

Communications

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Results of the 2024 Survey on Cash Acceptance at Selected Companies

In spring 2024, the Swiss National Bank carried out a survey on cash acceptance at large retailers, public transport companies, restaurants and other providers of everyday goods and services. Around 770 companies participated in the survey.

The aim of the survey is to identify changes in cash acceptance by providers of everyday goods and services at an early stage, and to better understand company needs in connection with cash supply and distribution. This survey complements the more extensive payment methods survey of companies that is conducted every two years. The survey yields the following findings:

- Cash is accepted by 98% of the surveyed companies and is therefore the most accepted payment method. Many companies consider cash a cost-effective alternative to cashless payment methods.
- However, many public transport companies are planning to reduce cash acceptance in the coming years. The main reason cited is the cost and effort associated with returning excess cash.

Further results and information on the methodology are available on the [SNB website](#).