

Implementation

Chapter 8

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8.2 Publication of information about cash access facilities

- 8.2.1 **R** Each *designated firm* required to provide or procure the provision of *required cash access services* under ■ ATCS 8.1.1R must, as soon as reasonably practicable, publish in writing the information set out in ■ ATCS 8.2.2R in an easily accessible place on its website.

Information to be published

- 8.2.2 **R** The information referred to in ■ ATCS 8.2.1R comprises the following details about any existing or new *cash access facility* that will be used to provide the *required cash access services*:
- (1) the address or location of any existing *cash access facility*, and the expected address or location of any new *cash access facility*;
 - (2) opening hours;
 - (3) accessibility information, including availability of wheelchair access, hearing loop and audio assistance;
 - (4) details of which *specified cash access services* will be available;
 - (5) whether each *specified cash access service* will allow for a reasonable mix of both coins and banknotes to be deposited or withdrawn (as appropriate);
 - (6) what (if any) *assisted cash access services* will be available;
 - (7) whether a balance enquiry service will be available;
 - (8) the expected date from which the *required cash access services* will be provided (or, where applicable, that they are already being provided); and
 - (9) whether the *required cash access services* are to be provided on a permanent or trial basis and, if the latter, details of the trial period.

- 8.2.3 **R** *Designated firms* must keep the information they publish under ■ ATCS 8.2.1R up to date.

- 8.2.4 **G** (1) A *designated firm* may not be in a position to give a definitive date under ■ ATCS 8.2.2R(8). For example, it may still be negotiating a lease

of premises. In such circumstances, the *designated firm* should provide its best estimate of the date or range of dates, explaining why it is unable at that point to be more definitive.

- (2) Examples of where the published information should be updated are where there has been a review under ■ ATCS 9, where no additional *cash access services* will be provided as a result of ■ ATCS 8.1.11R or where the *cash access assessment* has been updated under ■ ATCS 8.1.12R.