

## **APP Scams Steering Group**

### **Public Summary of Fifteenth meeting 26<sup>th</sup> February 2019**

#### Attendees

Ruth Evans, Chair

Judith Crawford, Electronic Money Association

Brian Dilley, Lloyds Banking Group

Alasdair MacFarlane, RBS

Alastair Reed, Which?

Mark Tingey, Metro Bank

Ben Trim, HSBC

Wayne Stevens, Victim Support

Kathryn Hardy, PSR (observer)

Jai Krishnan, Home Office (observer)

Elisa Longoni, PSR (observer)

Richard West, Financial Ombudsman Service (observer)

Martin Coppack, Lending Standards Board

Richard Lloyd, independent reviewer (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

Faith Reynolds, independent consumer expert

Sam White, Barclays

Sian Williams, Toynbee Hall

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

Melissa Dring, National Trading Standards (observer)

Laura Mountford, HM Treasury (observer)

Ross Studholme, FCA (observer)

David Pickering, Lending Standards Board

Elizabeth Thompson, Lending Standards Board

#### Apologies

Dominic Lindley, independent consumer expert

Lucy Malenczuk, Age UK

Alix Newbold, City of London Police (observer)

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

## **Introduction and apologies**

The Chair opened the meeting, greeting the attendees and listed the apologies.

## **Code Agreement**

The amended Code was reviewed. No disagreements were raised by the Steering Group, and the Code was final.

## **Consultation Response**

A small number of amendments were suggested by various SG members.

The SG discussed the long-term mechanism for funding the 'no blame pot'. It was noted that there was still work needed to determine the detail of the mechanism.

It was also noted that the SG needed to reach agreement on the detail on the Requisite Level of Care (RLC) for consumers.

## **Draft Press Release**

The SG agreed that the press release should give an equal weighting to both consumers and PSPs responsibilities concerning their RLC in relation to APP scams.

## **Which? Letter – Publication of the Code**

The SG discussed the pros and cons of publishing the Code without accompanying practitioner guidance being completed. The SG agreed, with dissent recorded from two PSPs, the intent to publish the Code without practitioner guidance, on the basis this would enable consumers and PSPs alike, to familiarise themselves with a published Code before its implementation date at the end of May.

## **Agreement of Next Steps for SG**

The SG agreed to a consumer and PSP representative to work further with UK Finance on resolving the shared blame apportionment for the next SG meeting.

It was also agreed that the MoU between the SG and the LSB would be finalised post-publication of the Code.

## **Agreement of Minutes 17 January and 8 February**

Item deferred to future meeting.

## **Date of the next meeting**

The date of the next SG meeting will take place on 15th March at UK Finance.