





Public consultation on The Future of Cash Use - Te Whakamahinga Moni Anamata  
Reserve Bank of New Zealand – Te Pūtea Matua

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PREPARED FOR	Peter Northcote and John Park Future of Cash Programme Reserve Bank
PREPARED BY	Emanuel Kalafatelis and Katrina Magill
CONTACT DETAILS	Emanuel Kalafatelis Research New Zealand Phone 04 499 3088 <a href="http://www.researchnz.com">www.researchnz.com</a>
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# Contents

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<b>1.0</b>	<b>Executive summary</b>	<b>3</b>
1.1	Main findings	4
<b>2.0</b>	<b>Introduction</b>	<b>11</b>
2.1	The future use of cash	11
2.2	The public discussion and consultation process	12
2.3	Feedback received	13
2.4	Analytical approach	15
<b>3.0</b>	<b>Opinions about whether it will become difficult to get and use cash in New Zealand</b>	<b>16</b>
3.1	Opinion varied in terms of whether it will become harder to get and use cash in New Zealand	16
3.2	Opinion varied in terms of the timeframe in which it will become harder to get and use cash in New Zealand	21
3.3	There is general agreement that financially and/or digitally excluded people will be negatively impacted if cash becomes difficult to get or use	25
3.4	Further opinions about specific groups of people being impacted if cash becomes difficult to get or use	35
3.5	Other issues resulting from cash becoming difficult to get or use	39
3.6	Managing issues resulting from cash becoming difficult to get or use	47
<b>4.0</b>	<b>Opinions about who should pay to keep cash in circulation</b>	<b>54</b>
<b>5.0</b>	<b>Other matters, including other issues &amp; opinions about the survey</b>	<b>59</b>
5.1	Other issues	59
5.2	Other strong comments with the issue raised in the issues paper	60
5.3	Opinions about the survey	62
<b>Appendix A: Issues paper and online survey questionnaire</b>		



## 1.0 Executive summary

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This report is based on an analysis of the submissions received by the Reserve Bank of New Zealand (the Bank) in response to its issues paper on the future use of cash (The Future of Cash Use – Te Whakamahinga Moni Anamata: Issues Paper) and its invitation to provide feedback on these issues.

Between 19 June and 31 August 2019, when the public consultation process was opened and closed, 2,284 submissions were received. These were mostly received electronically via an online survey (2,257 submissions or 98.8% of the total), while others were received as paper copies of the survey through the mail (nine submissions or 0.4% of the total), some as emails (10 submissions or 0.4% of the total) and some as written submissions (eight submissions or 0.4% of the total). Most of the submissions received were from individuals or family/whānau (93%). (Approximately 120 additional items of feedback on the issues paper were received using abridged or customised surveys for engagement events, and these have been separately considered by the Bank).

A copy of the invitation to provide a submission and the survey feedback form can be found in an appendix to this report.



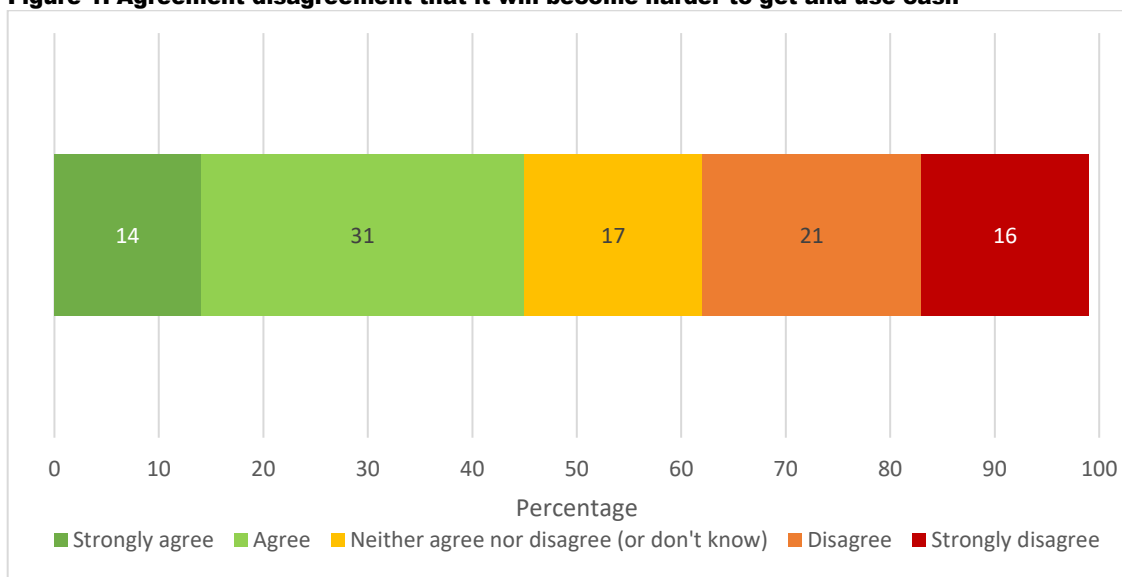
## 1.1 Main findings

The main findings of the survey may be summarised as follows in relation to the issues identified in the Bank's issues paper:

### 1. Issue 1: People who are financially or digitally excluded could be severely negatively affected by a decline in cash.

Opinion varied in terms of whether it will become hard to get or use cash in New Zealand. While almost one-in-every two respondents (45%) agreed that it will become harder to get and use, over one-third of respondents disagreed (37%) and a further 17% provided a neutral response (Figure 1).

**Figure 1: Agreement-disagreement that it will become harder to get and use cash**

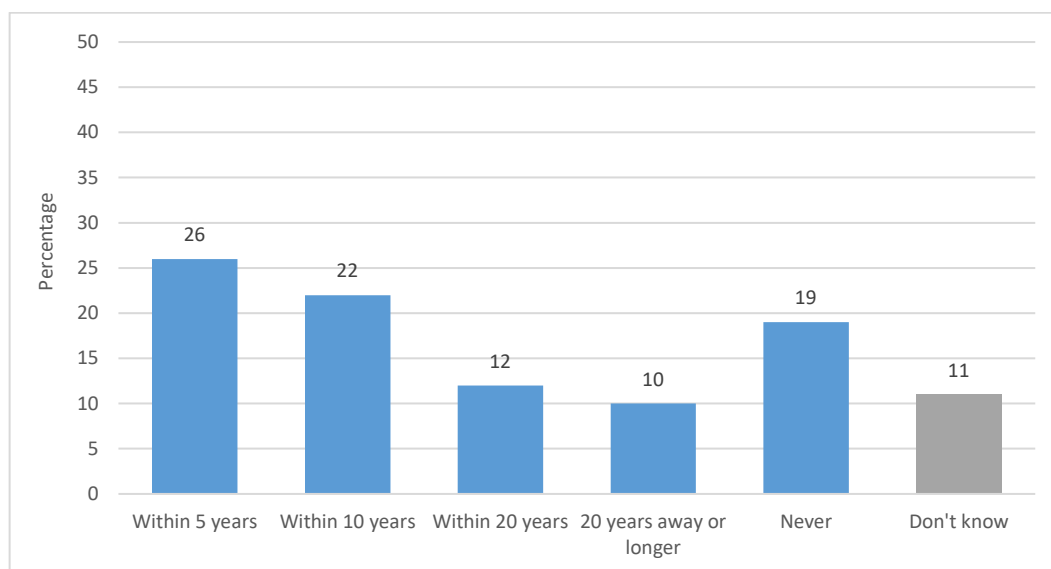


Note: Total may exceed 100 percent due to rounding.



Opinion also varied in terms of the timeframe in which this might occur. Whereas one-in-every two respondents (48%) felt that it would become hard to get or use cash within the next 10 years (with more than one-half of those saying it would be within five years), others felt that this would happen in a longer timeframe of more than 10 years (22%) (Figure 2). Eleven percent were uncertain about the timeframe, whereas 19% categorically stated that it would never happen.

**Figure 2: Timeframe within which it will become harder to get and use cash**



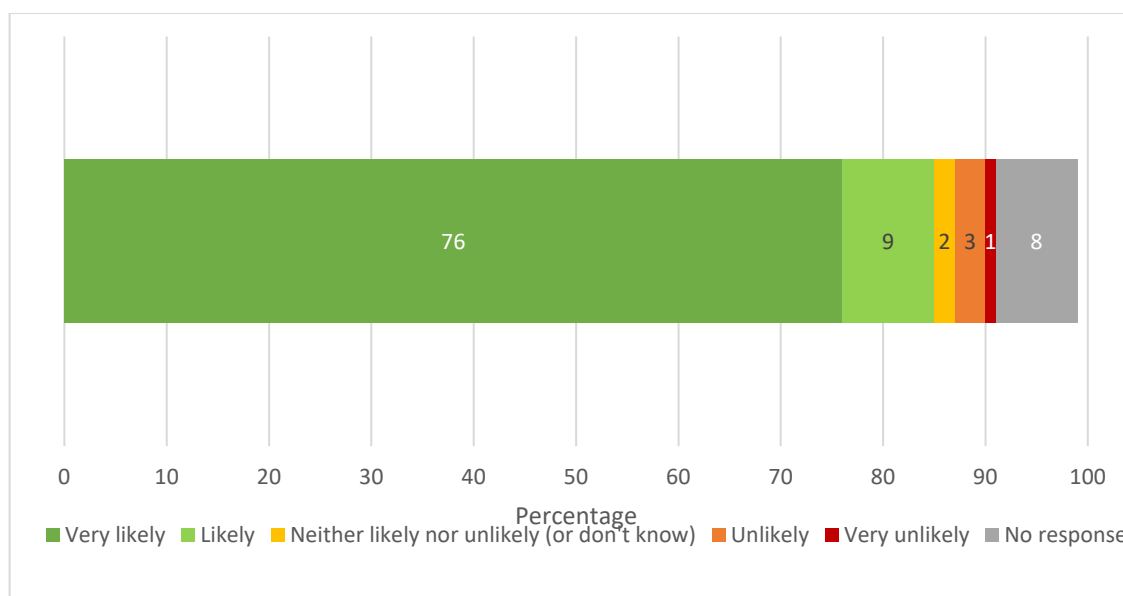
Note: Total may exceed 100 percent due to rounding.

Opinion about the certainty with which it will become hard to get or use cash and the likely timeframe in which this will occur are correlated. The almost one-half of respondents who were certain that it will become hard were also more likely to state that this will occur in the next 10 years. Seventy-six percent thought this would be the case compared with 48% for all respondents.



Against this background, the majority of all respondents (85%) agreed with the Bank's view that people who are financially excluded could be severely negatively impacted if cash becomes difficult to get or use in New Zealand (Figure 3).

**Figure 3: Perceived likelihood that people who are financially and/or digitally excluded would be severely negatively impacted by the disappearance of cash**



Note: Total may exceed 100 percent due to rounding.

In this regard, the following groups of people were specifically identified by respondents as likely to be severely negatively impacted:

- ◆ 'People unable to have or operate a bank account for any reason' (87% agreed that this group is likely to be severely negatively impacted).
- ◆ 'People without internet access' (85% agreed).
- ◆ 'People without identification or proof of address' (84% agreed).
- ◆ 'People older than 60 years of age' (80% agreed).
- ◆ 'People living in rural areas' (73% agreed).
- ◆ 'Illegal immigrants' (72% agreed).
- ◆ 'People with low incomes' (72% agreed).
- ◆ 'Refugees and new migrants to New Zealand' (70% agreed).

