

This page **Summary of key statistics**

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| A | Bacs payments | B | Cheque & credit transactions |
| C | Real-time payments: Faster Payments | D | Same-day payments: CHAPS |
| E | Cash machines withdrawals | | |

Summary of key payment statistics for Q1 2020

Bacs: 1,586 million Bacs payments were made during the quarter, up 0.9% compared to Q1 2019. Direct Debits were the main contributor to growth, with volumes increasing by 2.8% annually.

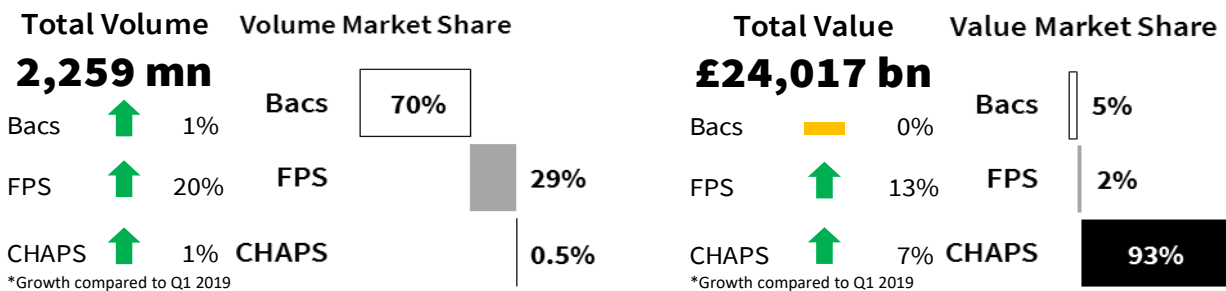
Cleared cheques and credits: Image clearing (ICS) processed 58 million image cheques (RTPs) in Q1, with a total value of £81 billion. Approximately 2.8 million image credits (ITPs) were processed, with a total value of £8.5 billion.

Faster Payments: 661 million payments processed, an 20% increase on Q1 2019. This corresponded to £518 billion transmitted, a small overall increase of 2% on Q4 2019. Single Immediate Payments were the largest contributors to this increase, rising by 16% to £335 billion.

CHAPS: There were 11.9 million CHAPS payments in Q1, slightly up (+1%) compared to Q1 2019. This amounted to £22.2 trillion settled, an increase of 7% compared to Q1 2019.

Cash withdrawals: £33 billion was withdrawn from cash machines in Q1, spread over 438 million withdrawals. The average withdrawal value increased by £5 to £75 compared to Q1 2019. The number of cash machines amounted to 60,012, down by 1% on Q4 2019. The highest decline in cash machines compared to Q1 2019 has been in Public Transport. Free to use cash machines have declined by 10% since Q1 2019.

Automated Payments - Market Share



| | Q1 2020 | Annual growth ¹ | Total value of | Q1 2020 | Annual growth ¹ |
|---|----------------------------------|----------------------------|---|----------------------------------|----------------------------|
| Cash machine withdrawals | 438 mn | -12.0% | Cash machine withdrawals | £33 bn | -8.2% |
| Cheques cleared via PCS | 0 mn | -90.8% | Cheques cleared via PCS | £0 bn | -90.0% |
| Cheques cleared via ICS | 58 mn | >100% | Cheques cleared via ICS | £81 bn | >100% |
| Annual Figures (2019) | Annual growth¹ | Total value of | Annual Figures (2019) | Annual growth¹ | |
| Cash payments ² | 11,000 mn | -16.0% | Cash payments ² | £161 bn | -7.5% |
| Cash machine withdrawals | 2,203 mn | -9.0% | Cash machine withdrawals | £162 bn | -6.8% |
| Cheque transactions ³ | 346 mn | -14.5% | Cheque transactions ³ | £442 bn | -10.2% |
| Inter-bank cheques cleared ⁴ | 51 mn | -78.2% | Inter-bank cheques cleared ⁴ | £71 bn | -76.2% |

| | Q1 2020 | Annual growth ¹ | Total value of | Q1 2020 | Annual growth ¹ |
|------------------------------|----------------------------------|----------------------------|------------------------------|----------------------------------|----------------------------|
| Bacs payments | 1,586 mn | 1.3% | Bacs payments | £1,257 bn | 1.8% |
| Faster Payments | 661 mn | 19.9% | Faster Payments | £518 bn | 13.5% |
| CHAPS payments | 12 mn | 0.6% | CHAPS payments | £22,242 bn | 1.6% |
| Annual Figures (2019) | Annual growth¹ | Total value of | Annual Figures (2019) | Annual growth¹ | |
| Bacs payments | 6,510 mn | 1.0% | Bacs payments | £5,056 bn | 2.0% |
| Faster Payments | 2,440 mn | 19.4% | Faster Payments | £1,941 bn | 13.6% |
| CHAPS payments | 49 mn | 0.3% | CHAPS payments | £83,407 bn | -0.1% |

¹ Per cent growth rates relate to 12 rolling months. Elevated levels of growth for ICS can be attributed to an increase in migration from paper clearing, and have not continued into 2020.

