

Close at hand

bba

The voice of banking

Bank branch 1.4

Post Office 0.7

Free ATM 0.5



Supported by:

CACI



Close at hand

We are in touch with our banks now more than ever before. That's because it is easier than ever for us to do our banking.

You can check your balance on a banking app, get text alerts to help you avoid fees and speak to advisers through new innovations like video banking.

Nearly all of us can now pay in cheques, withdraw cash and carry out other basic banking in over ten thousand post offices due to deals struck by the banks.

In total there are 20,000 places across the country where we can bank face-to-face, 50,000 free to use ATMs and a fleet of mobile banking vans. That means your nearest banking service is on average just 1.4 minutes away.

Experts predict that the amount we talk to and interact with our banks will more than double over ten years - because banking is close at hand.



A consumer-led revolution



427 million
branch interactions

2015



895 million
mobile interactions



268 million
branch interactions

2020



2,341 million
mobile interactions



43%

Decline in telephone banking
between 2008 and 2013

Smarter banking



Total downloads up to
March 2015 - a rise
of 8.2 million since
March 2014

Text messages sent each day
to customers in March 2015



£2.9 billion transferred using
banking apps each week in
March 2015

Changing times



33% – of Barclays personal loan applications are approved without the customer visiting a branch



£400 million – to be spent on RBS and NatWest branches refurbishments this year



65% – of Halifax's online banking now takes place on mobile phones

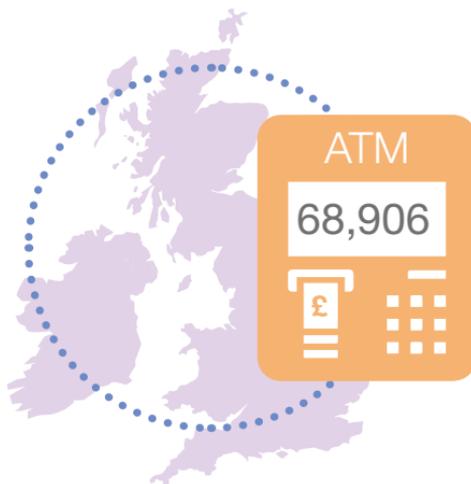


- to the Tesco Bank Mobile Banking App each week



- of payments and transfers by HSBC customers are now done in a branch

Average distance to
your nearest branch 1.4 miles

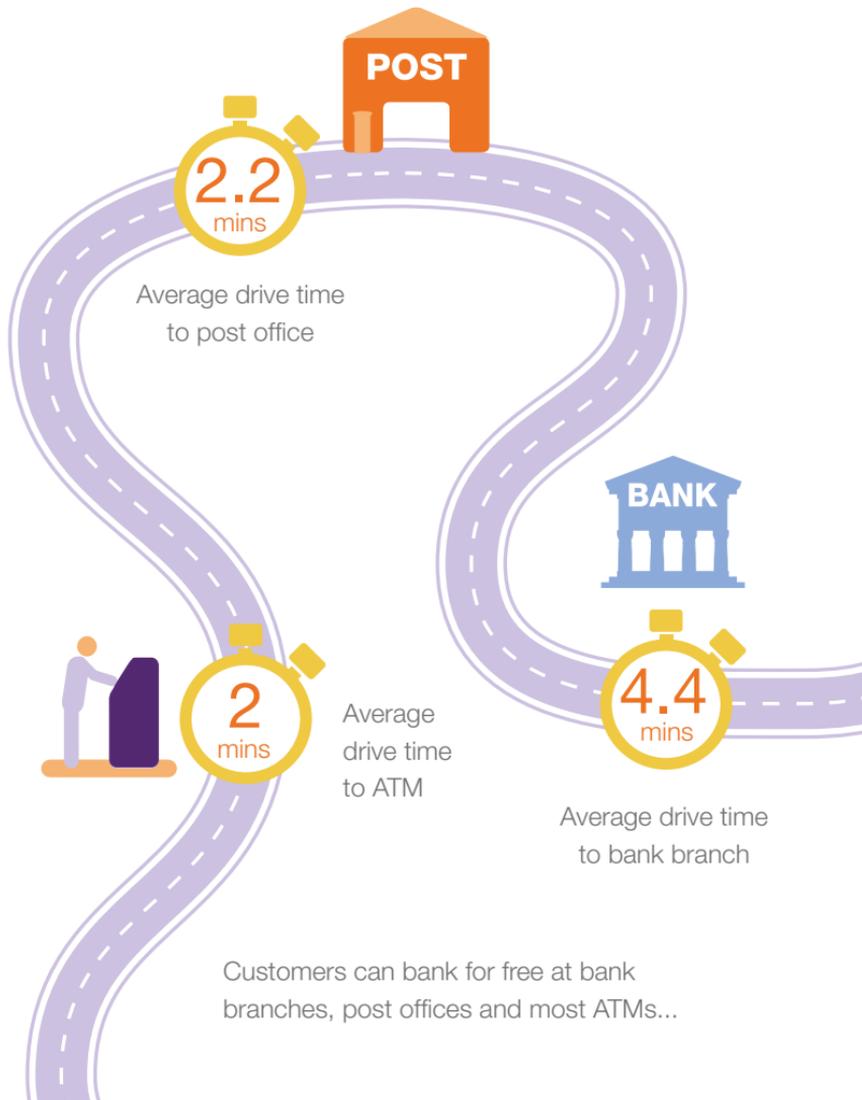


97% of over-80s

are within 0.5 miles of
banking services



Source: CACI (2015) LINK (2014)



Source: CACI (2015)

99.9% of adults

live within 20 minutes' drive of a
bank branch or post office



Which means your
closest banking service
is on average 1.4
minutes away, closer
than your local pub