PSR
Payment Systems Regulator

Publishing APP fraud data

A guide for PSPs

October 2023

Contents

1   APP fraud data publication

This guidance is for directed payment service providers (PSPs) that must publish authorised push payment (APP) fraud data under our Specific Direction 18 (Publication of APP scams information).

This guidance explains the content that must be included, the format that must be used, and the timescales that must be followed.

Obligation to publish a summary of APP fraud data

1.1   In March 2023, we published our policy statement PS23/1, *APP scams: Measure 1 Collection and publication of performance data*. This explained that we would require directed payment service providers (PSPs) to publish data on authorised push payment (APP) fraud. The data will show fraud levels, fraud prevention rates and reimbursement levels. This will:

- provide greater transparency about PSPs' performance, making them more accountable

- improve the level of reimbursement for APP fraud victims

- create reputational incentives for PSPs to implement further fraud prevention measures

1.2   Alongside PSR23/1, we issued Specific Direction (SD) 18 (Publication of APP scams information).[1] This requires directed PSPs to send us data on APP fraud, and publish a comparison of PSPs' performance on three metrics:

- **Metric A:** Reimbursement levels

- **Metric B:** APP fraud payments sent from accounts held with the directed PSPs

- **Metric C:** APP fraud payments received by accounts held with the directed PSPs

We will also publish this comparison data on our website.

1.3   SD18 applies to the 12 largest banking groups in England, and the two largest independent banks in Northern Ireland, measured in terms of the number of payments they send across Faster Payments.

1.4   Where we publish data on APP fraud at the aggregate group level, PSP brands that submitted data to us under SD18 must publish a summary of the data for the group as a whole.[2] Annex 3 provides a list of the brands that must publish this data.

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1   https://www.psr.org.uk/publications/legal-directions-and-decisions/specific-direction-18/

2   See Specific Direction 18 (March 2023), paragraph 8.3a.

1.5   Non-directed PSPs do not have to publish data on Metrics A, B and C. If you are a non-directed PSP and want to use an equivalent chart, contact us at appscamsdata@psr.org.uk. Any data that non-directed PSPs publish should be consistent with this guidance.

What this guidance covers

1.6   SD18[3] states that this guidance may cover any matter we consider necessary or appropriate, including:

   a.   the format a directed PSP must use to present APP fraud data

   b.   the timing and manner of any publication under SD18

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3   See Specific Direction 18 (March 2023), paragraphs 3.2 and 3.4.

2   Instructions for directed PSPs

Where to publish the data

2.1   Directed PSPs must display the information prominently on their personal banking homepage, so that someone looking for that information will be able to find it easily.

Content and format

2.2   Directed PSPs must publish four sets of data:

Metric A

- The percentage of APP fraud losses that directed PSPs have **reimbursed (by value)**.

Metric B

- **Value of APP fraud sent by directed PSPs** per million pounds of transactions.

Metric C

- **Value of APP fraud received by directed PSPs** per million pounds of transactions.
- **Value of APP fraud received by non-directed PSPs** per million pounds of transactions.

2.3   This data will be in chart format. Directed PSPs do not need to produce these charts. A populated version of these charts will be sent to directed PSPs three working days prior to the publication date via Egress.

2.4   Directed PSPs must publish the text in Annex 1 on their personal banking homepage.

2.5   Directed PSPs must include a link to our latest APP fraud report on the same page. The link to this report is included in the text in Annex 1.

2.6   Any related documents or charts (for example, a press release) created by the directed PSP must be published on a separate page.

How we treat indirect PSPs

2.7   The way we list Metric C data for indirect PSPs will depend on their authorisation status and relationship with their sponsor bank:

a. If an indirect PSP is an authorised payment firm and provides payment accounts under its own authorisation, we list the APP fraud data against its name. Where relevant, we will also name the sponsor bank that provides its access to Faster Payments.

b. If an indirect PSP is an authorised payment firm but provides payment accounts under its sponsor's authorisation, we will list the APP fraud data against the sponsor's name. We will note where a different consumer-facing firm is involved.

c. If an indirect PSP is not an authorised firm and provides payment accounts operated under its sponsor's authorisation, we will list the APP fraud data numbers against the sponsor's name.

Time limits

2.8 Directed PSPs must publish the data we provide no later than 20 working days after we have published it.

2.9 Directed PSPs must display the information for at least 12 months after we have published it, unless we say otherwise in writing, or in published guidance.

