

Submission by Diebold Nixdorf Australia-19 January 2024

Diebold Nixdorf supports ACCC's interim authorisation to allow interested parties to meet and discuss options aimed at ensuring the viable provision of cash across the Australian economy well into the future. We are aware of other markets facing declining cash usage trends and pressure on unit costs of cash distribution facilitating similar discussions regarding cash availability. Diebold Nixdorf provides Hardware, Software and Services solutions to Banking and Retail clients to enable customers to deposit and withdraw cash (at ATMs, Cash Recycling Devices, Self- Check Out and POS devices). Although we are not directly involved in the CIT logistics business, we are a key part of the cash eco- system, given the vital role the above- mentioned devices play in enabling ready access to cash across the country. We believe that cash will remain an essential method of payment for many years to come as a segment of the market continues to prefer cash for their day- to- day transactions. Recent experiences in Australia and elsewhere globally also highlight the fundamental importance of cash as the most immediate source of payment in the event of natural disasters and technology outages. We also accept that the scale challenges of ensuring cash is available across our large and sparsely populated continent poses unique challenges versus European markets which have experienced similar cash usage decline trends but have much smaller geographies to service from a CIT perspective. Diebold Nixdorf believes that an effective and proven solution to reduce operating costs (whilst improving ATM availability and customer experience) is to leverage ATMs capable of true cash recycling which involves redistributing cash deposited by some customers (such as small/medium businesses) to be returned into circulation when withdrawn by consumers. This has the potential to significantly reduce the frequency and therefore the costs associated with CIT visits to ATM locations for cash replenishment.