

Publishing APP scams data

A guide for PSPs

May 2024

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1 APP scams data publication

This guidance is for directed payment service providers that have to publish authorised push payment scams data under our Specific Direction 18 (*Publication of APP scams information*).¹

The 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 scams data

1.1 In March 2023, we published our policy statement PS23/1, *APP scams: Measure 1: Collection and publication of performance data*². This explained that we would require directed payment service providers (PSPs) to publish data on authorised push payment (APP) scams. The data will show APP scams levels, APP scams prevention rates and reimbursement levels. This will:

- provide greater transparency about PSPs' performance, making them more accountable
- improve the level of reimbursement for APP scams victims
- create reputational incentives for PSPs to implement further fraud prevention measures

1.2 Alongside PS23/1, we issued Specific Direction (SD) 18 (*Publication of APP scams information*).³ This requires directed PSPs to send us data on APP scams, and to publish a comparison of PSPs' performance on three metrics:

- **Metric A:** Reimbursement levels
- **Metric B:** APP scams payments sent from accounts held with the directed PSPs
- **Metric C:** APP scams payments received by accounts held with the directed PSPs

We will also publish this comparison data on our website.

1.3 SD18 applies to a total of 14 directed PSP groups, out of which 12 are the largest banking groups in England and two are the largest independent banks in Northern Ireland, measured in terms of the number of payments they send across Faster Payments.

1 The original SD18 was revoked and replaced by a new version issued in December 2023. See [Specific Direction 18](#) (December 2023).

2 See [APP scams: Measure 1: Collection and publication of performance data](#) (March 2023).

3 See [Specific Direction 18](#) (December 2023).

- 1.4** Where we publish data on APP scams 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.⁴ Annex 3 provides a list of the brands that must publish this data.
- 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 non-directed PSPs publish should be consistent with this guidance.

What this guidance covers

- 1.6** SD18⁵ 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 scams data
 - b. the timing and manner of any publication under SD18

4 See [Specific Direction 18](#) (December 2023), paragraph 8.3a.

5 See [Specific Direction 18](#) (December 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 homepages, so that someone looking for that information will be able to find it easily.
- 2.2 In addition, directed PSPs may publish the information in their online fraud centres.

Content and format

- 2.3 Directed PSPs must publish four sets of data, which will be in chart format.
- 2.4 Directed PSPs do not need to produce these charts. A populated version of these charts will be sent by us to directed PSPs on the morning of our publication date after market opening.
- 2.5 The table below gives a description of the four charts directed PSPs will be required to publish. An example of the charts is shown in Annex 1.

Table 1: Charts directed PSPs are required to publish

Chart number	Metric	Chart title	Description
1	Metric A	The percentage of APP scams losses that directed PSPs have reimbursed (by value).	<p>This chart will show the four PSPs reimbursing the highest percentage of APP scams losses plus the performance of the directed PSP publishing the chart.</p> <p>Where the directed PSP is in the top four, the chart will show the five firms reimbursing the highest percentage of APP scams losses.</p>
2	Metric B	The value of APP scams sent by directed PSPs per million pounds of transactions.	<p>This chart will show the four firms with the highest sending APP scams rate by value plus the performance of the directed PSP publishing the chart.</p> <p>Where the directed PSP is in the top four, the chart will show the five firms with the highest sending APP scams rate.</p>

Chart number	Metric	Chart title	Description
3	Metric C	Value of APP scams received by directed PSPs per million pounds of transactions.	<p>We calculate a list of the top 20 receivers of fraud by value and volume using absolute figures of APP scams received. From this top 20, we determine a firm's rank by calculating its rate of APP scams received.</p> <p>This chart will show the five directed PSPs within the top 20 that have the highest rates of APP scams received by value. Where there are fewer than five directed PSPs in the top 20 receivers of APP scams, fewer than five firms will be shown.</p> <p>Where the directed PSP publishing the chart is in the top 20, we will show the top four directed PSPs within the top 20 and the performance of the directed firm publishing the chart.</p>
4	Metric C	Value of APP scams received by non-directed PSPs per million pounds of transactions.	<p>We calculate a list of the top 20 receivers of APP scams by value and volume using absolute figures of APP scams received. From this top 20, we determine a firm's rank by calculating its rate of APP scams received.</p> <p>This chart will show the five non-directed PSPs within the top 20 that have the highest rates of APP scams received by value. Where there are fewer than five non-directed PSPs in the top 20 receivers of APP scams, fewer than five firms will be shown.</p>

2.6 Directed PSPs will also be required to publish text accompanying these charts (Annex 1). The text must be published as provided by us and no changes in language, tone or wording may be made by PSPs. Directed PSPs will be required to edit the examples alongside each chart as shown in Annex 1.

2.7 Company logos will be used to identify firms in the charts published on the websites of the 14 directed PSP groups. We will request logos from the 14 directed PSP groups and the top 20 receivers prior to publication.

