

Banking Automation **BULLETIN**



Still signs of life in maturing European ATM market

ATM fraud losses in Europe fall to €312 million

State Bank of India sets record for new ATMs

UK's card fraud picture continues to be misty

Major amendments to Canada's cards market

Country profile: Netherlands



Banking Automation

BULLETIN



Mixed messages from western European ATM market

One in three ATM markets in western Europe contracted last year, according to RBR's latest research (see page 2). A fall in the number of ATMs in any country is relatively rare, and it is unprecedented for so many markets to shrink at the same time. Is this simply a financial crisis induced anomaly, or a more significant turning point for the industry?

Despite the falls in six countries, led by the UK and Spain – western Europe's two largest markets – the region managed a modest increase of 2.3% in its ATM installed base. Turkey, for some years the star performer in the region, and Italy both increased their number of ATMs by 7%, showing what can be achieved even during difficult times.

Where markets have declined, the falls are mainly a by-product of branch closures and the accompanying withdrawal of ATMs, rather than due to any strategic decisions about ATMs specifically. The exception is the UK, where falling transactions at surcharging machines have led to removal of some units deployed by independent ATM deployers (IADs).

Looking ahead, there will be competing pressures affecting the shrinkage or growth of ATM numbers. Branch density remains high in several countries, most notably Spain, and further branch closures are likely. This, combined with a general desire to reduce costs, will lead to some fleet rationalisation.

Once banks' confidence, and more importantly IT budgets, are restored, these downward forces will almost certainly be outweighed by more traditional pressures. Off-site penetration in western Europe remains low compared to other regions, and this opportunity, enhanced by the removal of some branch ATMs, and increased migration of transactions to self-service at remaining branches, will lead to increased deployment. Furthermore, despite their success (until recently) in the UK, IADs have struggled to make significant inroads in other markets. This is starting to change, and the gap that IADs have historically filled – namely convenience locations – will ultimately need to be served, either by banks or independents.

While many of the downward pressures from 2009 have continued into 2010, the outlook for the region for 2011 appears rather brighter.

Dominic Hirsch, Editor

2 ATMS IN WESTERN EUROPE

Still signs of life in maturing western European market

5 ATM SECURITY

ATM fraud losses in Europe fall to €312 million

6 ATMS IN INDIA

State Bank of India sets record for new ATMs

7 PAYMENT CARD FRAUD

UK's fraud picture continues to be misty

10 PAYMENT CARDS IN CANADA

Major amendments to Canada's cards market

11 INTERNATIONAL PAYMENTS

Payments summit focuses on opportunities

13 ROB'S REFLECTIONS

European Commission's victory merely symbolic

14 NEWS BULLETIN

Banking, ATM and payments news

15 EUROPEAN ATMS 2010

Europe's leading ATM conference celebrates 10th anniversary

16 COUNTRY PROFILE

ATM and cards intelligence on the Netherlands

20 CONFERENCE DIARY

Upcoming industry events

Editor Dominic Hirsch

Managing Editor Morten Jorgensen

Assistant Editors Tomomi Kimura, Rob Walker

Contributors Daniel Dawson, Robert Chaundy, Felix Kronabetter

Subscriptions Manager Susie Lens

Advertising Manager Felix Kronabetter

For all editorial and advertising enquiries:

Telephone: +44 20 8940 1398

Fax: +44 20 8940 1527

Email: bulletin@rbrlondon.com

Advertisers in this issue:

3SI Security Systems www.3SIsecurity.com

Auriga www.aurigaspa.com

Equens www.equens.com

KAL www.kal.com

NCR www.ncr.com

Oberthur Cash Protection www.oberthurcp.com

Spinnaker www.spinnaker.co.uk

Annual subscription (12 issues):

£650 (€750/\$1,040) printed

£975 (€1,120/\$1,550) electronic and printed

ISSN 1748-5304



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 the 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 issue you would like to receive.

Banking Automation **BULLETIN**

Regular topics include:

- ATM hardware and software
- Branch banking
- Biometrics
- Cash usage and handling
- Contactless payments
- Internet banking
- EMV and smart cards
- EFTPOS
- e-purse
- Interchange fees
- ISO/IAD activity
- Merchant acquiring
- Mobile payments/banking
- Outsourcing
- P2P payments
- Payment and loyalty cards
- Payment systems
- Prepaid cards
- Regulatory changes
- Security and fraud
- Self-service equipment
- Teller automation



A unique source of news and analysis of key issues in banking technology, 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 90 countries worldwide

Published 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

Printed

- One year (12 issues) **£650** (€750/\$1040)
- Two years (24 issues) **£1100** (€1265/\$1760)
- Three years (36 issues) **£1500** (€1725/\$2400)

Electronic and printed* Standard (1-5 users)

- £975** (€1120/\$1550)
- £1650** (€1900/\$2640)
- £2250** (€2590/\$3600)

Multi-user (6+ users)

- £1950** (€2240/\$3120)
- £3300** (€3800/\$5300)
- £4500** (€5200/\$7200)

* Including one print subscription

PAYMENT METHOD

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

Card no Expires / Total payable

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: bulletin@rbrlondon.com Web: www.rbrlondon.com/bulletin