

The Access to Cash Review
By email: callforevidence@accesstocash.org.uk

28 September 2018

Dear Sir/Madam,

I am writing on behalf of Worldpay in response to the Access to Cash Review "Call for Evidence".

Worldpay is a leading payments technology company with significant capability to power global integrated omni-commerce. Worldpay processes over 40 billion transactions annually through more than 300 payment types across 146 countries and 126 currencies. In the UK we provide a range of services that enable over 300,000 businesses to accept a range of different payment types.

One of the core Worldpay values is that "we do the right thing", for our colleagues, customers, company and communities. We want to ensure that the payments ecosystem continues to work well for all its users, regardless of the payment method chosen. In the Call for Evidence, the Review recognises the continued importance of cash to some segments of society, and the need to ensure the public's legitimate need for cash continues to be met, particularly as overall cash usage declines.

At this stage, we would like to make the following two observations to the Review:

- We would encourage the Review to consider ways in which the LINK scheme might be encouraged to operate on a more open and competitive footing. This could enable new types of participants to become members of the scheme and to develop potential innovations based upon the scheme (for example, exploring the possibility for consumers to withdraw cash at merchant point-of-sale terminals, with associated payment messages routed via the LINK network)
- In addition to LINK, we note that many UK ATMs are also connected to the Visa and Mastercard networks. We would encourage the Review to further explore the role these payment schemes may have in maintaining access to cash in future (for example through the use of cashback at point-of-sale).

In addition to the ways in which we believe the continued use of cash can be supported, Worldpay also promotes the use of digital payments. This year has seen the UK pass a major milestone on its journey to a more digital future, with card payments overtaking cash for the first time ever. Although the popularity of contactless has been a major factor driving this growth, it is mobile, not cards, that is set to drive this forward. By developing innovative ways to pay, Worldpay support those consumers wishing to adopt digital payments.

I'd be happy to discuss our response in further detail if this would be helpful. We look forward to engaging further with the Review as its work progresses.

Yours sincerely



Ron Kalifa
Executive Director