2.8 The 14 directed PSP groups and any non-directed firm that appears as one of the top 20 receivers of APP scams will be notified of their firm-specific rankings three working days before publication. PSPs **will not** be notified of the rankings of other PSPs in advance of the publication of our report. Sponsor firms will also not be informed of the rankings of their indirect clients.

2.9 Directed PSPs are required to publish the text and charts in Annex 1 on their personal banking homepages and may also publish these on the fraud sections of their websites should they wish to do so.

2.10 Each directed PSP must include a link to our latest APP scams report on the same page. The link to this report is included in the text in Annex 1.

2.11 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

2.12 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 will list the APP scams 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 scams 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 under its sponsor's authorisation, we will list the APP scams data against the sponsor's name.

Time limits

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

2.14 Directed PSPs must display the information for at least 12 months, unless we:

- say otherwise in writing
- or we require directed PSPs to publish the next cycle of data in published guidance

Confirming publication

2.15 Within five working days of publishing this data, each 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 us

Please send confirmation to appscamsdata@psr.org.uk.

Correcting published information

- 2.16** If we inform a directed PSP that it must publish a corrected version of information published under this direction, the directed PSP must correct that information within ten working days in the manner that we specify, as set out in SD18.⁶

Our APP scams data publication

- 2.17** To improve transparency around APP scams levels, APP scams prevention and reimbursement levels, we will publish the following charts on our website:

Metric A

1. The percentage of reported APP scams losses **refunded by value by directed PSPs**.
2. The percentage of reported APP scams losses **refunded by volume by directed PSPs**.

Metric B

1. **Value of APP scams sent** by directed PSPs per million pounds of transactions.
2. **Volume of APP scams sent** by directed PSPs per million transactions.

Metric C

1. Value of APP scams received per million pounds of transactions by **directed PSPs**.
2. Value of APP scams received per million pounds of transactions by **non-directed PSPs**.
3. Volume of APP scams received per million transactions by **directed PSPs**.
4. Volume of APP scams received per million transactions by **non-directed PSPs**.

- 2.18** The charts on our website will show the performance of the 14 directed PSP groups and the top 20 receivers of APP scams.

- 2.19** 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
- tables with absolute APP scams numbers by value and volume

- 2.20** Directed PSPs only have to publish the charts listed in paragraph 2.5, which we will provide. However, a link to our full report must be provided on each directed PSP's personal banking homepage.

- 2.21** For the metrics listed in paragraph 2.17, we will rank PSPs from highest to lowest.

⁶ See [Specific Direction 18](#) (December 2023), paragraph 10.3.

Annex 1

Text for publication

All directed PSPs must publish the text below on their personal banking homepages.

Text to publish alongside the charts

This annex provides the text that directed PSPs are required to publish alongside the charts. All directed PSPs must publish the text below on their personal banking homepages.

Authorised push payment (APP) scams rankings in 2023

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

These charts use data given to the Payment Systems Regulator by major banking groups in the UK in 2023.

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

Chart 1 (Metric A)

Share of APP scams refunded

This is the proportion of total APP fraud losses that were reimbursed, ranked out of 14 firms.

