



Voice-guided cash and cheque deposit service now available on CASH SERVICES ATMs

Paris, 10 June 2026

Press release

CASH SERVICES, the new shared ATM network operated by BNP Paribas, Crédit Mutuel, CIC and SG, is rolling out a new voice-guided cash and cheque deposit service across its ATM network as of 1 June 2026. With this initiative, CASH SERVICES is reinforcing its commitment to financial inclusion for people with disabilities.

In partnership with the **Valentin Haüy Association** and the **Fédération des Aveugles et Amblyopes de France**, CASH SERVICES has developed this solution to make its services more accessible to customers across France. Customers of the partner banks will be able to deposit banknotes, coins and cheques independently at CASH SERVICES ATMs equipped with this service. The system has been designed to be simple and intuitive. Users simply need to plug in a standard pair of headphones or earphones with a jack plug. The ATM will automatically activate the voice guidance service, guiding customers through the deposit process with spoken instructions. By the end of 2026, CASH SERVICES ATMs offering deposit services across France will be equipped with this new service.

This new service is part of the European Accessibility Act (EAA), which entered into force in the European Union in June 2025. The directive aims to harmonise accessibility practices across Europe by removing barriers and enabling people with disabilities to use services independently.

The voice-guided deposit solution complements the voice-assisted cash withdrawal service, which is already available on all CASH SERVICES ATMs. Information about CASH SERVICES locations and the full range of available services can be found on the website: www.cash-services.fr.

« We are proud to be the first organisation in France to introduce this solution for depositing banknotes, coins and cheques through our CASH SERVICES ATMs. With the launch of this new service, we want to take concrete action to improve access to financial services for people with disabilities, in line with our mission to ensure access to cash throughout France », said **Olivier Fournier, Chairman of 2SF**.

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About 2SF

2SF is the new « Société des Services Fiduciaires » shared by BNP Paribas, Crédit Mutuel Alliance Fédérale and Société Générale. 2SF has more than 150 employees dedicated to developing local banking services in both urban and rural areas. 2SF will manage the ATM implementation, installation, procurement, monitoring and maintenance for BNP Paribas, Crédit Mutuel, CIC and SG, as well as the necessary technological tools for customer transaction processing.