Whilst the majority of all respondents acknowledged that these groups of the population would be severely disadvantaged in a cashless society, most were at a loss to think of what could be



done (and by who) to help stop cash becoming hard to get or to manage the impact of this happening.

Most suggestions put forward in this regard reflected the following themes:

- ◆ The Government could introduce new laws and legislation to ensure cash continues to be available as a payment option (this was mentioned by 14% of all respondents).
- ◆ Community groups, families and individuals could fight for the right to stop cash becoming hard to get by petitioning or lobbying the government (4%).
- ◆ Many other respondents commented that each of these groups should 'do nothing/not change anything/keep the status quo'. However, this did not necessarily mean that they were happy for cash to be phased out, it was more that they did not want anything to change. By maintaining the status quo, they were essentially stating that the Bank should keep producing cash (21%), retailers should keep accepting cash (19%) and individuals should keep spending it (13%).

2. **Issue 2: Tourists, people in some Pacific islands and people who use cash for cultural customs could be severely negatively affected if they cannot use cash.**

The following groups of people were also identified as being negatively impacted if cash becomes difficult to get or use in New Zealand:

- ◆ 'People in Pacific countries which use New Zealand cash' (62% agreed that this group would be negatively impacted).
- ◆ 'People wanting to give cash in a cultural or religious tradition of celebration' (63% agreed).
- ◆ 'International visitors to New Zealand' (50% agreed).

Although respondents also had the option of identifying whether or not they felt these groups could be positively impacted by a cashless society, only 1% - 2% believed this would be so.

3. **Issue 3: All members of society would lose the freedom and autonomy that cash provides and the ability to use cash as a back-up form of payment, and might be more exposed to national and personal cyber threats.**

Given a hypothetical situation in which cash is hard to get or use, the majority of all respondents agreed with statements that reflected their concerns with their privacy, security, and autonomy (Figure 4 overleaf):

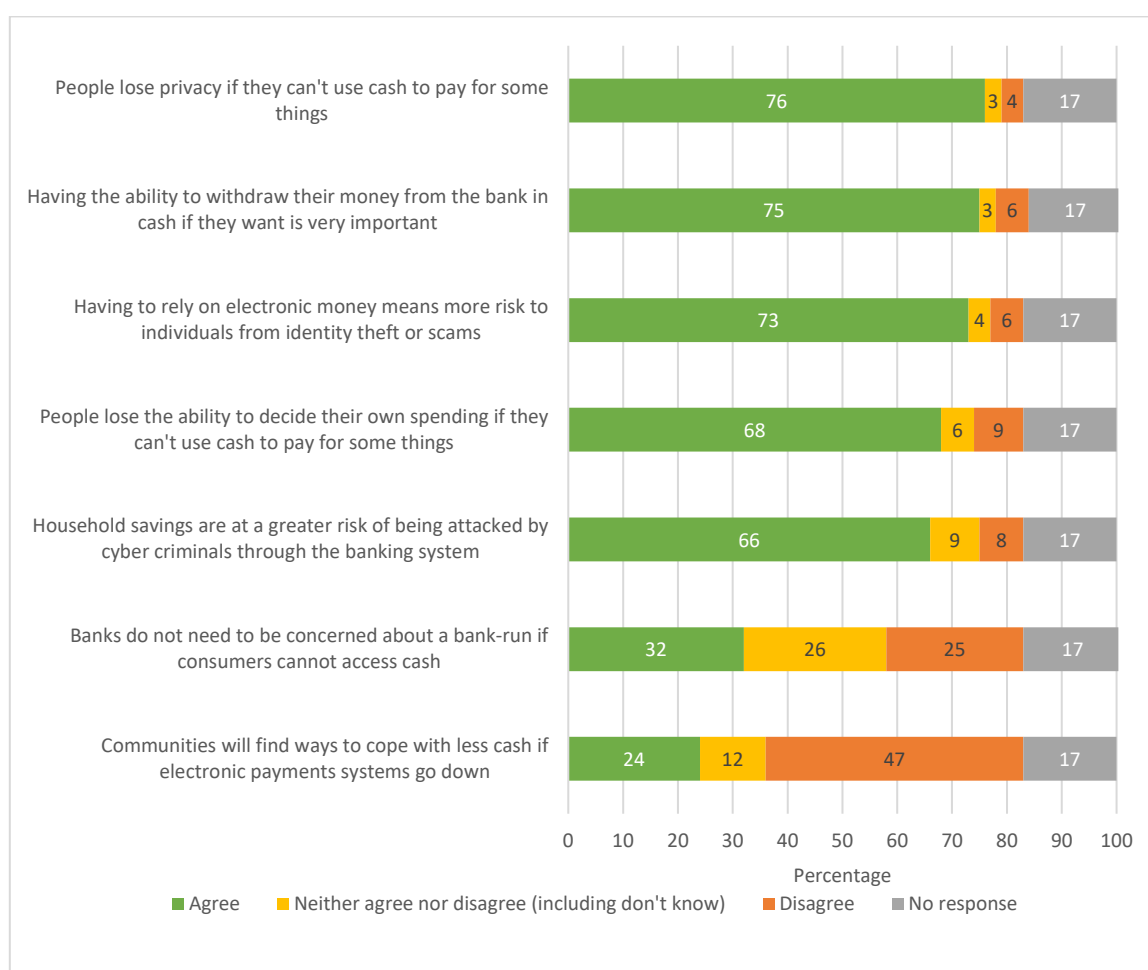
- ◆ 'People lose privacy if they can't use cash to pay for some things' (76% agreed).
- ◆ 'Having the ability to withdraw their money from the bank in cash if they want is very important' (75% agreed).





- ◆ 'Having to rely on electronic money means more risk to individuals from identity theft or scams' (73% agreed).
- ◆ 'People lose the ability to decide their own spending if they can't use cash to pay for some things (68% agreed).
- ◆ 'Household savings are at a greater risk of being attacked by cyber criminals through the banking system' (66% agreed).

**Figure 4: Agreement-disagreement with statements describing a hypothetical situation in which cash is harder to get or use society**



Note: Total may exceed 100 percent due to rounding.



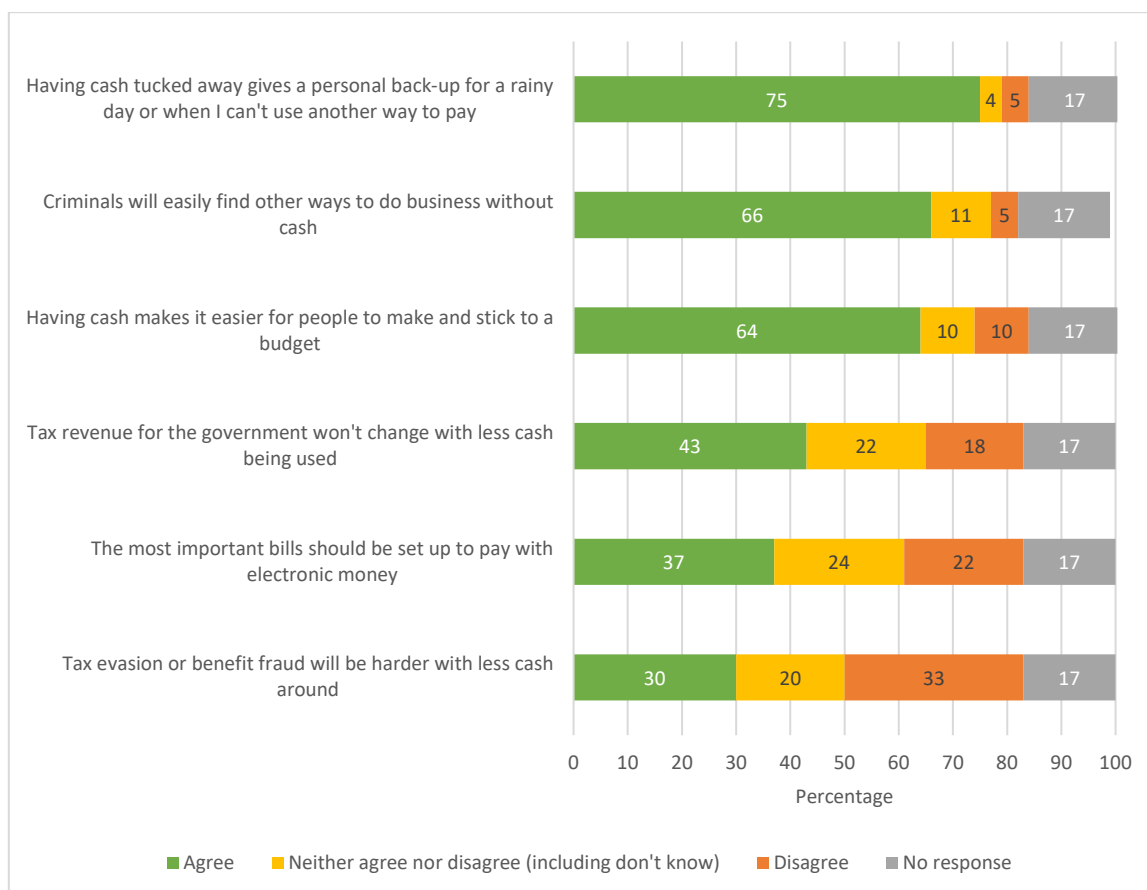
**4. Issue 4: There would be limited or balanced effects on people's ability to budget, New Zealand's financial stability and government revenue.**

The majority of all respondents agreed that cash enabled people to have 'a personal back-up for a rainy day' (75% agreed with this statement), and it was important to have cash because 'it was easier for people to make and stick to a budget' (64% agreed) (Figure 5).

There was less certainty about other issues. Although many respondents agreed that the government's tax revenue would not change with less cash circulating in the economy (43% agreed), others were indifferent (22%) or disagreed (18%). However, respondents were more evenly divided as whether or not 'tax evasion or benefit fraud would be harder' (30% agreed and 33% disagreed).

The majority of all respondents also felt that, 'criminals will easily find other ways to do business without cash' (66% agreed).

**Figure 5: Agreement-disagreement with further statements describing a hypothetical situation in which cash is harder to get or use society**



Note: Total may exceed 100 percent due to rounding.



5. **Issue 5: Cash infrastructure is costly. Moving to a society with less cash could increase efficiency and reduce the overall transaction costs of payments.**

At 44%, the Reserve Bank was most frequently identified as the organisation or entity that should 'only' be responsible for the costs of cash. 'Trading banks, credit unions, and other institutions who deal with cash now' were the next most frequently identified as 'only' being responsible for the costs, but this was significantly less at 20%.

In comparison, 'customers who use cash' were the most frequently identified as **not** being responsible for the costs of cash (42% 'not them at all'). This was also the case for 'local councils and ratepayers' (34%) and 'retailers, service providers, and others who sell things' (33%).

Reasonable percentages of respondents considered organisations and entities should share the costs of cash, and this ranged from 13% for customers to 27% for trading banks, etc.



## 2.0 Introduction

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In this section of our report, we outline the background to the public consultation process, how it was completed, the feedback received, and the approach taken to the analysis of this feedback.

### 2.1 The future use of cash

The Reserve Bank of New Zealand (the Bank) is in the middle of a multi-year programme to establish The Future of Cash — Te Moni Anamata. This programme has identified that, despite an increasing trend in the overall cash in circulation (CIC), New Zealand is becoming a society that uses little cash.