² For the year 2018. Data for 2019 pending from UK Finance.

³ The number and value of cheque payments processed by Pay.UK

⁴ These statistics do not include items being processed through the Image Clearing System (ICS).

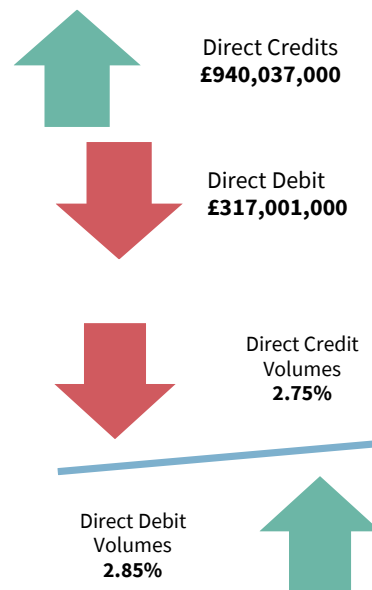
A Bacs Direct Credits and Direct Debits

- **Bacs volumes** overall had a slight increase in Q1 2020 to 1.3%, up from 1.1% for the same period in 2019. This slight increase can be attributed to an increase in **Direct Debits** continued on a strong growth path despite COVID-19 starting to take an impact in Q1.

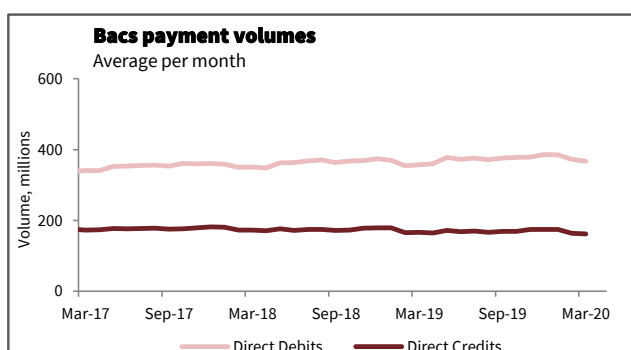
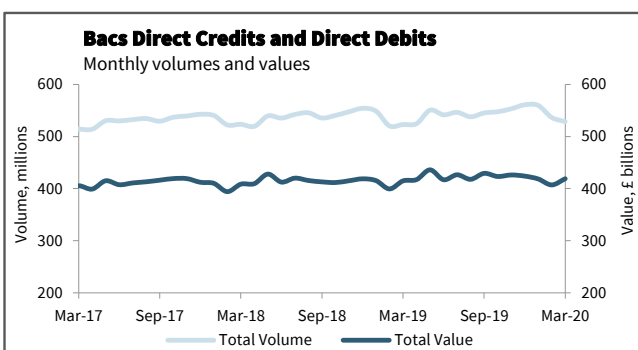
- **Bacs values** grew by 1.8% overall for the quarter. **Direct Credit Values** have increased although volumes have decreased. In March 2020 **Direct Credits** do not appear to have been impacted by Covid-19. The impacts will no doubt manifest themselves across a number of sectors in Q2. **Payroll employment related payments** and **occupational pension payments** remain roughly on par with previous corresponding period if not slightly up. **B2B retail payments are down - state benefits including Pensions, Pension Credits, HMRC Child Tax / General tax credits** all down. On a more positive note, **Universal Credit** payments are up together with child benefit payments.

- **Direct Debit volumes** grew by 2.8% in Q1 2020. The main growth drivers include increases in **general insurance / road tax and utility bills** settled by Direct Debit. Despite an increased Direct Debit volumes the total value of Direct Debits in Q1 has decreased by 1.5%.

- **Marketing and financial incentives** have been other factors boosting growth in Direct Debits. Several **large billers** provide incentives for customers to pay by Direct Debit, while others make it a condition of service.



