

News

September 2023



Chris Hemsley
Managing Director

Hello and welcome to this latest edition of PSR News.

There's been a lot going on here over the summer; we're forging ahead with our ambitious work programme, and have welcomed a number of new people across the organisation. These include our three new senior leaders, Alex Olive (General Counsel), Oliver Hanmer (Head of Supervision and Compliance Monitoring), and Natalie Golding (Chief Operating Officer and Head of People and Operations). They introduce themselves to you all in this edition.

Since July, we've continued to press ahead with the finer details and requirements for the new **APP scams rules** which will be coming into place next year. Our thanks go to everyone who has engaged with us at various points over the summer in response to our consultations. We recognise these are significant changes, but they will make a positive difference. You can expect to see

the **first set of APP scams data** we've collected be published around the end of October.

Work has also continued on our market reviews into both scheme fees and cross-border interchange fees with our interim report on cross-border interchange fees expected this autumn.

We've completed our **first annual review of Specific Direction 12** finding it continues to do what we set out for it to do. And we've published the outcome of our **Annual Review of the Current Account Switching Service** which shows another successful year for the service.

Our own **annual report** and, separately, our **Strategy outcomes progress report**, were also published over the summer. Both give us an opportunity to reflect on the important work that's happened and demonstrates the progress being made across the board.

In addition to introductions with our new senior leaders, Kate Fitzgerald provides an update on our Open Banking work, including some tasters of things to come. As ever, you can find the details of all our upcoming engagements, **job vacancies** and details of how to stay in touch with us in this edition.

In this update

- The potential of variable recurring payments
- First impressions
- Vision for Supervision and Compliance Monitoring Division
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Natalie Golding
Chief Operating Officer and
Head of People and Operations

I'm excited to
have joined
the PSR as we
continue to tackle
our exciting work
programme.

First impressions

As Chief Operating Officer and Head of People and Operations, I've a great team, dedicated to helping all of us in the PSR deliver payment systems that work well for everyone, investing in the development of our people and our technology alike.

In all our work to enhance our operations, risk management and project delivery, we aim to help everyone in the PSR deliver our strategy. I'm already drawing on my skills from my roles in the Cabinet Office and adding to my experience as I get to grips with the interesting new ways of working here, alongside my fellow new starters.

Success includes making sure that the PSR is an inclusive workplace that knows how to bring the best out of its diverse workforce. I'm impressed by the strong foundations I've found in place already.

For example, we continue to have a higher-than-average percentage of women in leadership roles, currently at 60%, and the PSR is a proud signatory of the Women in Finance Charter. There's been an increase to 22.8% in minority ethnic representation across the organisation, and I know that there's a commitment to building on that through the Executive and Extended Leadership Team. The professional diversity I've found at the PSR is also very striking, with colleagues who have all kinds of life and work experience. It's always a good sign to see thriving staff networks doing great work to support, inform and bring together colleagues across the PSR and the FCA. And of course, it's important that we represent and understand the wide-ranging groups of people and organisations we serve.

It all adds to a very real sense of purpose, community and inclusivity at the PSR.

There's also a strong sense of commitment across the organisation that will carry us forward with a range of different projects, and continue to deliver the PSR Strategy.

So, this invitation goes out to everyone: keep an eye on our **current vacancies** as we continue to recruit and build a stronger organisation which welcomes people with all sorts of backgrounds and experience!

Vision for Supervision and Compliance Monitoring Division

A key feature of an effective regulator is its ability to assess the impact of its regulatory approach on its strategic objectives.



Oliver Hanmer
Head of Supervision and Compliance Monitoring

An effective regulator must have a range of tools available if further intervention is needed. To support that aim, in June we established a new Supervision and Compliance Monitoring Division. Having introduced supervision in the provision of services by Barristers, I am looking forward to bringing this experience to bear on setting up the PSR's supervision of payment systems.

While supervision and monitoring sit within the same division of the PSR, they are two quite different elements of our toolbox.

Monitoring tends to be used to assess levels of compliance with specific regulatory requirements – for example, whether firms are adhering to the remedies we've set out in our specific directions. But monitoring is not just a tick-box exercise – we're just as interested in how you've complied as whether you've complied. Monitoring is also an effective way for us to evaluate whether a new policy initiative is

having the desired impact; and in turn contributes to our Strategy and Intelligence division's wider horizon-scanning activities.

Supervision, on the other hand, focuses more on establishing relationships with the firms we regulate. Building and maintaining relationships, helps us drive positive, two-way engagement on specific regulatory issues, capture evidence of potential risks in the market, and understand how those risks are being mitigated and controlled. It helps us target our interventions (through new or revised policy initiatives, or through more focused monitoring). And it provides a platform for sharing emerging thinking and discussing areas of common cause.

