



Public consultation about cash services – “Keeping cash local” Communications Plan

As at 25 February 2026

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Email draft – to CCT town applicants, 2:00-3:00pm 24 Feb DONE SALLY 24/02.26

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Story in Banknotes/Tātou – to publish Thurs 26 Feb DONE SENT TO JERICAH/INTERNAL
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Released under the Official Information Act 1982



Background and context

This follows our 2021 consultation on Future of Money – Cash System Redesign. Since, M&C Policy has reviewed international policies, propose applying similar approaches as some other countries, and have quantified the cost and benefits of cash services.

Our [November 2025 media statement](#) communicated our intention to expand cash services and asking banks to voluntarily commit to provide customers with full cash services to a minimum standard.

We are ready to ask the public for their views, so we can meet the public's cash needs as the cash steward. Public feedback will be used to develop the policy for regulation, pending MoF approval, and set the rules for banks.

Communications approach

Proactive external and internal communications to notify industry stakeholders and the public about the consultation. Refer Stakeholder Approach section below for more actions.

Internal communication:

- MoF Briefing (bag 19/02) – Susanna (DONE) – brief note about public consultation, engagement and communications. 20/02 MW for Scott Sinclair send proposed MR.
- ELT, Board - 20 Feb MW – email using content from MoF briefing, attach MR pdf. DONE
- Supervisors Team – 20 Feb MW email Stan our engagement approach, key messages and offer to brief his Team. Offer to join later bank meetings if helpful. DONE
- Story in Banknotes/Tātou 26 Feb for RBNZ people with CitizenSpace links.

External communication:

- 19 Feb send Media Advisory to key media inviting to RSVP to media briefing 25 Feb (DONE 4:00pm).
- 11:00am Monday 23 Feb reminder email to key media to RSVP, reminder they will receive embargoed MR and docs if they RSVP.
- 11:00am Tuesday 24 Feb send RSVP media **embargoed** media statement and consultation docs (pdfs) and Teams link/invite to media briefing.
- 10:00-10:30am **Wednesday 25 February Media briefing (online)** for key media with Ian Woolford speaking and Susan Guthrie as SME to answer questions.
- 11:00am **Wednesday 25 February 2026 Mailchimp** send MR to media, M&C subscribers.
- 11:00am **Wednesday 25 February 2026 publish consultation** on RBNZ website:
 - CitizenSpace – full consultation docs.

- New M&C webpage – high level info about this consultation, link to survey on RBNZ website with consultation questions for the public. Note: the replaces the current (SurveyMonkey)Cash Feedback form.
- Video (short) to promote the consultation, link to public survey and encourage people to respond. Robbie talking to camera edited with snips from CCT animated video.
- News – publish Media Release.
- Ian Woolford available for follow up media interviews, with Robbie and Susan as backup (radio, print).
- Social posts with video and link to public questionnaire (tiny url).

Other media activity possibly from third-parties if they advise.

- Produce Alternate Formats for disabled community. Could be ready end March 2026.

Refer Stakeholder Approach section below for more actions.

Communications and engagement objectives

- As kaitiaki or steward of money, we want a genuine conversation with the people we're trying to serve and ensure the public's needs for cash are met. This public consultation asks the public for feedback on how we have interpreted their needs, ie minimum service standard that will be imposed on banks.
- Engage and collaborate effectively with the public and stakeholders so New Zealanders understand what we do and why we do it.

Key dates

Date	Milestone
Thursday 19 Feb	<ul style="list-style-type: none"> • Media Advisory sent to key media inviting to media briefing 25 Feb.
11:00am Tuesday 24 Feb	<ul style="list-style-type: none"> • Embargoed media statement and consultation docs (pdfs) and Teams link/invite to media who have RSVP to media briefing.
Wednesday 25 February 2026	<ul style="list-style-type: none"> • 10:00am Media briefing webinar with Ian Woolford, with Susan Guthrie. • 11:00am Citizen Space consultation published with survey questions for public. • 11:00am Webpage published with key messages, video and link to CitizenSpace. • 11:00am Media statement sent – quoting Ian Woolford • Social post. • Follow up media interviews.
19 March 2026 (halfway)	<ul style="list-style-type: none"> • Consider video to share the questions people have asked so far, and our answers.

Date	Milestone
	<ul style="list-style-type: none"> Consider op-ed (LinkedIn) by Karen Silk, Governor or Ian Woolford. Reconsider approach if no digital channels are leaving some groups behind (eg limited responses from elderly).
27 February	MTA newsletter to all members will include consultation and links.
27 Feb – 6 Mar	RetailNZ weekly newsletter to members will include consultation and links
27 Feb – 6 Mar	NCR advised they want to share links on all ATMs
5 March	LGNZ newsletter to all elected members and council staff will include consultation and links
Mid-March	MBIE's business.govt.nz newsletter will include consultation and links
3 April 2026	Reminder – one week to go.
End March 2026	Receive and publish Alternate Formats for disabled community
Friday 10 April 2026	Consultation close – thanks, next steps.

Key messages

About this consultation

RBNZ is asking the public for feedback on a proposal that banks must provide minimum level of cash services so people can withdraw cash, deposit cash and get change free-of-charge in locations close to where they live.

Public consultation on Keeping Cash Local opens 25 February for six weeks closing Friday 10 April 2026.

We propose a cash services standard that would apply to banks and in this consultation, we focus on standards that impact the number and location of cash services that banks must provide. We have prepared maps to illustrate what the proposal would mean in practice for each district (excluding the Chatham Islands).

We propose that people living in an urban area should face only a walkable distance to withdraw cash, deposit cash or get change, while people living rurally should only face a reasonable driving distance. People should not have to face unreasonable wait times to access cash services and cash services should be free of charge. We want to know whether people agree with this.

We believe that banks should provide cash services to customers because cash services are basic banking services and are an essential part of a customer's relationship with their bank.

The 66 maps we have prepared assume banks work together and share cash services infrastructure (like how the five big banks and TSB already do this at the five remaining 'NZBA

regional banking hubs' introduced in 2019). However, the proposal only specifies the outcomes the RBNZ requires, it would be up to banks to meet the standard however they see fit.

We estimate the benefits of our proposal far outweigh the costs, as giving the public an appropriate level of cash services provides benefits to New Zealand of \$2.83 billion per annum, at an additional annual cost to banks of around \$104 million. This cost is negligible when compared to the more than \$10 billion annual pre-tax profits earned together by the banking sector.

Consultation is open 25 February 2026 to 10 April 2026. Then we will analyse feedback and incorporate it in our next phase of work which deals with further specifics of the standard, including whether it would apply to all banks or just the largest ones and how the standard would be implemented and enforced in practice. As part of this we will ask banks to voluntarily adopt standard relating to the number and location of cash services across New Zealand, while also providing advice to the Minister of Finance on the potential need for legislative reforms.

Many of the communities this consultation speaks to most directly will be struggling right now, cleaning up after last week's storm. We realise contributing to our consultation can't be their focus right now. But we value input from everyone – people, businesses, groups - and the consultation is open to 10 April. Our plan is to send out reminders so no one misses out from having their say.

Meeting the standard will require a response from the entire cash system to ensure quality services are in place. Banks will need to cooperate with their cash-in-transit firm and other specialist businesses and suppliers that operate in the cash system.

Cash benefits society, as it is used for economic, social and cultural reasons, and as the steward of cash we are focussed on ensuring the cash system is healthy and available.

Research shows 72% of small businesses would be adversely affected if cash was unavailable as a means of payment¹. Our own survey² tells us that over 80% of adults use cash sometimes, over half (56%) store cash and 8% rely on cash as their sole means of payment.

