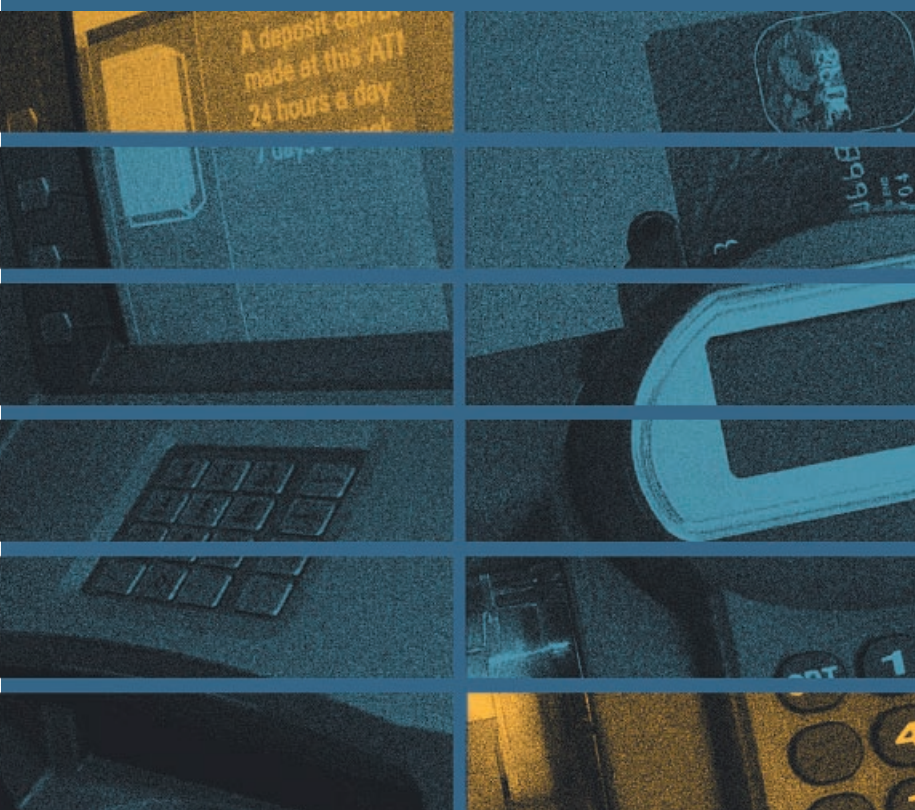


Banking Automation **BULLETIN**



Emerging markets drive global ATM growth

Surcharge-free networks grow in USA

Visa to introduce tiered ATM fees

Electronic payments overtake cheques in USA

New challenges for German acquirers

Reduced protection for overseas credit card users

Country profile: Austria



Published by Retail Banking Research

www.rbrlondon.com/bulletin

Banking Automation

BULLETIN



EDITORIAL

Banking Automation Bulletin celebrates 25 years

December 2004 marks the 25th anniversary of *Banking Automation Bulletin*.

Page thirteen contains a selection of articles from the first issue, and as you will see many of the newsletter's original guiding principles are still in place.

The new design is hopefully easier to read, but more importantly allows us to bring you expanded and more detailed content. We will continue to offer exclusive primary research from RBR's research and advisory work – each issue will contain a country profile covering ATMs and payment cards. We will also be adding new features and articles from guest writers and foreign correspondents. The new format has allowed *the Bulletin* to take a limited amount of advertising – we would like to thank Wincor Nixdorf and the ATM Industry Association (ATMIA) for their support.

If you have comments on articles in *the Bulletin* or views on industry issues that you would like to share, then please contact us (bulletin@rbrlondon.com). We will publish selected emails and letters, and where appropriate our response.

We hope you enjoy reading this first issue in the new format. The next issue will be published in February and will include a feature on the payment card market in China as well as a country profile on ATMs and cards in France.