New Zealanders are using cash less and less for transactions. As the transactional demand for cash falls, the per transaction cost of providing cash infrastructure increases. Commercial operators have natural incentives to reduce their costs, and the reduction in cash demand, could lead them to reduce their provision of cash infrastructure, or to stop accepting and issuing cash. Such decisions – driven by commercial considerations – would in turn further increase the per-transaction costs of providing cash and lead to further reductions in the cash network.

The benefits of having cash become greater and greater as more and more people use it. This so-called ‘network effect’ of cash, also declines as fewer people use it. For example, if fewer consumers, businesses, and banks dealt with cash, the ability for people to use cash for transactions in stores and between individuals would decline. If this occurred, some of the unique roles of cash could be lost. The legal tender status of cash does not oblige anyone to accept cash as a means of payment except for debt.

A contraction in the cash network without regard to the wider benefits of cash in society might significantly disadvantage people who rely on the unique role that cash plays in their lives. This would be considered a market failure to the extent that commercial operators did not fully incorporate the wider network benefits of cash. As a result, government action might be required.

The Bank is the sole issuer of cash in New Zealand and is required to issue currency that meets the needs of the public. There is no agency responsible for over-seeing the usability of cash by the public or the stability of the cash system in New Zealand. Therefore, the Bank is taking a leadership position to assess the future of cash.



## 2.2 The public discussion and consultation process

Against this background, the Bank published an issues paper (*The Future of Cash Use – Te Whakamahinga Moni Anamata: Issues Paper*) on 19 June 2019. In that paper, it outlined a preliminary analysis of the role of cash in society and the trends in cash use and supply.

It also set out the key issues that needed to be considered – both positive and negative – if less cash was being used in New Zealand. These were as follows. Note that two specific issues relate to particular population groups (who would be potentially adversely affected and, therefore, socially impacted):

- ◆ Issue 1: People who are financially or digitally excluded could be severely negatively affected by a decline in cash.
- ◆ Issue 2: Tourists, people in some Pacific islands and people who use cash for cultural customs could be negatively affected if they cannot use cash substitutes.
- ◆ Issue 3: All members of society would lose the freedom and autonomy that cash provides and the ability to use cash as a back-up form of payment, and might be more exposed to national and personal cyber threats.
- ◆ Issue 4: There would be limited or balanced effects on people's ability to budget, New Zealand's financial stability and government revenue.
- ◆ Issue 5: Cash infrastructure is costly. Moving to a society with less cash could increase efficiency and reduce the overall transaction costs of payments.

At the end of the issues paper, the Bank invited feedback on these and any other issues from interested parties and observers via an online survey. The survey comprised a number of sections mostly relating to these issues, with the questions being a mix of structured questions with pre-coded answers, questions involving Likert scales (e.g. a 5-point scale running from 'very likely' to 'very unlikely'), and open-ended questions asking for qualitative commentary.

A copy of the issues paper and the survey questionnaire may be found in an appendix to this report.



## 2.3 Feedback received

In response to this invitation, the Bank received 2,284 submissions.

These were mostly received electronically via an online survey (2,257 submissions or 98.8% of the total), while others were received as paper copies of the survey through the mail (nine submissions or 0.4% of the total), some as emails (10 submissions or 0.4% of the total) and some as written submissions (eight submissions or 0.4% of the total). (Approximately 120 additional items of feedback on the issues paper were received used abridged or customised surveys for engagement events, these have been separately considered by the Bank).

Table 1 overleaf provides a profile of the respondents who provided submissions via the online survey, based on whether they responded as an individual or family/whānau, or on behalf of an organisation of some type. This information was not provided by respondents who provided submissions through the mail, by email, or in the form of a written submission.

Note that the table is based on n=2,220 respondents, which is n=37 less than the total number of submissions received via the online survey. This is because the feedback form for n=36 respondents was different from that used by the n=2,220 respondents and as such, could not be easily merged to create one master 'dataset'. One duplicate response was also removed from the final dataset.

Nevertheless, the submissions of the n=36 respondents, as well as the small number who submitted by post and email, have been qualitatively considered as part of the overall analysis process.

Note, also, that 37% (or n=813) of the respondents providing submissions via the online survey did not provide a response to the question asking them to describe who they were and it is for this reason that the table for this question is based on a sub-sample of n=1,408. The large majority of these respondents identified themselves as an individual or representing a family/whānau (93%).



**Table 1: Profile of respondents**

	Base =	Total 2,220 %	Total 2,220 No.
Individual or family/whānau		58.8	1306
Local/regional member-based community or welfare-focused organisation		0.5	12
National member-based community or welfare-focused organisation		0.3	6
Sole trader/small retailer or business		2.5	55
Medium sized retailer or business		0.5	12
Large retailer or business		0.0	1
Bank, non-bank deposit taker, or their service/equipment provider		0.3	6
Local/regional member-based business organisation		0.1	2
National member-based business organisation		0.1	2
Local government entity		0.1	2
State sector agency		0.2	4
No response		36.6	812
<b>Total</b>		<b>100.0</b>	<b>1,408</b>

Note: Total may exceed 100 percent due to rounding.

Respondents were assured that their personal feedback would not be attributed to them in any reporting or publication relating to the results. They were, however, given the option of being identified by name as a respondent, although not linked to any personal feedback. Twenty percent of all respondents gave their consent to be identified.



## 2.4 Analytical approach

This report is based on an analysis of the submissions received by the Bank. Our reporting of the results of the analysis is presented in **three** sections as follows:

1. Opinions about whether and when it will become difficult to get and use cash in New Zealand, including:
  - ◆ Opinions about whether some groups will be disadvantaged if cash becomes harder to get and use for everyday spending (Issues 1 and 2).
  - ◆ Opinions about other effects of cash becoming harder to get and use for everyday spending (Issues 3 and 4).
  - ◆ Opinions about what should be done to reduce any disadvantage of less cash and by who.
2. Opinions about who should pay the cost of keeping cash in circulation (Issue 5).
3. Other opinions about the future use of cash.

Given that many online survey respondents did not identify themselves as either an individual or responding on behalf of a family/whānau, and most of those who did, identified themselves as individuals or family/whānau rather than an organisation of some type, we have not used this question to analyse the results to the questions contained in the survey.

Instead, we have analysed the results based on creating sub-groups of respondents in terms of how they answered the survey questions. For example, Question 1 asked respondents to indicate whether they agreed or disagreed that cash will become harder to get and use in New Zealand.

A supplementary question then asked them to provide an explanation as to why they agreed or disagreed. This supplementary question has, in turn, been analysed based on three groups derived from the response to Question 1 (viz. the group of respondents who agreed, the group who disagreed and the group who neither agreed nor disagreed or didn't know).





## **3.0 Opinions about whether it will become difficult to get and use cash in New Zealand**

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The online survey included various questions, including whether it will be difficult to get and use cash in New Zealand, and within what timeframe; who in particular would be impacted; and who should be responsible for stopping cash becoming hard to get or use, including what they should do.

### **3.1 Opinion varied in terms of whether it will become harder to get and use cash in New Zealand**

To begin the survey, respondents were asked the following question, ‘How strongly do you agree or disagree that cash will become harder to get and use in New Zealand?’.

The introduction to this question was as follows:

**‘New Zealanders are paying with cash less often and in smaller amounts than before. Cash costs money to put and keep in circulation as it passes through the economy. The Reserve Bank believes that as cash use continues to fall businesses might start to refuse to deal in cash, or pass on the costs of doing so. This may lead to a downwards spiral of being able to get and use cash. What do you think?’**

**How strongly do you agree or disagree that cash will become harder to get and use in New Zealand?’**



While many respondents (45%) **agreed** that it will become harder to get and use cash in New Zealand, over one-third of respondents **disagreed** (37%) and a further 17% provided a neutral response (i.e. **neither agreeing no disagreeing**, or providing a 'don't know' response to the question (Table 2).

**Table 2: Agreement-disagreement that it will become harder to get and use cash**

	All respondents
Base =	2,220
	%
Strongly agree	14
Agree	31
Neither agree nor disagree (or don't know)	17
Disagree	21
Strongly disagree	16
Total	100

Note: Total may not add to 100 percent exactly due to rounding.



### 3.1.1 While there is a feeling that electronic payments are already more common than cash transactions, some consider access to and the use of cash is a necessity and right

Respondents were asked to provide an explanation as to why they agreed or disagreed that cash would become harder to get and use in New Zealand.

Although many chose not to provide an explanation (61%), the verbatim responses that were received have been analysed into key themes and the frequency with which these themes were mentioned is presented in Table 3.

**Table 3: Reasons why people believe cash will (or will not) become harder to get and use**

	Unweighted base =	Agreement that cash will become harder to get and use		
		Total	Agree	Neutral
	2,220	1008	377	835
<b>Coded verbatim responses</b>	%			
Cash is a necessity/it's our right	13	2	12	26
Electronic methods of payment are becoming more commonplace/accepted/expected by businesses and consumers	8	13	3	4
The Government/Reserve Bank/IR would prefer a cashless society to enable better tracking and tighter controls	6	7	6	5
The banks want to do away with cash/they are closing branches and ATM machines	4	6	2	3
It's less hassle/cheaper for businesses if they do not accept cash	2	3	1	0
It's more convenient/easier/faster to use other payment methods	1	2	0	0
Other	5	5	5	4
No response/irrelevant answer	61	60	71	57
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: Total may exceed 100 percent due to rounding.

The table shows the following:

- ◆ Thirteen percent of all respondents objected to the idea that cash would become harder to get and use in New Zealand because they felt it was too important and that the ability to access and use cash was **a necessity and a right**. This was more likely to be mentioned by those who **disagreed** that cash would become harder to get (26%).

*Cash is vital to civil liberties and the ability to remove yourself from an unstable banking system.*



*I think that the convenience of cash will not go unnoticed. Cash has more meaning than a transfer for gifts, it also has more versatility, and can be accepted anywhere unless someone refuses it. Cash can be stolen and counterfeited, although it may be harder now, but I still think the positives outweigh the negatives.*

*EFTPOS has been around for 34 years and people are still using cash. I still use cash. If go into a shop and I'm intending to pay in cash and if they said no, I would just go somewhere else.*

- ◆ Eight percent of all respondents reported that cash was already getting harder to get, with **electronic methods of payment becoming more commonplace, accepted and expected by both businesses and consumers.**

*Shopkeepers just assume you are using a card and push the machine in your hand before even finding out what you are paying with.*

*Many businesses encourage the use of "on-line" payments and transactions: including insurance and power companies, as well as banks and finance companies.*

- ◆ Six percent of all respondents suggested that the **Government would prefer a cashless society to better enable tracking of expenditure and tighter controls.** This was mentioned by similar proportions of respondents, regardless of whether they agreed or disagreed that cash will become harder to get or use.

*It's a drive to force the public into banks giving govt. more control and the ability to seize bank deposits in financial crisis.*

*Because people don't want the Government and the Banking system running their lives and having complete power over their financial reality. This is Big Brother on the move and it's not popular in my circles.*

*Because IRD wants to limit people's use of cash so they can be triple taxed - once on earnings, secondly on spending (GST) and thirdly on Savings.*

- ◆ Four percent of all respondents believed that cash would become harder to get and use because of the actions of **trading banks.** For example, they reported that banks are influencing the demise of cash by closing branches and ATM machines and therefore reducing public access to cash.

