

**Raising awareness of cash access services**

## Chapter 10

# Raising awareness of cash access services



## 10.2 Categories of information

- 10.2.1** **G** Subject to **■ ATCS 10.1.3R**, the information that should be published under **■ ATCS 10.1.1R(1)** includes details of the following for each *cash access facility* where any *cash access services* are provided, insofar as relevant to the particular type of facility:
- (1) the type of *cash access facility*;
  - (2) its address or location;
  - (3) which of the *specified cash access services* are available;
  - (4) opening hours;
  - (5) accessibility information, including availability of wheelchair access, hearing loop and audio assistance;
  - (6) what (if any) *assisted cash access services* are available;
  - (7) whether each *cash access service* allows for a reasonable mix of both coins and banknotes to be deposited or withdrawn (as appropriate);
  - (8) whether a balance enquiry service is available;
  - (9) whether personal identification number (PIN) management services are available; and
  - (10) whether any *cash access services* provided in relation to *relevant personal current accounts* are provided free of charge and, if not, what the charges are.
- 10.2.2** **G** The details in **■ ATCS 10.2.1G** are not intended to be exhaustive. Additional details should be published where these would be helpful to *customers*.