



Sight Impaired Partnership Board

Facilitated and attended by EYECAN

02.07.'24

Dear Scrutiny Panel,

Thank you for reviewing the acceptance of cash payments in Jersey. The Sight Impaired Partnership Board discussed this issue at a meeting on 25th June and would like to offer the following points for your consideration:

- Online banking is inaccessible for most Islanders with sight loss.
- With the closure of several branches, banks have removed many convenient cashpoint machines from the community. Now Islanders must visit their bank in town to get cash or visit a supermarket with a cashpoint facility. Travel presents challenges for Islanders with impaired sight.
- There is now little cash available in shop tills, so it has become difficult to receive cash back.
- Some shops and cafes are refusing to take cash.
- It's now difficult to purchase items at honesty boxes.
- Items sold through online sites, such as Jersey Insight, expect cash payments.
- Most purchases at care boot sales require cash.
- People may want to give cash as a gift rather than send a voucher.
- Cash supports budgeting as it provides tangible evidence of what is available to spend.
- It's a comfort to have a little cash set by "just in case".
- It's very challenging to input PIN numbers when required on payment devices with flat screens (without raised keys). Sometimes staff suggest advising them of the PIN number so that they can do this on behalf of customers with impaired sight.



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- Some businesses levy a charge for card transactions.
- Some tradespeople will only take cash payments.
- It's nice to be able to leave a tip specifically for the member of staff who has tended to the customer.
- Charities would miss cash donations in collection boxes.
- One Islander with impaired sight experienced so many questions about how she'd obtained the cash she was trying to pay into her Coop account, that she felt like a criminal.

Thank you again for this opportunity to comment.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Jennifer Stafford'. The signature is written in a cursive style and is positioned above the printed name.

Jennifer Stafford

Chair of the Sight Impaired Partnership Board