

# Pay.UK Limited

## MINUTES OF THE SWITCHING SERVICES CUSTOMER COMMITTEE MEETING HELD ON 19 JUNE 2024

Members		Attendees
Wanda Goldwag	Independent member & Committee Chair	Pay.UK
	Santander	Pay.UK
	Starling Bank	Pay.UK
	HSBC	Pay.UK
	Independent member	Pay.UK
	Bank of Ireland	Pay.UK
	Cumberland Building Society	Pay.UK
	Independent member	Pay.UK
		Pay.UK
		Pay.UK (Secretariat)
Apologies		Observers
	Nationwide	
	NatWest	
	Lloyds	

*\*Committee members and attendees met using a hybrid meeting model with some attending in person and others joining remotely by video conference.*

### 24/13 Opening Business

#### Quorum

The Chair confirmed that the meeting was quorate.

The Chair introduced herself following her recent appointment as both Chair and independent member of the Committee.

Apologies were noted from MN, CS and MT. The Chair added that as HSBC’s appointed representative was unable to attend, he had put forward DS to attend and vote on his behalf during the meeting.

#### Conflicts of Interest

Members were asked to declare any interests in relation to any of the agenda items to be discussed. No conflicts were declared.

#### Minutes of the previous meeting

The redacted and unredacted minutes of the meeting held on 26 February 2024 were **approved**. Further to this the redacted minutes from the meeting were **approved** for publication on Pay.UK’s website.

#### Update on actions

The status of actions was considered and noted.

*KJ, DCh and WS joined the meeting*

#### **24/14 Switching Services Budget Update**

DELETED [COMMERCIALY SENSITIVE]

*KJ, DCh and WS left the meeting*

#### **24/15 Switching Services Risk Update**

JD provided the Committee with a summary of three risks that were currently being tracked within the Chief Business Development Officers (CBDO) Risk and Control Self-Assessment (RCSA). He informed the Committee that the risks had been assessed, but did not present any immediate cause for concern, and all risks were within Pay.UK's risk appetite.

JD highlighted an emerging risk DELETED [COMMERCIALY SENSITIVE]. JD also commented that it was important for Pay.UK to adopt a pragmatic approach to ensure the release was delivered successfully. Accelerating its implementation could result in detriment to the service. DELETED [COMMERCIALY SENSITIVE]. Pay.UK's Operations team was being kept up to date of developments and a mailbox was being monitored to respond to enquiries received.

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DELETED [COMMERCIALY SENSITIVE]

*AHu and DL joined the meeting*

#### **24/16 CASS Comms & Marketing Awareness Update**

AHu provided the Committee with an update on the 2024 CASS marketing activity which included the performance of the campaign to date and a summary of planned activity for H2 2024. The Committee was also given an early insight into the development for the H1 2025 campaign.

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DELETED [COMMERCIALY SENSITIVE]

The Chair highlighted the importance of ensuring CASS continued to meet its existing regulatory KPIs, DELETED [COMMERCIALY SENSITIVE]

The Committee noted the performance of the campaign. Further to discussion, the Committee **endorsed** the recommendations outlined, relating to planned activity for the H2 2024 campaign, and the early campaign development for H1 2025.

*AM joined the meeting*

*AHu and DL left the meeting*

#### **24/17 CASS Research Update**

DELETED [COMMERCIALY SENSITIVE]

AM highlighted that two separate pieces of research were currently underway. DELETED [COMMERCIALY SENSITIVE]. She added that these insights could also be used to inform and add value to future central CASS campaigns. DELETED [COMMERCIALY SENSITIVE]

DELETED [COMMERCIALY SENSITIVE]

The Chair observed that it would be useful to understand the awareness levels of each sub-category and

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how these related to the understanding of the general population. DELETED [COMMERCIALY SENSITIVE]

AM informed the Committee that research suggested a material lack of awareness amongst 18–24 year olds with regards to what a ‘current’ account actually was. She added that when provided with a list of terms the term ‘current account’ ranked lowest, with the term itself considered to be too technical. Acknowledging the significance of this finding the Committee requested that AM circulated these findings following the meeting. **ACTION: AM**