*Cash is being actively discouraged and restricted by the banking sector. ATMs and physical locations are expensive to service and are being removed, banks now charge cash handling fees and assume the use of cash in even small volumes is evidence of criminal activity.*

*Because this is what big banking wants us to do. Cards make them a lot more money because many people get carried away with their spending.*



- ◆ Two percent of respondents stated that cash would become harder to get and use in New Zealand because electronic transactions are easier and cheaper for businesses.

*With digital payments more stores will push away from having cash payments as it's an inconvenience to deal with cashing up and banking it.*

*There will be less retailers wanting to accept cash. Even vendors at the weekend markets are providing EFTPOS nowadays.*



## 3.2 Opinion varied in terms of the timeframe in which it will become harder to get and use cash in New Zealand

Not only was there variation in opinion as to whether it will become harder to get or use cash in New Zealand, opinion also varied in terms of the timeframe in which this might occur. Further, a significant percentage of respondents did not believe this would ever occur.

This was in response to the following question:

**‘How soon do you think cash will become difficult to get or use in New Zealand if nothing is done to stop this?’**

Table 4 shows that approximately one-quarter of respondents (26%) were of the opinion that it would become harder to get and use cash in New Zealand within the **next five years**, while another 22% stated that this would be the case within the **next 10 years**. This means that almost one-in-every two respondents (48%) was of the opinion that it would become harder within the short-medium term.

In comparison, 22% of respondents thought it would become harder in a longer timeframe (i.e. **more than 10 years**), while 11% did not know within what timeframe it would become harder to get and use cash.

Furthermore, one-in-every five respondents (19%) was of the opinion that it would **‘never’** become hard to get and use cash in New Zealand.

**Table 4: Timeframe within which it will become harder to get and use cash**

	All respondents
Base =	2,220
	%
Within 2-3 years	9
Within 5 years	17
Within 10 years	22
Within 20 years	12
20 years away or longer	10
Never	19
Don't know	11
Total	100

Note: Total may not add to 100 percent exactly due to rounding.



Table 5 examines the response to this question about the timeframe within which it will become harder to get and use cash by the response to the question which asked respondents to indicate how strongly they agreed or disagreed that cash would become harder to get and use in New Zealand.

As expected, respondents who **agreed** it will become harder to get and use cash in New Zealand were more likely than the other two groups of respondents to state that it would become harder to get and use cash within a **shorter timeframe**. Specifically, over three-quarters of these respondents were of the opinion that it will become hard within the next 10 years (76% compared to the average of 48% for all respondents).

On the other hand, respondents who **disagreed** it will become harder to get and use cash in New Zealand were more likely than the other two groups of respondents to state that it would become harder to get and use cash within a **longer timeframe**. In fact, only 18% of these respondents were of the opinion that it will become harder within the next 10 years (compared to the average of 48% for all respondents). Note, also, that almost one-half of this group of respondents (45%) stated it would 'never' become hard, although this was generally because they were against the idea of a cashless society and did not believe it would ever come to pass.

The reasons behind the timeframe estimates are explored in more detail in the section following.

**Table 5: Timeframe within which it will become harder to get and use cash, by groups based on how strongly respondents agree or disagree that it will become hard to get and use cash**

	All respondents	Agree it will become harder	Neutral	Disagree it will become harder
Base =	2,220	1,008	377	835
	%	%	%	%
Within 2-3 years	9	15	6	3
Within 5 years	17	30	12	4
Within 10 years	22	31	22	11
Within 20 years	12	14	14	8
20 years away or longer	10	3	11	17
Never	19	1	9	45
Don't know	11	6	26	11
Total	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.



### 3.2.1 Most felt that cash will become difficult to get and use within the next 10 years due to a growing preference for electronic payments

Respondents were asked to explain why they thought it would become harder to get and use cash in New Zealand within a certain timeframe.

Many respondents (73%) did not elaborate on why they felt cash would become difficult to get or use within a particular timeframe. The verbatim response received by the remainder of the sample has been analysed into key themes and the frequency with which these themes were mentioned is presented in Table 6 overleaf. The table presents the results based on four groups of respondents:

1. Respondents who felt getting or using cash will get harder in the short-medium term; that is, within the **next 10 years** (n=1071 respondents).
2. Respondents who felt getting or using use cash will get harder in the longer term; that is **more than 10 years** (n=481).
3. Respondents who felt getting or using use cash will **never** get hard or did not know when this might happen (n=420).
4. Respondent who were unable to put a timeframe on when they believed cash would become harder to get (n=248).

Table 6 (overleaf) shows the following:

- ◆ Eleven percent of respondents who reported that it would take **more than 10 years** before cash became difficult to get or use and 21% of those who felt this situation would **never** happen, believed that cash was too important and that it is too much of a necessity for it to not be used. Many of these people also commented on how important it was to have cash in emergency situations (e.g. the Christchurch earthquake) or if the EFTPOS or electronic banking systems fail.

*NZ electrical infrastructure requires major investment to withstand a totally electronic based system. Earthquakes... cash was the only choice in Christchurch.*

*Cash has its part in society and a reliance on digital technology is dangerous. We are at risk of power problems or an electronic storm. Without manual backup we have the risk of anarchy.*

- ◆ Nine percent of those who feel cash will become harder to get and use **within the next 10 years** attributed this to the rise of electronic methods of payments (this was mentioned by 6% of the total sample).

*People are becoming too digital and dependent on the internet and electricity. It has taken over our lives.*





*It is already becoming difficult to pay by cheque and there is pressure from suppliers to pay online - it can only accelerate.*

- ◆ Five percent of those who were **unsure** as to what the specific time frame would be and 4% of those who felt that cash would **never** become hard to get or use, were most likely to report that the timing (or eventuation) of this outcome was up to the Government. That is, cash would only become difficult to get if the Government or Reserve Bank stopped printing it.

*This is a world-wide issue driven by governments, not by the public.*

*Surely this would only happen if the Reserve Bank stopped printing money.*

**Table 6: Reasons for cash becoming harder to get and use within particular timeframes**

	Total	Within the next 10 years	More than 10 years	Never	Don't know
Base =	2,220	1071	481	420	248
<b>Coded verbatim responses</b>	%	%	%	%	%
Cash will always be needed/it is a right/fallback option if the electronic system goes down	7	1	11	21	4
Electronic methods of payment are becoming more commonplace/accepted/expected by businesses and consumers	6	9	3	0	2
It's up to the Government/Reserve Bank. If they decide to stop printing cash then we'll have no more cash	4	5	3	4	5
The banks are closing branches and ATM machines	2	3	2	2	1
Cash will disappear with the next generation (because the older generation want to keep cash and the millennials don't)	2	1	4	0	0
Other	6	6	5	5	8
No response/irrelevant answer	73	74	72	68	80
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: Total may exceed 100 percent due to rounding.



### 3.3 There is general agreement that financially and/or digitally excluded people will be negatively impacted if cash becomes difficult to get or use

Table 7 shows that most respondents (85%) were of the opinion that people who are financially and/or digitally excluded could be **negatively impacted** if cash becomes difficult to get or use in New Zealand. In fact, 76% considered that it would be 'very likely' they would be negatively impacted.

This was in response to the following question:

**'The Reserve Bank believes that people who are financially excluded (can't have or operate a bank account or card) or digitally excluded (can't access or use online services on a computer, tablet or phone) could be severely negatively impacted if cash becomes difficult to get or use. What do you think?'**

**Overall, how likely or unlikely do you believe it is that people who are financially or digitally excluded would be severely negatively impacted by the disappearance of cash?'**

In comparison, four percent were of the opinion that it was 'very unlikely' or 'unlikely' they would be negatively impacted, and two percent provided a neutral response (i.e. neither agreeing nor disagreeing to the question).

**Table 7: Perceived likelihood that people who are financially and/or digitally excluded will be severely negatively impacted by the disappearance of cash**

	Total
Base =	2,220
	%
Very likely	76
Likely	9
Neither likely nor unlikely (or don't know)	2
Unlikely	3
Very unlikely	1
No response	8
Total	100

Note: Total may exceed 100 percent due to rounding.



### 3.3.1 Most acknowledged that financially and digitally excluded people would be impacted because of those access issues and because cash is their only viable option

Respondents were asked to provide an explanation as to why they felt financially and/or digitally excluded people would or would not be severely negatively impacted if it became hard to get and use cash in New Zealand.

Most respondents (69%) did not provide an explanation as to why they believed financially and/or digitally excluded people would (or would not) be disadvantaged if cash becomes harder to get and use for everyday spending, or commented that the answer was self-explanatory.

*You have answered your own question. Wise people know the trick being played here.*

*The answer is stated in the question.*

Nevertheless, in terms of those respondents who did provide an explanation, their verbatim responses have been analysed into key themes and the frequency with which these themes was mentioned is presented in Table 8. The table presents the results based on **three** groups of respondents:

1. Respondents who considered it was **'very likely'** that financially and/or digitally excluded people would be severely negative impacted by the disappearance of cash (76% of the total sample or n=1,698).
2. Respondents who considered it was **'likely'** that financially and/or digitally excluded people would be severely negative impacted by the disappearance of cash (9% of the total sample or n=198).
3. Respondents who considered it was **'very unlikely', 'unlikely', or 'neither likely nor unlikely'** (did not know or did not provide a rating) that financially and/or digitally excluded people would be severely negative impacted by the disappearance of cash (14% of the total sample or n=324).

The following should be noted:

- ◆ Twelve percent of all respondents felt that people who are financially or digitally excluded would be impacted if cash become difficult to get or use because **these people are not computer literate or do not have access to digital technology.**

*There are many disadvantaged people who don't have ready access to digital devices, are digitally illiterate or who don't have bank accounts. I work with at risk young adults and it is common for those from lower socio-economic backgrounds to not have bank accounts.*



*I think those who struggle with technology - credit cards, pay wave, EFTPOS etc. will struggle massively if they are unable to access cash. I already see the struggle with banks removing front line staff for simple transactions and asking that people use machines- when these people don't have the ability or trust of those machines.*

- ◆ Another 4% felt these groups were very likely to be impacted because they **rely on cash donations**. Particular groups for whom cash was regarded as their only viable option included, churches, charities, fundraisers, buskers, etc.

*People with disabilities. Bus use if you don't have a bus card on you. Gifts and tradition. Many uses of cash are not accounted for with cards.*

*How can you give to homeless or to charity collections? Not all charities can afford portable EFTPOS hire. Also, smaller shops will be forced to allow people to EFTPOS or credit card small items.*

- ◆ Two percent of all respondents (9% of those who felt that financially or digitally excluded people were **unlikely** to be severely negatively impacted), reported that these groups would just have to **learn to adapt**.

