



THE UK'S CASH MACHINE NETWORK

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# LINK MONTHLY REPORT

June 2022

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## 1. KEY ACTIVITIES

LINK is the UK’s Cash Access and ATM Network and connects virtually all the UK’s ATMs and provides communities with access to cash through services such as cashback at retailers’ tills and Banking Hubs. LINK continues to operate to its usual high standard and remains well positioned to support UK consumers’ access to cash needs through 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 had a short Board meeting in early June, followed by a strategy review. This included a discussion with the FCA’s David Geale (Director of Retail Banking and Payments Supervision and a PSR Director) and Mark Burns (Head of International and Specialist Retail Banking) on the work of the FCA on access to cash. Other matters discussed during the strategy session included the risks and opportunities from digital migration and how to maintain satisfactory consumer access to cash.

This month, the 100<sup>th</sup> LINK Community Request ATM went live in Hansworth<sup>1</sup>. This programme started in October 2019 and allows people to highlight local cash access issues.

LINK continues to put a lot of effort into people planning as recruitment and retention continue to be issues across the industry. 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.

## 2. LINK VOLUMES AND VALUES

June’s 135 million transactions were just 1.5% higher than June 2021’s, as by then almost all COVID-19 restrictions had ended and ATM use had stabilised. June 2020’s transaction volumes were rising quickly as restrictions eased so that by July, 2020’s and 2021’s transactions were very close.

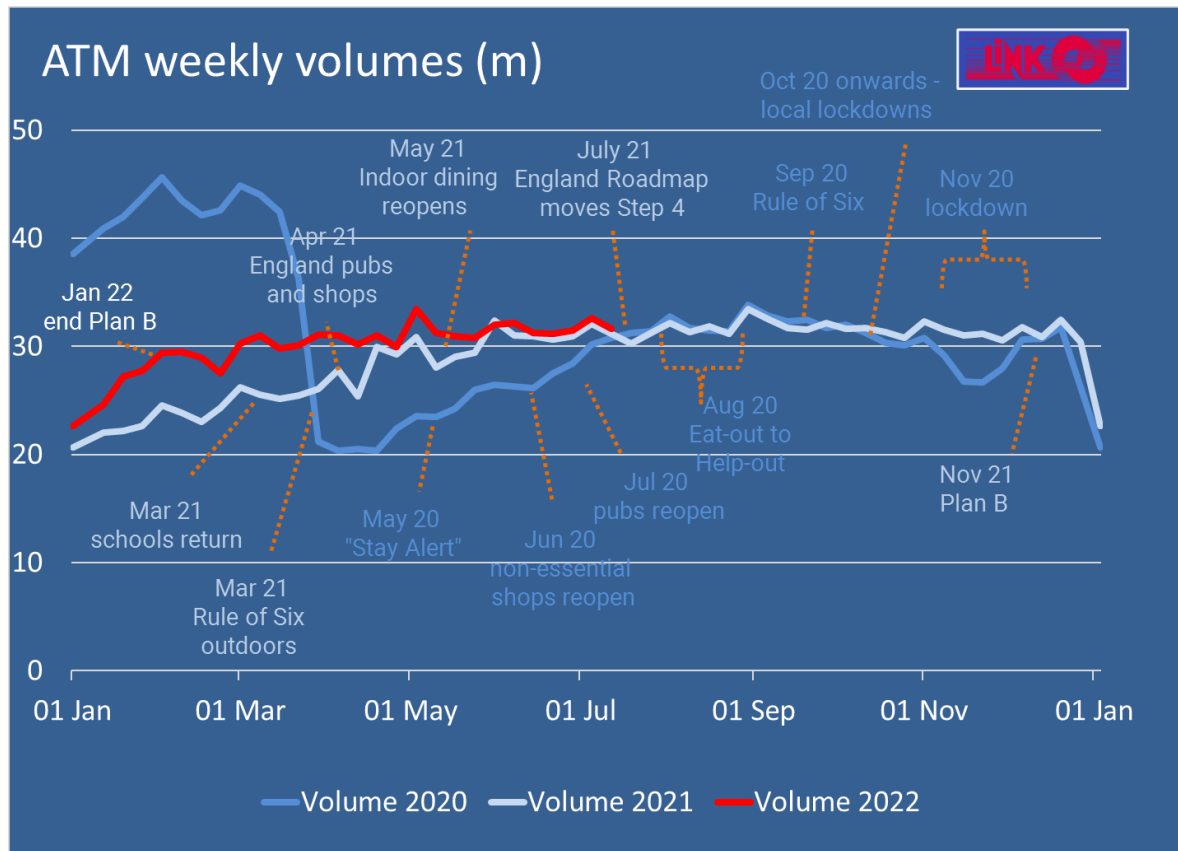
LINK Transaction Volumes (millions)													
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019	209	207	232	220	232	221	226	225	211	214	208	204	2,608
2020	185	181	155	91	110	117	139	141	139	138	118	129	1,643
2021	99	97	114	123	131	133	140	140	137	141	133	135	1522
2022	118	117	134	135	138	135							