| | | Total | | | | of which | | | |
|------|---------|-----------|---------------------|-----------|---------------------|---------------------|---------------------|---------------|---------|
| | | Volume | | Value | | Bacs Direct Credits | Bacs Direct Credits | Direct Debits | |
| | | 000s | Growth ² | £ mn | Growth ² | Volume | Value | Volume | Value |
| | | 000s | | £ mn | | 000s | £ mn | 000s | £ mn |
| 2017 | Q1 | 1,542,648 | 2.7% | 1,216,336 | 4.7% | 519,264 | 897,292 | 1,023,384 | 319,044 |
| | Q2 | 1,589,367 | 2.5% | 1,222,543 | 4.1% | 528,945 | 898,127 | 1,060,421 | 324,416 |
| | Q3 | 1,587,889 | 1.6% | 1,248,525 | 3.0% | 526,151 | 919,311 | 1,061,738 | 329,214 |
| | Q4 | 1,627,276 | 2.1% | 1,236,626 | 3.1% | 546,158 | 904,652 | 1,081,117 | 331,973 |
| 2018 | Q1 | 1,570,062 | 1.5% | 1,225,723 | 1.8% | 518,199 | 903,192 | 1,051,863 | 322,531 |
| | Q2 | 1,605,809 | 1.2% | 1,237,748 | 1.5% | 516,120 | 905,098 | 1,089,689 | 332,650 |
| | Q3 | 1,606,167 | 1.5% | 1,238,863 | 1.0% | 515,488 | 905,874 | 1,090,679 | 332,989 |
| | Q4 | 1,661,990 | 1.5% | 1,256,333 | 0.7% | 538,382 | 917,234 | 1,123,608 | 339,099 |
| 2019 | Q1 | 1,568,619 | 1.1% | 1,244,539 | 0.9% | 498,488 | 922,750 | 1,070,132 | 321,789 |
| | Jan | 535,151 | 1.3% | 414,078 | 1.1% | 170,535 | 305,753 | 364,617 | 108,325 |
| | Feb | 498,970 | 1.2% | 374,555 | 1.0% | 159,410 | 273,570 | 339,560 | 100,985 |
| | Mar | 534,498 | 1.1% | 455,907 | 0.9% | 168,543 | 343,427 | 365,955 | 112,479 |
| 2020 | Q1 | 1,624,414 | 1.1% | 1,251,260 | 0.9% | 505,994 | 918,824 | 1,118,420 | 332,436 |
| | Q2 | 1,635,226 | 1.3% | 1,287,871 | 2.0% | 506,550 | 953,237 | 1,128,676 | 334,634 |
| | Q3 | 1,682,137 | 1.0% | 1,272,099 | 2.0% | 523,232 | 934,183 | 1,158,905 | 337,916 |
| | Q4 | 1,682,137 | 1.0% | 1,272,099 | 2.0% | 523,232 | 934,183 | 1,158,905 | 337,916 |
| 2020 | Q1 | 1,585,591 | 1.3% | 1,257,038 | 1.8% | 484,927 | 940,037 | 1,100,664 | 317,001 |
| | Jan | 558,100 | 1.3% | 415,453 | 1.7% | 171,457 | 306,368 | 386,643 | 109,085 |
| | Feb | 498,365 | 1.2% | 379,148 | 1.8% | 153,558 | 278,198 | 344,807 | 100,951 |
| Mar | 529,126 | 1.3% | 462,437 | 1.8% | 159,911 | 355,472 | 369,215 | 106,966 | |



1 Bacs: Bacs annual processing statistics 2018.

2 Per cent growth rates relate to rolling 12 months.

Image Clearing

• The **Image Clearing System (ICS)** enables digital images of cheques and credits to be exchanged between participant banks and building societies across the whole of the UK for clearing and settlement. **Full migration** from the **Paper Clearing System (PCS)** to ICS was completed in August 2019. By Q1 2020, there were 20 participants clearing cheques through the ICS.

• During the quarter, just under 58 million **cheque images (RTPs)** were processed, a decrease of 14% on the preceding quarter. Quarterly growth in volumes averaged about 43% during 2019. The total value of RTPs processed in Q1 amounted to £81 billion, a decrease of 14% on Q4 2019. ICS volumes and values have both been impacted by the COVID-19 pandemic, with Q2 likely to see a further decrease.

• **Credits** are mainly used for **bill payments**. The volume of **credit images (ITPs)** via ICS decreased by 19.7% between Q4 2019 and Q1 2020 to 2.8 million. This amounted £8.5 billion paid, a decrease of 9.2% compared to Q4. Quarterly growth rates for ITPs in 2019 averaged around 100% for both volumes and values. These levels of growth can be attributed to an increase in migration to ICS, and have not continued into 2020.

• The main benefit of an image-based system is a **faster clearing** process, which completes within **two working days**. Imaging can also provide more choice. For example, banks may offer customers additional channel options to pay in cheques using just a **cheque image**.

• The system also processes and clears postal orders, sterling travellers' cheques, bankers' drafts, dividend cheques, government payable orders and warrants.