Neither monitoring nor supervision can develop in isolation, and there will be opportunities over the coming months for the industry to share its views on what success looks like for the new division. My team and I look forward to forward to meeting you.

Introduction to our Legal Division



Alex Olive
General Counsel

As a general counsel with many years' experience, I am delighted to lead the Legal division of the PSR.

I've worked in the Cabinet Office, in private practice, in house and across the regulatory sector, including as Legal Director at the Competition and Market Authority (CMA).

I'm now proud to manage a dynamic and dedicated legal team, who advise across the board – from our work on APP scams, competition law, to the recent legislation affecting our accountability to Parliament. Whatever the issue, our focus is on making sure we deliver our ambitious programme of work in the best way possible.

We take our obligations very seriously. The PSR hasn't been shy in tackling anti-competitive behaviour, as we demonstrated when we stepped in to close down the cartel behaviour in the pre-paid cards market.

Our Legal team is working hard alongside our project teams to support the increase in the amount of work we're doing – including issuing more directions, reflecting the changes that we're pushing forward, and supporting our analysis, monitoring and enforcement functions. As a dedicated and growing team of specialist lawyers, we work in step with our colleagues across the PSR to provide robust and fair solutions to often very complex, evolving and varied issues.

We will work closely with the new Compliance and Monitoring team keeping a watch on activities to see whether we might need to take enforcement action. As a collective, we will step in if and when required, in accordance with our legal framework.

To understand the many different and varied challenges, and as part of our work to ensure we deliver outcomes that will withstand scrutiny and legal challenge, my team and I are looking forward to engaging with the industry and other regulators.

Events in 2023

September

SIBOS

19 September

Kate Fitzgerald took part in a panel discussion, **“Financial crime prevention... not compliance”**.

The panel discussed whether focusing on outcomes helps prevent financial crime. Other panellists included the Deputy Secretary of the US Treasury.

Informa Comp Law Conference

21 September

Alex Olive joined the discussion, **Regulating the Financial Services Sector: Update from CMA, FCA and PSR**.

Alex gave an update on the many different pieces of PSR work, and how authorities work together effectively.

Catch up with previous editions of PSR News



Hogan Lovells

Payments conference

27 September

Technical Specialists **Jon Williams** and **Nicole Coates** each join panel discussions covering technology advancement in payments including the NPA, fraud and cyber, and on competition and how industry is moving from competition to collaboration to drive change.

October

Payment Leaders’ Summit (UK) **11 October**

Chris Hemsley will give a keynote speech giving a regulatory overview of our work, from APP scams, to unlocking account-to-account payments.



Open Banking Expo

18 – 19 October

18 October, Kate Fitzgerald joins the Powerhouse Debate: **Evolving Open Banking payments with commercial VRPs**. Discussing the latest from JROC and the impact of variable recurring payments (VRPs) in the Open Banking landscape.

19 October, Andrew Self, Senior Policy manager joins **Striking the balance between openness and protection in our Open Data regulatory framework** panel.

Also on 19 October, **Chris Hemsley** is a judge in the Open Banking Expo Awards.

Global Anti Scam Summit

18 October

Claire Simpson, Senior Policy Manager joins a discussion on how new reimbursement requirements for APP fraud in the UK will see real changes in how payment firms address fraud.

UK Finance Digital Innovation Summit 2023

31 October

Kate Fitzgerald joins a panel at UK Finance’s latest Digital Innovation summit. 400 leaders will discuss how digital innovation is driving forward the future of finance.

November

Financial Crime 360 **21 November**

Kate Fitzgerald joins the FCA, Ofcom and Which?. This keynote panel tackles the collective plan to reduce financial crime including regulatory actions expected in 2024.

Claire Simpson, Senior Policy Manager, will join a further session to discuss the mechanisms in place for sharing data in real-time.

Stay up to date with the PSR



To keep up to date on our work and consultations, sign up or review your **[subscriber preferences here](#)**.

Transform Payments Europe 2023 **28 November**

Kate Fitzgerald joins the keynote panel, **Foster Cross-Sector Collaboration to Navigate Regulatory Change**. Discussing the next stage of Open Banking in the UK to promote better consumer outcomes, and how we’re working with industry to tackle APP fraud

Andrew Self, Senior Policy Manager, joins the panel, **Open Banking to Open Finance: More Data, Better Decisions, More Revenue**. It will discuss how to maximise the potential of open banking, driving innovation and increasing customer adoption.