Proposal details

Specifically we propose these rules:

- **There are enough cash service sites across New Zealand to prevent lengthy queues.**
In practice, the standard would say there must be at least 2.5 multi-bank, full-service cash sites per 10,000 people or the equivalent using partial service sites (many more service sites than 2.5 per 10,000 would be required if banks choose to meet the standard using partial service sites).
- **Most people living in an urban area will face only a walkable distance** to free-to-use cash withdrawal, free-to-use cash deposit and free-to-use cash swap services.
 - 'urban' refers to places where 1,000 or more people live in close proximity.
 - 'walkable' refers to no more than a 3km one way journey
- **Most people living in a rural area will only face a reasonable driving distance** to free-to-use cash withdrawal, free-to-use cash deposit and free-to-use cash swap services.
 - 'rural settlement' refers to places where 200 to 999 people live in close proximity.
 - 'living remotely' refers to people not living in a rural settlement or urban area. -

¹ Xero NZ research about payment barriers to small business owners

² RBNZ 2023 cash use survey summary report (PDF, 1MB). In this report, we asked respondents how many times they had used cash to pay for everyday items in the past 7 days. We used the results to measure and estimate the proportion of people who use cash at least occasionally.

'reasonable driving distance' refers to no more than a 15km one way journey for people living in rural settlements and no more than a 30km one way journey for people living remotely.

The proposal means that residents of many small towns and rural settlements across New Zealand - such as Milton in the South Island and Paihiatua in the North Island - would have local access to free-to-use cash withdrawal, cash deposit and cash swap services irrespective of who they banked with.

Bank branches and cash

New Zealand has lost around 40 percent of its bank branches in the past decade (2014-2024), often replaced with ATMs that often do not accept cash deposits or deal with coins, may run out of cash and may charge fees.

In the past 10 years (2014-2024), the large four banks have closed more than 400 bank branches (a 40% decline). In Lower North Island 102 branches or 42% have closed; in the South Island 90 branches or 35% have closed; and in Upper North Island 210 branches or 38% have closed.

Especially in emergencies, people go to cash, for example Cyclone Gabrielle (Feb 2023), Global Financial Crisis 2007-2009, and Covid19 pandemic when in March 2020 we issued \$800million in cash in just two weeks to meet demand.

People's quotes about cash and access

discuss with Zoe, Ayesha and Abby how we could do something engaging with these

These quotes and excerpts are from November 2025 RBNZ engaged independent researchers to visit 10 rural towns, spread across New Zealand.

"Cash sits at the heart of community fundraising and supports the social fabric of rural life. From large events to raffles and sausage sizzles, cash remains the most practical and cost-effective way for community organisations to raise funds and respond to local needs".

Businesses that accept cash help keep money moving through the local economy...cash paid by customers is often spent, reused, or circulated again within the community. [Excerpt]

"We need cash for the prize money for the horse, sheep, and all the other animal competitors. Everyone gets their envelopes, and then the kids can go off and buy whatever they like with the cash. We also give cash for the woodchopping."

"I manage a foodbank, and we receive cash donations that I travel over 60kms to deposit into a Westpac bank account. We used to have a cash deposit box where you could deposit funds, and it was cleared twice weekly; that has now been removed."

"We always need float for rugby games – that can be hard to get, especially coins and small notes. We do workarounds and top it up with our own money. We had to get 40k in for the big rugby games..."

"Cash is important here, especially for our pakeke (elders) – they have a lack of trust in government and online services."

"No power means no EFTPOS or ATMs. Without cash, you may not be able to buy food, water, or fuel."

"This month is dog registration time, and I've been surprised at the number of people who have paid cash for their dog."

"Without a local bank, our school has effectively become cashless—not by choice, but out of necessity. What used to be a simple fundraising sausage sizzle or bake sale now feels like a logistical nightmare."

"Do you know how hard it is to get cash for a cake stall float or similar now? Let alone trying to bank any cash you make."

"If cash weren't available, all the fundraising here would be lost...We have markets, too, and not all vendors can afford a portable ATM."

"The nearest bank is an hour's drive away. I have severe vision loss, so I don't drive. The ATM near me doesn't have anything smaller than a \$50 bill, and it charges to withdraw. Nobody in town can give me change for \$50 because everyone's basically under the same constraints. It's frustrating, and I'm seriously considering moving to [city] to make life easier."

"Harder to access cash these days with fewer ATM machines. And many...have huge transaction fees. No one should have to pay extra to use their own money..."

"I don't want to keep cash at home. BUT I have to have cash in case of an emergency because the closest bank is 75km away and the nearest ATM is 15km away."

"The banks' attitude to cash is very discouraging and unhelpful. Cash should be a choice. We like to feel and see our hard-earned money. Banks make very large profits from our money and then don't even give back a service."

Rural residents often undertake substantial journeys to access cash withdrawal or deposit services, resulting in increased travel expenses and significant time commitments. Businesses struggle with the lack of local cash deposit and change facilities, unreliable ATMs, and security risks from holding cash on-site. The time and cost of travelling to distant banks or ATMs disrupts business operations and cash flow. [Excerpt]

Cash is vital for Māori communities, particularly for cultural practices such as koha at tangihanga, pōwhiri, and marae events. Cash supports manaakitanga (hospitality), enables immediate and flexible giving, and strengthens social and cultural connections. [Excerpt]

What other countries are doing

Many countries have or are introducing new laws to ensure adequate access to cash services. Examples are the UK, Ireland, Australia and the Netherlands.

RBNZ other action on cash

- In 2021 we started exploring ways to redesign the cash system with our issues paper "**Future of Money – Cash system redesign**".
- **Cash Use in New Zealand** postal survey is done by an independent research company and results will be out around March 2026. We have done this survey since 2017.

- **Community Cash Research Trials** – first research trial now underway in Waipukurau rural communities that lack over-the-counter bank or ATM cash services. Then we'll test new ways for people, including retailers, to withdraw and deposit cash, including change and takings, at no cost to them.
- **Private Innovation** – ramping up monitoring of stablecoins and cryptoassets.
- **Digital Cash** – continuing to assess the case for a central bank digital currency for New Zealand.
- **Payments** – starting to investigate modernising New Zealand's payments.

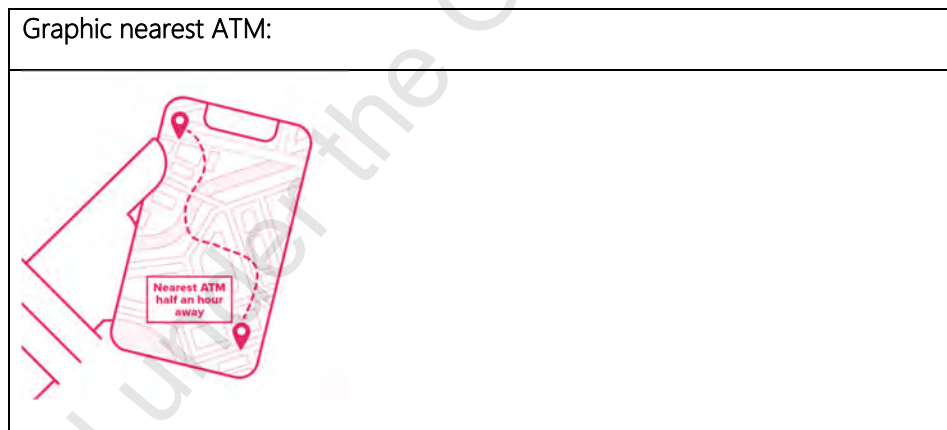
Consultation documents – on Citizen Space

1. Keeping cash close to home – public consultation paper
2. Keeping cash close to home – implications for each district (66 maps)
3. Keeping cash close to home – technical paper considering the benefits of cash
4. Keeping cash close to home – additional background material
5. Litmus research on cash use and access in 10 rural towns 13 November 2025.

