

APP Scams Steering Group

Summary of seventh meeting 13 September 2018

Attendees

Ruth Evans, Chair
Brian Dilley, Lloyds Banking Group
Alasdair MacFarlane, RBS
Phil Mawhinney, AgeUK
Richard Piggitt, Which?
Wayne Stevens, Victim Support
Mark Tingey, Metro Bank
Ben Trim, HSBC
Sam White, Barclays
Sian Williams, Toynbee Hall
Judith Crawford, Electronic Money Association

Matthew Alder, HM Treasury (observer)
Kathryn Hardy, PSR (observer)
Katherine McNulty, Home Office (observer)
Graeme Mclean, FCA (observer)
Simon Rawle, Financial Ombudsman Service (observer)

Nicola Baker, UK Finance (secretariat to the Steering Group)
Nick Beesley, UK Finance (secretariat to the Steering Group)
Richard Lloyd, independent reviewer (secretariat to the Steering Group)
Stephen Wilson, independent policy drafter (secretariat to the Steering Group)
Katy Worobec, UK Finance (secretariat to the Steering Group)

Apologies

Melissa Dring, National Trading Standards (observer)
Dominic Lindley, independent consumer expert
Lucy Malenczuk, Age UK
Faith Reynolds, independent consumer expert
Thaer Sabri, Electronic Money Association
Alix Newbold, City of London Police (observer)

The Chair welcomed members and observers to the meeting.

Further comments on the minutes from the previous two meetings were raised. It was agreed that these would be incorporated into updated versions and circulated for agreement outside of the meeting.

The Chair proposed that as the Legal Working Group would be looking at the open points in the action log at their next meeting on 19th September, their report will be considered at the next meeting.

Draft of the consultation document

The following was agreed during a detailed discussion by the Steering Group on the content of the draft consultation document:

- The interim CRM Code will be issued on 27th September, subject to the report from the Legal Working Group;
- Consultation will run for 7 weeks;
- The interim CRM Code will be revised in light of the consultation and other work, with the aim to agree and issue a final CRM Code in early 2019;
- The consultation would make it clear what outstanding issues were still to be resolved;
- The banking PSP members of the Steering Group are committed to starting to implement the standards in the interim CRM Code from the point that the consultation begins. This will provide a benefit to consumers.
- The full contingent reimbursement model (CRM), will be implemented once the consultation has been completed and key operational issues such as reimbursement in the scenario where all parties have met their level of care, evidential standards, dispute resolution and governance have been resolved;
- The consultation paper should ask what firms can achieve in a specific timeline and then what would be the hardest part of the final CRM Code for firms to implement so as to determine a reasonable timeframe, which can be communicated along with the issuance of the final CRM Code.
- The consultation should include questions asking respondents where funding should come from to reimburse those consumers that fall into the scenario where both they and the PSPs have met the level of care expected of them;

The Chair proposed that the Steering Group establish separate working groups to resolve the no blame funding issue and to define the evidential standards for PSPs and consumers, which was agreed. These working groups will be co-chaired by a PSP representative and a consumer representative. These working groups will be meeting in the autumn while the consultation is underway. The Reimbursement Process Flow Working group will also continue to meet to address inter PSP disputes.

The Steering Group discussed the options for a governing body to provide the ongoing management of the final CRM Code. It was agreed that the consultation would include questions on governance to establish views from respondents.

Additionally, more work would be done in parallel to the consultation by the Steering Group to determine further details on who would provide the governing body, what they would provide and the how they would operate.

The next Steering Group Meeting is scheduled for the 21st September.