

For Publication by UK Finance.

Access to Cash Action Group

Note of meeting: Monday 29 November 2021 @3pm

Welcome and apologies, minutes and matters arising

For attendees and apologies, see Appendix 1.

Natalie Ceeney [NC] welcomed the group and thanked attendees for joining.

The steps to safeguard legal privilege and confidentiality along with the antitrust guidelines were taken as noted.

1. Overview of outstanding decisions for meeting including communications

NC advised that the key focus for the meeting was to:

- Discuss and agree the full end to end Minimum Viable Product (MVP)
- Provide an update on 2022 readiness
- Discuss and agree the communication approach and content

Cat Farrow [CF] advised that since the last meeting, the Cash Action Group (CAG) Team has been holding detailed and extensive discussions on the following five key elements with the banks' teams:

- **Detailed assessment criteria** produced in conjunction with LINK and shared with the banks' teams. The teams have been supportive subject to a few minor tweaks.
- **The notification process**, the CAG team has been working with the banks' teams and FCA and is still working through the detail.
- **Clarification on the responsibilities** in the new CAG framework, a working draft was shared with Design Authority and CAG on 25 November outlining the responsibilities in detail.
- **Northern Ireland service standards**, in consultation with NI banks, it has been agreed that the North Star Service standard will apply across the whole of the UK
- **Formal Minimum Viable Proposition (MVP) review** in Year 2 and Year 5 as a minimum. It is proposed that formal reviews are undertaken and taken forward by UK Finance.

Update on OpCo

CAG agreed to an interim OpCo, as per recommendation from Design Authority, to be set and run for 12 months ahead of the long term OpCo being operational.

NC asked CAG members to provide their formal approval for the Access to Cash Target Operating Model/ Minimum Viable Proposition in order to progress further by 3 December 2021.

Eric Leenders advised that regarding NI, discussions relating to NI sign up have been ongoing.

Communications

NC thanked members for their input which would now be used to finalise the press release.

CAG agreed to the content of the draft press release.

2. AOB and date of next meeting

Stuart Haire [SH] thanked NC and added that a great deal has been achieved under her leadership.

Natalie Ceeney [NC] thanked the CAG members and their teams for the support.

APPENDIX 1

Attendees	
Attendee Name	Organisation
Natalie Ceeney [NC] Chair	Independent Chair
David Postings [DP] Deputy Chair	UK Finance
Tim Allen [TA]	Barclays (for Matt Hammerstein)
John Saxton [JS]	EY
Alison Coxon [AC]	EY
Amanda Mills [AM]	EY
Martin McTague [MM]	Federation Small Businesses
Stuart Haire [SH]	HSBC UK
Vim Maru [VM]	Lloyds Banking Group
John Howells [JH]	LINK
Chris Ashton [CA]	LINK
Sara Bennison [SB]	Nationwide Building Society

Brian Holland [BH]	NatWest (for David Lindberg)
Angelique Bret [AB]	Pinsent Masons
Martin Kearsley [MK]	Post Office
Enrique Alvarez Labiano [EAL]	Santander
Debbie Crosby [DC]	TSB
Eric Leenders [EL]	UK Finance
Juliet Trimby [JT]	UK Finance Secretariat
Hannah Cane [HC]	Independent Secretariat/PMO
Cat Farrow [CF]	Independent Secretariat/PMO

Apologies

Attendee name	Organisation
Caroline Abrahams [CAb]	Age UK
Matt Hammerstein [MH]	Barclays Bank UK
Siam Williams [SW]	Toynbee Hall