

APP Scams Steering Group

Summary of Thirteenth meeting 8th February 2019

Attendees

Ruth Evans, Chair

Alasdair MacFarlane, RBS

Alastair Reed, Which?

Ben Trim, HSBC

Brian Dilley, Lloyds Banking Group

Dominic Lindley, independent consumer expert

Faith Reynolds, independent consumer expert

Lucy Malenczuk, Age UK

Mark Tingey, Metro Bank

Melissa Dring, National Trading Standards (observer)

Judith Crawford, Electronic Money Association

Sam White, Barclays

Alex Roy, FCA (observer)

Elisa Longoni, PSR (observer)

Kathryn Hardy, PSR (observer)

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

Richard West, Financial Ombudsman Service (observer)

Elizabeth Thompson, Lending Standards Board

Martin Coppack, Lending Standards Board

Fatiha Derouiche, UK Finance (secretariat to the Steering Group)

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

Keith Angus, UK Finance (secretariat to the Steering Group)

Natasha Rowson, UK Finance (secretariat to the Steering Group)

Dial-in

Laura Mountford, HM Treasury (observer)

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

Apologies

Alix Newbold, City of London Police (observer)

Sian Williams, Toynbee Hall

Wayne Stevens, Victim Support

Update on PSR Roundtable

The Chair of the Steering Group provided a verbal update from a roundtable meeting arranged by the PSR at the request of UK Finance. The meeting was attended by senior executives from PSPs, regulators, government and the Steering Group chair to discuss industry's outstanding concerns on the Code. The main points discussed in relation to the Code related to no blame funding and the implementation of the Code. The PSPs attending committed to provide an initial seed funding loan for the no blame pot to bridge the gap to the longer-term solution being developed and put in place by next year.

The Steering Group discussed the timeline for finalising the Code and the go live date, noting the need to have clear messaging for consumers, timely implementation, and as many PSPs as possible signed up for the go live date.

Governing Body Update

The Chair introduced the representatives from the proposed governing body, the Lending Standards Board, (LSB) to present to the Steering Group on the governance of the Code.

The LSB presented a detailed paper for SG consideration, outlining the business case and plan for governance of APP scams and invited SG members for feedback and questions.

SG members raised various points, while significant discussion ensued in relation to the governance of the Code along with its wider applicability. In response, the LSB stated they anticipated regular discussion and updates with the SG as part of a continued relationship, and were keen to learn more from the SG in terms of firms signing up to the Code.

Reimbursement Process Flow

The Chair opened the session by presenting a tabled paper with a list of options for the Steering Group to approve. It outlined the reimbursement apportionment process in various situations including where both PSPs are signed up to the Code, where only one PSP is signed up, and where none are signed up.

SG members discussed various principles. However, mutual consensus was not reached on all points raised. Members agreed to take the outstanding points to the working group and report back to the next SG. The point was reiterated that the purpose of the Code is to prevent scams.

Evidential Approach:

The Co-Chair of the Evidential Approach Working Group stated that, due to time constraints, they would be circulating an update on their comments for the revised Code from the Evidential Approach working group the following week.

Implementation Timeline

The Chair of the Implementation Timeline working group stated that a more detailed timeline will be provided at the next Steering Group as more work was currently underway, along with clarification in relation to publication and go-live dates of the Code.

Consultation Responses and Code Amendments

A Consumer representative said that they still had substantive comments on some parts of the Code and agreed to circulate a paper that they had prepared setting out the rationale.

Steering Group members were asked to send any final comments on the revised Code to the Independent Drafter so that a new version of the Code could be discussed for approval at the next Steering Group.

Communications

UKF Communications Representative presented a summary of the latest communication approach. This included a discussion on messaging and the need for clarity on the principles, from publication to implementation. Further comments will be discussed at the next SG.

Minutes – 17 January

The minutes from the last APP Scams Steering Group meeting held on 17th January to be approved at the next Steering Group meeting to allow late comments to be sent to UK Finance Secretariat.

AOB:

None

Date of the next meeting

The next SG meeting will take place on 19th February at UK Finance.