

APP Scams Steering Group

Summary of eighth meeting 21 September 2018

Attendees

Ruth Evans, Chair

Judith Crawford, Electronic Money Association

Brian Dilley, Lloyds Banking Group

Dominic Lindley, independent consumer expert

Alasdair MacFarlane, RBS

Phil Mawhinney, Age UK

Faith Reynolds, independent consumer expert

Sam White, Barclays

Mark Tingey, Metro Bank

Ben Trim, HSBC

Sian Williams, Toynbee Hall

Matthew Alder, HM Treasury (observer)

Melissa Dring, National Trading Standards (observer)

Richard Fox, FCA (observer)

Kathryn Hardy, PSR (observer)

Jai Krishnan, Home Office (observer)

Andrew Laidlaw, FCA (observer)

Alix Newbold, City of London Police (observer)

Simon Rawle, Financial Ombudsman Service (observer)

Richard West, Financial Ombudsman Service (observer)

Nicola Baker, UK Finance (secretariat to the Steering Group)

Nick Beesley, UK Finance (secretariat to the Steering Group)

Nick Van Benschoten, UK Finance (secretariat to the Steering Group)

Richard Lloyd, independent reviewer (secretariat to the Steering Group)

Thaer Sabri, Electronic Money Association

Stephen Wilson, independent policy drafter (secretariat to the Steering Group)

Katy Worobec, UK Finance (secretariat to the Steering Group)

Apologies

Lucy Malenczuk, Age UK

Richard Piggitt, Which?

Wayne Stevens, Victim Support

Katherine McNulty, Home Office (observer)

Graeme Mclean, FCA (observer)

Ross Studholme, FCA (observer)

Simon Rawle, Financial Ombudsman Service (observer)

The Chair welcomed members and observers to the meeting and started by saying that the most recent Legal Working Group meeting had raised a number of issues which needed to be addressed so that the consultation could go ahead on the 27th September as planned.

The Chair recapped where the Steering Group had got to starting with the agreement of the draft code at the previous meeting and the aim of signing off the consultation document at this meeting.

Draft of the consultation document

An observer from the Home Office said that the PSPs represented at the Legal Working Group had raised substantive issues around competition and the liability of individual Steering Group members in issuing the code for consultation.

The Chair stated that a form of words would be included in the consultation to caveat and minimise the legal liability, and it would be made clear that the Code was not in force during the consultation period. The document would then be issued by the Steering Group.

The meeting proceeded with a page by page review of the consultation document. Multiple changes were discussed and agreed which the independent drafter noted to take forward into a final draft.

Specific paragraphs of the consultation document relating to vulnerability to APP fraud were redrafted by Steering Group members in the room and agreed.

Press release and communications plan

The UK Finance managing director for external affairs provided an overview of the media preparations that were being made in advance of the publication of the draft code on Thursday 27th September.

These include the appointment of an independent PR agency to handle the media activities for the Steering Group including issuing of a press release and responding to media enquiries.

The press release talks about the progress made by the Steering Group, the protection that the CRM code will provide, the higher levels of standards in place for consumers, what has been agreed by the members of the Steering Group and lays out the timeline for next steps following the consultation.

The Chair stated that Steering Group members' organisations should be free to comment to the press but that individual members of the Steering Group should not comment to the press.

The Chair stated that she wanted to thank people now that the Steering Group had achieved the final version of the draft code and the consultation document. Firstly, to the Steering Group members and observers. Then she stated that she was particularly grateful to the independent drafter, the PSR and the secretariat. And finally, the Chair expressed thanks to the independent reviewer who has been the Chair's main advisor.

The next Steering Group Meeting has not yet been scheduled but prospective dates will be circulated following this meeting.