*They think alternative options are harder, but they are easier, that's why they are replacing cash they just need to learn like they did with drink driving and wearing seatbelts. Can't evolve? Bad luck.*

*We live in an advanced society with easy access to digital tools and internet access. Cell phones and cheap data allow anyone to get access to financial services. The problem comes down to the hurdles the that you are required to jump by the banks etc. before they let you get access to digital banking.*



**Table 8: Reasons why financially and/or digitally excluded people are likely (or unlikely) to be disadvantaged if cash becomes harder to get and use for everyday spending**

Coded verbatim responses	Base = All respondents 2,220 %	Very likely to be severely impacted 1698 %	Likely to be severely impacted 198 %	Neutral/unlikely to be severely impacted 324 %
<b>Reasons why financially and/or digitally excluded people would be severely negatively impacted:</b>				
Some people are not computer literate/have no access to computer networks	12	14	11	1
Some people/organisations rely on cash (churches, charities, buskers, beggars etc.)	4	5	3	0
They would not be able to pay for goods and services	3	4	2	0
Some people are not able to open a bank account (illiterate, health issues limiting mobility, homeless, etc.)	3	3	3	0
They would not be able to budget effectively	1	2	0	0
Electronic transactions mean more bank fees which will further impact those on low incomes	0	0	1	0
<b>Reasons why financially and/or digitally excluded people would <u>not</u> be severely negatively impacted:</b>				
The impact would be short-lived, people will just have to learn to adjust	2	0	3	9
Support/education will be provided to help minimise the difficulties	1	0	3	3
Other	2	2	3	2
No response/irrelevant answer	69	67	70	82
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: Total may exceed 100 percent because of multiple response.



### **3.3.2 Many specific financially and/or digitally excluded population groups are regarded as being severely negatively impacted**

Having commented in general as to whether financially and/or digitally excluded people would become negatively impacted if it became hard to get and use cash, respondents were presented with a list of specific groups of people and asked to comment on the likelihood that each of these would be severely negatively impacted.

Table 9 overleaf shows the following:

- ◆ All groups of people were identified as likely or very likely to be severely negatively impacted by at least one-half of all respondents (i.e. 51% or more).
- ◆ In fact, nine of the 14 specific groups that were listed in the survey questionnaire were identified as likely/very likely to be severely negatively impacted by 70% or more of all respondents; in particular (in descending order):
  - ◆ 'People unable to have or operate a bank account for any reason' (87% of all respondents were of the opinion that this group was likely/very likely to be severely negatively impacted. In fact, 79% felt this group was very likely to be impacted).
  - ◆ 'People without internet access' (85% likely/very likely).
  - ◆ 'People without identification or proof of address' (84% likely/very likely).
  - ◆ 'People older than 60 years of age' (80% likely/very likely).
  - ◆ 'People living in rural areas' (73% likely/very likely).
  - ◆ 'Illegal immigrants' (72% likely/very likely).
  - ◆ 'People with low incomes' (72% likely/very likely).
  - ◆ 'Refugees and new migrants to New Zealand' (70% likely/very likely).



**Table 9: Likelihood that specific groups of people will be severely negatively impacted by cash becoming difficult to get or use**

	All respondents Base = 2,220 %
<b>People unable to have or operate a bank account for any reason</b>	
Likely/very likely	87
Neither likely nor unlikely (including don't know)	2
Unlikely/very unlikely	3
No response	9
Total	100
<b>People without internet access</b>	
Likely/very likely	85
Neither likely nor unlikely (including don't know)	2
Unlikely/very unlikely	3
No response	9
Total	100
<b>People without identification or proof of address</b>	
Likely/very likely	84
Neither likely nor unlikely (including don't know)	4
Unlikely/very unlikely	3
No response	9
Total	100
<b>People older than 60 years of age</b>	
Likely/very likely	80
Neither likely nor unlikely (including don't know)	5
Unlikely/very unlikely	6
No response	9
Total	100
<b>People living in rural areas</b>	
Likely/very likely	73
Neither likely nor unlikely (including don't know)	10
Unlikely/very unlikely	8
No response	9
Total	100

Continued



**Table 9: Likelihood that specific groups of people will be severely negatively impacted by cash becoming difficult to get or use (continued).**

	All respondents Base = 2,220 %
<b>Illegal immigrants</b>	
Likely/very likely	72
Neither likely nor unlikely (including don't know)	14
Unlikely/very unlikely	4
No response	11
Total	100
<b>People with low incomes</b>	
Likely/very likely	72
Neither likely nor unlikely (including don't know)	10
Unlikely/very unlikely	9
No response	9
Total	100
<b>Refugees and new migrants to New Zealand</b>	
Likely/very likely	70
Neither likely nor unlikely (including don't know)	14
Unlikely/very unlikely	7
No response	10
Total	100
<b>Disabled people</b>	
Likely/very likely	69
Neither likely nor unlikely (including don't know)	15
Unlikely/very unlikely	8
No response	10
Total	100
<b>Children</b>	
Likely/very likely	67
Neither likely nor unlikely (including don't know)	11
Unlikely/very unlikely	12
No response	10
Total	100

Continued





**Table 9: Likelihood that specific groups of people will be severely negatively impacted by cash becoming difficult to get or use (continued)**

	All respondents Base = 2,220 %
<b>People with English as a second language</b>	
Likely/very likely	63
Neither likely nor unlikely (including don't know)	18
Unlikely/very unlikely	10
No response	10
Total	100
<b>People with convictions</b>	
Likely/very likely	60
Neither likely nor unlikely (including don't know)	22
Unlikely/very unlikely	7
No response	10
Total	100
<b>Pacific people living in New Zealand</b>	
Likely/very likely	58
Neither likely nor unlikely (including don't know)	24
Unlikely/very unlikely	8
No response	10
Total	100
<b>Māori people</b>	
Likely/very likely	51
Neither likely nor unlikely (including don't know)	29
Unlikely/very unlikely	10
No response	11
Total	100

Note: Total may not add to 100 percent exactly due to rounding.



### 3.3.3 Cash is considered to be some groups only option

Respondents were invited to provide further comment about the likelihood of particular groups being severely negatively impacted if cash became difficult to get or use. Whilst the majority of respondents (85%) chose not to comment or provided an answer that was not directly related to the question, 15% did provide a relevant response.

Their verbatim responses have been analysed into key themes and the frequency with which these themes were mentioned is presented in Table 10 (overleaf). This table shows the following:

- ◆ Three percent of all respondents reported that **cash was important and that it would always be needed**. These respondents were generally of the view that the impact of having no cash would be too negative to justify it ever happening.

*Using cash is our right. Not everybody uses the internet and online banks, and there are people who don't want to use online accounts.*

*Breach of human rights to remove cash from the above groups. We would be knowingly disadvantaging these individuals.*

- ◆ Another 3% explained that for some of these groups cash is their **only** option (for example, sex workers, homeless people, local fundraisers etc.).

*Sex workers would also be at greater risk, as cash is the only form of payment that does not risk exposing personal information to clients. I am a sex worker and despite many conversations with the bank I use for handling my work money, they refused to provide adequate privacy protections. As such I can only safely work with cash in any transaction involving a client.*

*Homelessness is on the rise in all 1st world countries. Cash is vital to these people to be able to survive.*

- ◆ Two percent of all respondents commented that it would not just be those listed population groups who would be impacted as they believed a cashless society would **negatively impact everyone**.

*Anyone is likely to be negatively impacted if unable to access cash, since this would inevitably lead to a dictatorship where the general public would be afraid of being excluded from the otherwise-electronic payment system. Such an obvious social control mechanism is to be strictly avoided at all cost in a democratic society.*

*It's not just the above people, I use EFTPOS, online banking and cash. Having gone through all of the Christchurch earthquakes and the ATM's that didn't work, as well as EFTPOS - I ALWAYS have cash for use. You cannot rely on a disaster of that magnitude (or worse) not to happen again.*



**Table 10: Comment relating to specific population groups being severely negatively impacted by cash becoming difficult to get or use**

	Unweighted base =	Total
<b>Coded verbatim responses</b>		%
Cash will always be needed/it is a right/it is essential		3
For some of those groups cash is their ONLY option (e.g. homeless people, school/sport fundraisers, etc.)		3
Everyone will be negatively impacted		2
It will affect people's ability to budget (particularly those on low incomes)		1
New methods/alternatives will be developed to help minimise the difficulties (i.e. simpler technology)		1
People will adapt/it's the way of the future/it's happening already		1
Other		3
No response/irrelevant comment		85
<b>Total</b>		<b>100</b>

Note: Total may exceed 100 percent due to rounding.



### 3.4 Further opinions about specific groups of people being impacted if cash becomes difficult to get or use

A further question was asked in order to establish respondents' opinions about whether other groups of people would be negatively or positively impacted if cash became difficult to get or use. This was asked in the following way:

**'The Reserve Bank believes that there are some groups who might be negatively impacted if cash becomes difficult to get or use. What do you think?'**

**How would the following groups of people be impacted if cash become difficult to get or use and they cannot use another way to pay (or receive) money?'**

Table 11 overleaf shows the following:

- ◆ At least one-half of all respondents agreed that the following groups of people **would be negatively impacted** if it became hard to get or use cash:
  - ◆ 'People wanting to give cash in a **cultural or religious tradition** of celebration' (63% negatively impacted).
  - ◆ 'People in **Pacific countries** which use New Zealand cash' (62% would be negatively impacted).
  - ◆ '**International visitors** to New Zealand' (50% negatively impacted).
- ◆ While a lesser percentage (38%) felt that, 'people's sense of New Zealand's identity gained from what is pictured on banknotes and coins' would also be impacted, when the percentage who thought this 'might' happen are added (19%), over one-half of all respondents also agreed with this sentiment.



**Table 11: Likelihood that other groups of people will be severely negatively impacted by cash becoming difficult to get or use**

	All respondents 2,220 Base = %
<b>People wanting to give money in a cultural or religious tradition or celebration</b>	
Will be negatively impacted	63
Might be negatively impacted	15
Neither negatively nor positively impacted (including don't know)	6
Might be positively impacted	1
Will be positively impacted	1
No response	13
Total	100
<b>People in Pacific countries which use New Zealand cash</b>	
Will be negatively impacted	62
Might be negatively impacted	16
Neither negatively nor positively impacted (including don't know)	6
Might be positively impacted	1
Will be positively impacted	1
No response	14
Total	100
<b>International visitors to New Zealand</b>	
Will be negatively impacted	50
Might be negatively impacted	23
Neither negatively nor positively impacted (including don't know)	9
Might be positively impacted	3
Will be positively impacted	2
No response	13
Total	100
<b>People's sense of New Zealand's identity gained from what is pictured on banknotes and coins</b>	
Will be negatively impacted	38
Might be negatively impacted	19
Neither negatively nor positively impacted (including don't know)	27
Might be positively impacted	1
Will be positively impacted	1
No response	13
Total	100

Note: Total may not add to 100 percent exactly due to rounding.



### 3.4.1 Some respondents provided examples as to how a cashless society could impact cultural and religious giving and increase financial burdens through electronic fees

Respondents were invited to provide further comment about how these additional groups would be impacted by a cashless society. Although the majority of respondents (91%) either chose not to comment or provided a response unrelated to the question, a small proportion (9%) did elaborate on how these additional groups would be negatively impacted (or not) if cash became difficult to get or use.

The verbatim responses have been analysed into key themes and the frequency with which these themes were mentioned is presented in Table 12 overleaf. This table shows the following:

- ◆ Three percent of all respondents reiterated how important they felt cash was to our society, that it will always be needed and is a right.
- ◆ All other responses were mentioned by just one percent of all respondents. For example:
  - ◆ One percent commented on the inappropriateness of electronic payments with regard to cultural and religious events.

*You do not pin your cash card on a bridal dress, where cash notes are usually attached at certain wedding ceremonies nor do you put your credit card in a red envelope, where you traditionally put in cash at others!*

*Koha at a tangi is almost invariably given in cash - imagine telling people to make their koha to a bank account!*

- ◆ One percent commented that an increased use of electronic transactions would result in increased bank fees which in turn would further impact people.