<sup>1</sup> <https://www.link.co.uk/about/news/link-installs-100th-community-requested-atm/>

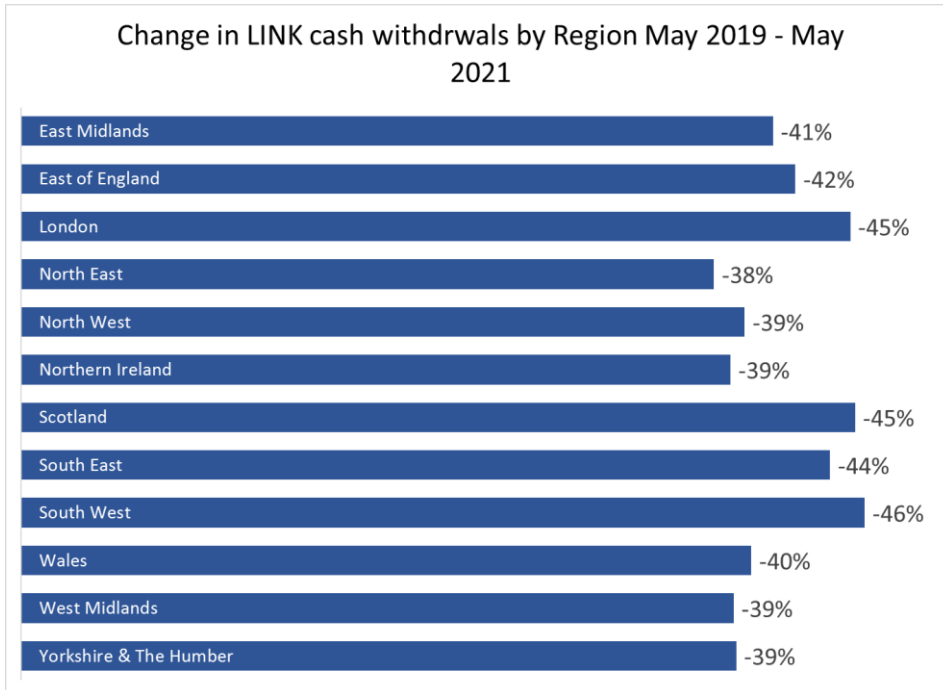
June saw almost £7bn withdrawn from LINK ATMs, 2.5% up on last year but 29% down on June 2019.

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	£6,018	£6,952	£7,047	£7,065	£6,921							

The chart below tracks weekly ATM volumes since early 2020, ie before COVID-19. As can be seen, levels are now very close to previous years' but remain below pre-pandemic levels.