Confirming publication

2.10 Within five working days of publishing this data, a directed PSP must confirm to us:

a. that the charts and the text in Annex 1 have been published on its website

b. that a link to the PSR's report has been published on its website

c. where these elements have been published

d. that the charts are the charts supplied by the PSR

Send confirmation to appscamsdata@psr.org.uk.

Correcting published information

2.11 If the PSR informs a directed PSP that it must publish a corrected version of information published under SD18, the directed PSP must correct that information within ten working days in the manner that the PSR specifies, as set out in SD18.[4]

The PSR's APP fraud data publication

2.12 To improve transparency around APP fraud levels, fraud prevention and reimbursement levels, we will publish the following charts on the PSR website:

Metric A

1. The percentage of reported APP fraud losses **refunded by value by directed PSPs**.

2. The percentage of reported APP fraud losses **refunded by volume by directed PSPs**.

Metric B

1. **Value of APP fraud sent** by directed PSPs per million pounds of transactions.

2. **Volume of APP fraud sent** by directed PSPs per million transactions.

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4   See Specific Direction 18 (March 2023), paragraph 10.3.

Metric C

1. Value of APP fraud received per million pounds of transactions by **directed PSPs**.

2. Value of APP fraud received per million pounds of transactions by **non-directed PSPs**.

3. Volume of APP fraud received per million transactions by **directed PSPs**.

4. Volume of APP fraud received per million transactions by **non-directed PSPs**.

2.13   We will publish a report to accompany the charts. It will include:

- the background to the project

- key themes we have seen from the data

- results from Metrics A, B and C

2.14   Directed PSPs only have to publish the charts listed in paragraph 2.2, which we will provide. However, a link to our full report must be provided on the personal banking homepage.

2.15   For the metrics listed in paragraph 2.12, we will rank PSPs from highest to lowest.

Annex 1
Text for publication

This annex provides the text that directed PSPs must publish alongside the charts. All directed PSPs must publish the text below on their personal banking homepage.

Authorised push payment (APP) fraud rankings in 2022

Authorised push payment (APP) fraud happens when someone is tricked into transferring money to a fraudster's bank account.

These charts use data given to the Payment Systems Regulator (PSR) by major banking groups in the UK in 2022.

You can read the full report by visiting **www.psr.org.uk/app-fraud-data**

Share of APP fraud refunded

This data shows the proportion of total APP fraud losses that were reimbursed, out of 14 firms. Higher figure is better.

[Insert chart 1 image here with link to http://www.psr.org.uk/app-fraud-data]

APP fraud sent per £million transactions

This data shows the amount of APP fraud sent per million pounds of transactions, out of 14 firms. Lower figure is better.

[Insert chart 2 image here with link to http://www.psr.org.uk/app-fraud-data]

APP fraud received per £million transactions: smaller UK banks and payment firms

This data shows the amount of APP fraud received per million pounds of transactions, ranked out of 20 firms. Lower figure is better.

[Insert chart 3 image here with link to http://www.psr.org.uk/app-fraud-data]

APP fraud received per £million transactions: major UK banks and building societies

This data shows the amount of APP fraud received per million pounds of transactions, ranked out of 20 firms. Lower figure is better.

[Insert chart 4 image here with link to http://www.psr.org.uk/app-fraud-data]

Annex 2
Technical guidance

This annex describes the technical specifications for the charts we will provide for publication and examples of their use.

Each chart is 550 pixels wide by 350 pixels high and there are four charts in total. They are provided in PNG and JPG formats. All charts must be displayed on the directed PSP's personal banking homepage in a suitably prominent position.

The images are bespoke for each directed PSP and are not to be edited. They are designed to be suitable for both desktop and mobile viewing.

All charts should use the hyperlink **www.psr.org.uk/app-fraud-data**. This page will show a full analysis of the data provided to the PSR and will be updated as new data is published each cycle.

It is assumed that the directed PSP understands accessibility requirements and will add a suitable alt-tag to each image. For clarity, the alt-tag should describe what the image says, not what the image is.

Feedback or technical questions should be directed to the PSR via the appscamsdata@psr.org.uk email address.

Example desktop layout and HTML tagging

H1 — # Authorised push payment (APP) fraud rankings in 2022

P — Authorised push payment (APP) fraud happens when someone is tricked into transferring money to a fraudster's bank account.

