

Annual report and accounts 2017/18

We've published our annual report for 2017/18, covering our activity over the past year. It shows substantial progress in a number of areas, particularly in our work on opening up access to payment systems, our fight against authorised push payment (APP) fraud, and ensuring consumers continue to enjoy widespread access to cash through free-to-use ATMs.

What we've delivered over the last year

Our work on access

By shaking up the market we've created an environment where it's easier for payment service providers (PSPs) and banks to enter the market, bringing new products and greater choice to everyone. 2017 was another record year, with seven new PSPs joining one or more of the interbank systems.



A once in a generation change to redevelop the payments infrastructure

In 2015 we set up the Payments Strategy Forum to create a strategy for collaborative innovation in the payments industry. One of its key outputs was the creation of a new payments architecture (NPA). The NPA will include new measures on financial crime, security and data, and will be delivered by the New Payment System Operator (NPSO), which was created in 2017 and consolidates the governance of Bacs, Faster Payments and Cheque and Credit. We believe the NPSO and the NPA have the potential to deliver more dynamic competition and innovation in payments.

Leading the fight against APP scams

Over the last year we worked with the payments industry and consumer bodies on an in-depth investigation into APP scams. This included a number of measures the industry will implement to combat the problem, including a contingent reimbursement model that aims to protect victims of APP scams. We announced our decision to implement the model in February, and expect it to be in place by September 2018.

We know that people will continue to need widespread access to cash

Our primary focus is to make sure ATMs in the UK serve people's needs. In January 2018 we published summaries of two independent studies which we commissioned as part of that work. This year LINK is rolling out changes to the fees it charges banks for ATM transactions. We required LINK to report to us monthly on the impact of its decision and what it's doing to address any unexpected impact on the free-to-use ATM network. If any protected ATM is due to close, we are keen to ensure there is a quick transition to a new operator without any adverse effects on consumers.

Payments data

The data associated with payments is becoming increasingly important, and its use is growing fast. After carrying out research and engaging with payments industry stakeholders and other UK regulators, we issued a discussion paper on data in March. We asked for input on the key issues to see what role we should play in this area, to help ensure the increased use of payments data works for everyone.

We continued to deliver on a number of commitments to ensure that we are always working towards promoting competition, innovation and payment systems that are operated and developed in a way that considers and promotes the interests of everyone that uses them.