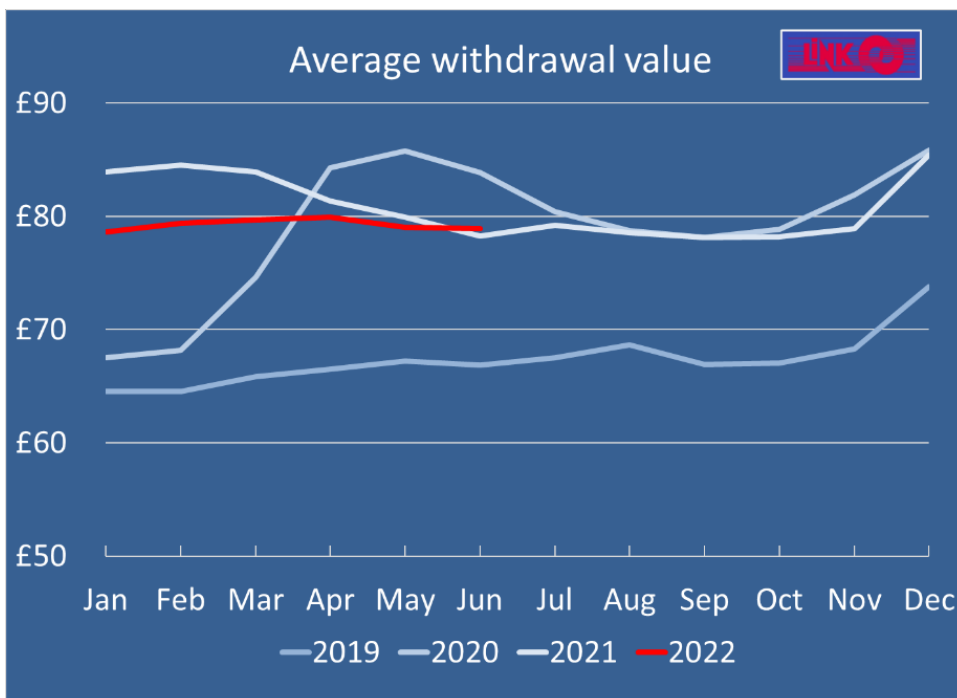


The changes in ATM use since pre-COVID-19 have not been the same right across the UK. If we look by region, some areas such as London, Scotland and the South-West have



seen the largest reductions while the Midland, Northern England, Wales and Northern Ireland have seen the smallest changes, although even here it is an almost 40% reduction.

Pre-pandemic average cash withdrawal values were around £68 with a boost in



December as people took out more cash for Christmas. During lockdowns, people significantly increased their average withdrawal value, even if they visited the ATM less often. While this fell back a bit during

the summer, it is still just under £80 and this pattern seems likely to continue as we move forward.

### 3. ATM NUMBERS

ATM coverage across the UK in 2022 continues to be broadly stable and in line with LINK’s strategy and Financial Inclusion Programme objectives. The number of free-to-use remote, non-branch ATMs remains very stable and, while there was a fall in numbers in the early days of the pandemic, this has barely changed in the past year (see table and chart below). Branch ATM numbers continue slowly to decline, a result of bank branch closures rather than a decline in the number of ATMs per branch. LINK always carefully monitors branch closures to ensure there are still suitable ATMs nearby.

LINK ATM Numbers by Type and Owner 2021											
2021	Jan	Feb	Mar	Apr	May	Jun	Aug	Sep	Oct	Nov	Dec
Branch	14,917	14,827	14,801	14,752	14,627	14,450	13,905	13,836	14,137	14,218	13,655
Free Remote	26,541	26,233	26,038	26,229	26,747	27,061	27,205	27,280	26,720	26,713	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>41,110</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	12,699	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>53,809</b>	<b>53,769</b>	<b>53,457</b>	<b>53,414</b>	<b>53,398</b>
Bank and Building Society	22,801	22,660	22,614	22,456	22,287	22,109	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	32,155	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>53,809</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	Aug	Sep	Oct	Nov	Dec
Branch	13,711	13,611	13,557	13,548	13,471	13,411					
Free Remote	27,245	27,178	27,243	27,128	27,103	27,152					
<b>Total Free</b>	<b>40,956</b>	<b>40,789</b>	<b>40,800</b>	<b>40,676</b>	<b>40,574</b>	<b>40,563</b>					
Pay to use	12,083	11,824	11,671	11,606	11,550	11,516					
<b>Total ATMs</b>	<b>53,039</b>	<b>52,613</b>	<b>52,471</b>	<b>52,282</b>	<b>52,124</b>	<b>52,079</b>					
Bank and Building Society	20,721	20,252	19,878	19,828	19,716	19,670					
Non Card Issuers	32,318	32,361	32,593	32,454	32,408	32,409					
<b>Total ATMs</b>	<b>53,039</b>	<b>52,613</b>	<b>52,471</b>	<b>52,282</b>	<b>52,124</b>	<b>52,079</b>					

### 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, 88 lost free-to-use ATMs have been targeted for replacement and resolved, 36 through Direct Commissioning, 19 through Premiums and the remaining 33 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.

April 2022		Monthly change
Total Protected ATMs	3266	29
Live ATMs	2850	28
<b>ATMs No Longer Transacting</b>	<b>416</b>	<b>1</b>
Temporarily out of action	22	1
Investigations with operator underway	7	-5
<b>ATMs Confirmed as Closed</b>	<b>387</b>	<b>5</b>
ATMs not being replaced (a)	330	5
<b>ATMs Targeted for Replacement</b>	<b>57</b>	<b>-</b>
LINK directly commissioning a replacement	16	1
<b>Resolution not Possible (b)</b>	<b>41</b>	<b>-</b>
<b>ATMs previously targeted for replacement and now resolved (c)</b>	<b>88</b>	<b>-</b>

### Notes - LINK Footprint Report

(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.