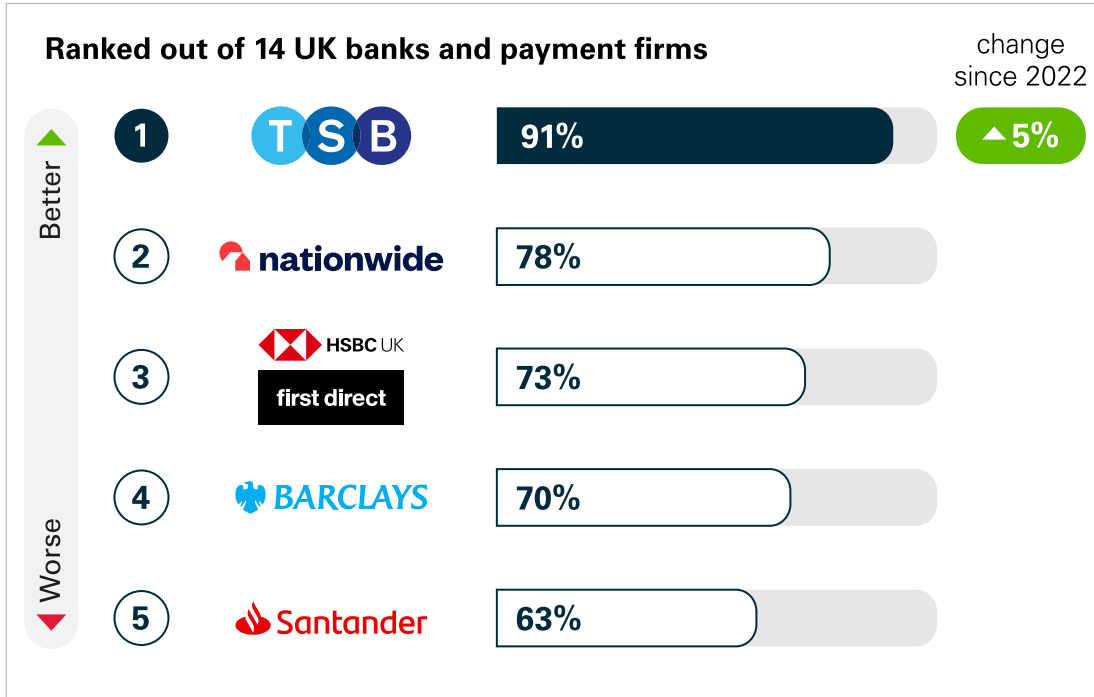


Chart 2 (Metric B)

APP scams sent per £million transactions

This is the amount of money sent from the victim’s account to the scammer, ranked out of 14 firms.

For example, for every £1 million of [directed firm to insert its name] transactions sent in 2023, £[directed firm to insert the sending fraud rate] was lost to APP scams.

Example: For example, for every £1 million of TSB transactions sent in 2023, £348 was lost to APP scams.



Chart 3 (Metric C) – Non-directed PSPs

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

This is the amount of money received into the scammer’s account from the victim, ranked out of all UK banks and payment firms 20 firms.

For example, for every £1 million received into consumer accounts at [insert the name of the highest receiving non-directed firm], £[insert its receiving fraud rate] of it was APP scams.

Example: For example, for every £1 million received into consumer accounts at Clear Junction, £10,335 of it was APP scams.



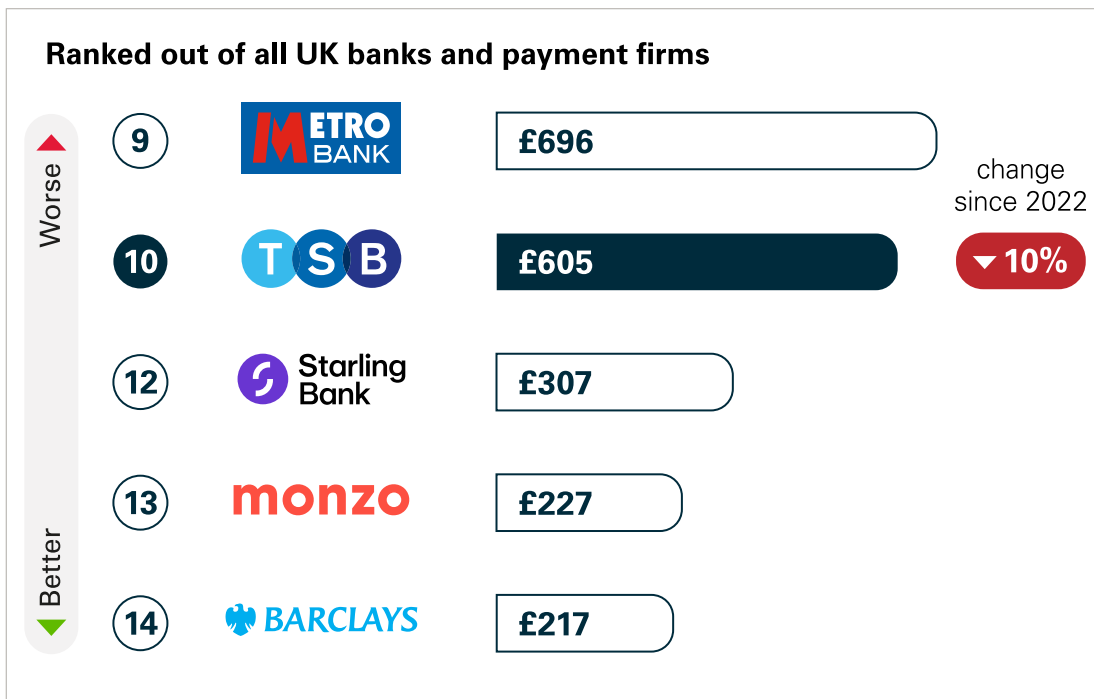
Chart 4 (Metric C) – Directed PSPs

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

This is the amount of money received into the scammer’s account from the victim, ranked out of all UK banks and payment firms.

For example, for every £1 million received into consumer accounts at [Directed firm to insert their our name, or if they are not in the top 20, the name of the highest receiving Directed firm], £[insert their receiving fraud rate] of it was APP scams.

Example: For example, for every £1 million received into consumer accounts at Metro, £696 of it was APP fraud.



Annex 2

Technical guidance

This annex describes the technical specifications for the charts we will provide for publication.

Each chart is 600 pixels wide by 300 pixels high and there are four charts in total. They are provided in the 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. Feedback or technical questions should be directed to us via appscamsdata@psr.org.uk.

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.

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

Annex 3

Brands

These are the 14 directed PSP groups and the brands trading under them 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	Northern 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

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