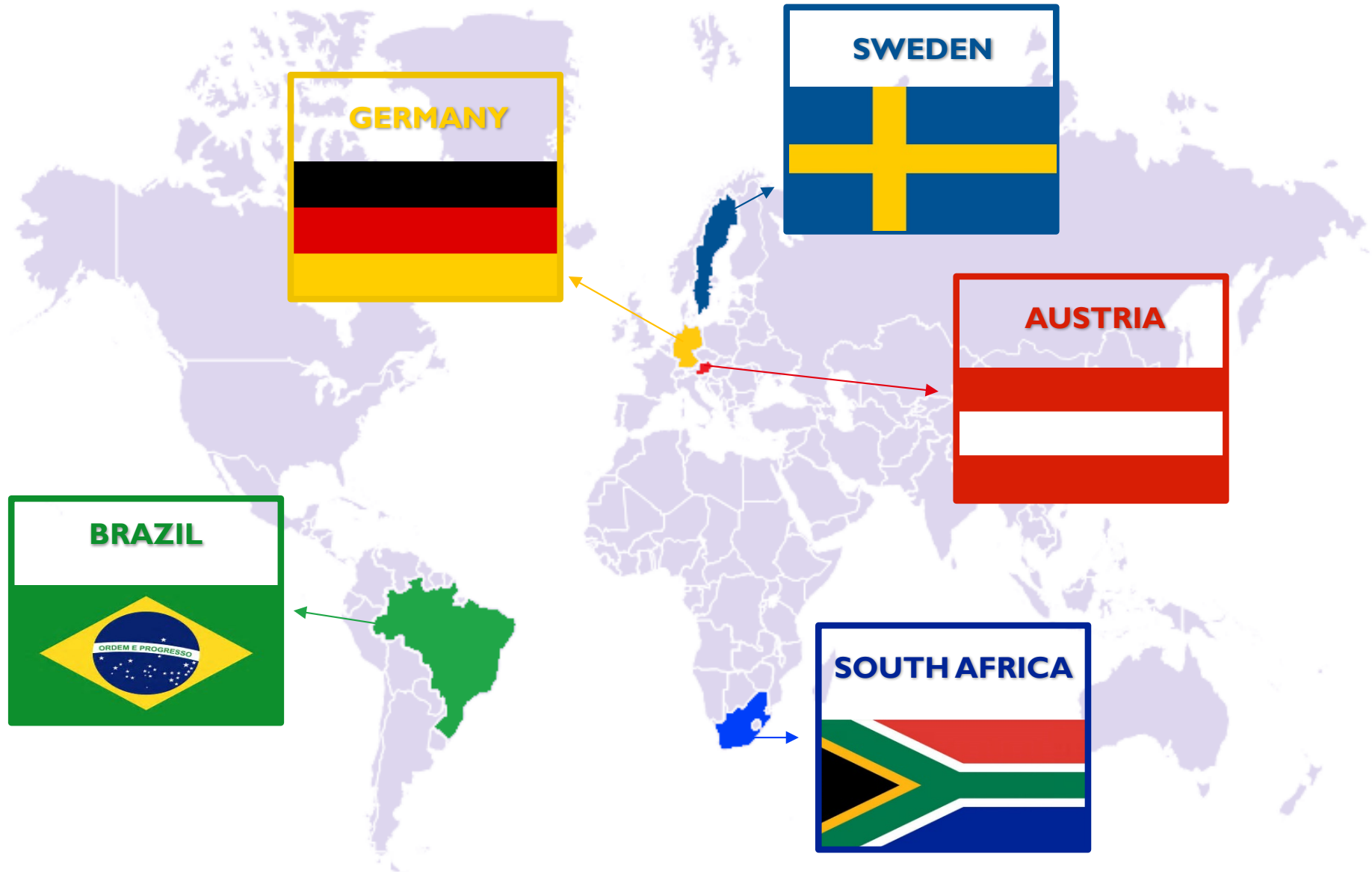
Deposit notes/Cheques

Deposit high volume coin

Withdraw change

Instant credits to your account

# Examples from around the world



# How Vaultex can make this work



Linking banks together



Managing multiple suppliers



NCS member



Multi bank cash management



## **/ Ask the audience**



**Pick the brand name for our solution**

**A: Vaultex Change**

**B: The Vault**

**C: MoneyBox**

**D: Express Money**





***Thank you***