Q1 RTP Volume 2019 - 2020



Q1 ITP Volume 2019 - 2020



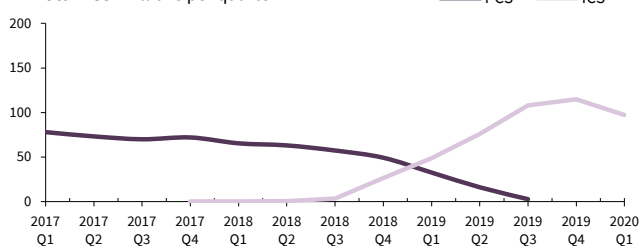
PCS

| | | Cheque Volume | | Credit Volume | | Cheque Value | | Credit Value | |
|------|-----|---------------|---------------------|---------------|---------------------|--------------|---------------------|--------------|---------------------|
| | | 000s | Growth ¹ | 000s | Growth ¹ | £ mn | Growth ¹ | £ mn | Growth ¹ |
| 2017 | Q1 | 77,939 | -15% | 4,883 | -20% | 92,760 | -12% | 3,886 | -13% |
| | Q2 | 73,152 | -15% | 4,385 | -20% | 90,444 | -12% | 3,036 | -13% |
| | Q3 | 69,923 | -15% | 4,183 | -20% | 88,216 | -11% | 2,796 | -15% |
| | Q4 | 71,947 | -15% | 3,809 | -21% | 85,018 | -11% | 2,015 | -22% |
| 2018 | Q1 | 65,384 | -16% | 3,703 | -23% | 80,671 | -11% | 2,306 | -31% |
| | Q2 | 63,039 | -15% | 3,405 | -23% | 80,461 | -11% | 1,739 | -38% |
| | Q3 | 57,307 | -16% | 3,247 | -23% | 75,427 | -12% | 1,880 | -40% |
| | Q4 | 49,204 | -20% | 2,921 | -23% | 63,174 | -16% | 1,605 | -36% |
| 2019 | Q1 | 32,588 | -28% | 2,203 | -27% | 44,887 | -23% | 1,415 | -35% |
| | Jan | 14,459 | -23% | 0,969 | -24% | 19,877 | -18% | 775 | -36% |
| | Feb | 10,108 | -25% | 0,635 | -25% | 14,085 | -21% | 353 | -35% |
| | Mar | 8,021 | -28% | 0,599 | -27% | 10,925 | -23% | 287 | -35% |
| | Q2 | 16,020 | -43% | 1,321 | -36% | 22,458 | -38% | 590 | -38% |
| | Q3 | 2,671 | -61% | 0,246 | -53% | 3,842 | -58% | 119 | -53% |
| | Q4 | 0,000 | N/A | 0,000 | N/A | 0,000 | N/A | 000 | N/A |
| 2020 | Q1 | 0,000 | N/A | 0,000 | N/A | 0,000 | N/A | 000 | N/A |
| | Jan | 0,000 | N/A | 0,000 | N/A | 0,000 | N/A | 000 | N/A |
| | Feb | 0,000 | N/A | 0,000 | N/A | 0,000 | N/A | 000 | N/A |
| | Mar | 0,000 | N/A | 0,000 | N/A | 0,000 | N/A | 000 | N/A |

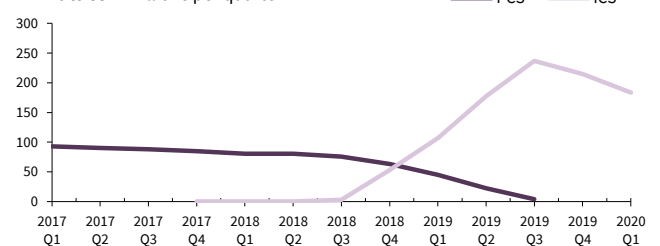
ICS

| | RTP Volume ² | | ITP Volume ³ | | RTP Value ² | | ITP Value ³ | | |
|------|-------------------------|---------------------|-------------------------|---------------------|------------------------|---------------------|------------------------|---------------------|-------|
| | 000s | Growth ¹ | 000s | Growth ¹ | £ mn | Growth ¹ | £ mn | Growth ¹ | |
| 2017 | Q1 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| | Q2 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| | Q3 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| | Q4 | 16 | 100% | 0 | N/A | 12 | 100% | 0 | N/A |
| 2018 | Q1 | 57 | 100% | 0 | N/A | 23 | 100% | 0 | N/A |
| | Q2 | 268 | 100% | 0 | N/A | 114 | 100% | 0 | N/A |
| | Q3 | 2,118 | 100% | 14 | 100% | 1,462 | 100% | 12 | 100% |
| | Q4 | 17,039 | >100% | 287 | 100% | 25,064 | >100% | 1,014 | 100% |
| 2019 | Q1 | 29,791 | >100% | 1,073 | 100% | 49,704 | >100% | 2,620 | 100% |
| | Jan | 7,631 | >100% | 203 | 100% | 12,387 | >100% | 717 | 100% |
| | Feb | 9,023 | >100% | 311 | 100% | 15,340 | >100% | 759 | 100% |
| | Mar | 13,137 | >100% | 559 | 100% | 21,977 | >100% | 1,145 | 100% |
| | Q2 | 46,727 | >100% | 1,939 | >100% | 76,707 | >100% | 8,585 | >100% |
| | Q3 | 61,633 | >100% | 3,641 | >100% | 99,766 | >100% | 12,184 | >100% |
| | Q4 | 67,372 | >100% | 3,430 | >100% | 93,963 | >100% | 9,408 | >100% |
| 2020 | Q1 | 57,903 | >100% | 2,755 | >100% | 80,600 | >100% | 8,544 | >100% |
| | Jan | 22,083 | >100% | 1,067 | >100% | 29,756 | >100% | 2,703 | >100% |
| | Feb | 18,131 | >100% | 862 | >100% | 24,918 | >100% | 2,320 | >100% |
| | Mar | 17,689 | >100% | 827 | >100% | 25,927 | >100% | 3,521 | >100% |

Volumes Millions per quarter



Values £ Billions per quarter



¹ Per cent growth rates relate to 12 rolling months.

² Request to pay: a cheque

³ Instruction to pay: a credit item

* Paper Clearing Scheme ceased operating on 19 September 2019

• **661,171 million** payments were processed by Faster Payments in Q1 2020, an increase of 20% compared to Q1 2019. The total value of payments processed in Q1 2020 was **£518 billion**, an increase of 13% compared to Q1 2019.