These charts use data given to the Payment Systems Regulator (PSR) by major banking groups in the UK in 2022.

You can read the full report by visiting www.psr.org.uk/app-fraud-data

H2 — ## Share of APP fraud refunded

P — This data shows the proportion of total APP fraud losses that were reimbursed, out of 14 firms. Higher figure is better.
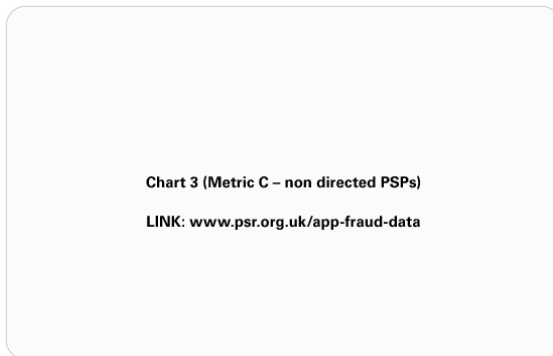
APP fraud sent per £million transactions

This data shows the amount of APP fraud sent per million pounds of transactions, out of 14 firms. Lower figure is better.

Chart 1 (Metric A)

LINK: www.psr.org.uk/app-fraud-data

Chart 2 (Metric B)

LINK: www.psr.org.uk/app-fraud-data
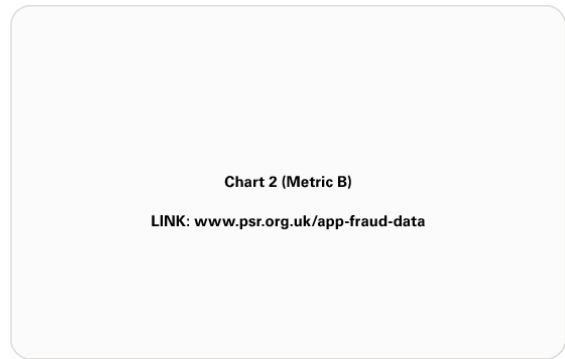
H2 — ## APP fraud received per £million transactions: smaller UK banks and payment firms

P — This data shows the amount of APP fraud received per million pounds of transactions, ranked out of 20 firms. Lower figure is better.

APP fraud received per £million transactions: major UK banks and building societies

This data shows the amount of APP fraud received per million pounds of transactions, ranked out of 20 firms. Lower figure is better.

Chart 3 (Metric C – non directed PSPs)

LINK: www.psr.org.uk/app-fraud-data

Chart 4 (Metric C – directed PSPs)

LINK: www.psr.org.uk/app-fraud-data

Example mobile layout and HTML tagging

H1 — **Authorised push payment (APP) fraud rankings in 2022**

Authorised push payment (APP) fraud happens when someone is tricked into transferring money to a fraudster's bank account.

P — These charts use data given to the Payment Systems Regulator (PSR) by major banking groups in the UK in 2022.

You can read the full report by visiting www.psr.org.uk/app-fraud-data

H2 — Share of APP fraud refunded

P — This data shows the proportion of total APP fraud losses that were reimbursed, out of 14 firms. Higher figure is better.

Chart 1 (Metric A)

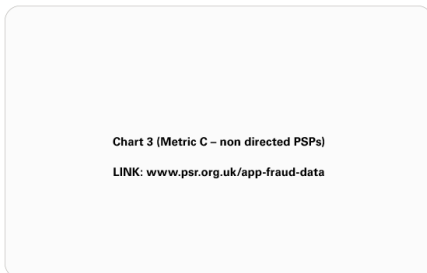LINK: www.psr.org.uk/app-fraud-data
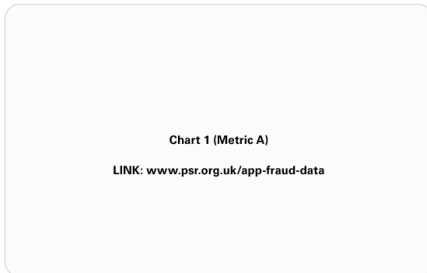
H2 — APP fraud sent per £million transactions

P — This data shows the amount of APP fraud sent per million pounds of transactions, out of 14 firms. Lower figure is better.

Chart 2 (Metric B)

LINK: www.psr.org.uk/app-fraud-data

H2 — APP fraud received per £million transactions: smaller UK banks and payment firms

P — This data shows the amount of APP fraud received per million pounds of transactions, ranked out of 20 firms. Lower figure is better.