Public survey and key information – on RBNZ website new M&C webpage

- Webtext using key messages and FAQs, embed video.
- Link to CitizenSpace and survey. Delete current SurveyMonkey Cash Feedback Form.

Key visual/graphic/photo



Video explainer

Short, prerecord video for RBNZ website and socials to explain the public consultation and encourage people to respond to. Script for Robbie Taylor to talk to camera, and edit-in animations from cash trials video.

Objective is to lead people to the public survey.

Social media

Instagram, LinkedIn and Facebook (comments off).

Consider how to reach young people – but knowing Deliberative Workshops in March will have a workshop devoted to urban youth.

Key links for public to make a submission

- Citizen Space – make a submission here xxx
- RBNZ webpage with link to survey of public consultation questions – find out more here xxx

Links to other RBNZ work on cash

- Community Cash Trials [Community cash trials - Reserve Bank of New Zealand - Te Pūtea Matua](#)
- Cash Use in New Zealand Survey [RBNZ Launches 2025 Cash Use in New Zealand Survey - Reserve Bank of New Zealand - Te Pūtea Matua](#) Most recent is [2023 cash use survey summary report](#)
- Future of Money including Digital Cash and private innovation [Future of money - Reserve Bank of New Zealand - Te Pūtea Matua](#) and 2021 issues paper [Future of Money - Cash system redesign - Issues paper](#)

Stakeholder approach

Who	Approach	
ELT and RBNZ Board	<ul style="list-style-type: none"> • 20 Feb – MW email Board and ELT, copy ELT EAs and Governance for the Board, adapt past email, attach embargoed media release, MOF aide memoire, x5 consultation docs. advise them of key dates, comms approach, key messages. • After - add to Key Messages on Topical Issues. Ask to include public consultation in upcoming presentations (during consultation period). 	MW done
RBNZ Board	<ul style="list-style-type: none"> • Kete January 2026 - M&C Policy to include brief note about public consultation, engagement and communications. Policy to confirm if Board Payments Sub-Committee needs detailed briefing. 	Policy done
MoF	<ul style="list-style-type: none"> • Briefing 19/02 SB • Before - email embargoed media release 20/02. 	SB done MW to SS done
FSG Supervision Team	<ul style="list-style-type: none"> • Before – MW to send Stan our engagement approach, key dates, key messages and offer to brief his Team. Offer to join their meetings with banks if helpful to answer questions. • Before – send embargoed media release and public consultation docs. 	MW DONE MW DONE 3PM 26/02

Who	Approach	
s 9(2)(a)	<ul style="list-style-type: none"> After - share links at go-live. 	KA done 4:00pm 23/02/2026 KA - f'up after launch
Banks big 5	<ul style="list-style-type: none"> 24 Feb meeting Gov, Bd Chair, with Bank CEs will give them heads-up. <i>Note: Nov-Dec 2025 banks received a letter informing them about the consultation, then KS and IW met with them in Dec 2025.</i> 	Policy. Supervisors
Smaller banks	<ul style="list-style-type: none"> Policy (Susan, Susannah) briefed SBS and Coop Bank individually with Supervisors in January. After - share links. 	Policy done
Cash Industry Forum participants CIT and ATM providers (Next, NCR, Glory)	<ul style="list-style-type: none"> 24 Feb 4pm MW – email headsup, link where to find info on 25 Feb. After – share links to all CIF participants. 	MW done 4:40pm 24/02
Central govt: MSD Policy Team Office for Seniors MPI Rural Communities team Age Concern (Retirement Commissioner?)	<ul style="list-style-type: none"> government partners and others After - share links and ask if they would share with their networks Out of Scope 	MW done 3PM 26/02 MW DONE 2PM 27/02/2026
Central govt: NZ Police Inland Revenue Treasury	<ul style="list-style-type: none"> SG heads up 23/24 Feb. Policy to hold individual pre-briefings. After - share links (Susan). (Marnie) share links with NZ Police comms contacts. 	SG DONE 24/02. MW DONE 2:45PM 26/02
CCT town applicants	<ul style="list-style-type: none"> Email (see below text and emails) headsup to applicants. 	SF and AT DONE email 2:45pm 24/02.

Who	Approach	
Local government: Local Government NZ	<ul style="list-style-type: none"> 23/24 Feb MW email headsup to – contact s 9(2)(a) [redacted] Launch first, let them digest, contact asking how they'd like us to engage with them. Later – consider briefing LGNZ's small town Mayors sub-group and Auckland Council. Backup – compile list of councils from LGNZ web link. Libraries of NZ and LGNZ. Compile list from here https://www.economicdevelopment.org.nz/our-edas After - send MR and links. And send to Litmus Research. 	KA MW to Summer 4:30pm 23/02.
Local government	Councils not part of LGNZ – consider how to engage: <ul style="list-style-type: none"> Auckland Council. Christchurch City Council. West Coast Regional Council. Grey District Council. Kaipara District Council. Westland District Council Western Bay of Plenty District Council. 	
Other central banks and corporate stakeholders	<ul style="list-style-type: none"> Before – email heads-up to James Sergeant After - send links to media release, consultation and socials 	MW DONE
CoFR – Leads, Comms,	<ul style="list-style-type: none"> Before - email embargoed media release. 	MW DONE
Media	<ul style="list-style-type: none"> See above. Media Briefing - Mailchimp invite to key media and send embargoed MR before briefing. Media Release - Mailchimp send to media list subscribers. Ian available for follow up interviews and Susan as backup. 	MW done
General external	<ul style="list-style-type: none"> After - Mailchimp to banknotes & coins subscribers list send Media Release 	MW ON DONE 25/02
Internal	<ul style="list-style-type: none"> 25/26 Feb MW - Banknotes/Tātou story to share consultation link and explain why we are asking the public. Quote Susan. 	MW done
RBNZ reception Wellington. Auckland	<ul style="list-style-type: none"> Immediately after – send link to media release, advise where to direct callers to make a submission (website, citizen space, email 	MW done 11:50am

Who	Approach	
RBNZ Security Wellington	FOM mailbox) and what to do if someone delivers a paper response. •	
FOM mailbox	<ul style="list-style-type: none"> Update autoreply with links per audience – public to SurveyMonkey questions, providers to Citizen Space. Folder set up to triage queries. 	MW done Policy
MBIE	<ul style="list-style-type: none"> MW ask to include in next business newsletter. Contact Lucy Wilkins. Contribute to our content - Business.govt.nz 	MW 23/02 initial outreach email
Business: Primary sector Rural/regional associations	<p>25/26 Feb after MW- send links to media release, citizen space and socials:</p> <ul style="list-style-type: none"> s 9(2)(a) 	MW DONE 5:20PM
Financial inclusion groups	<ul style="list-style-type: none"> 25/02 at launch MW – ask Tom Bayliss to share with his network of contacts because this will be of interest to these communities; links to media release, survey, citizenspace and socials. CC or include Marnie email for more info/questions. Consumer NZ, Financial Mentors Community of Practice, Wellington City Mission, Salvation Army Social Policy and Parliamentary Unit, Grey Power (National Office, Wellington Chapter), DPO contact, Social Research Unit (ask Susan), Community Networks Aotearoa (ask Robbie) 	<p>MW done 12:15pm</p> <p>MW send Tom 25/02</p> <p>MW initial ask to Tom 20/02</p>
DIA - Charities	<ul style="list-style-type: none"> 16-20/02 MW to contact DIA ask to include in their next newsletter to all registered charities, societies and associations. 	MW 20/02 initial email outreach
Māori engagement groups and leaders	<ul style="list-style-type: none"> Later stage: thank them for engaging with us in Sep-Nov 2025 and report back their views in our Engagement Report – Māori views on money, cash and payments. Wait for later in 2026. 	MW HOLD