• **Single Immediate Payments (SIP)** volumes increased by 26% when compared with Q1 2019, value transferred in Q1 2020 was over **£335 billion**, an increase of 16% compared to Q1 2019. **SIP** continues to be the most used payment type in faster payment. Due to the reason above SIP payments continue to grow.

• **Standing Order Payments (SOP)** are regular fixed payments to a person or organisation. **SOP** volume increased by 3% compared with Q1 2019, with value transferred increasing by 2% compared to Q1 2019.

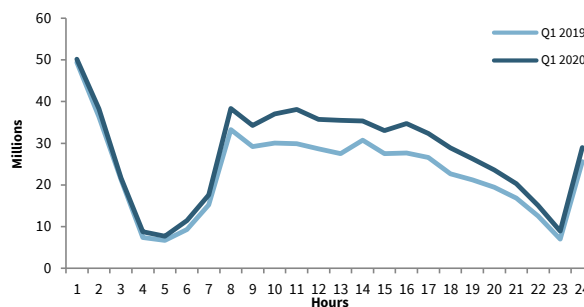
• **Forward-dated payments (FDPs)** are one-off payments sent and received on a pre-arranged date, set up by the customer in advance. **FDP** can be initiated via online banking, using a mobile device telebanking or in branch. In Q1 2020, **FDP** volume increased by 7% and value increased by 9% compared to Q1 2019. The average value of a single **FDP** remains unchanged at just over £2,000.

• **Peak FP usage** in Q1 2020 happens between 1 -2am and the least **FP usage** is around 11pm. Standing order run takes place between 12am - 6am each working day, this is why there is peak traffic between the early hours of the morning. The trend of usage of FP are either on a Friday, end of the month and the beginning of the month. Least usage of FP is on a Sunday.

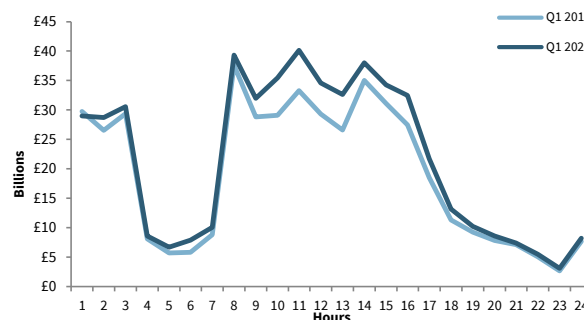
• The key factor for the continued growth of **faster payments** in Q1 2020 is due to the increased number of new participants that have joined the Scheme, both banks and non-banks, made possible by the technological and regulatory changes, development of new access model and growing digitalisation in the economy.

• On **23rd March**, the Government declared a national lockdown due to covid-19 pandemic. This lockdown will have an impact on not only the UK, but the worlds' economy and the payment system as a whole. As lockdown was declared in the latter part of Q1 2020, faster payment usage doesn't appear to have been impacted as yet.

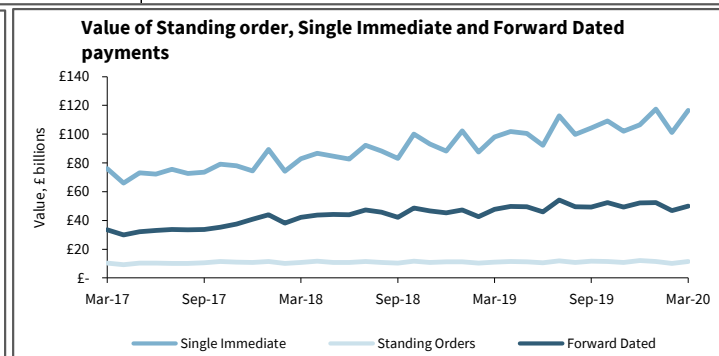
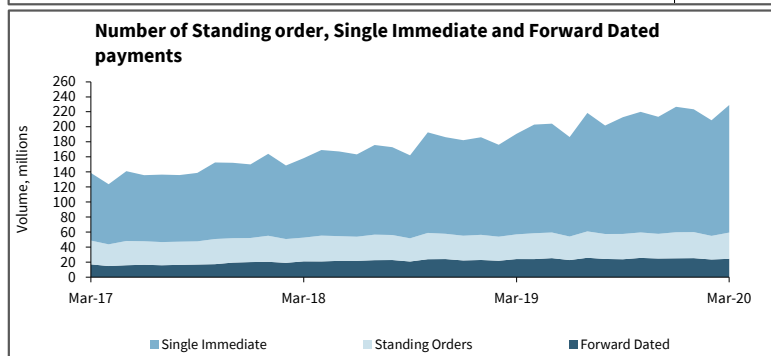
Peak Volume (Q1 2020)



