

## Pay.UK Limited Minutes of the Switching Services Participant Committee held on 25 February 2021 at 1:30pm via Zoom

### ATTENDEES:

Jo Kenrick

### ORGANISATION:

INED (*Chair*)  
  
Pay.UK (*Secretariat*)  
  
Pay.UK  
  
Pay.UK  
  
Pay.UK (AI 02/21.01 & 03)  
  
Pay.UK (AI 02/21.01)  
  
Pay.UK (AI 02/21.02)  
  
Pay.UK (AI 12/20.04)  
  
Bank of Ireland  
  
Barclays Bank PLC  
  
Clydesdale/Virgin Money  
  
INED  
  
INED  
  
Nationwide  
  
Santander  
  
Lloyds Banking Group  
  
HSBC

### APOLOGIES:

NatWest Group

### 02/21.01 Switching Services Budget Update

CASS

Pay.UK provided an update on the CASS 2020 End of Year (EoY) and YTD performance as outlined in the supporting paper.

[\[Redacted- commercially sensitive\]](#)

[\[Redacted- commercially sensitive\]](#)

[\[Redacted- commercially sensitive\]](#) -

The Committee felt it was better to wait for the Q1 2021 data to give more clarity.

[\[Redacted- commercially sensitive\]](#)

CISA

[\[Redacted- commercially sensitive\]](#)

The Chair noted that the Cash ISA price decision was right at the time and as a result the service is in a better position to withstand risk regarding lower volume.

The Committee **agreed** to review its action plan at the next meeting in light of data from Q1 2021 - [\[Redacted- commercially sensitive\]](#).

## 02/21.02 Risk Update

Pay.UK advised that its risk profile remains relatively stable. Monthly strategic and operational reviews continue to focus on C19 and any potential emerging risks. In terms of activities undertaken, it continues to focus on risk framework enhancements. There will be a one-off classification exercise to ensure there is a distinction between strategic and operations risks. The Brexit impact assessment continues to be monitored in relation to the impact of the C19 pandemic. Pay.UK will continue to monitor the longer economic impact of C19 both internally and with third party partners. The SSPC risk overall profile remains stable with no material changes having been made to the risk register.

[\[Redacted- commercially sensitive\]](#)

In response to a query from the Chair regarding the identified recruitment risks, Pay.UK advised the majority of operational roles have been filled over the past few months. Pay.UK advised staffing needs for CASS and Cash ISA are at full capacity. The current resources are challenging but are being managed effectively.

In response to a query from the Chair, Pay.UK advised that it was not presently able to advise on timescales for the new Pay.UK working (home, office etc,) model as the situation was under review following Government advice. However, options were actively being explored and the

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Committee would be advised accordingly. The Chair hoped that physical meetings would resume by the autumn. Pay.UK advised that in light of the government's recent announcements regarding the lifting of lockdown restrictions it was too early to estimate what social distancing implications may have in terms of capacity.

Committee members noted the success of the 2020 virtual meetings and considerations should be given to variations in the UK's four nations' rules, as well as variations between different organisations' approach to post lockdown before planning physical meeting events. In light of this, the Committee agreed that 2022 is more likely to be the earliest date to plan completely physical meeting events.

In response to an observation made by a Committee member, Pay.UK agreed to review a variation of risk rating scores in the risk register.

The Committee **noted** the paper.

#### **02/21.03 CASS Strategy Day Follow UP - 2021 and beyond**

The Committee reviewed the outcomes of the 2020 CASS Strategy Days, namely the four proposed areas of strategic focus further to consultation with independent members of the Committee. The four focus areas (FAs) are:

1. Define the best practice journey for key switching channels
2. Monitor and research new trends, and their implications for CASS
3. Assess CASS's KPIs in the context of a changing market, and
4. Optimise ongoing market activity, in particularly in digital channels.

The Committee was satisfied that these appropriately captured the priorities for the service and did not add any further areas.

