

2017



# UK Consumer Payments

Trends in consumer access to, and use of, different payment methods



The following companies contributed to the data within this publication.  
More details of referenced payment systems are available on the relevant websites:



Bacs has been maintaining the integrity of payment related services since 1968, with responsibility for the schemes behind the clearing and settlement of UK automated payment methods, Direct Debit and Bacs Direct Credit. Almost 123 billion transactions have been debited or credited to British bank accounts via Bacs since its inception; in 2016 6.2 billion UK payments were made this way with a total combined value of just below £4.8 trillion. [www.bacs.co.uk](http://www.bacs.co.uk)



The Belfast Bankers' Clearing Company was formed in May 2007 as a means of formalising existing rules and standards for sterling paper clearings and Euro debit clearing in Northern Ireland. The role of the Company is to maintain the integrity of the clearing arrangements and ensure the system is efficient and effective. [www.bbcl.co.uk](http://www.bbcl.co.uk)



Cash Services acts as a focal point for the provision of strategic direction on co-operative (non-commercial) issues for cash. Its overall aim is to ensure that cash can circulate efficiently and effectively, and risks in the cash cycle are managed to this end. [www.cashservices.org.uk](http://www.cashservices.org.uk)



CHAPS is the UK's same day high value payment system for both wholesale financial and retail payments. Payments of any value are settled individually and irrevocably intraday in central bank funds, transferred over SWIFT. CHAPS is an international scheme focused on systemically important, high value and time-critical payments. Currently 26 domestic and international financial institutions are Direct Participants, with a high level of future joiners planned, the widest Direct Participation base of the UK schemes. These serve over 5,000 Indirect Participants. CHAPS is used by banks, building societies and other payment service providers to pay each other in wholesale financial transactions and international sterling flows, accounting for most of CHAPS' value. [www.chapsco.co.uk](http://www.chapsco.co.uk)



The Cheque and Credit Clearing Company is responsible for managing the cheque clearing system. As well as clearing cheques, the system processes bankers' drafts, building society cheques, postal orders, warrants, government payable orders and travellers' cheques. The company also manages the systems for the clearing of paper bank giro credits, euro cheques and US dollar cheques (the two clearings for currency cheques drawn on GB banks). In 2016 the sterling clearing systems handled 367 million inter-bank cheque and credit items, valued at a total of £416 billion. [www.chequeandcredit.co.uk](http://www.chequeandcredit.co.uk)



The Faster Payments Service, operated by Faster Payments Scheme Limited, enables internet, mobile, telephone and standing order payments to move from account to account, normally within seconds, and certainly within a few hours, 24 hours a day, 365 days a year. The scheme has been doing this non-stop, since its launch just over nine years ago, and now delivers over 1.4 billion payments a year, worth almost £1.2 trillion. Given its scale and reach, it is still considered one of the most advanced real-time payments services in the world. [www.fasterpayments.org.uk](http://www.fasterpayments.org.uk)  
Faster Payments' real-time payments capability is now being used to underpin the Paym mobile payments service. [www.paym.org.uk](http://www.paym.org.uk)



The LINK Scheme is the national cash machine network. Effectively every cash machine in the UK is connected to LINK, and LINK is the only way banks and building societies can offer their customers access to cash across the whole of the UK. LINK's role is to provide UK consumers with universal access to cash in a safe, convenient and rapid manner. LINK is governed by its 38 Members which issue debit and ATM cards and deploy cash machines across the UK. [www.link.co.uk](http://www.link.co.uk)



The UK Cards Association is the trade body for the card payments industry in the UK, representing financial institutions which act as card issuers and acquirers. The Association is committed to delivering a card payments industry that is constantly focused on improved outcomes for the customer. [www.theukcardsassociation.org.uk](http://www.theukcardsassociation.org.uk)

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Payments UK is the trade association launched in June 2015 to support the rapidly evolving payments industry. Payments UK brings its members and wider stakeholders together to make the UK's payment services better for customers and to ensure UK payment services remain world-class.

UK Consumer Payments 2017 presents detailed results from Payments UK's National Payments Study, a long-running annual market research exercise examining the holding and use of different payment methods by individuals in the UK.

This report is published each year in order to provide insights from the annual market research exercise. This forms one of the key inputs into Payments UK's annual Payment Markets Review.

Other publications produced by Payments UK draw on the data summarised in this report. These include UK Payment Markets, UK Payment Statistics, UK Cash and Cash Machines, UK Cheques and UK Automated Payments. The UK Cards Association publishes UK Card Payments.

Colleagues working on behalf of Payments UK will be happy to help if you have any queries regarding this publication.

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[www.paymentsuk.org.uk](http://www.paymentsuk.org.uk)

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