Dominic Hirsch

2 GLOBAL ATM MARKET

Emerging markets drive global ATM pool beyond 1.3 million

5 ATM SURCHARGING

Surcharge-free ATM networks continue to evolve in the USA

5 ATM INTERCHANGE FEES

Visa to introduce tiered interchange fees for PLUS network

6 ELECTRONIC PAYMENTS

Electronic payments in the USA overtook cheques in 2003

7 MERCHANT ACQUIRING

Unique German acquiring market faces new challenges

10 CREDIT CARDS

Reduced protection for overseas credit card usage

11 BAI RETAIL DELIVERY 2004

Undercover evolution of the ATM

13 25th ANNIVERSARY

1979-2004: the Bulletin stands the test of time

14 NEWS FOCUS

Banking, ATM and payments news

16 COUNTRY PROFILE

ATM and cards intelligence on Austria

20 CONFERENCE DIARY

Upcoming banking conferences from around the world

Editors: Dominic Hirsch, Rob Walker

Assistant Editors: Morten Jorgensen, Susie Lens

Contributors: Bill Donges, Wanja Eiche

Telephone: +44 (20) 8940 1398

Fax: +44 (20) 8940 1527

Email: bulletin@rbrlondon.com

advertising@rbrlondon.com

Annual subscription (10 issues):

£490 (€735) printed only

£735 (€1,100) electronic and printed

ISSN 1351-5543



Retail Banking Research Ltd

304 Sandycombe Road, Kew Gardens

Surrey TW9 3NG, United Kingdom

**RECEIVE THIS ISSUE OF
BANKING AUTOMATION BULLETIN
FOR FREE**

We hope you enjoyed reading this editorial.

**You can receive this, or another, back issue of
Banking Automation Bulletin for free
when you take out a subscription.**

To receive your free issue, please complete the order form on the next page, and fax it to +44 20 8940 1527. Please specify on the form, or by email to bulletin@rbrlondon.com, which free issue you would like to receive.

Banking Automation **BULLETIN**

Regular topics include:

- ATM deployment strategy
- ATM hardware and software
- ATM outsourcing
- Branch automation
- Biometrics
- Cross-border payments
- e-commerce
- EMV and smart cards
- EFTPOS
- e-purse
- Interchange fees
- Internet banking
- ISO/IAD activity
- Merchant acquiring
- Mobile payments/banking
- P2P payments
- Payment and loyalty cards
- Payment systems
- Regulatory changes
- Security and fraud
- Self-service equipment
- Teller automation



A unique source of news and analysis of key issues in banking automation, cards and payments

- Independent and authoritative insights from industry experts
- Detailed country profiles including proprietary ATM and cards market data in every issue
- Exclusive extracts from RBR's industry-leading market research reports
- Comprehensive industry conference diary
- Read by senior executives in over 100 countries worldwide

Published 10 times per year since 1979

The Bulletin keeps you on top of your industry agenda - can you afford not to subscribe?

For more information about subscribing or advertising please visit www.rbrlondon.com/bulletin

PRIORITY ORDER FORM Banking Automation Bulletin

Subscription period

One year (10 issues)

Two years (20 issues)

Three years (30 issues)

Printed only

£490 (€735)

£880 (€1320)

£1100 (€1650)

Electronic and printed

£735 (€1100)

£1320 (€1980)

£1650 (€2475)

The 'electronic and printed' subscription rate includes three further electronic subscriptions for your colleagues*

* Send additional email addresses to bulletin@rbrlondon.com

Please send me a sample issue Please send me information about advertising opportunities

PAYMENT METHOD

Please invoice me or **By payment card** Visa MasterCard Amex JCB

Card no Expires / Total payable GBP(£)

YOUR DETAILS

Title (Mr, Ms, Dr) _____ First name _____ Surname _____

Position/Department _____ Company _____

Address _____

Tel _____ Email _____

VAT (TVA) No _____ Signature _____ Date _____

The information contained in Banking Automation Bulletin may not be reproduced or copied in any form, or be placed on a company intranet, without prior written permission from Retail Banking Research Ltd.

Please return to **RETAIL BANKING RESEARCH** 304 Sandycombe Road, Kew Gardens, Richmond, Surrey TW9 3NG, UK

Tel: +44 (20) 8940 1398 Fax: +44 (20) 8940 1527 Email: rbr@rbrlondon.com Web: www.rbrlondon.com