Who	Approach	
Tourism and Retail industries	<ul style="list-style-type: none"> 25/02 at launch MW – email links, let them digest, ask how they want us to engage with them. s 9(2)(a) s 9(2)(a) 	MW DONE 5:20PM
Finance and Expenditure (select) Committee Chair	<ul style="list-style-type: none"> After MW – ask GIR team to send link to media release and offer briefing. 	MW DONE
Royal Numismatic Society of NZ	<ul style="list-style-type: none"> After MW - send link to media release 	MWDONE 5:20PM
Podcasts	<ul style="list-style-type: none"> Later - Sourced from Zoe – consider asking if they are interested in this topic: Friends that invest, Making cents - Frances Cook, Your money with Mary Holm, The Happy saver, Shared Lunch - sharesies, Money made simple - Simplicity, Smart money - NewstalkZB 	MW

Risks and mitigations

Risk	How we will mitigate it
If Ian's work priorities change and he is less available, then we may have to decline media interviews and engagement opportunities like stakeholder webinars and speaking engagements.	Ensure Robbie Taylor and Susan Guthrie are aware, fully briefed and ready to be backups. Provide both with media training refresher. Robbie as backup for TV, Susan as backup for radio and print.
If we have received no or few paper responses half-way through the consultation period, then we are not reaching some audiences.	Reconsider our approach including contacting all Councils to put paper printouts of consultation docs and relevant maps in all offices and libraries, paying for printing. Same with Citizens Advice Bureaus.
Banks and others saying that the cash system is inefficient, and investment in the cash system is better directed in digital payments and other areas that are more likely to enhance productivity and growth.	<p>Clear and proactive messages about why cash matters to the public.</p> <p>Cost/benefit messages and how banks can afford it.</p> <p>Messages about our work to modernise payments.</p>

Risk	How we will mitigate it
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Stakeholders say that no one uses cash anymore, that it's unsafe, attracts crime and costs a lot more than electronic payments and they will oppose the measures we are proposing.

Pre-briefings to Police, IR, Treasury. by M&C Policy to share our approach, documents and answer questions. Include key message with data that people prefer cash.

Possible questions with draft responses

The section "Possible questions with draft responses" has been withheld in full under section 9(2)(g)(i), to maintain the effective conduct of public affairs through the free and frank expression of opinions.

s 9(2)(g)(i)

[Redacted content]

Released under the Official Information Act 1982

s 9(2)(g)(i)

Reviews table:

Who	Date reviewed
Susan Guthrie	13/01/2026
Scott Sinclair, Senior Manager Stakeholders	14/01/2026
Andrew Turner, Programme Director, Money	16/10/2026
Robbie Taylor, Manager M&C Policy	17/02/2026 Key messages only
Ian Woolford, Director Money and Cash – Media Release approval	Refer MR
Karen Silk, AG Money – media release approval	Refer MR

Summary of Comms and Engagement Deliverables

External Comms	Internal Comms	Ministerial	Brand & Design	Website	Social Media	Engagement
<ul style="list-style-type: none"> • Media invitation • Media briefing/webinar • Media Release (RBNZ) • Follow-up interviews 	<ul style="list-style-type: none"> • Tātou article 	MoF memo	<ul style="list-style-type: none"> • Formatting consultation docs 	<ul style="list-style-type: none"> • Video explainer • publish media release • CitizenSpace publish consultation docs, survey • Publish webpage, video, FAQs. • Homepage news tile 	Key messages and video explainer.	<ul style="list-style-type: none"> • Emails to stakeholders • Mailchimp to M&C subscribers

Media results


Report of media web and social to 2pm 26 Feb 2026.docx

Email – CIF participants and Cash System participants DONE 4:40pm 24 Feb 2026

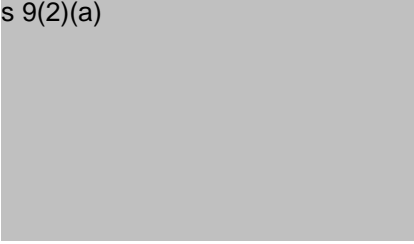
From: Marnie Woodd

To: CIF full list

s 9(2)(a)



s 9(2)(a)



CC: Future of Money mailbox, Ian, Graeme, Robbie, Susan, Susanna, Roanna, Kirsten,

Subject: For your interest: RBNZ public consultation about "Keeping Cash Local" opens 11:00am 25 Feb 2026

Body Text:

Kia ora Cash Industry Forum participants,

Tomorrow at 11:00am 25 February 2026, the Reserve Bank of New Zealand – Te Pūtea Matua will open public consultation on a proposal called "Keeping cash local". It asks New Zealanders about access to cash services; to withdraw cash, deposit cash or get change.

Information about this consultation will be published on [our website](#) at 11:00am 25 February 2026.

We are excited to share this next stage of our cash system policy work with the public and receive their views on our proposal. We look forward to receiving your submissions too, and from tomorrow 11am you can have your say [here on the CitizenSpace section of our website](#).

Should you have any queries, please contact me or one of the Money & Cash Policy team (copied above).

Ngā mihi nui,

Marnie

Email – Stan and Supervision team 20 Feb DONE 10:45am

From: Marnie Woodd

CC: Future of Money mailbox, Ian, Robbie, Susan, Susanna, Roanna, Kirsten,

Attach: Media Release pdf

Subject: Headsup – RBNZ public consultation about "Keeping Cash Local" opens 11:00am 25 Feb 2026

Body Text:

Kia ora Stan,

Next week, 11:00am 25 February 2026, RBNZ will open public consultation on a proposal called "Keeping cash local". It asks New Zealanders about their local access to cash services; to withdraw cash, deposit cash or get change.

This email is to give you an overview of our communications approach, key messages and the consultation documents, that you can share with your team. Susan Guthrie, Susanna Berry, Roanna McLeod and Kirsten Ashley are happy to join your meetings with banks later, to answer questions or talk about this consultation, if you would find that helpful.

I've attached our media release which is embargoed and final (approved by Karen Silk) and contains our key messages.

If you would like the full package of consultation documents, we are happy to send it to you. It consists of:

- Keeping cash local – public consultation paper
- Keeping cash local – implications for each district
- Keeping cash local – technical paper considering the benefits of cash
- Keeping cash local – additional background material
- Keeping cash local - Litmus research on cash use and access in 10 rural towns 13 November 2025.

Our communications approach and key dates:

- MoF aide memoire sent 19 Feb, and media release to be sent 20 Feb.
- ELT and Board email 20 Feb.
- Governor and Board Chair meeting 24 Feb with main bank CEOs and will mention this consultation. Then, that afternoon we will email Cash Industry Forum participants.
- Media briefing 10:00-10:30am 25 February (online) for key media with Ian Woolford and Susan Guthrie.
- Media release sent to media 11:00am 25 February and published on our website.
- 11:00am 25 February publish consultation on RBNZ website: CitizenSpace – full consultation docs and survey; new M&C webpage with video (Robbie talking about the consultation), high level info and link to survey.
- Ian Woolford will be available for follow up media interviews.
- Social media posts with video and link to public survey.

Please don't hesitate to contact me, Susan, Susanna, Roanna or Kirsten with any further queries.

Ngā mihi nui,

Marnie

Email – ELT and Board 20 Feb DONE 12:15pm

From: Marnie Woodd

To: RBNZ Board s 9(2)(a) Leadership - Executive Leadership Team
s 9(2)(a); Leadership - ELT Executive Assistants s 9(2)(a)

CC: Robbie, Susan, Board Secretariat s 9(2)(a) Scott Sinclair
<Scott.Sinclair@rbnz.govt.nz>; Ian Woolford <Ian.Woolford@rbnz.govt.nz>; susanna; roanna;
kirsten;

Attach: Media Release pdf, MOF aide memoire, 5x consultation docs

Subject: FYI: RBNZ public consultation about "Keeping Cash Local" opens 11:00am 25 Feb 2026

Body Text:

Tēna koutou,

On Wednesday 25 February 2026 at 11:00am we will open public consultation on a proposal called "Keeping cash local" that asks New Zealanders about their local access to cash services; to withdraw cash, deposit cash or get change.