During the discussion, the Committee broadly agreed that FA1 should be the priority, especially in regard to the online journey mapping for personal current account switching. The potential next steps could be considering payment transfers (formally partial switches) for different customer groups as well as business switches. The Chair noted that whilst Pay.UK was correct in distinguishing between its core activity of providing a switching service and ancillary services of supporting customers, the regulator had required CASS to consider the entire ecosystem. The Chair also noted that information outside the end to end journey would be explored and shared with participants to assist them improve their customers' journey.

Whilst discussing FA2, the Chair noted the need to be clear that the resources dedicated to this are appropriate in light of the fact that any scoping would not lead to actions.

The Committee considered creating a log of activities or ideas that may be helpful but not yet a priority

**[Redacted- commercially sensitive]**

The Committee debated whether the scope of FA4 is how CASS is promoted, or promoting the purpose of the service. The Committee also considered whether FA4 should take priority over FA3, or whether they feed into one another. It was agreed that a brief be prepared from the discussion of FA4 for the CASS Communications Working Group to debate, and present the proposals back to the Committee.

The Chair also agreed that in light of the likelihood that some lockdown restrictions may still be in place towards the end of the year, the next CASS Strategy Days should also be virtual. The Chair requested that it is held in September in order that sufficient time is given for the outcomes to inform planning for 2022.

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**02/21.04 Workstream updates**

CASS Future Scenarios/Strategic Themes Q4 update

At the Committee's previous meeting in December 2020, Pay.UK's Research and Strategy Team agreed to identify strategic themed activities which it felt would merit the Committee's further discussion and identify risks for each scenario. The areas brought forward for the Committee's consideration were: impact on consumers, on participants and against the four strategic pillars; developments over Q4 2020, and decision points. Pay.UK noted that it is undergoing an organisation-wide horizon-scanning activity beyond CASS that also includes digitalisation. Pay.UK agreed to send a request for members of the Committee to form a working group to discuss this in further detail and present its proposals at the Committee's next meeting.

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CASS Awareness and Satisfaction 2020 Summary and Update

Pay.UK noted that despite the decrease in overall communications, it still met its awareness and satisfaction KPIs. The confidence index was at an all time high in Q4 2020 at 79% compared to 76% in previous years. Questions had been included on the CASS tracker questionnaire to ensure its relevance in the current climate. These included questions regarding demographics, whether customers now pay for their current accounts, and whether they had been furloughed. The KPIs remained unchanged.

CASS Acceptance Rate Working Group and e-Benchmarkers Customers' Journey Proposal

The Committee **noted** the paper outlining recent activity from the CASS Acceptance Rate Working Group (ARWG). The ARWG had proved helpful in providing insight into changes in internal processes that improved the acceptance rate. The ARWG had given its support to the e-Benchmarkers Customers' Journey Proposal; however, only five participant representatives had confirmed their willingness to take part. E-Benchmarkers have recommended at least 15 different participants. If this is not achieved through the ARWG, then further representation would be sought from the wider CASS Operations Committee.

**02/21.05 Pay.UK Enforcement Compliance Process**

The Committee **noted** the changes to the Participant Compliance Process.

**02/21.06 Participant dashboard**

The Committee **noted** the latest SSPC Dashboard which was issued offline.

**02/21.07 Committee 2021 Terms of Reference for CASS and CISA**

Pay.UK noted that further to discussions in 2020, a maximum of six years had been included to the tenure of participant members of the Committee. The Chair agreed for any additional comments on the terms of reference to be received by the end of the day. The terms of reference would be **agreed** in the absence of further comment.

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*Post Meeting Note: No further comments received. Action closed.*

**02/21.08 Minutes of the previous meeting**

The minutes of the meeting held on 2 December 2020 were signed off without comment. Pay.UK agreed that the redacted minutes from 15 October and 2 December meetings would be recirculated by the end of the day to show the tracked redactions. This would be the practice going forward to easily identify the text which had been removed from redacted minutes.

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*Post Meeting Note: The October and December 2020 redacted minutes were recirculated to the Committee for review. Action closed.*

**02/21.09 Action log**

All actions featured on the log were confirmed as complete and proposed to close.

**02/21.10 Any other business**

[\[Redacted- commercially sensitive\]](#)

**Date of next meeting: 27 April 2021 at 10:30**

