**PSR** Payment Systems Regulator

Factsheet

# Our annual plan and budget 2020/21

Our Annual Plan and Budget sets out our key aims and activities for the year 2020/21, alongside our expected costs. It was drafted before the uncertainty caused by COVID-19. Much of the work described will continue, perhaps in different ways and to a revised timetable. We'll continuously review our work to ensure we focus on the right things and adapt our approach to meet the challenges presented by COVID-19.

Payments are at the centre of several big transitions, as technology, people's habits and the economy change. Our role is vital in making these transitions work for people, businesses and society. This year we'll focus on monitoring the delivery of the New Payments Architecture (NPA), and work with the Finanical Conduct Authority (FCA) and other authorities on maintaining people's access to cash. We'll continue protecting people now and in the future by making sure there is effective competition and innovation in payment systems, so that they work well for us all.



## Working together

These are issues that affect all of us, and need coordination and collaboration to achieve the best outcomes. We'll continue to work with other organisations on access to cash and the continuing efforts to fight payment scams – and to expand our knowledge of the payments sector as a whole and new issues that are emerging.

We'll also be holding a series of discussions with our stakeholders to help us set our strategy for the next few years – making sure we're well placed to anticipate and address the issues in payments that will matter most.

# Key projects in 2020/21

## The New Payments Architecture

The New Payments Architecture (NPA) is a blueprint for a new payment system that's being developed by Pay.UK to process retail interbank payments in the UK. We'll continue our work to ensure that the NPA is resilient and takes account of and promotes the interests of users, including through effective competition and innovation.

## Card-acquiring market review

We're carrying out a market review into card-acquiring services, an essential part of how businesses take card payments from customers. We want to make sure the market for these services is working well, and that competition is effective. We'll publish our interim report and consult on our findings.

## Competition and enforcement casework

We'll continue to use our formal powers to investigate breaches of the Competition Act 1998 (CA98), the Financial Services (Banking Reform) Act 2013 (FSBRA) and the Interchange Fee Regulation, opening new investigations where appropriate. We'll continue to progress our current casework, including our first CA98 investigation.

## Revised Powers and Procedures Guidance (PPG)

Following consultation in 2019, we'll publish our final updated Powers and Procedures Guidance. This will help stakeholders understand how we work, how we decide whether to take any regulatory or enforcement action, the processes we follow, and what to expect from us.

## Access to cash

We're working with the payments industry, the FCA and other authorities to help make sure people have access to the payment methods that they want and need. This includes ensuring reasonable coverage of ATM networks in an increasingly digital world, and supporting other ways of accessing cash.

## Authorised push payment (APP) scams and Confirmation of Payee

We're working to reduce authorised push payment (APP) scams and protect the victims. We'll drive forward work aimed at ensuring the Contingent Reimbursement Model (CRM) Code protects people and helps them recover their funds where possible. We'll also monitor and assess compliance with our Specific Direction 10, which will require the UK's six largest banks to fully implement and deliver Confirmation of Payee.

## Identifying our future priorities

We're enhancing the way we assess developments in payments, to make sure we have the right insights at the right time to help us advance our objectives. And we'll be working with our stakeholders to set our strategy for our future longer-term focus.