

APP Scams Steering Group

Public Summary of Fourteenth meeting 19th February 2019

Attendees

Ruth Evans, Chair

Judith Crawford, Electronic Money Association

Brian Dilley, Lloyds Banking Group

Dominic Lindley, independent consumer expert

Alasdair MacFarlane, RBS

Lucy Malenczuk, Age UK

Mark Tingey, Metro Bank

Ben Trim, HSBC

Sam White, Barclays

David Pickering, Lending Standards Board

Martin Coppack, Lending Standards Board

Sian Williams, Toynbee Hall

Wayne Stevens, Victim Support

Alastair Reed, Which?

Faith Reynolds, independent consumer expert

Melissa Dring, National Trading Standards (observer)

Kathryn Hardy, PSR (observer)

Elisa Longoni, PSR (observer)

Alex Roy, FCA (observer)

Richard West, Financial Ombudsman Service (observer)

Laura Mountford, HM Treasury (observer)

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

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

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

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

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

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

Apologies

Alix Newbold, City of London Police (observer)

Agenda Item 1: Introduction and apologies

The Chair opened the meeting, greeted the attendees, welcomed Lending Standards Board (LSB), and listed the apologies.

Agenda Item 2: Consultation Response – Code Agreement

Outstanding items for SG to agree

The Independent Reviewer introduced the list of outstanding points on Requisite Level of Care (RLC) and Standards for Firms (SF) from the Code that required agreement.

An in-depth discussion in relation to RLC highlighted various concerns, particularly by consumer representatives. It was noted that further work would be required to finalise the Code. SG members agreed to work on the approach to review and resolve outstanding RLC issues at a meeting the following week.

A discussion took place in relation to the Reimbursement Process Flow. This included the timeframe for handling a customer's claim, which was approved. However, it was noted that further work was required on apportionment allocation, as neither consumer groups nor PSPs agreed to the final proposal.

Disagreement was raised regarding sign-off of the Code from the Age UK representative and Faith Reynolds, regarding inclusion of 'reasonable steps' and 'reasonable basis for belief' without sufficient explanation for consumers, and that this be noted in the minutes.

Several follow-up provisions were agreed including to carry forward outstanding items to the following week where SG members would seek to resolve them, then present back to SG for final agreement.

Consultation Response

It was requested that all SG members submit final comments on the consultation response to the Independent Drafter, to be agreed at the next SG meeting.

LSB – Progress on Governance of the Code

The Lending Standards Board representative confirmed their organisation was content to commence take on of oversight of the Code from the end of February, subject to their board approval on 25th February, with suitable handover arrangements to be agreed between SG and the LSB.

Update from Timeline WG

The WG Chair confirmed that a go-live date had been agreed in principle.

A brief summary was provided, citing the Code dependencies and the role of PSPs to adopt and operationalise the Code in the intervening period.

Communications update

A communications summary was discussed by the SG, including information on the next announcement and messaging on the reimbursement process in relation to APP scams. Discussion was also held on requirements for a consumer education campaign.

It was agreed this messaging, communication and any education/awareness campaigns would need to clearly articulate to consumers their responsibilities in meeting their RLC.

Minutes

Item deferred to future meeting.

AOB

The Chair concluded the meeting and suggested that a further SG meeting was required for Tuesday 26th February, at a time to be confirmed.

Date of the next meeting

The date of the next SG meeting will take place on 26th February at UK Finance.