The key points are:

- Consultation opens for six weeks from 25 February to 10 April. We seek public feedback on our proposal that banks must provide a minimum level of cash services so people, businesses, and community groups can withdraw cash, deposit cash, and get change free-of-charge close to where they live.
- We believe banks must provide cash services to customers, free-of-charge, because cash is an essential part of a customer's relationship with their bank.
- We estimate the benefits of our proposal far outweigh the costs, as giving the public an appropriate level of cash services provides benefits to New Zealand of \$2.83 billion per annum, at an additional annual cost to banks of around \$104 million.

We will publish a media release (attached) and five consultation documents (attached and note these are subject to further formatting):

Keeping cash local – public consultation paper

Keeping cash local – implications for each district

Keeping cash local – technical paper considering the benefits of cash

Keeping cash local – additional background material

Litmus research on cash use and access in 10 rural towns 13 November 2025.

Also attached is our Aide Memoire to the Minister of Finance for your interest.

A media briefing (online) will be held 10:00am 25 February with Ian Woolford and Susan Guthrie. Then at 11:00am 25 February the consultation opens on our website along with a video, and our media release will be sent and published, social posts are planned and we are engaging key stakeholders directly.

Please don't hesitate to contact me or the team (copied) with any queries.

Ngā mihi nui,

Marnie and the M&C Policy team

Email – MOF Office 20 Feb with embargoed MR

Kia ora Scott,

I hope you had safe travels back to Auckland and you're having a good Friday.

As we discussed, would you please forward this embargoed attached MR to MOF Office today along with a message along these lines:

Kia ora,

On Wednesday 25 February 2026 at 11:00am we will open public consultation on a proposal called "Keeping cash local" that asks New Zealanders about their local access to cash services; to withdraw cash, deposit cash or get change.

The attached media release (attached) will be published/sent at 11am and we will hold a media briefing (online) at 10:00am 25 February with Ian Woolford and Susan Guthrie.

Please don't hesitate to contact me with any queries.

Regards,

XXX

Scott, FYI Policy sent and Aide Memoire to MOF with the four consultation documents attached yesterday 19 Feb.

Regards,

Marnie

Email draft – to CCT town applicants, 2:00-3:00pm 24 Feb DONE SALLY 24/02.

AT to review. Sally to send - contacts for the comms to all towns, I've blocked some time in my diary to send on the afternoon of 24 Feb. [Contacts for towns.docx](#).

From: CCT mailbox

To: personalised emails to all applicants

Subject: RBNZ public consultation on "Keeping Cash Local" opens 25 February

Body Text:

Kia ora,

This email is to thank you for working with us so willingly to share your local cash experiences as Litmus conducted research, we explored possible Community Cash Trial sites, and to give you a heads-up on an upcoming consultation about cash.

Tomorrow, the Reserve Bank of New Zealand – Tē Putea Matua, opens public consultation to ask New Zealanders – people, businesses and community groups - about their local access to cash services; to withdraw cash, deposit cash or get change. This will be on our website from 11:00am 25 February 2026.

Many of the communities this consultation speaks to most directly, will be cleaning up after last week's storm. We realise contributing to it can't be their focus right now, but we value input from everyone, and the consultation is open until 10 April 2026.

We developed these policy documents by drawing on your cash experiences and cash challenges in your territorial authority, and the research done by Litmus that you took part in.

In the consultation we share five documents:

1. Keeping cash local – public consultation paper
2. Keeping cash local – implications for each district
3. Keeping cash local – technical paper considering the benefits of cash
4. Keeping cash local – additional background material
5. Litmus research on cash use and access in 10 rural towns 13 November 2025

You may be wondering if this public consultation means we don't need Community Cash Trials towns. We are learning from the [Waipukurau cash depot trial](#) that opened in November 2025 and are working towards establishing a second trial site in 2026.

We'll be in touch soon.

Ngā mihi nui,

Andrew Turner

Email to adapt - inform stakeholders that consultation is open

From: Marnie Woodd mailbox

CC: future of money mailbox

Subject: RBNZ opens public consultation about "Keeping Cash Local"

Body Text:

Kia ora koutou,

The Reserve Bank of New Zealand – Tē Putea Matua, has just opened public consultation asking New Zealanders about their local access to cash services; to withdraw cash, deposit cash or get change. It's called "Keeping Cash Local".

Public consultation is open for six weeks, closing Friday 10 April 2026.

Links:

This is now on our website here <https://www.rbnz.govt.nz/money-and-cash/access-to-cash>

People can have their say here <https://consultations.rbnz.govt.nz/rbnz/access-to-cash/>

Our media release is here <https://www.rbnz.govt.nz/news-and-events/news/2026/02/consultation-opens-on-keeping-cash-local>

We are posting to our social channels too: [LinkedIn](#), [Instagram](#) and [Facebook](#) https://www.linkedin.com/posts/do-you-care-about-cash-over-80-of-adults-ugcPost-7432179376017956864-3gCU?utm_source=share&utm_medium=member_desktop&rcm=ACoAAA4mXtYBa2redMzsq_Q_nLFFrkLYn_nkKmA

About this consultation:

The Reserve Bank of New Zealand proposes that people living in urban areas should face only a walkable distance to withdraw cash, deposit cash or get change, while people living rurally should only face a reasonable driving distance. People should not have to face unreasonable wait times either and cash services should be free of charge. We want to know if New Zealanders agree with how we are approaching this. The RBNZ is the steward of money and cash for New Zealand and we monitor the cash system to ensure that people and businesses can access, use and bank cash. Feedback from this consultation will help us redesign the cash system.

We would like to offer to engage with you as part of hearing a wide range of views from people, businesses and community groups. If you would like us to engage with you and your networks, to talk about the consultation and answer questions, please contact me.

And if you are willing to share this on your channels with your networks, that would be appreciated.

Please don't hesitate to contact me with any further queries.

Ngā mihi nui,

XXX

Story in Banknotes/Tātou – to publish Thurs 26 Feb DONE SENT TO JERICAH/INTERNAL COMMS

Approved by Susan and Roanna 23/02/2026

Photo: use graphic (above) and photo of elderly man at ATM in the mall

Photo caption: *(Photo for RBNZ internal use only) An elderly man being shown how to use the ATM rather than in-branch service, for cash.*

Headline: Keeping Cash Local – public consultation on cash now open

RBNZ is asking the public for feedback on a proposal that banks must provide minimum cash services so people can withdraw cash, deposit cash and get change free-of-charge in locations close to where they live.

Public consultation is open 25 February for until 10 April. Spread the word and have your say here on CitizenSpace xxx.

What's it all about?

We propose a minimum level of cash services that would apply to banks and focus in this consultation on standards that impact the number and location of cash services that banks must provide. We have prepared district maps [add link] to show what the proposal would mean in practice for each 66 territorial authority (excluding the Chatham Islands). And written a technical paper about the benefits of cash to New Zealand.

We propose that people living in an urban area should face only a walkable distance to withdraw cash, deposit cash or get change, while people living rurally should only face a reasonable driving distance. We want to know if people think it's important that cash services are located close enough to where people live and whether it is important to avoid long waiting times.

Susan Guthrie, Principal Advisor, Money and Cash says: "We believe banks must provide cash services to customers, and free-of-charge, because cash is an essential part of a customer's relationship with their bank. People put money into their bank accounts and expect to convert it easily, quickly and without cost, into cash and vice versa. Our view is that banks also benefit from providing cash services to customers."