*AM left the meeting*

### **24/18 Business Acceptance Rate Update**

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DELETED [COMMERCIALY SENSITIVE]

SJ observed that the gig economy was large, and continued to grow, and those who operated within it were entitled to use their current bank account to manage transactions. DELETED [COMMERCIALY SENSITIVE]

In the discussion which followed, the Committee supported, in principle, the proposed change DELETED [COMMERCIALY SENSITIVE]. However, several members expressed concerns regarding the timeline for deploying the change DELETED [COMMERCIALY SENSITIVE]

Reflecting on this, the Chair emphasised that clarity regarding the impacts of the change, and the feasibility of the timing of its introduction, were more important to clarify than the speed of introducing this change. Given this the Chair considered it appropriate to discuss the proposed change further DELETED [COMMERCIALY SENSITIVE] to allow members time to liaise with appropriate internal colleagues regarding the proposed change.

The Committee requested a 10-minute slot DELETED [COMMERCIALY SENSITIVE] to discuss the proposed change DELETED [COMMERCIALY SENSITIVE].

### **24/19 Repeat Redirections and Impact on Service User Compliance**

DELETED [COMMERCIALY SENSITIVE]. He informed the Committee that he had taken an action during the February meeting to provide more insight into DELETED [COMMERCIALY SENSITIVE]. The following possible courses of action over the medium term were presented:

DELETED [COMMERCIALY SENSITIVE]

During discussion the Committee considered that further insights were needed DELETED [COMMERCIALY SENSITIVE]

The Committee observed that further insights would help inform which course of action would be the most appropriate, in addition to an understanding of what role it needed to play in addressing these issues, DELETED [COMMERCIALY SENSITIVE]. Pay.UK also needed to be mindful of General Data Protection Regulation (GDPR) and avoid adversely impacting existing positive end user outcomes.

**ACTION: JD**

*DS left the meeting*

### **24/20 CASS Strategic Review**

JD highlighted key updates DELETED [COMMERCIALY SENSITIVE] and a regulatory update. He added that a stimulus pack would be circulated DELETED [COMMERCIALY SENSITIVE] to encourage attendees to think of questions in advance.

The Chair commented that the DELETED [COMMERCIALY SENSITIVE] event would set the tone for years to come. She encouraged members to put forward anyone else from their organisations who could attend. **ACTION: ALL**

Following due consideration, the Committee **agreed** to attend in person DELETED [COMMERCIALY SENSITIVE] and noted the regulatory updates.

### **24/21 CASS Strategic Dashboard**

The Committee noted the updates provided in relation to its strategic initiatives.

*DPI joined the meeting*

### **24/22 CASS Operations Committee Report**

Referring to the report included within the pack DPI summarised key updates from the previous CASS Operations Committee meeting DELETED [COMMERCIALY SENSITIVE].

### **24/23 Cash ISA Operations Committee Report**

To supplement the report DPI provided a high-level update from the previous Cash ISA Operations Committee meeting DELETED [COMMERCIALY SENSITIVE].

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*DPI left the meeting*

### **24/24 SSCC Monthly & Quarterly Dashboard**

The Committee was given an update on the latest switching information provided within the SSCC Monthly Dashboard for the months of May and June, and the latest performance metrics from the CASS Quarterly Dashboard covering the period January to March 2024. DELETED [COMMERCIALY SENSITIVE]

JD asked if any of the Committee members had any feedback on the content and new layout, otherwise the same format would be adopted going forward. SJ commented that the dashboard may need to evolve to implement outputs from the DELETED [COMMERCIALY SENSITIVE] and the CASS strategy event.

### **24/25 Any Other Business**

#### One to one meetings

The Chair proposed holding one to one meetings with each of the customer members to understand their views on the Committee's work. AG agreed to liaise with members offline to schedule the meetings.

**ACTION: AG**

#### Other

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DELETED [COMMERCIALY SENSITIVE]

As there was no other business the Chair closed the meeting.

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## **Addendum to Minutes**

### **Pay.UK Limited**

**NOTES FROM THE SSCC STRATEGIC WORKSHOP HELD ON 10 JULY**

#### **Business Switching Rule Change Proposal**

DELETED [COMMERCIALY SENSITIVE]