Peak Value (Q1 2020)



| | | 2017 | | | 2018 | | | 2019 | | | 2020 | | |
|------|-----|----------------------------|---------------------|---|---|-----------------------|----------------------------|---------------------|---|---|-----------------------|--|--|
| | | Total ¹ 000s | Growth ² | Standing orders (inc Returns & Scheme Returns) 000s | Forward Dated (inc Corporate Bulk) 000s | Single Immediate 000s | Total ¹ £ mn | Growth ² | Standing orders (inc Returns & Scheme Returns) £ mn | Forward Dated (inc Corporate Bulk) £ mn | Single Immediate £ mn | | |
| 2017 | Q1 | 389,603 | 15% | 92,284 | 46,639 | 250,680 | 331,611 | 14% | 29,518 | 92,216 | 209,877 | | |
| | Q2 | 400,386 | 14% | 92,497 | 47,083 | 260,806 | 336,264 | 14% | 30,053 | 94,985 | 211,226 | | |
| | Q3 | 410,989 | 14% | 92,540 | 48,967 | 269,482 | 353,552 | 15% | 30,732 | 100,845 | 221,975 | | |
| | Q4 | 454,829 | 16% | 98,076 | 56,626 | 300,127 | 378,264 | 18% | 33,228 | 113,429 | 231,606 | | |
| 2018 | Q1 | 470,954 | 17% | 97,978 | 60,449 | 312,527 | 403,546 | 19% | 32,440 | 124,375 | 246,730 | | |
| | Q2 | 499,770 | 20% | 99,380 | 64,270 | 336,120 | 418,814 | 22% | 33,086 | 131,652 | 254,076 | | |
| | Q3 | 510,897 | 23% | 98,157 | 66,164 | 346,576 | 431,051 | 23% | 32,407 | 135,157 | 263,487 | | |
| | Q4 | 561,179 | 23% | 101,593 | 70,099 | 389,487 | 455,666 | 22% | 33,723 | 140,530 | 281,414 | | |
| 2019 | Q1 | 553,011 | 22% | 98,401 | 68,685 | 385,926 | 458,050 | 20% | 32,552 | 137,479 | 288,019 | | |
| | Jan | 186,128 | 22% | 33,491 | 22,827 | 129,811 | 160,825 | 20% | 11,128 | 47,294 | 102,402 | | |
| | Feb | 176,183 | 22% | 32,060 | 21,808 | 122,315 | 140,467 | 20% | 10,357 | 42,536 | 87,574 | | |
| | Mar | 190,700 | 22% | 32,849 | 24,050 | 133,800 | 156,758 | 20% | 11,066 | 47,649 | 98,043 | | |
| 2020 | Q1 | 661,171 | 20% | 101,033 | 73,152 | 486,986 | 517,559 | 13% | 33,213 | 149,202 | 335,143 | | |
| | Jan | 223,358 | 20% | 34,658 | 25,276 | 163,425 | 181,215 | 14% | 11,496 | 52,369 | 117,350 | | |
| | Feb | 208,756 | 20% | 31,451 | 23,475 | 153,830 | 158,241 | 14% | 10,207 | 46,844 | 101,190 | | |
| | Mar | 229,057 | 20% | 34,924 | 24,402 | 169,731 | 178,103 | 13% | 11,510 | 49,989 | 116,603 | | |



1 Scheme limit increased from £100,000 to £250,000 in November 2015.

2 Per cent growth rates relate to 12 rolling months.

Note: infographics on this page have been designed using resources from Freepik.com

• During the 12 months to the end of Q1 2020, CHAPS volumes amounted to 48.8 million, representing 0.6% annual growth. **Total volumes** amounted to 11.9 million in Q1 2020 itself, averaging 186,586 payments daily, a decrease of 0.3% compared with the daily average in Q1 2019.

• A recovery in **wholesale financial use of CHAPS** more than balanced the downward influences of ongoing long-term migration of some CHAPS use to the Faster Payments Service. The volume of these wholesale financial payments grew by 6% to 43.3 thousand per day in the 12 months to the end of Q1 2020, comprising 23% of CHAPS total volumes.

• **CHAPS values** during the 12 months to the end of Q1 2020 increased by 2.0% to £84.9 trillion, a daily average of £334.0 billion. However, compared with Q1 2019, the total value transferred in Q1 itself increased by 5.2% to £22.2 trillion with a daily average of £348 billion.

• CHAPS saw an all-time record value day on 18 March 2020, when £479 billion was settled in CHAPS. This is in part due to increased trade settlement and is aligned to the quarterly International Monetary Market (IMM) maturity date for futures, options and swaps. This new record exceeded the previous record of £468 billion on 20 December 2017 which also aligned to the quarterly IMM maturity date for futures, options and swaps.

• In 2019, there was a decline in value of **short-term lending (money markets)** payments in CHAPS, which has since recovered in Q1. The 2019 decline and recent recovery correlated with the trends in value of the wider market of short-term unsecured loans, as reported to the Bank of England¹. Reported market value in 2019 as a whole was 8% below 2018 levels, while Q1 growth in 2020 compared with Q1 2019 was +5%.

• Value growth during Q1 itself has been both in **corporate (and other non-interbank)** and in **wholesale financial** use.

• The average payment size increased strongly in March 2020 to £2.1 million. This was as a result of an increase in CHAPS value, largely reflecting financial market conditions.