Cash is used for economic, social and cultural reasons, and as the steward of cash we are focused on ensuring the cash system is healthy and available. Research shows 72% of small businesses would be adversely affected if cash was unavailable as a means of payment. Our own survey tells us that over 80% of adults use cash sometimes, over half (56%) store cash and 8% rely on cash as their sole means of payment.

Cash services mapped by district

We have prepared district maps that assume banks work together and share cash services infrastructure, similar to how the five big banks and TSB already do this at the five remaining 'NZBA regional banking hubs' introduced in 2019. However, the proposal only specifies the outcomes the RBNZ requires, it would be up to banks to meet the standard however they see fit. If banks opt to

meet the standard by acting individually, they could, but each bank would have to provide enough services close to where their customers live and that would mean many more service sites would be in place overall than our maps report.

Benefits outweigh cost

We estimate the benefits of our proposal far outweigh the costs, as giving the public an appropriate level of cash services provides benefits to New Zealand of \$2.83 billion per annum, at an additional annual cost to banks of around \$104 million. This cost is negligible when compared to the more than \$10 billion annual pre-tax profits earned together by the banking sector.

What happens after?

We will analyse feedback and incorporate it in our next phase of work which deals with further specifics of the standard, including whether it would apply to all banks or just the largest ones and how the standard would be implemented and enforced in practice. As part of this we will ask banks to voluntarily adopt the standard relating to the number and location of cash services across New Zealand, while also providing advice to the Minister of Finance on the potential need for legislative reforms.

(ends)



Autoreply from FoM mailbox

This text has been changed in the autoreply

From: Future of Money and Payments <futureofmoney@rbnz.govt.nz>

Date: 20 February 2026 at 8:57:28 AM NZDT

To: Marnie Woodd <marnie.woodd@gmail.com>

Subject: Automatic reply: Test email to get auto reply

Kia ora, Greetings,

Thank you for your email, if it...

- gives feedback on a public consultation we are running then it will be treated as a submission and analysed by the relevant policy team along with all others received.
- offers general comment on any aspect of our Future of Money - Te Moni Anamata programme then it will be referred to the relevant policy team for their consideration.
- relates to something else then you can expect a reply from one of the Money and Cash team within five working days.

Please note

Please note that the information you provided is covered under the Official Information Act 1982 and will be released by default. Please see p.35 of [the consultation document](#) about how you can request information to be withheld.

Please stay involved

There are two ways you can stay up to date on our work:

- [subscribe to Money and Cash Policy Updates](#). This is a self-managed subscription to email updates which you control.
- follow our [LinkedIn](#), [Instagram](#), [X](#), and [Facebook](#). We post all our significant updates to these.

Ngā mihi, Thanks,

**Money and Cash
Tari Moni Whai Take**

Reserve Bank of New Zealand – Te Pūtea Matua

2 The Terrace, Wellington 6011. PO Box 2498, Wellington 6140

W rbnz.govt.nz

Media briefing preparation - for 10:00am Wed 25 February 2026


Keeping Cash Local public consultation opens

Contents

- Media briefing preparation - for 10:00am Wed 25 February 2026..... 1
- Keeping Cash Local public consultation opens 1
 - Structure and timing:..... 1
 - Roles and responsibilities: 2
 - Housekeeping talking points – Marnie (2mins) 2
 - Talking points - Ian Woolford (5-7 mins max.) 3
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- Possible questions and responses..... 6

The section "Possible questions with draft responses" has been withheld in full under section 9(2)(g)(i), to maintain the effective conduct of public affairs through the free and frank expression of opinions.

Structure and timing:

Time	Action	Notes
09:45am	Set up	Ian and Olivia in the media room. Susan and Marnie in a quiet space with good connectivity and headphones Use this Teams background: 
09:50am	Test	Join Teams meeting. Test sound, location, and general set up
10:00am	Meeting begins	Olivia admit media from lobby
10-10.05am	House keeping	Marnie to open with house keeping remarks (welcome, overview of this session, how it will work) hand over to Ian
10:05-10:15am	Opening remarks	Ian introduces himself and Susan. Ian delivers opening remarks for 5-7mins.
10:15am-10:30am	Media Q&A	Marnie to manage media Q&A with Ian and Susan, and ordering. Soft cut off time is 10:30am.
10:30am-10:45am	Buffer time	Additional question time if needed. Hard cut off time being 10:45am

Roles and responsibilities:

Person	Role	Question Topic
Ian Woolford	Opening remarks On record commentary	All questions
Susan Guthrie	Answer questions as Subject Matter Expert On record commentary	Keeping cash local public consultation documents
Marnie Woodd	Emcee: housekeeping; managing Q&A, managing media and intervening if needed; timekeeping; wrap up meeting. Media room set up.	
Olivia Neill	Media room set up. Meeting entry acceptance. Monitor chat and post email contact for additional questions.	

Housekeeping talking points – Marnie (2mins)

Haere mai koutou katoa, I'm Marnie Woodd and I'd like to welcome you to this Reserve Bank media briefing.

First I'd like to introduce our speaker Ian Woolford, Director of Money and Cash, who is joined by Principal Adviser Susan Guthrie who is a cash policy expert. They can be quoted from this session. My colleague Olivia Neill is also here, and will monitor the chat for any written questions.

Hopefully you have had time to digest the embargoed material sent yesterday. We ask that you limit your questions to those that relate to the Keeping cash local consultation.

So, what is this consultation all about? The Reserve Bank is asking the public for feedback on a proposal. Our proposal is that banks must provide a minimum level of cash services so people, businesses, and community groups can withdraw cash, deposit cash, and get change free-of-charge close to where they live.

Consultation opens today 11:00am (25 February) for six weeks, closing Friday 10 April 2026. We're keen to hear from people – businesses, community groups, people, rural or urban.

Today's media briefing will run as follows: Ian will say a few words about this proposal and why we want to hear from the public, then we'll open for your questions. Please use the "raise hand" function or type your question in the chat. Please introduce yourself before asking your question, with one follow up question.

Please mute your mics until then. Now I'll hand over to Ian.

Talking points - Ian Woolford (5-7 mins max.)

Kia ora koutou,

Thanks for joining us today. I'm Ian Woolford, Director of Money and Cash here at the Reserve Bank and I'm joined by Susan Guthrie, Principal Adviser, who is the real expert on this.

It's called Keeping Cash Local because that's what it will do. We are proposing a minimum cash services standard for every territorial authority across the country.

We know that many communities will be struggling right now, cleaning up after last week's storm. We realise contributing to our consultation can't be their focus right now. But we value input from everyone.

So what are we proposing and why?

People living in urban areas should face only a walkable distance to withdraw cash, deposit cash or get change, while people living rurally should only face a reasonable driving distance.

People should not have to face unreasonable wait times either and cash services should be free of charge.

66 maps show what this proposal could mean for each district (excluding the Chatham Islands). It assumes banks share cash infrastructure, as they already do at the five remaining 'NZBA regional banking hubs'. But we need more 5; we need 1293.

We want to know if New Zealanders agree with how we are approaching this.

We believe banks must provide cash services to customers, free-of-charge, because cash is an essential part of a customer's relationship with their bank. People put money into their bank accounts and expect to be able to convert it easily, quickly and free, into cash and vice versa.

The public expect banks to provide cash services to them, but banks have been steadily reducing points of access for their customers to get cash, bank cash or get change, especially in rural areas. We want this to change, we are open as to how and this consultation proposes one way to make this happen.

Let's look at an example. Our proposal means that residents of many small towns and rural settlements across New Zealand - such as Milton in the South Island and Pahiatua in the North Island - would have local access to free-to-use cash withdrawal, cash deposit and get change services irrespective of who they banked with.

