

Banking Automation **BULLETIN**



Latin American cards growth hindered by economic woes

Open banking – opportunities for mainstream banks

T&E cards still useful for wealth and business segments

US Federal Reserve tracks electronic payments growth

Cash still preferred means of payment in euro area

Country profile: Australia

Banking Automation

BULLETIN



Open banking will be a slow burn

The first set of open banking APIs in the UK went live to third party providers on 13th January – a date chosen to coincide with the implementation of the EU's revised Payment Services Directive (PSD2). As

Alison Ebbage argues in her guest article in this issue of *Banking Automation Bulletin* (see page 4), despite the threat open banking poses to traditional banks and the risk that it turns them into commodity providers of financial products, it is also a massive opportunity.

Banks not only have the chance to develop new business models based on their own platforms, they can broaden the distribution and reach of their existing products via other providers. Furthermore, by working with new partners they can both externalise some of their R&D effort and learn from their partners' approaches to developing new technology.

While open banking may well revolutionise retail banking as we know it today, change will take time. For a start, five of the nine UK banks required to open up their data have been granted extensions to the launch date. More significantly, it is far from clear how consumers are going to respond to the changes – how willing will they be to give access to their data, especially to less well-known organisations? And ultimately, how attractive will they view the benefits that open banking provides?

Consumers will also have concerns about security and liability. The UK legal situation is relatively clear – the bank providing the underlying financial product will be liable for unauthorised payments made via open banking, even if the payment has been initiated via a third-party provider – complications arising from additional parties in the transaction might nevertheless lead to confusion and or delays in getting customers refunded. A further concern relates to the growing threat of cyber attacks and hacking, where consumers might be worried that the more organisations that can access their data, the more vulnerable they are to these types of threats.

There is no question that the potential of open banking is huge, but that does not guarantee success, either now or in the future. Initiatives to make it easier to switch bank accounts in the UK have had only a modest impact, and even a technology such as contactless payments, which seemed like it should be a winner right from the start, took the best part of a decade to thrive. Open banking will be a slow burn.

Dominic Hirsch, Editor

- 2 LATIN AMERICAN CARDS**
Latin American cards growth hindered by economic woes

- 4 UK OPEN BANKING**
Open banking – opportunities for mainstream banks

- 6 SPANISH CARD FRAUD**
CNP fraud remains a concern in Spain

- 7 TRAVEL & ENTERTAINMENT CARDS**
T&E cards still useful for wealth and business segments

- 8 US PAYMENTS**
US Federal Reserve tracks electronic payments growth

- 9 CASH IN EUROPE**
Cash still preferred means of payment in euro area

- 11 DIEBOLD NIXDORF PERSPECTIVE**
Windows 10: An opportunity, not an obstacle

- 12 GERMAN BANKING**
The German Sparkassen – a celebration of local banking

- 14 DANISH PAYMENTS**
Cashless in Copenhagen?

- 15 SELF-SERVICE BANKING EUROPE**
Self-Service Banking Europe 2018
– key industry event of the year

- 16 NEWS BULLETIN**
Banking, ATM and payments news

- 17 COUNTRY PROFILE**
ATM and cards intelligence on Australia

- 21 CONFERENCE DIARY**
Upcoming industry events from around the world

Editor Dominic Hirsch

Managing Editor Morten Jorgensen

Assistant Editor Tomomi Kimura

Contributors Beatriz Benito, David Cavell, Robert Chaundy, Daniel Dawson, Marianna De Silvo, Alison Ebbage, Heather Gibbins, Thomas Madden, Stephen Reinhardt

Subscriptions Manager Abigail Milne

Advertising Managers Amanda Hardy, Felix Kronabetter

For all editorial and advertising enquiries:

Telephone: +44 20 8831 7300 Fax: +44 20 8831 7301

Email: bulletin@rbrlondon.com

Advertisers in this issue:

Diebold Nixdorf www.DieboldNixdorf.com

Spinnaker www.spinnaker.co.uk

Annual subscription (12 issues):

Printed and electronic (1-5 users) £1,500

Printed and electronic (6+ users) £3,000

Follow us: [in](https://www.linkedin.com/company/rbrlondon) [t](https://twitter.com/RBRLondon) @RBRLondon

ISSN 1748-5304

RBR

393 Richmond Road
London TW1 2EF, United Kingdom

Banking Automation **BULLETIN**

Regular topics include:

- ATM hardware and software
- Biometrics
- Branch transformation
- Cash usage and management
- Contactless and mobile payments
- Deposit and recycling
- EMV and smart cards
- Fintech innovation
- Interchange and merchant fees
- ISO/IAD activity
- Merchant acquiring and EFTPOS
- Non-cash payments
- Omni-channel integration
- Outsourcing and managed services
- Payment card issuance and processing
- Payment systems
- Regulatory developments
- Security and fraud
- Self-service banking
- 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 by RBR 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

ORDER FORM: Banking Automation Bulletin

Please select one of the following subscription offers:

| | 1 year (12 issues) | 2 years (24 issues) – save 15% | 3 years (36 issues) – save 20% |
|--|--------------------------------|-----------------------------------|-----------------------------------|
| Standard licence (1-5 users)* | <input type="checkbox"/> £1500 | <input type="checkbox"/> £2550 | <input type="checkbox"/> £3600 |
| Multi-user licence (6+ users + intranet)* | <input type="checkbox"/> £3000 | <input type="checkbox"/> £5100 | <input type="checkbox"/> £7200 |

* Includes digital edition plus one printed copy

Please send me information about advertising and advertorial opportunities

Payment method:

Please invoice me or By payment card Amex Diners Club Discover JCB Mastercard Visa

Card number Expires Total amount payable

Cardholder name Cardholder signature

Your details:

Title (Mr, Ms, Dr) First name Surname
 Position/Department Company
 Address Postcode Country
 Tel Email VAT (TVA) number

Please complete and return this form to: **RBR** 393 Richmond Road, London TW1 2EF, UK

Tel: +44 20 8831 7300 Fax: +44 20 8831 7301 subscriptions@rbrlondon.com www.rbrlondon.com/bulletin