

# **APP Scams Steering Group**

## **Public Summary of Seventeenth meeting 3<sup>rd</sup> April 2019**

### **Attendees**

Ruth Evans, Chair

Keith Angus, UK Finance  
Jane Barber, RBS  
Martin Coppack, LSB  
Judith Crawford, EMA  
Brian Dilley, Lloyds  
Melissa Dring, Trading Standards  
Harry Evans, UK Finance  
Kathryn Hardy, PSR  
Faith Reynolds, Independent Consumer Rep  
Dominic Lindley, Independent Consumer Rep  
Elisa Longoni, PSR  
Lucy Malenczuk, Age UK  
Laura Mountford, HM Treasury  
Dave Pickering, LSB  
Alastair Reed, Which?  
Ross Studholme, FCA  
Ben Trim, HSBC  
Sam White, Barclays  
Katy Worobec, UK Finance

### **Dial In**

Richard Koch, Open Banking  
Liz Thompson, LSB  
Richard West, Financial Ombudsman

### **Apologies**

Wayne Stevens, Victim Support  
Alex Roy, FCA  
Jai Krishana, Home Office  
Mark Tingey, Metro  
Alastair McFarlane, RBS  
Sian Williams, Toynbee Hall  
Alix Newbold, CoLP

## **Update on CRM Code involving PISPs**

There was a verbal update from the LSB on their meeting with Open Banking, the FCA and the PSR the previous week. It was agreed that, going forward, this group would develop a plan and engage with the LSB on how the Code will affect PISPs. It was agreed that this future group will include consumer representatives.

## **MOU Sign Off**

The LSB tabled their updated MOU that sets out how the Steering Group and LSB will work together during the handover period for discussion by the Steering Group.

## **LSB Governance**

There was also discussion about the governance process for maintaining the CRM Code. This included discussion about how best to retain the knowledge of the Steering Group and ensure the views of all relevant stakeholders, including consumer groups, are appropriately taken into account.

## **Update on the Practitioners Guide and Consumer Q&A**

A draft of the practitioner's guide is being finalised. The LSB and consumer representatives also confirmed that a draft of Consumer Guide and Q&A are in progress.

Several members of the Steering Group have agreed to work together on consumer education and aspirational messages. It was agreed that it is important not to overburden consumers with information and instead work on key messages.

## **CRM code Sign Off**

The update to the CRM code to reflect the reimbursement principle for scenarios where both the consumer and one or both PSPs did not meet their standards ('shared blame') and some minor changes for accuracy were agreed. This includes the decision on 'shared blame reimbursement principle.' This means that if the receiving OR sending PSP is liable AND the customer is liable then the customer will receive 50% of their claim back. If the receiving bank, the sending bank AND the customer are liable then the customer will receive 66% of their claim back.

The Code was then locked down. No further changes will be made prior to going live.

## **Update on PSP Adoption of the Code**

All UK Finance members have been made aware of the code and there have been several presentations to members. There have also been specific discussions with building societies and smaller PSPs in parallel. A number of PSPs have enquired about signing up to the Code.

## **Update on long term funding mechanism**

UK Finance provided an update on the Long-Term funding for the No Blame fund, discussions of which remain in progress.

## **Minutes**

Minutes were formally approved for meetings on 8<sup>th</sup> February 19<sup>th</sup> February, 26<sup>th</sup> February and the 15<sup>th</sup> March 2019.

**AOB**

None

**Date of Next Meeting**

The Next Steering Group Meeting will take place on 2<sup>nd</sup> May 2019, it will be hosted at the UK Finance offices.