So what about the benefits and cost?

We estimate the benefits of our proposal far outweigh the costs. Giving the public an appropriate level of cash services provides benefits to New Zealand of \$2.83 billion per annum, at an additional annual cost to banks of around \$104 million. This cost is negligible when compared to the more than \$10 billion annual pre-tax profits earned together by the banking sector.

Meeting the standard will require a response from the entire cash system to ensure quality services are in place. Banks will need to cooperate with their cash-in-transit firm and other specialist businesses and suppliers that operate in the cash system.

Cash benefits society. It's community. It's used for economic, social and cultural reasons, and as the steward of cash we are focussed on ensuring the cash system is healthy and available.

Quotes from New Zealanders in 10 rural towns by Litmus:

"No power means no EFTPOS or ATMs. Without cash, you may not be able to buy food, water, or fuel."

"This month is dog registration time, and I've been surprised at the number of people who have paid cash for their dog."

"...our school has effectively become cashless—not by choice, but out of necessity. What used to be a simple fundraising sausage sizzle or bake sale now feels like a logistical nightmare."

"I manage a foodbank, and we receive cash donations that I travel over 60kms to deposit into a Westpac bank account. We used to have a cash deposit box where you could deposit funds, and it was cleared twice weekly; that has now been removed."

Businesses that accept cash help keep money moving through the local economy...cash paid by customers is often spent, reused, or circulated again within the community.

"We always need float for rugby games."

"...We have markets, too, and not all vendors can afford a portable ATM."

Many countries have or are introducing new laws to ensure adequate access to cash services. Examples are the UK, Ireland, Australia and the Netherlands.

In 2021 we started exploring ways to redesign the cash system with our issues paper "Future of Money – Cash system redesign". And in Waipukurau, our first Community Cash Research Trial – is underway.

Next steps and implementation

Consultation is open until 10 April 2026.

Then we will analyse people's feedback and incorporate it in our next phase of work which deals with further specifics of the standard; including whether it would apply to all banks or just the largest ones and how the standard would be implemented and enforced in practice.

As part of this we will ask banks to voluntarily adopt standard relating to the number and location of cash services across New Zealand, while also providing advice to the Minister of Finance on the potential need for legislative reforms.

Closing

We look forward to your questions. I'll now hand over to Marnie to facilitate the questions.

Media that have RSVP

Name	Media organisation, title	Contact	Embargoed docs sent MSTeams calendar invite sent
s 9(2)(a)	RNZ Business Editor	s 9(2)(a)	Y
s 9(2)(a)	NZME/Newstalk ZB Journalist	s 9(2)(a)	Y
s 9(2)(a)	Interest.co.nz Journalist	s 9(2)(a)	Y
s 9(2)(a)	Newsroom	s 9(2)(a)	Y
s 9(2)(a)	News Editor <u>BusinessDesk</u>	s 9(2)(a)	Y
s 9(2)(a)	NZME, NZ Herald Wellington Business Editor	s 9(2)(a)	Y
s 9(2)(a)	TVNZ One News (s 9(2)(a) Story Development Producer)	s 9(2)(a)	Y
And reporter from TV Digital/NewsTraffic team			
s 9(2)(a)	Stuff, The Post	s 9(2)(a)	Y
s 9(2)(a)	Bloomberg News	s 9(2)(a)	Y
s 9(2)(a)	Stuff		

Invitation to Media to attend briefing 25 Feb 2026 Keeping Cash Local

Consultation opens on keeping cash local – Media Briefing

Information contained here is embargoed until 11:00am 25 February 2026

(to be sent via MailChimp to key media **Thursday 19 Feb**)

Key dates:

Date: Wednesday 25 February 2026

Time: 10.00am – 10.30am

Venue: Online (MS Teams)

About this:

On Wednesday 25 February, we will open public consultation on a proposal that banks must provide minimum cash services so people, businesses and community groups can withdraw cash, deposit cash and swap cash free-of-charge, close to where they live. Public consultation opens 25 February 2026 for six weeks closing Friday 10 April 2026.

This media briefing will provide you with a full briefing on the consultation and the opportunity to ask questions on record.

What you can expect:

- 11:00am 24 February – media that RSVP receive embargoed media statement and consultation papers with a MS Teams link/invite to the media briefing.
- 10:00am **25 February** - Media briefing session with Director of Money and Cash Ian Woolford, and Principal Adviser Susan Guthrie. Please note Mr Woolford and Ms Guthrie will be available to be quoted.
- 11:00am 25 February – media statement and consultation papers published on RBNZ website.

How to RSVP:

Please RSVP by 11:00am Monday 23 February to External.communications@rbnz.govt.nz to confirm your attendance.

If you are unable to attend but have questions, please let us know and we can ask them on your behalf.

Important information

The public consultation full package will include:

1. Embargoed media statement.

2. Public consultation paper with questions for the public.
3. Maps of 66 districts showing proposed cash services by Territorial Authority.
4. Technical Paper considering the benefits of cash to New Zealand.
5. Background material.

Media contact

Marnie Woodd

Senior Engagement Advisor

External.communications@rbnz.govt.nz

Reviews table:

Reviewer	Date
Scott Sinclair, Senior Manager Stakeholders	19/02/2026
Olivia Neill	17/02/2026
Roanna for Susan Guthrie	17/02/2026
Ian Woolford, Director Money and Cash	

Media, web and social engagement as at 2:00pm 26 Feb 2026

Opening of public consultation on access to cash services "Keeping Cash Local"

Prepared for: Ian Woolford, Karen Silk

Prepared by: Marnie Woodd

Introduction

This is a summary of media coverage, media briefing, web and social media stats since public consultation opened on Keeping Cash Local 25 February 2026.

Planned, proactive outreach

Behind the media coverage and stats listed below is [our Communications Plan](#) with objectives and actions to proactively outreach to raise awareness of the consultation and encourage the public to have their say.

Media stories since 11am 25 Feb consultation opening

[RNZ News at 12pm, February 25](#) From Radio New Zealand Audio

[Newstalk ZB Auckland midday - Item 2 25 Feb 2026](#)

[Reserve Bank moves to guarantee free access to cash nationwide](#) From Stuff.co.nz Published 12:18 25/02/2026

[The Reserve Bank wants you to be able to get cash - and it has a plan](#) Interest.co.nz, David Hargreaves Published 12:14 25/02/2026

[Reserve Bank proposes getting banks to set up thousands more branches and ATMs in dramatic proposal](#) From New Zealand Herald, Jenée Tibshraeny Published 11:21 25/02/2026

Then after requested correction [Reserve Bank proposes getting banks to set up more than a thousand new ATMs or cash services sites in dramatic proposal](#)

[Reserve Bank's plan to save cash could require banks to open 1300 multi-bank hubs](#) From Wairarapa Times-Age, Rob Stock Published 11:19 25/02/2026

[Banks must provide cash services to customers, Reserve Bank says](#) From Radio New Zealand Published 11:08 25/02/2026

[The Platform 3pm - Item 3](#) From The Platform Published 15:18 25/02/2026

[Bank lobby group says RBNZ cash plans will increase the cost of banking for all New Zealanders](#) From Interest.co.nz, David Hargreaves Published 07:41 26/02/2026

[Banks label RBNZ cash-access proposal 'extreme'](#) From BusinessDesk, Andy Macdonald Published 07:13 26/02/2026

Banks must provide cash services to customers, Reserve Bank says From Indian Weekender
Published 21:58 25/02/2026

Jenee Tibshraeny: NZ Herald Wellington business editor on the RBNZ considering requiring banks to set up thousands of ATMs From Newstalk ZB audio, Newstalk ZB Published 21:50 25/02/2026

