

1. CORONAVIRUS RESPONSE

The LINK ATM network continues to operate to its usual high standard and remains well positioned to support UK consumers throughout the easing of restrictions and beyond.

Access to cash across the UK remains in line with LINK's strategy and consumers continue to have good free access to cash.

LINK recommends that people take their usual hygiene precautions for contact with surfaces whether they are using ATMs, spending cash, or making payments by methods such as cards or phones. In particular, washing your hands as soon as possible and refraining from touching the eyes, nose and mouth.

LINK staff are continuing to work remotely and have ensured the effective risk management and operational resilience of the network. The LINK Senior Management Team continues to hold daily conference calls and is in frequent contact with LINK Members, regulators and other industry participants. LINK has prepared a full and comprehensive plan to ensure a safe and seamless return to the office.

LINK, supported by its ATM deploying Members, and with the advice of its independent Consumer Council, is committed to maintaining the UK's free-to-use ATM network.

- 2. LINK BOARD.** The LINK Board last met remotely on 2nd July. In addition to usual detailed consideration of the ongoing coronavirus crisis the Board reviewed updated volume and financial forecasts for ATM usage. Professor Griggs OBE also presented his paper "*Has Covid altered the way we look at how we pay for things?*" to support the Board's consideration of the challenges and opportunities ahead. The Board also reviewed the latest *Board Governance Effectiveness Review*; noting there had been a general strengthening in most areas of expertise, in particular, public policy, and risk management, along with industry-specific skills. The Board was pleased to note the effective collaboration and experience-sharing across Directors, strongly encouraged by the Chairman and Senior Non-Executive Director.

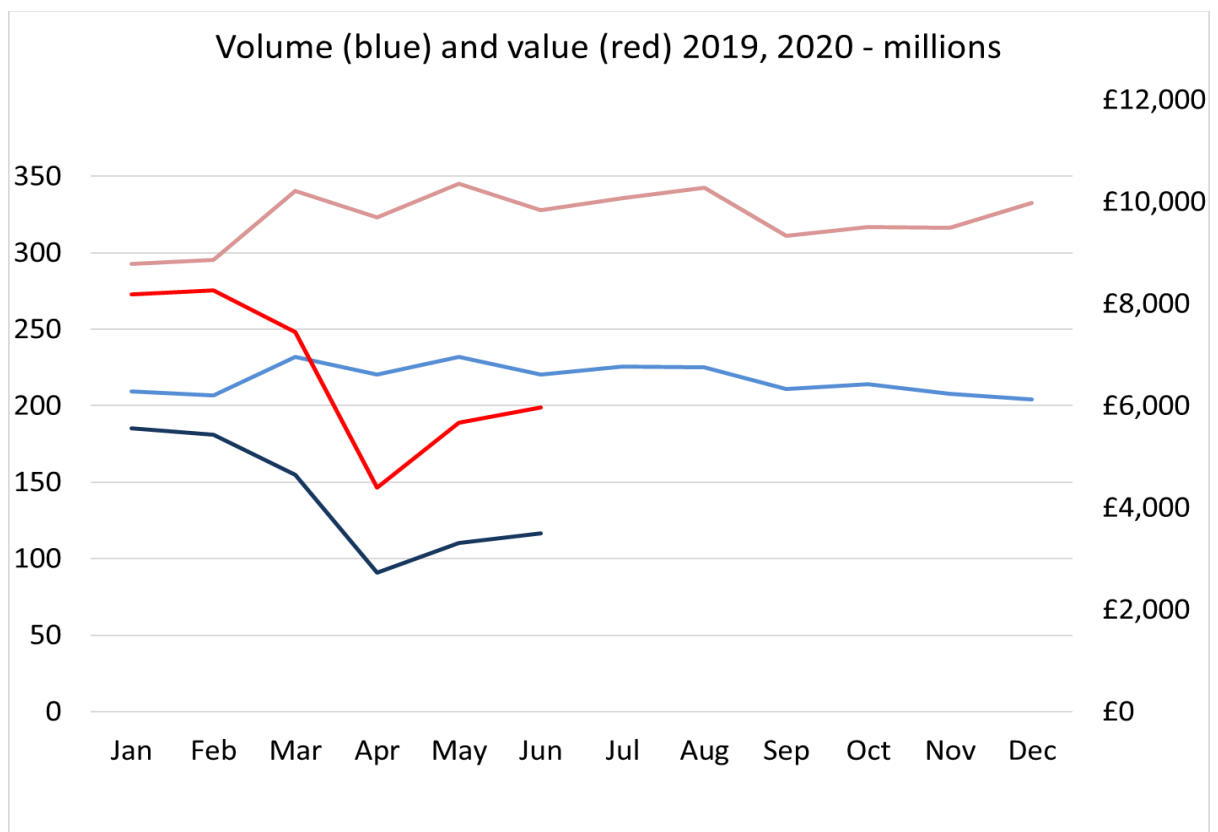
The whole Board reiterated its continued appreciation of LINK Members and others in the cash processing cycle who are working hard behind the scenes to keep ATMs replenished and operating satisfactorily.

- 3. MAINTAINING ACCESS TO CASH.** LINK continues to engage with consumers and is making good progress in reviewing requests received through the Community Request an ATM initiative. Following the easing of lockdown restrictions, site visits and direct commissioning have resumed and LINK is acting to maintain the footprint of ATMs.
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LINK VOLUMES and VALUES. Following the very sharp fall seen at the beginning of lockdown there has been a gradual increase rise in volumes and values through May and June.

LINK Transaction Volumes (millions)													
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2018	228	223	251	242	259	257	253	250	240	243	237	235	2,918
2019	209	207	232	220	232	221	226	225	211	214	208	204	2,608
2020	185	181	155	91	110	117							

LINK Transaction Values (£millions)													
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2018	£9,289	£9,294	£10,831	£10,158	£11,023	£11,006	£10,801	£10,954	£10,297	£10,346	£10,308	£11,065	£125,372
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							



- 4. ATM Numbers.** The number of available ATMs has been affected by the coronavirus crisis as some businesses containing cash machines continue to be temporarily closed.

To help with adherence to social distancing rules, some machines at multiple ATM locations have also been closed. Nevertheless, coverage across the UK remains good and operational performance of the network remains very high.

LINK ATM Numbers by Type and Owner 2020												
2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Branch	15,588	15,605	15,583	15,391	15,351	15,309	-	-	-	-	-	-
Free Remote	29,638	29,336	28,478	25,392	25,393	25,652	-	-	-	-	-	-
Total Free	45,226	44,941	44,061	40,783	40,744	40,961	-	-	-	-	-	-
Pay to use	15,323	15,307	13,745	12,412	12,549	12,814	-	-	-	-	-	-
Total ATMs	60,549	60,248	57,806	53,195	53,293	53,775	-	-	-	-	-	-
Bank and Building Society	25,148	25,001	24,955	23,268	23,236	23,294	-	-	-	-	-	-
Non Card Issuers	35,401	35,247	32,851	29,927	30,057	30,481	-	-	-	-	-	-
Total ATMs	60,549	60,248	57,806	53,195	53,293	53,775	-	-	-	-	-	-