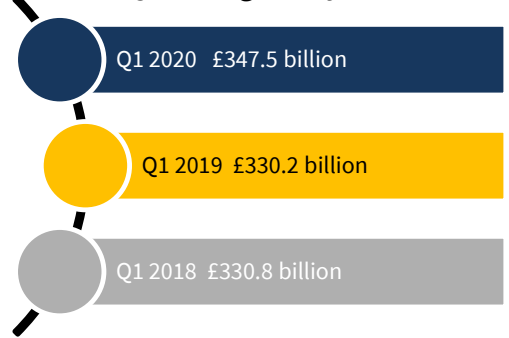
Record Value Day

CHAPS Record
Daily Value
£479 Billion

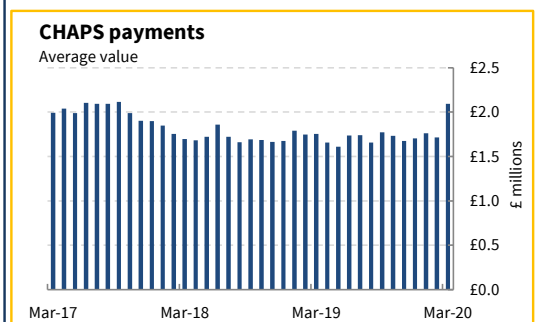
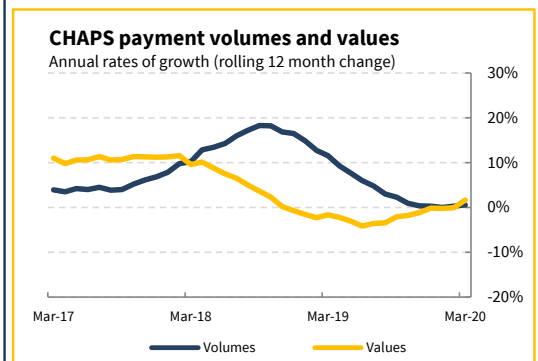
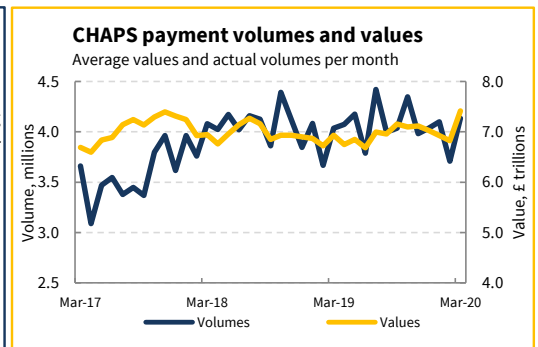
March 2020

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |

Q1 Average Daily Values



| | | Volumes | | Values | | Working Days per Period |
|------|-----|---------|---------------------|------------|---------------------|-------------------------|
| | | 000s | Growth ² | £ mn | Growth ² | |
| 2017 | Q1 | 9,975 | 4% | 20,064,979 | 11% | 64 |
| | Q2 | 10,104 | 4% | 20,662,901 | 11% | 61 |
| | Q3 | 10,194 | 4% | 21,403,494 | 11% | 64 |
| | Q4 | 11,379 | 7% | 21,951,103 | 11% | 63 |
| 2018 | Q1 | 11,803 | 10% | 20,843,232 | 10% | 63 |
| | Q2 | 12,217 | 14% | 21,423,574 | 7% | 62 |
| | Q3 | 12,147 | 18% | 20,549,847 | 4% | 64 |
| | Q4 | 12,356 | 16% | 20,697,289 | -1% | 64 |
| 2019 | Q1 | 11,789 | 12% | 20,803,043 | -2% | 63 |
| | Jan | 4,085 | 15% | 7,314,330 | -2% | 22 |
| | Feb | 3,666 | 13% | 6,410,123 | -2% | 20 |
| | Mar | 4,038 | 12% | 7,078,590 | -2% | 21 |
| | Q2 | 12,039 | 6% | 20,055,437 | -4% | 61 |
| | Q3 | 12,456 | 2% | 21,465,242 | -2% | 65 |
| | Q4 | 12,367 | 0% | 21,082,986 | 0% | 64 |
| | Q1 | 11,942 | 1% | 22,242,497 | 2% | 64 |
| 2020 | Jan | 4,100 | 0% | 7,226,089 | 0% | 22 |
| | Feb | 3,708 | 0% | 6,358,096 | 0% | 20 |
| | Mar | 4,134 | 1% | 8,658,312 | 2% | 22 |



1. Source: Bank of England - <https://www.bankofengland.co.uk/boeapps/database/FromShowColumns.asp?Travel=&searchText=YWQZ>.
2. Per cent growth rates are rolling 12 months.

E Cash machines withdrawals ¹

Please note that the data in this table show the total number and value of ALL withdrawals processed at UK cash machines, including those not handled by LINK, i.e., withdrawals where the card issuer and ATM owner is the same institution, known as on-us. Those handled by LINK are known as not-on-us.