Chart 3 (Metric C – non directed PSPs)

LINK: www.psr.org.uk/app-fraud-data
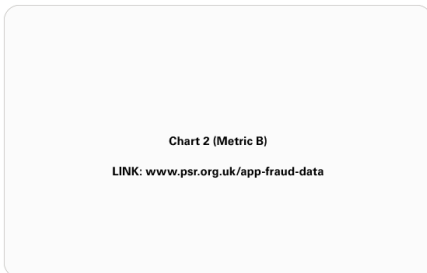
**H2** — APP fraud received per £million transactions: major UK banks and building societies

P — This data shows the amount of APP fraud received per million pounds of transactions, ranked out of 20 firms. Lower figure is better.

Chart 4 (Metric C – directed PSPs)

LINK: www.psr.org.uk/app-fraud-data
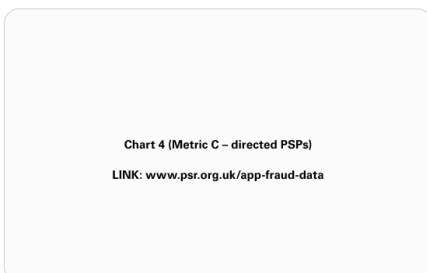
Example of Chart 1 (Metric A) – percentage value

**Example of Charts 2-4 (Metrics B and C) – monetary value**
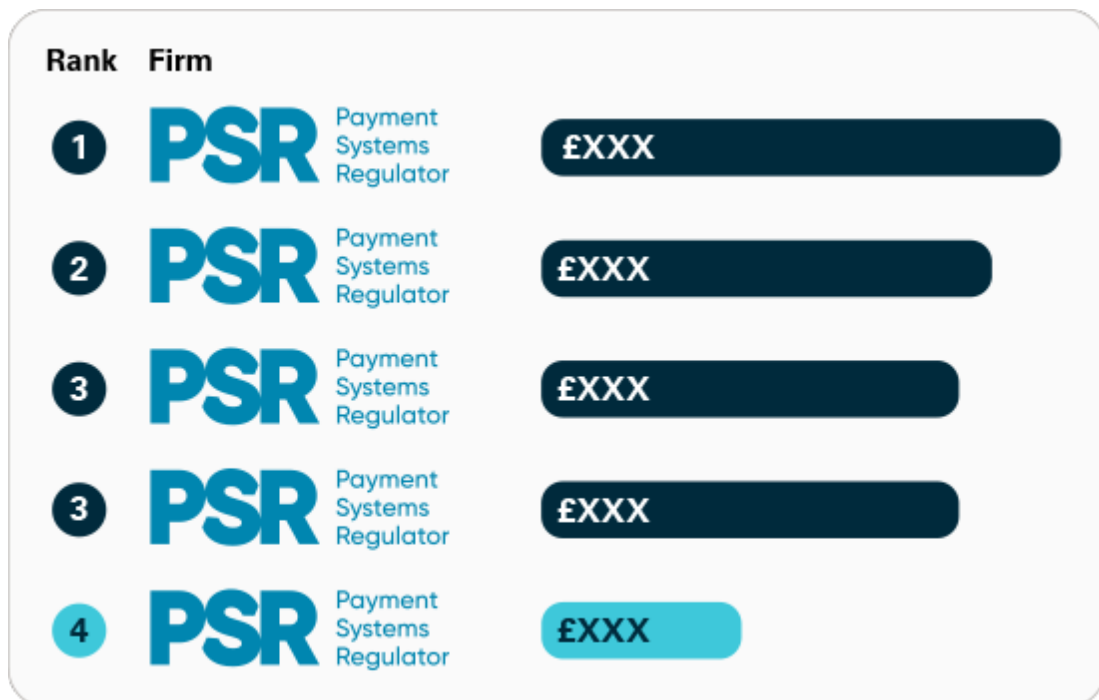
Mocked up example of charts insitu on PSP home page

Authorised push payment (APP) fraud rankings in 2022

Authorised push payment (APP) fraud happens when someone is tricked into transferring money to a fraudster's bank account.

These charts use data given to the Payment Systems Regulator (PSR) by major banking groups in the UK in 2022.

