

# Banking Automation **BULLETIN**

---



## **The bank branch – a space reimagined**

---

French payments resilient in the face of COVID-19

---

Are centrally-backed platforms the key to P2P payments?

---

Huge potential remains for emerging ATM markets

---

National Audit Office advises on UK cash system

---

## **Country profile: Argentina**

---

## Banking Automation

## BULLETIN



## BRC criticises cost of card acceptance and calls for government action

Spending on payment cards continues to grow strongly worldwide – by 13% last year according to RBR's recent research. Even in countries where cash usage is also growing, cash is losing share, and in a growing number of more developed payments markets, cash usage is flat or falling. The trend towards greater use of cards over cash has only been accelerated by COVID-19, although the impact has been greater in countries with more established cards infrastructure.

Against this backdrop, the British Retail Consortium (BRC) has published its latest payments survey. The results show cards making up a growing share of retail payments. More controversially, however, the BRC survey also estimates the cost of accepting different forms of payment and claims that it costs retailers an average of 5.9p to accept a debit card and 18.4p to accept a credit card, compared to just 1.4p for a cash payment. The group is calling on the government to “take action to tackle excessive card costs”.

It is not surprising that the BRC, a trade association representing retail businesses in the UK, is calling for action to reduce costs for its members – but does it have a point?

The situation is complex. While the headline cost of acceptance figures put out by the BRC are dramatic, they ignore transaction amounts, which are typically lower for cash and would be expected to lead to a smaller per transaction cost. The report does present further data comparing average acceptance costs with turnover, and it suggests debit cards are twice as expensive – and credit and charge cards four times as expensive – as cash.

Even if you accept these figures, retailers clearly benefit from the ability to accept payment cards. Acquirers and the card schemes would argue that their investments in security, innovation and simplicity serve retailers by providing standardised and widely accepted and recognised networks. They would also argue that this is a competitive market and that there is no need for intervention.

This last point is perhaps less clear-cut. It is almost impossible for regulatory bodies to determine what the appropriate pricing of card acceptance should be, so if they are to intervene it should be to investigate whether market forces are indeed working. Even then, there is a question of how to act – retailers themselves don't have a great track recording of passing on previous reductions in fees to customers, which brings into question the exact purpose of intervening in the first place. If one thing is clear, it is that nobody should expect resolution on this issue any time soon.

Dominic Hirsch, Editor

### 2 P2P PAYMENTS

Are centrally-backed platforms the key to P2P payments?

### 3 FRENCH PAYMENTS FRAUD

French payments resilient in the face of COVID-19

### 5 AURIGA PERSPECTIVE

Evolution of ATM acquiring SW

### 6 BRANCH BANKING

The bank branch – a space reimaged

### 8 DIEBOLD NIXDORF PERSPECTIVE

The ATM's untapped value: Service is key to the future

### 10 AUSTRALIAN CARDS

'Buy now, pay later' and the future of cards in Australia

### 11 GLOBAL ATMS

Huge potential remains for emerging ATM markets

### 13 UK CASH

National Audit Office advises on UK cash system

### 14 NEWS BULLETIN

Banking and payments news

### 16 SELF-SERVICE BANKING EUROPE 2020

Tough times call for innovative measures

### 17 COUNTRY PROFILE

ATM and cards intelligence on Argentina

### 21 CONFERENCE DIARY

Upcoming industry events from around the world

**Editor** Dominic Hirsch

**Managing Editor** Morten Jorgensen

**Assistant Editor** Tomomi Kimura

**Contributors** Mark Aldred, Chris Allen, Eleanor Duerden, Alison Ebbage, Ben Glithero, Octavio Marquez, Karolina Rachwol, Laura Rekiaro

**Subscriptions Manager** Abigail Milne

For all editorial and advertising enquiries:

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

Email: [bulletin@rbrlondon.com](mailto:bulletin@rbrlondon.com)

Advertisers in this issue:

**Auriga** [www.aurigaspaspa.com](http://www.aurigaspaspa.com)

**Axis Communications** [www.axis.com](http://www.axis.com)

**Diebold Nixdorf** [www.DieboldNixdorf.com](http://www.DieboldNixdorf.com)

**Genetec** [www.genetec.com](http://www.genetec.com)

**Spinnaker** [www.spinnaker.co.uk](http://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) [tw](https://twitter.com/RBRLondon) @RBRLondon

ISSN 1748-5304

RBR

393 Richmond Road  
London TW1 2EF, United Kingdom

# Banking Automation **BULLETIN**

## Regular topics include:

- Artificial intelligence and big data
- ATM and cyber security
- Biometrics
- Blockchain and cryptocurrency
- Branch and digital transformation
- Cash usage and management
- Contactless and mobile payments
- Deposit automation and recycling
- Fintech innovation
- Interchange and merchant fees
- Merchant acquiring and EFTPOS
- Non-cash payments
- Open banking APIs
- Outsourcing and managed services
- Payment card issuance and processing
- Payment systems
- Regulation and standards
- Retail cash automation
- Self-service banking
- Teller automation and video banking



## 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](http://www.rbrlondon.com/bulletin)

## ORDER FORM: Banking Automation Bulletin

### Please select one of the following subscription options:

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

Card number  Expires  Total amount payable  GBP (£)

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](mailto:subscriptions@rbrlondon.com) [www.rbrlondon.com/bulletin](http://www.rbrlondon.com/bulletin)