1 News 6pm - Item 8 From TVNZ Published 19:23 25/02/2026

Ian Woolford: Reserve Bank Money and Cash Director on the RBNZ urging banks to provide cash services to customers From Newstalk ZB audio, Newstalk ZB Published 19:13 25/02/2026

ThreeNews 6pm - Item 4 From ThreeNews Published 19:08 25/02/2026

"Kind of Back to the Future": Banking sector confused by RBNZ's push for more cash From Newstalk ZB Nelson, Published 08:14 26/02/2026

Banking sector hits back at Reserve Bank call to provide 1000 more branches, ATMs across NZ
Ryan Bridge Herald NOW Dubby Henry NZ Herald:26 Feb, 2026 08:49 AM

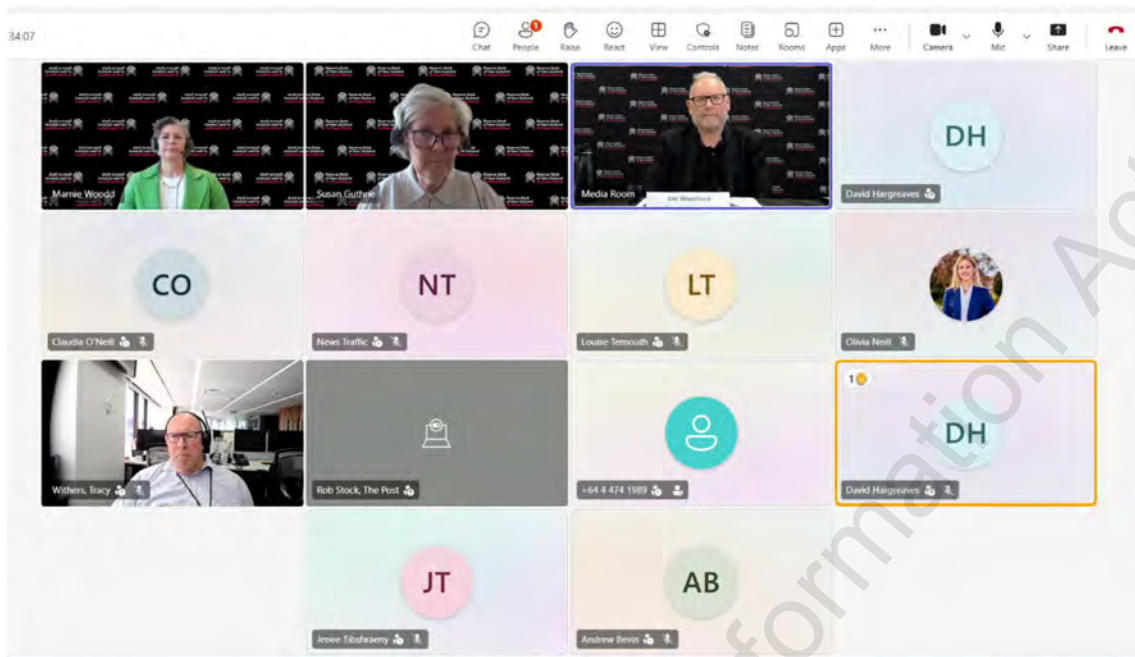
Is cash still king, or should New Zealand go cashless? - The Front Page From New Zealand Herald, Chelsea Daniels Published 17:07 25/02/2026

RBNZ hosted media briefing 10am 25 Feb - strong attendance (10 media):

All main media outlets attended our online briefing then wrote stories, and TVNZ recorded it and used the footage in their 6:00pm news bulletin that night:

1. RNZ - s 9(2)(a)
2. s 9(2)(a) - NZME/Newstalk ZB
3. Interest.co.nz - s 9(2)(a)
4. Newsroom - s 9(2)(a)
5. BusinessDesk - s 9(2)(a)
6. NZME, NZ Herald - s 9(2)(a)
7. TVNZ One News - s 9(2)(a)
8. Stuff, The Post - s 9(2)(a)
9. Stuff - s 9(2)(a)
10. Bloomberg News - s 9(2)(a)

Figure below is a screenshot of the media briefing:



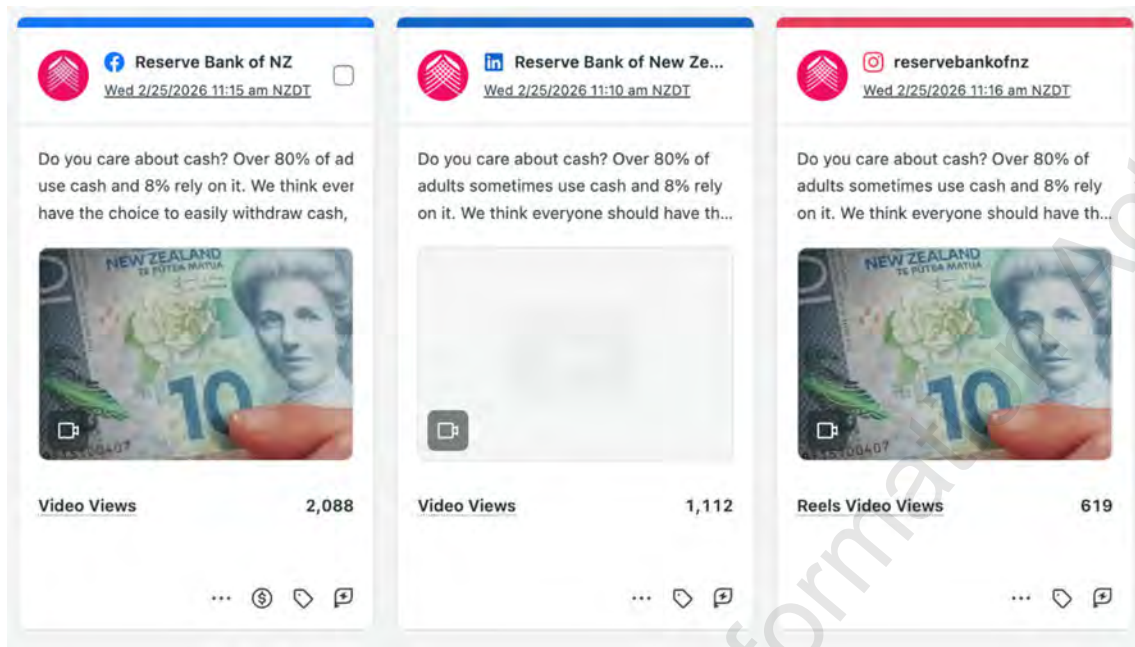
Media interviews with Ian Woolford:

Ian Woolford has done 6 media interviews since consultation opened with:

- NewstalkZB Heather du Plessis-Allan (prerecord) 25 Feb.
- MediaWorks news bulletins 25 Feb
- Stuff Digital and Three Now news Adam Hollingworth 25 Feb.
- Herald NOW with Ryan Bridge (live) 26 Feb.
- The Platform with Leah Panapa (live) 26 Feb.

Social media stats to 2pm 26 Feb 2026:

Our video (of Robbie Taylor) has had 28k views on our facebook page which is high. Below (from left to right) are screenshots social channels stats for RBNZ Facebook, LinkedIn and Instagram:



Overarching themes from social media comments so far:

- Majority of commenters are happy to see this consultation
- People have been discussing how good cash is when power is out or for casual, easy transactions
- Many people mentioned not liking transaction/paywave fees
- Some people have stated they do not like to shop at places that don't accept cash as payment
- Some people are keen to get rid of cash altogether (security issues, let market decide etc) - but this is a minority of comments

Website traffic stats

- Access to Cash webpage was the 3rd most popular on the website yesterday with 994 views.
- Video has had 338 views, and we had 215 click throughs to the survey from the webpage.

Submissions received

- 614 survey responses received so far (at 2pm).