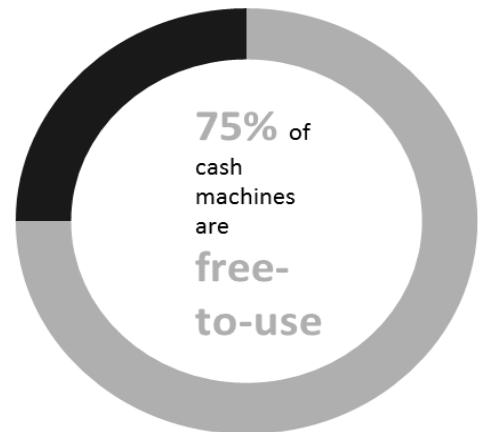
- The number of ATMs decline for the eleventh consecutive quarter, by 0.3%. The number of cash machines has broadly been declining for a number of years linked to declining usage and a fall in the interchange fee.
- However, on an annual basis the number and value of withdrawals declined at their highest ever rates of 12% and 8.2% respectively most likely due to isolation protocols implemented because of the Coronavirus outbreak.
- The number of IAD machines rose by 0.7% to 35,713, the highest level since 2019 Q2. By contrast the number of BBS machines fell by 1.7% to a record low 24,650.
- There was a marginal decline in the number of on-site cash machines to a new low of 15,108, linked to declining branch numbers. There was also a decline in the number of off-site machines, which fell by 0.3% to 45,255, accounting for 75% of the total estate. The retail sector accounts for 71% of off-site cash machines, unchanged since 2018 Q2.
- The number of free-to-use machines rose by 0.4% to 45,278 while the number of pay-to-use machines fell by 2.1% to 15,085. Pay-to-use machines now account for 33% of off-site machines and 25% of the total estate.



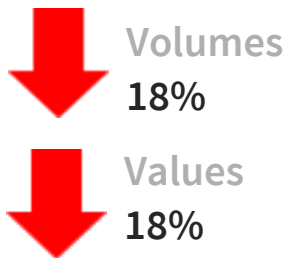
60,363
cash machines

439 million
withdrawals

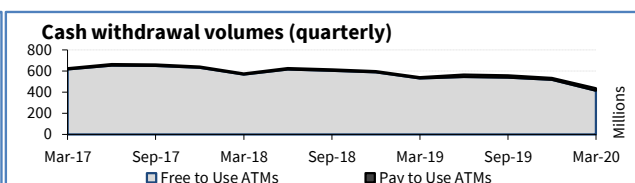
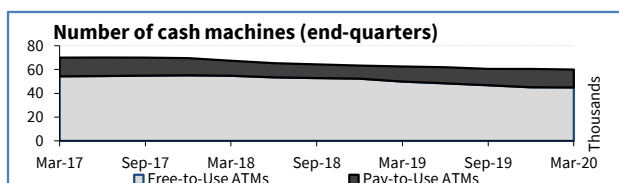
£33 billion
withdrawn



Record rates of quarterly decline in withdrawals



| | | Number of cash machines at period end | Cash withdrawals | | | | | |
|------|----|---------------------------------------|-----------------------------------|---------------------|----------------------------------|---------------------|--------------------|--|
| | | | Volume (inc 'on-us' transactions) | | Value (inc 'on-us' transactions) | | | Number of withdrawals where a fee is charged to the cardholder |
| | | | mn | Growth ² | £ mn | Growth ² | Average value £ | |
| 2017 | Q1 | 70,045 | 627 | -2.6% | 44,305 | -0.6% | 71 | 1.8% |
| | Q2 | 70,114 | 666 | -3.1% | 47,656 | -1.8% | 72 | 2.1% |
| | Q3 | 70,045 | 662 | -3.8% | 48,188 | -2.3% | 73 | 2.0% |
| | Q4 | 69,603 | 643 | -5.0% | 47,315 | -3.4% | 74 | 1.8% |
| 2018 | Q1 | 67,419 | 577 | -6.0% | 41,080 | -4.8% | 71 | 1.8% |
| | Q2 | 65,379 | 628 | -6.4% | 44,240 | -5.9% | 70 | 2.1% |
| | Q3 | 64,362 | 616 | -6.8% | 43,966 | -7.2% | 71 | 2.1% |
| | Q4 | 63,360 | 599 | -6.8% | 44,137 | -7.5% | 74 | 1.9% |
| 2019 | Q1 | 62,581 | 542 | -6.4% | 38,206 | -7.4% | 70 | 2.2% |
| | Q2 | 61,967 | 567 | -7.4% | 41,430 | -7.2% | 73 | 4.0% |
| | Q3 | 60,534 | 559 | -7.9% | 41,418 | -6.5% | 74 | 3.8% |
| | Q4 | 60,528 | 535 | -9.0% | 40,587 | -6.8% | 76 | 3.3% |
| 2020 | Q1 | 60,012 | 438 | -12.0% | 33,065 | -8.2% | 76 | 5.4% |



¹ On-us transactions amounted to some 16% of the total volume and 21% of the total value at the end of Q1 2020.

² Per cent growth rates relate to 12 rolling months.

Note: BBS denotes Banks & Building Societies; IAD denotes Independent ATM Deployers i.e. non-banks.

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