*The cost of using cards in foreign currency is too high. Not having cash will definitely impact travellers to NZ.*

*Users of cards are negatively impacted as we get charged too much for using a card also shop keepers etc have to pay a charge that the banks implement.*

- ◆ One percent of respondents did not agree that our national identity is tied to our banknotes and coins.

*Let's get real here people's sense of NZ identity gained from what is pictured on banknotes and coins? Get them a postcard and move on.*

*I don't think anyone cares what pictures are on the money.*



**Table 12: Comment relating to how specific groups of the population might be negatively or positively impacted (or not) by cash becoming difficult to get or use**

	Total
Unweighted base =	2220
<b>Coded verbatim responses</b>	%
Cash will always be needed/it is a right	3
For some of those groups cash is their ONLY option	1
Electronic transactions mean more bank fees which will further impact people	1
Some cultural and religious would not be appropriate electronically (e.g. you can't pin a credit card on a wedding dress)	1
People will adapt/get over it	1
Our national identity is not tied to our banknotes and coins	1
Other	2
No response/irrelevant answer	91
<b>Total</b>	<b>100</b>

Note: Total may exceed 100 percent due to rounding.



### 3.5 Other issues resulting from cash becoming difficult to get or use

A question was asked in order to establish respondents' opinions about other issues that might result if cash became difficult to get or use in New Zealand:

**'The Reserve Bank believes that a range of other issues need to be considered when thinking about a future with less cash. What do you think?'**

**For this question, please pretend that cash is already hard to get and use in New Zealand. How strongly do you agree or disagree with the following statements?'**

Respondents were then presented with a list of statements describing a hypothetical situation in which cash is hard to get or use in New Zealand and asked to agree or disagree with each statement.

Table 13 overleaf presents the results and shows the following:

- ◆ At least two-thirds of all respondents agreed/strongly agreed with the following hypothetical situations in which cash is hard to get or use. These point to concerns with privacy, security, and autonomy:
  - ◆ 'People lose privacy if they can't use cash to pay for some things' (76% of all respondents agreed with this statement).
  - ◆ 'Having the ability to withdraw their money from the bank in cash if they want is very important' (75% agreed).
  - ◆ 'Having to rely on electronic money means more risk to individuals from identity theft or scams' (73% agreed).
  - ◆ 'People lose the ability to decide their own spending if they can't use cash to pay for some things (68% agreed).
  - ◆ 'Household savings are at a greater risk of being attacked by cyber criminals through the banking system' (66% agreed).
- ◆ Fewer, although not insignificant percentages of people agreed/strongly agreed with the following statements:
  - ◆ 'Banks do not need to be concerned about a bank-run if consumers cannot access cash' (32% agreed).
  - ◆ 'Communities will find ways to cope with less cash if electronic payments systems go down' (24% agreed).





**Table 13: Agreement-disagreement with statements describing a hypothetical situation in which cash is harder to get or use society**

	All respondents 2,220 Base = %
<b>People lose privacy if they can't use cash to pay for some things</b>	
Strongly agree/agree	76
Neither agree nor disagree (including don't know)	3
Disagree/strongly disagree	4
No response	17
Total	100
<b>Having the ability to withdraw their money from the bank in cash if they want is very important</b>	
Strongly agree/agree	75
Neither agree nor disagree (including don't know)	3
Disagree/strongly disagree	6
No response	17
Total	100
<b>Having to rely on electronic money means more risk to individuals from identity theft or scams</b>	
Strongly agree/agree	73
Neither agree nor disagree (including don't know)	4
Disagree/strongly disagree	6
No response	17
Total	100
<b>People lose the ability to decide their own spending if they can't use cash to pay for some things</b>	
Strongly agree/agree	68
Neither agree nor disagree (including don't know)	6
Disagree/strongly disagree	9
No response	17
Total	100
<b>Household savings are at a greater risk of being attacked by cyber criminals through the banking system</b>	
Strongly agree/agree	66
Neither agree nor disagree (including don't know)	9
Disagree/strongly disagree	8
No response	17
Total	100

Continued



**Table 13: Agreement-disagreement with statements describing a hypothetical situation in which cash is harder to get or use society (continued)**

	Base =	Total 2,220 %
<b>Banks do not need to be concerned about a bank-run if consumers cannot access cash</b>		
Strongly agree/agree		32
Neither agree nor disagree (including don't know)		26
Disagree/strongly disagree		25
No response		18
Total		100
<b>Communities will find ways to cope with less cash if electronic payments systems go down</b>		
Strongly agree/agree		24
Neither agree nor disagree (including don't know)		12
Disagree/strongly disagree		47
No response		17
Total		100

Note: Total may exceed 100 percent due to rounding.

Respondents were also invited to provide further comment. Whilst 85% chose not to or provided a response not related to the topic, 15% did provide a valid response. The verbatim responses have been analysed into key themes and the frequency with which these themes were mentioned is presented in Table 14 overleaf. This table shows the following:

- ◆ Three percent of all respondents commented about the **importance of cash** and how they hoped that it would continue to be available.

*People feel more empowered to handle their finances by choosing how they will pay. If you have been in a queue to leave a car park and someone is paying with a credit card for a \$10.00 parking. Small amount should be paid by hard cash.*

*Cash is a basic freedom. Take it away and one loses freedom. The last question about bank run, oh dear, more worried about banks than people's basic freedoms. Not a good look.*

- ◆ Three percent of respondents elaborated on the issue of **privacy and cyber security** associated with saving or spending funds electronically.

*It is too easy to scam people over the internet and with card scammers. I don't like the amount of information about me that is out there and even now adverts appear on social media when you make an internet purchase.*

*I do not want my spending habits open to scrutiny and judgement by financial providers. I do not want to endure ever increasing layers of security protocols in order to secure my assets.*



- ◆ Two percent of respondents raised concerns about what might happen if there was a **natural disaster or power outage** and people were not able to access electronic payment methods.

*Just ask anyone who lived through the Christchurch earthquake how things go without cash - not well.*

*If electronic systems went down and people could not pay with cash, there would be mayhem! We are not trained in bartering systems. There would be looting.*

- ◆ Two percent of all respondents attributed the move towards a cashless society **directly to the actions of New Zealand's trading banks** in closing branches and ATM machines, thereby making it more difficult for people to access cash.

*It seems that banks, which were once the caretakers of OUR money, are now the CONTROLLERS of money they "own" and now grudgingly allow us to use.*

*The banks can hold its depositors to ransom. What happens when a bank collapses? Who will guarantee depositors funds?*

- ◆ One percent commented that a **bank run** would be possible if people were no longer able to access cash.

*That last question is quite alarming. If you limit people's cash, their confidence in the banking system will diminish, thus actually increasing the risk of a bank run.*

*Banks should be concerned about a bank run. New Zealand citizens have the right to take their cash out of the bank. The bank does not get to decide for them.*

**Table 14: Comment relating to other issues when thinking about the future of cash**

	Total
	Unweighted base = 2220
Coded verbatim responses	%
Cash will always be needed/it is a right/my choice	3
Concerns about privacy and internet security	3
What if there is an emergency or power outage?	2
The banks want to do away with cash/they are closing branches and ATM machines	2
Concern about negative interest	1
Alternative methods of trading will emerge (e.g. barter, crypto-currency)	1
A bank run is possible if cash becomes scarce	1
Other	2
No response/irrelevant answer	85
<b>Total</b>	<b>100</b>

Note: Total may exceed 100 percent due to rounding.



A further question was asked in order to establish respondents' opinions about other possible situations that might result if there was less cash in circulation:

**'For this question, please pretend that cash is already hard to get and use. How strongly do you agree or disagree with the following statements?'**

Table 15 overleaf shows the following:

- ◆ Most respondents agreed/strongly agreed that cash enabled people to have 'a personal back-up for a rainy day' (75% agreed with this statement), and it was important to have cash because 'it was easier for people to make and stick to a budget' (64% agreed).
- ◆ Although many respondents agreed that the government's tax revenue would not change with less cash circulating in the economy (43% agreed), others were indifferent (22%) or disagreed (18%).
- ◆ Respondents were also divided as whether or not 'tax evasion or benefit fraud would be harder' (30% agreed and 33% disagreed).
- ◆ Furthermore, the majority of respondents also felt that, 'criminals will easily find other ways to do business without cash' (66% agreed).



**Table 15: Agreement-disagreement with further statements describing a hypothetical situation in which cash is harder to get or use society**

	All respondents 2,220 Base = %
<b>Having cash tucked away gives a personal back-up for a rainy day or when I can't use another way to pay</b>	
Strongly agree/agree	75
Neither agree nor disagree (including don't know)	4
Disagree/strongly disagree	5
No response	17
Total	100
<b>Criminals will easily find other ways to do business without cash</b>	
Strongly agree/agree	66
Neither agree nor disagree (including don't know)	11
Disagree/strongly disagree	5
No response	17
Total	100
<b>Having cash makes it easier for people to make and stick to a budget</b>	
Strongly agree/agree	64
Neither agree nor disagree (including don't know)	10
Disagree/strongly disagree	10
No response	17
Total	100
<b>Tax revenue for the government won't change with less cash being used</b>	
Strongly agree/agree	43
Neither agree nor disagree (including don't know)	22
Disagree/strongly disagree	18
No response	17
Total	100
<b>The most important bills should be set up to pay with electronic money</b>	
Strongly agree/agree	37
Neither agree nor disagree (including don't know)	24
Disagree/strongly disagree	22
No response	17
Total	100
<b>Tax evasion or benefit fraud will be harder with less cash around</b>	
Strongly agree/agree	30
Neither agree nor disagree (including don't know)	20
Disagree/strongly disagree	33
No response	17
Total	100

Note: Total may not add to 100 percent exactly due to rounding.



Respondents were invited to provide further comment. Whilst the majority (87%) of respondents chose not to comment or provided a response unrelated to the question, 13% did provide a relevant response.

Their verbatim responses have been analysed into key themes and the frequency with which these themes were mentioned is presented in Table 16 overleaf. This table shows the following:

- ◆ Four percent of all respondents commented on the **importance of cash**, that it will always be needed and should continue to be used as a legal currency.

*Nothing is wrong with the current financial system. Banks are still winning. Why do banks require more control?*

*Financial freedom requires the ability to choose who and what will get paid and when, a freedom that would be severely curtailed if cash was unavailable. Financial circumstances are apt to change, with increasing likelihood as global financial stability declines. (This seems an inexorable trend in recent years despite or possibly because of the increased rate of digital transactions and the innovations of the financial technology sector.) Cash provides a buffer against changes and a much more discretionary mode of settlement.*

- ◆ Three percent of all respondents were of the opinion that **tax evasion would continue** even if less cash was used, because 'cash jobs are just the tip of the iceberg' and most tax evasion involves electronic transactions and big corporates.

*Cash is a total red herring for tax evasion. Money laundering: largest convictions are banks themselves: HSBC Mexico/UK/USA with Mexican drug cartels.*

*The impact of tax evasion is on a bigger scale by those with a lot of wealth, using loopholes, offshore tax haven entities, lobbying of parliament to keep tax free status on capital gains, inheritance, overseas companies not paying hardly any or no tax etc. These are the areas that should be targeted if a big change in tax revenue is wanted to be addressed. Cash is a part of this, but the other examples are much larger and should be a higher priority, as the scale and impact is much larger.*

- ◆ Two percent commented that if cash was hard to get and use, that it would have little impact on criminal activity because **criminals will 'always find a way'**.