You can read the full report by visiting www.psr.org.uk/app-fraud-data

Share of APP fraud refunded
This data was provided by major UK banks in response to a request from the PSR and shows the proportion of total APP fraud losses that were reimbursed, out of 14 firms. Higher figure is better.
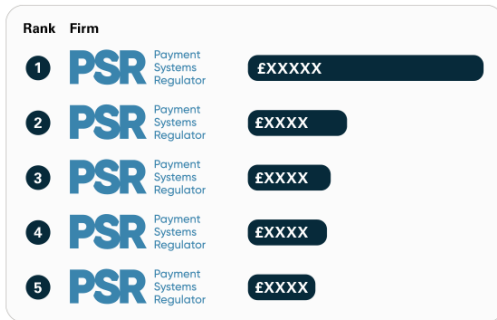
Rank	Firm	
1	PSR Payment Systems Regulator	XX%
2	PSR Payment Systems Regulator	XX%
3	PSR Payment Systems Regulator	XX%
4	PSR Payment Systems Regulator	XX%
5	PSR Payment Systems Regulator	XX%
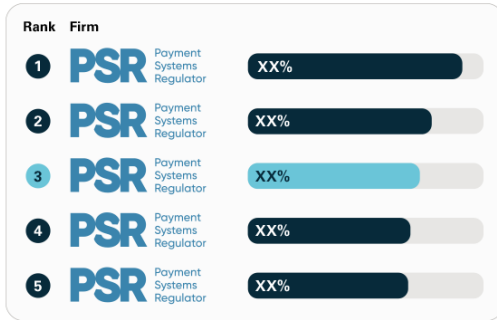
APP fraud sent per £million transactions
This data was provided by major UK banks in response to a request from the PSR and shows the amount of APP fraud sent per million pounds of transactions, out of 14 firms. Lower figure is better.
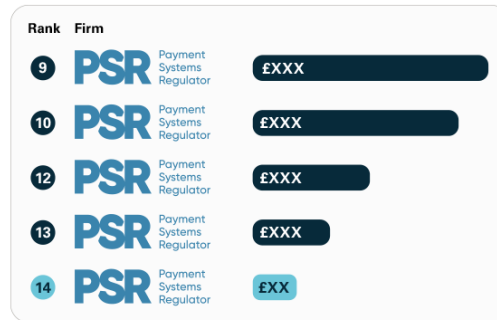
Rank	Firm	
1	PSR Payment Systems Regulator	£XXX
2	PSR Payment Systems Regulator	£XXX
3	PSR Payment Systems Regulator	£XXX
3	PSR Payment Systems Regulator	£XXX
5	PSR Payment Systems Regulator	£XXX

APP fraud received per £million transactions: smaller UK banks and payment firms
This data shows the amount of APP fraud received per million pounds of transactions, out of 20 firms. Lower figure is better.

Rank	Firm	
1	PSR Payment Systems Regulator	£XXXXX
2	PSR Payment Systems Regulator	£XXXX
3	PSR Payment Systems Regulator	£XXXX
4	PSR Payment Systems Regulator	£XXXX
5	PSR Payment Systems Regulator	£XXXX

APP fraud received per £million transactions: major UK banks and building societies
This data shows the amount of APP fraud received per million pounds of transactions, out of 20 firms. Lower figure is better.

Rank	Firm	
9	PSR Payment Systems Regulator	£XXX
10	PSR Payment Systems Regulator	£XXX
12	PSR Payment Systems Regulator	£XXX
13	PSR Payment Systems Regulator	£XXX
14	PSR Payment Systems Regulator	£XX

Annex 3
Brands

These are the 20 brands that are required to publish the data covered in this guidance.

Directed PSP	Brand(s)	
AIB Group (UK) Plc	AIB	
Bank of Scotland plc	Bank of Scotland	Halifax
Barclays Bank UK plc	Barclays	
Clydesdale Bank plc	Clydesdale	
The Co-operative Bank plc	The Co-op	
HSBC UK Bank plc	HSBC	First Direct
Lloyds Bank plc	Lloyds	
Metro Bank plc	Metro	
Monzo Bank Limited	Monzo	
National Westminster Bank plc	NatWest	
Nationwide Building Society	Nationwide	
Northern Bank Limited	Danske Bank	
Royal Bank of Scotland plc	RBS	
Santander UK plc	Santander	
Starling Bank Limited	Starling	
TSB Bank plc	TSB	
Ulster Bank Limited	Ulster Bank	
Virgin Money UK plc	Virgin Money	