

# Banking Automation **BULLETIN**

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**The metaverse – coming soon to a bank near you?**

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Why deposit automation and recycling bucks other retail banking trends

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Most in-person card purchases to be contactless by 2026

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Offline digital payments to lead rural India away from cash

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Turkish ATM sharing takes off

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**Country profile:  
Lithuania**

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## Why deposit automation and recycling bucks other retail banking trends

Deposit automation and recycling has been an important feature of the ATM market for years now, yet it remains a key focus for banks and their suppliers at a time when cash, ATMs and branches are under unprecedented pressure from digital banking, a situation which has only been exacerbated by the pandemic. There is a strong case to be made that this technology is more critical than ever in facilitating improved customer service while reducing operating costs.

RBR's latest research on deposit automation and recycling (see page 2) highlights a growing sector, but one which is complex to unpick due to overlapping and often contradictory trends. At a global level, China muddies the waters because of its scale and greater than average move away from cash and ATMs, but the situation is confusing in other countries too, where branch and/or ATM closures put downward pressure on deposit automation and recycling terminals which are simultaneously gaining in popularity with both banks and customers. Outside of China, the number of automated deposit transactions grew 10% last year – it is easy to forget that many people still use cash regularly and that they value benefits such as instant account crediting, reduced waiting times at branches and extended hours.

While recycling functionality is invisible to customers, it is important for banks due to its ability to boost efficiency and for suppliers to boost margins. The number of recyclers grew 4% last year and now accounts for 65% of deposit automation and recycling terminals worldwide. Because the primary reason for banks to deploy recyclers is financial as opposed to customer-driven, the market does not see sudden year-on-year changes. Instead, we see trends which can take many years to play out as ATMs which previously only dispensed cash, or accepted automated deposits but did not recycle, are replaced. Some countries have only recently started on the recycling journey, notably the USA where it is generally only the largest banks that have meaningfully deployed recyclers so far. Brazil is another country with low recycling penetration where industry dynamics, including high CIT and security costs, are forecast to drive strong recycling growth.

While the situation in every country is slightly different, the underlying reason that deposit automation and recycling remains important is that billions of people use cash every day, and they will continue to do so for the foreseeable future, so solutions that efficiently handle that cash remain vital.

Dominic Hirsch, Editor

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