*Crime is increasingly becoming more sophisticated. NZ is not prepared; in fact, we are well behind the 8-ball. Pay-wave crime and other online frauds are increasing far faster than any cash-derived frauds. Most cash transactions are face-to-face, meaning you get to see/hear/sense who you are dealing with. There is a far greater potential for trust, or to avoid the transaction if it appears dodgy.*

*Criminals change with the times just like everyone else. Bitcoin shows how electronic currency can be used to actually make criminal business easier to operate not harder.*



*Regulators and enforcement agencies will need more resources than ever with less physical currencies as they are swamped with various decentralized electronic currencies that will all need to be taxed.*

- ◆ Other responses were mentioned by just one percent of respondents. For example:
  - ◆ One percent reported that cash was essential for **budgeting**, and that it was a more **reliable** option than electronic transactions which are reliant on an external power supply.

*Physical cash is a vital step in teaching children budgeting skills. Takes a mature brain to recognize the reality behind digital numbers in banking and any level of commerce.*

*We do not have credit cards; I simply cannot keep track of them in the same way. I went to put my gym membership on hold, and they could not process (stop payments) it unless I paid \$30, how can anyone in real debt handle that.*

**Table 16: Comments about a hypothetical cashless society**

	Base =	Total
<b>Coded verbatim responses</b>		2,220
		%
Cash will always be needed/it is a right/my choice		4
Tax evasion will continue, because most of it is electronic/big corporates		3
Criminals will always find a way (cryptocurrency)		2
Cash is vital if electronic systems go down (power cut/earthquake)		1
Cash is essential for budgeting		1
Tax fraud will reduce in a cashless society (no 'cash jobs')		1
Other		2
No response/irrelevant answer		87
<b>Total</b>		<b>100</b>

Note: Total may exceed 100 percent due to rounding.



## 3.6 Managing issues resulting from cash becoming difficult to get or use

Having established that some people might be disadvantaged if cash became difficult to get or use in New Zealand, and that some issues might arise, respondents were asked to provide their opinions about what, if anything, could be done about this and by who.

Two questions were asked:

**‘What, if anything, should be done by the people listed below to stop cash becoming hard to get or use?’**

**‘What, if anything, should be done by the people listed below to manage the disadvantage for some people if cash becomes hard to get or use?’**

The introduction to these questions was as follows:

**‘If we confirm that some groups will be disadvantaged through cash becoming harder to get or use, then we need to consider if anything should be done to prevent or manage this. Should anything be done? What should be done? By who?’**

Table 17 overleaf shows that, while respondents felt different groups or types of people should take action to stop cash becoming hard to get or use, in the majority (60% to 78%) of cases, respondents did not suggest any specific action that might be taken to stop cash becoming hard to get or use. The most commonly mentioned suggestions provided by the remaining respondents to help stop cash becoming hard to get or use, were as follows:

- ◆ Fourteen percent of all respondents suggested that the Government enforce or bring in new **laws and legislation** to ensure the continued supply and use of cash.

*Either protect the use of cash as a medium for payment by law (cash payments must be accepted) or provide an alternative outside of the private banking sector.*

*Regulate the reserve bank correctly and give them a better mandate to control the banks behaviour.*

- ◆ Four percent of all respondents suggested that communities/community groups and families/individuals should fight for the right to keep cash in circulation by **petitioning or lobbying the government, or by protesting**.

*Say no. We should have rights as a democracy to choose.*

*Pressure the government to mandate a system of value that is tangible for exchange and get them to guarantee it by law.*





- ◆ Three percent suggested that retailers and businesses could encourage or promote the use of cash by offering **cash discounts** or reduced fees for cash transactions.

*Do not penalise customers for its use. In fact, it takes way less time to do a cash transaction than an EFTPOS one, so maybe give an incentive!!!!*

*Discounts for people who pay in cash, let us not forget the substantial cost of payWave and EFTPOS on businesses and community groups.*

- ◆ Three percent of all respondents suggested trading banks ensure there are **adequate resources** (branches and ATM machines) so cash is not so difficult to obtain.

*The facilities that they offer to the rural population is negligent. Put back ATM's and provide the service that you're supposed to.*

*Make ATM's and branches accessible and available as part of the service. With profits come responsibilities to all customers.*

Some suggestions were also provided as to what might be done to make the transition from cash to electronic payments easier. These included:

- ◆ Trading banks **reducing the costs and bank fees** associated with electronic transactions (3%).

*Cut costs in holding and managing bank transactions on credit and debit cards.*

*The fees they charge for cash and non-cash transactions must be reduced or eliminated completely. You can't have a dollar only worth 95 cents because fees have eroded the actual dollar value.*

- ◆ Families and individuals **supporting and educating** their friends, children and other family members about money management and budgeting (2%). This stemmed from the perception that it is harder to budget and appreciate the value of money if you cannot see the physical exchange of cash.

*Teach children how to budget using cash (good for the children to learn how money works through seeing it too) and use cash as the family/individual's personal budget also.*

*Definitely keep an eye on people who aren't confident and make sure they don't get into trouble. This could, however, be a way for financial manipulation to happen within family units.*



Many other respondents commented that each of these groups should ‘do nothing/not change anything/keep the status quo’. However, this does not necessarily mean that they were happy for cash to be phased out, it was more that they did not want anything to change. By maintaining the status quo, they were essentially stating that the Bank should keep printing money (21%), retailers should keep accepting cash (19%) and individuals should keep spending it (13%).

*The Reserve bank must control the supply of money and direct the banks to keep using cash!*

*Cash will always be necessary, and retailers need to manage this as part of their business model.*

*Leave the present system alone – it is not broken.*

*Keep cash as an option and say no to this silly cashless society idea.*

**Table 17: Opinions about what action specific groups of people and/or types of organisations should take to stop cash becoming hard to get or use**

	Base =	All respondents 2,220 %
<b>Government</b>		
New legislation/laws		14
Encourage/promote the use of cash		5
Cover or subsidise the costs associated with cash		1
Other		5
Nothing/do not change anything (maintain the status quo)		14
No response/No suggestions provided		60
<b>Reserve Bank</b>		
New legislation/laws		2
Encourage/promote/support the use of cash (offer discounts/no fees)		2
Cover or subsidise the costs associated with cash		1
Petition/protest/oppose/lobby government		1
Other		6
Nothing/do not change anything (maintain the status quo)		21
No response/No suggestions provided		66

Continued



**Table 17 (continued): Opinions about what action specific groups of people and/or types of organisations should take to stop cash becoming hard to get or use**

<b>Coded verbatim responses</b>	Base =	All respondents 2,220 %
<b>Trading banks</b>		
Reduce costs/charges/bank fees for electronic payment methods		3
Ensure adequate resources so cash is not difficult to obtain (more branches and ATM machines)		3
New legislation/laws		2
Cover or subsidize the costs associated with cash		1
Encourage/promote/support the use of cash (offer discounts/no fees)		1
Encourage/promote the use of electronic payment methods		1
Other		3
Nothing/do not change anything (maintain the status quo)		13
No response/No suggestions provided		72
<b>Retailers/businesses</b>		
Encourage/promote/support the use of cash (offer discounts/no fees)		3
New legislation/laws		2
Petition/protest/oppose/lobby government		1
Reduce costs/charges/bank fees for electronic payment methods		1
Other		2
Nothing/do not change anything (maintain the status quo)		19
No response/No suggestions provided		71
<b>Communities/community groups</b>		
Petition/protest/oppose/lobby government		4
Encourage/promote/support the use of cash (offer discounts/no fees)		2
Educate/teach people how to use electronic payment methods		1
Other		2
Nothing/do not change anything (maintain the status quo)		12
No response/No suggestions provided		78
<b>Families/individuals</b>		
Petition/protest/oppose/lobby government		4
Support/educate people about money management and budgeting		2
Encourage/promote/support the use of cash (offer discounts/no fees)		1
Other		5
Nothing/do not change anything (maintain the status quo)		13
No response/No suggestions provided		75

Note: Total may exceed 100 percent due to rounding.



Table 18 overleaf shows what respondents felt these groups or types of people should do to help people who are disadvantaged by cash becoming hard to get or use.

- ◆ Note that in the majority of cases, respondents did not suggest any specific action that might be taken to help manage the impact of cash becoming hard to get or use, whilst others suggested that 'nothing should be done/we should continue with the status quo'. These two types of responses taken together account for 85% to 95% of all responses received in relation to each group.
- ◆ The most commonly mentioned suggestions provided by the remaining respondents to help manage the disadvantages for certain groups, were as follows:

- ◆ Six percent of all respondents suggested that the Government enforce or bring in new **laws and legislation** to ensure the continued supply and use of cash, to avoid any disadvantage. Two percent also suggested this in relation to the Bank.

*New legislations should be brought in as society moves to cashless to handle various loopholes that might be taken advantage of.*

*Short of legislating that cash must be accepted, I cannot think of another mitigation action.*

- ◆ Two percent of all respondents suggested that the Government, trading banks, community groups and families help to **educate/teach people** how to use electronic payment methods.

*[Trading banks] could provide training and or usage of internet banking at branches and/or enable electronic transactions to be done from ATMs and or by phone.*

*Everyone has a shared responsibility on education for a cashless society.*

- ◆ Two percent of all respondents suggested the Government and trading banks ensure that there are **adequate resources** to support a cashless transition, by improving access to accounts or providing appropriate alternative options.

*This will have to be worked out through Work & Income, but maybe a card they can give them with a certain amount of value for them to be able to get food or other things they may need.*

*[Trading banks could] find ways of including people who have previously been excluded - perhaps different account types, etc.*



**Table 18: Opinions about what action specific groups of people and/or types of organisations should take to manage the disadvantage for some people if cash becomes hard to get or use**

<b>Coded verbatim responses</b>	All respondents Base = 2,220 %
<b>Government</b>	
New legislation/laws	6
Educate/teach people how to use electronic payment methods	2
Ensure adequate resources for cashless transition, options/accounts are available for all	2
Encourage/promote/support the use of cash (offer discounts/no fees)	1
Better/more reliable/secure/cheaper internet access (and digital technology) for all	1
Other	3
Nothing should be done (maintain the status quo)	14
No response/irrelevant answer	71
<b>Reserve Bank</b>	
New legislation/laws	2
Ensure adequate resources for cashless transition, options/accounts are available for all	1
Other	2
Nothing should be done (maintain the status quo)	12
No response/irrelevant answer	80
<b>Trading banks</b>	
Educate/teach people how to use electronic payment methods	2
Ensure adequate resources so cash is not difficult to obtain (more branches and ATM machines)	2
Reduce costs/charges/bank fees for electronic payment methods	1
Ensure adequate resources for cashless transition, options/accounts available for all	1
New legislation/laws	1
Encourage/promote/support the use of cash (offer discounts/no fees)	1
Other	2
Nothing should be done (maintain the status quo)	8
No response/irrelevant answer	81

Continued



**Table 18 continued: Opinions about what action specific groups of people and/or types of organisations should take to manage the disadvantage for some people if cash becomes hard to get or use (continued)**

<b>Coded verbatim responses</b>	All respondents Base = 2,220 %
<b>Retailers/businesses</b>	
Encourage/promote/support the use of cash (offer discounts/no fees)	1
New legislation/laws	1
Petition/protest/oppose/lobby government	1
Educate/teach people how to use electronic payment methods	1
Other	3
Nothing should be done (maintain the status quo)	10
No response/irrelevant answer	83
<b>Communities/community groups</b>	
Petition/protest/oppose/lobby government	2
Educate/teach people how to use electronic payment methods	2
Encourage/promote/support the use of cash (offer discounts/no fees)	1
Other	2
Nothing should be done (maintain the status quo)	7
No response/irrelevant answer	86
<b>Families/individuals</b>	
Petition/protest/oppose/lobby government	2
Educate/teach people how to use electronic payment methods	2
Support/educate people about money management and budgeting	1
Other	2
Nothing should be done (maintain the status quo)	6
No response/irrelevant answer	86

Note: Total may exceed 100 percent due to rounding.



