

End-of-year shopping: More CASH points every week

During 2023, the number of Bancontact CASH points increased by 170 (from 220 to 390) and the number of ATMs by 533 (from 437 to some 1000).

A survey by the Ipsos research agency shows that 8 in 10 visitors to a CASH point are satisfied with the service. “We are not blind to the social challenges posed by the transition happening in payment traffic,” says CEO Jeroen Ghysel. “But the users of our CASH points can always count on us. We keep listening to feedback and we continue to work on providing clean, safe and secure CASH points that function well. At the same time, we are speeding up the rollout of our cash network and aim to open about one new CASH point every working day. By the end of 2025, we will be operating a network of circa 2,500 ATMs in a total of 950 locations.”



Faster software

Since early November, we have been upgrading the existing software across the entire network of CASH points. This upgrade has reduced the average time for conducting a basic transaction at an ATM by 10 to 15 seconds and will make cash withdrawals at CASH points a lot smoother and faster. Our teams continue to work on introducing further improvements in the future.

Easy to access and secure

While the number of CASH points has increased, some ATM locations have disappeared. Batopin has worked hard in recent months to develop and provide more communications that guide and support people in the transition to the new machines – and to make it easy for them to find their

way to the new CASH points. Batopin can now be accessed by e-mail and QR code – plus there's the telephone support, which of course remains. All of the larger CASH points have now been fitted with privacy screens and improved privacy stickers.

Increased user-friendliness for all

The upgraded new software has made the wording of the instructions simpler, while also making some of the buttons on the screen easier to identify. Soon, all ATMs will also be fitted with Braille stickers. And, in addition, the instruction videos telling users how to withdraw cash from the ATMs, available on cash.be, will also include an voice-over providing greater clarification and more explanations.

Overall satisfaction

Many of these changes have been prompted by feedback and questions from users during the start-up phase of the network of CASH points. "We are very grateful to users for all their feedback," says CEO Jeroen Ghysel. "As a result, we have made our ATMs easier to locate and accessible to everyone, in places where people really need cash. That is what the new Bancontact CASH points stand for."

For more info and the CASH points locator: bancontact.cash

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