

APP Scams Steering Group

Public Summary of Twentieth meeting 26th June 2019

Attendees

Ruth Evans, Chair

Brian Dilley, Lloyds
Dominic Lindley, Independent Consultant
Alasdair Macfarlane, RBS
David Pickering, Lending Standards Board
Richard Piggin, Which?
Faith Reynolds, Independent Consultant
Ben Trim, HSBC
Sam White, Barclays

Mellissa Dring, Trading Standards (observer)
Kathryn Hardy, PSR (observer)
Ross Studholme, FCA (observer)

Liz Barclay, LSB Board Member
Graham Peacop, LSB Board Member
Chris Pond, LSB Board Member

Keith Angus, UK Finance (secretariat to the Steering Group)
Harry Evans, UK Finance (secretariat to the Steering Group)
Natasha Rowson, UK Finance (secretariat to the Steering Group)
Katy Worobec, UK Finance (secretariat to the Steering Group)

Guests

Paul Davis, Lloyds
Sarah Sinden, UK Finance

Apologies

Judith Crawford, EMA
Alastair Reed, Which?
Wayne Stevens, Victim Support
Mark Tingey, Metro Bank
Sian Williams, Toynbee Hall

Jai Krishnan, Home Office (observer)
Elisa Longoni, PSR (observer)
Laura Mountford, HMT (observer)
Alix Newbold, CoLP (observer)
Simon Rawle, FOS (observer)
Liz Thompson, Lending Standards Board

Elaine Kempson, LSB Board Member
Jonathan Rees, LSB Board Member

Close down of Steering Group

It was noted that this is the final Steering Group meeting, and that the SG is formally disbanding at the end of June.

Information on the Advisory Group

The Lending Standards Board (LSB) stated that they would meet with the Chair to discuss what the future advisory group might look like. It was suggested the group would comprise of approximately six members.

It was confirmed that the advisory group will run longer than a year and will perform a vital role in terms of continuity from the APP Steering Group. The advisory group will be managed by the LSB.

Management Information (MI) and Data

It was noted that the LSB held a meeting with all eight of the Code signatory PSPs to discuss the processes around MI and data collection. The meeting had been effective, and agreement had been reached on a suitable MI template and Service Level Agreements (SLAs).

Consumer Communications Campaign

It was noted that further work is required for customers to be aware what their 'requisite level of care' (RLC) is. It was discussed that as new norms are developed in customer behaviour, RLC expectations will change.

It was agreed by the SG, that the Take Five initiative be the vehicle through which to deliver a co-ordinated campaign. There is a Take Five week taking place in September, which will mark a year-long education and awareness campaign, seeking to develop partnerships, especially with telecommunications (telco's) partners, and to enhance consistency of messaging across industries.

Wider Ecosystem

It was suggested that now was a good time to attempt to get other participants of the wider fraud ecosystem involved in contributing to fraud initiatives.

With reference to the UK government's online harms white paper, one of the PSP members noted that they have begun to assess their data to find where harm is created in the wider market. So far, they have found at least 30% of the fraud is outside of the financial industry, though they predict the true figure is significantly higher.

It was suggested that after the 'harm' in the wider market is found, the next step is to find a natural regulator for it.

Progress on Onboarding

The LSB confirmed it had been in communication with PSPs to inform that they are taking on governance of the Code.

The LSB and the Building Society Association (BSA) had a meeting about accelerating smaller PSP membership.

Investment Scams Scope

The SG discussed investment scams in scope and agreed that if a large new investment scam emerged, an industry roundtable would be necessary.

Minutes and Public Summaries

The minutes of 3rd April and the 2nd May were approved. One minor amends to the 21st May minutes, concerning the Practitioner Guide section, was agreed, and the minutes approved subject to the amendment.

The public summaries of the 2nd May and 21st May were approved as final.

AOB

The meeting concluded with gratitude conveyed to all SG members, and especially for involvement of the LSB for coming on board at a later stage and agreeing to take the Code forward. The Chair closed the meeting by expressing thanks to the PSR and UK Finance secretariat and to all past and present participants for shaping the CRM model of the future.