## 4.0 Opinions about who should pay to keep cash in circulation

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In this section, we present the results to questions reflecting respondents' opinions about who should be responsible (and pay) to keep cash in circulation.

The online survey included the following question:

**'Who do you think should bear the costs of cash? These costs include production, moving, storing, withdrawal by any method, banking, checking for usability, and destruction of unfit cash.'**

The introduction to this question was as follows:

**'The total cost of keeping cash in circulation and available for use in the economy is one of the things we are still researching. Where do you think the costs should fall, and why?'**

Table 19 overleaf shows the following:

- ◆ At 44%, the Bank was most frequently identified as the organisation or entity that should 'only' be responsible for the costs of cash. 'Trading banks, credit unions, and other institutions who deal with cash now' were the next most frequently identified as 'only' being responsible for the costs, but this was significantly less at 20%.
- ◆ In comparison, 'customers who use cash' were the most frequently identified as **not** being responsible for the costs of cash 42% 'not them at all'). This was also the case for 'local councils and ratepayers' (34%) and 'retailers, service providers, and others who sell things' (33%).
- ◆ Reasonable percentages of respondents considered organisations and entities should share the costs of cash, and this ranged from 13% for customers to 27% for trading banks, etc.



**Table 19: Opinions about who should bear the costs of cash**

	All respondents Base = 2,220 %
<b>Reserve Bank (on behalf of the government)</b>	
Only them	44
Shared based on where the costs fall	24
Shared, but subsidised for individual customers	5
Not them at all	2
Don't know for them	2
No response	23
Total	100
<b>Trading banks, credit unions, and other institutions who deal with cash now</b>	
Only them	20
Shared based on where the costs fall	27
Shared, but subsidised for individual customers	9
Not them at all	13
Don't know for them	6
No response	26
Total	100
<b>Local councils and ratepayers (e.g. for community ATMs)</b>	
Only them	7
Shared based on where the costs fall	17
Shared, but subsidised for individual customers	8
Not them at all	34
Don't know for them	7
No response	27
Total	100
<b>Retailers, service providers, and others who sell things</b>	
Only them	6
Shared based on where the costs fall	20
Shared, but subsidised for individual customers	9
Not them at all	33
Don't know for them	6
No response	27
Total	100

Continued





**Table 19 continued: Opinions about who should bear the costs of cash**

	All respondents Base = 2,200 %
<b>Customers who use cash</b>	
Only them	3
Shared based on where the costs fall	13
Shared, but subsidised for individual customers	9
Not them at all	42
Don't know for them	5
No response	27
Total	100
<b>Nobody (we should all be paying with electronic money and not using cash)</b>	
Only them	5
Shared based on where the costs fall	8
Shared, but subsidised for individual customers	5
Not them at all	29
Don't know for them	20
No response	34
Total	100

Note: Total may exceed 100 percent due to rounding.



Respondents were also invited to provide further comment with regard to who should bear the costs of cash. While many (77%) chose not to provide a comment in this regard, 23% did. The verbatim response has been analysed into key themes and the frequency with which these themes were mentioned is presented in Table 20 overleaf. This table shows the following:

- ◆ Almost one-in-ten respondents (9%) commented to the effect that the **Government should bear the cost of cash**, whilst four percent commented that this is **the role and responsibility of the Bank**.

*Cash is part of our infrastructure in a similar way to roading etc. We pay our taxes for this infrastructure to be maintained.*

*Yet again, this is a basic freedom. The Reserve Bank should be obligated to provide cash. Purely electronic transactions are courting disaster.*

- ◆ Four percent mentioned the high profits being made by **trading banks** and as such felt that the banks should be responsible.

*The banks should pay for this as we pay the bank to store our money meaning we also pay for them to protect it and keep our money up to standard.*

*The banks. We already pay for the banks so much in interest and fees so only the banks should pay. They rip us off by charging for using our own cash already!*

- ◆ Two percent of all respondents felt that whoever was paying for it now should continue to do so. Although they were not necessarily clear on who that was.

*Keep the status quo. We don't need to fix a system that isn't broken.*

*I don't know who pays for it, but it's worked for centuries, so keep it as it is.*



**Table 20: Comments about who should bear the costs of cash**

	Unweighted base =	Total
<b>Coded verbatim responses</b>		<b>%</b>
The Government		9
It's the Reserve Bank's responsibility		4
Banks should be able to cover these costs (through fees, big profits)		4
Whoever is paying for it now/status quo		2
Cash will always be needed/it is a right/my choice		1
User pays		1
Other		2
No one (not the rate payer)		1
No response/irrelevant answer		77
<b>Total</b>		<b>100</b>

Note: Total may exceed 100 percent due to rounding.



## 5.0 Other matters, including other issues & opinions about the survey

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Three general questions were asked in the online survey by way of conclusion.

These questions were optional questions for respondents to answer:

‘Please tell us about any other issues not raised by the issues paper or in this survey that should be considered as we think about the future of cash use in New Zealand.’

‘Please tell us about any strong agreement or disagreement to the issues paper which you have not told us about through your previous answers or comments.’

‘Please give us any feedback on this survey.’

Respondents were also invited to attach additional information to their response to the survey, on the basis that it would expand their answers or written submission.

### 5.1 Other issues

Table 21 overleaf is based on the response to the first question; that is, any other issues identified that were not raised in the issues paper. The table shows the following:

- ◆ The main issue that respondents wanted to express was that **cash is important**, that it will always be needed, and they were loathed to imagine New Zealand without it. Twenty percent of all respondents mentioned this.

*Who wants to pay a child for chores by internet transfer or put an internet banking slip in a birthday card? Getting rid of cash would make us the laughing-stock of the rest of the world. None of the electronic method of payment are infallible and are more likely to be compromised.*

*I see the use of cash as an issue of personal freedom and right.*

- ◆ Four percent of all respondents raised concerns about **privacy and internet security** associated with the increased use of electronic monetary transactions.

*Cash is culturally significant. But the option to use cash is also a matter of privacy, and that alone is crucial in a free, democratic society.*

*The privacy issue needs to be further considered and provided weight. I don't believe it is in the best interest of our children to enable technologies that will permanently monitor and screen their transactions.*



- ◆ Three percent were concerned that the push towards a cashless society was being driven by **trading banks**, as evidenced by the closure of branches and removal of ATM machines.

*The whole financial system has been taken over by profit driven, private businesses. This should never have been allowed to happen. The sooner government takes control of the financial system back the better for all of us. Banks should be nothing more than paid administrators. The money being syphoned out of NZ by (US majority owned) Australian banks is a disgrace.*

*Banks already run a monopoly of how we would go about our daily lives, making physical cash harder to get or use will only erode away the people's civil liberty as well as privacy in choosing not to make payment through the bank system.*

**Table 21: Other issues**

	Unweighted base =	Total
		2220
<b>Coded verbatim responses</b>		%
Cash will always be needed/it is a right/my choice		20
Concerns about privacy and internet security		4
The banks want to do away with cash/they are closing branches and ATM machines		3
Other		5
No response/irrelevant answer		67
<b>Total</b>		<b>100</b>

Note: Total may exceed 100 percent due to rounding.

## 5.2 Other strong comments with the issue raised in the issues paper

Table 22 overleaf is based on the response to the second question; that is, any further strong agreement or disagreement with the issues raised in the issues paper. The table highlights the same issues raised in the previous question:

- ◆ Eight percent again commented on the **importance of cash** and how strongly they believed it should continue to be used.

*My concerns are for people who will be affected by the elimination of cash, but also for anyone who is traveling or is in a situation where it is not possible to transact using a card or other means of digital payment. In the case of a card what if it fails. Cash is a good backup. What if there is an infrastructure failure (banking, internet, power) then cash becomes the immediate fall-back means of payment.*

*Without cash, money just becomes a figment of our imagination. Consider Venezuela and their current crisis: the power had not been working for days, and resultingly the*



*people of Venezuela couldn't access their money or make purchases without cash. This shows us the negative impacts of having no access to cash.*

- ◆ Two percent mentioned concerns about **electronic privacy and internet security**.

*The IRD probably thinks having a cashless society would limit tax fraud etc. I don't like people avoiding tax, but I would like even less a society where IRD/banks/government/IT companies can watch your every financial move.*

*I am absolutely against a cashless society - I am in that generations where I am reasonably computer literate, but would not trust all my personal banking to go online - no matter how good protection is against hacking there is always somebody better, or somebody a bit lax- just look at the recent debacle over passport application details being available for unauthorised parties to view.*

**Table 22: Further strong agreement or disagreement with the issues raised in the issues paper**

	Total
Unweighted base =	2220
<b>Coded verbatim responses</b>	<b>%</b>
Cash will always be needed/it is a right/my choice	8
Concerns about privacy and internet security	2
The banks want to do away with cash/they are closing branches and ATM machines	1
Don't trust the Government's intentions	1
Other	2
No response/irrelevant answer	85
<b>Total</b>	<b>100</b>

Note: Total may exceed 100 percent due to rounding.



### 5.3 Opinions about the survey

Table 23 is based on the response to the third question; that is, respondents' opinions about the survey. The table shows the following:

- ◆ Although four percent of all respondents felt the survey was good/worthwhile, one-in-ten (10%) provided negative feedback on the survey design, believing it was too long, difficult and poorly worded and/or expressed concern that poor promotion of the survey meant that it would not have reached the groups most likely to be impacted in a cashless society.

*I found some of the questions hard to answer as some did not make sense and were not that straightforward.*

*Way too long. You probably lost a lot of people along the way. Also, need better survey design because the questions were very ambiguous in some places, and also seemed to be structured in the following way: "we think X is a problem. please tell us why you agree with us". I'm sure this was not the intention, but you need to be clear on what you're trying to get from the survey, and maybe use some experts to help construct questions that will help you get what you want. BUT Great idea to use a survey like this - the mechanisms for submission is fantastic - it's just the questions that should be improved.*

*A bit long winded for the average kiwi and very unlikely to reach the most effected. Me and mine will staunchly defend our right to hear the jingle jangle of cash in our pockets.*

**Table 23: Opinions about the survey**

	Base =	Total 2,220
<b>Coded verbatim responses</b>		%
The survey is bad (too long, difficult, flawed, not publicised enough)		10
The survey is good		4
Cash will always be needed/it is a right/my choice		2
Other		3
No response/irrelevant answer		81
<b>Total</b>		<b>100</b>

Note: Total may exceed 100 percent due to rounding.



## **Appendix A: Issues paper and online survey questionnaire**

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