

Payment Systems Regulator

Questionnaire on Access to Card Payment Systems

July 2014

1. Introduction

This document presents:

- a description of the questionnaire structure;
- the questions that will be asked in the online questionnaire; and
- a list of abbreviations used in the questionnaire.

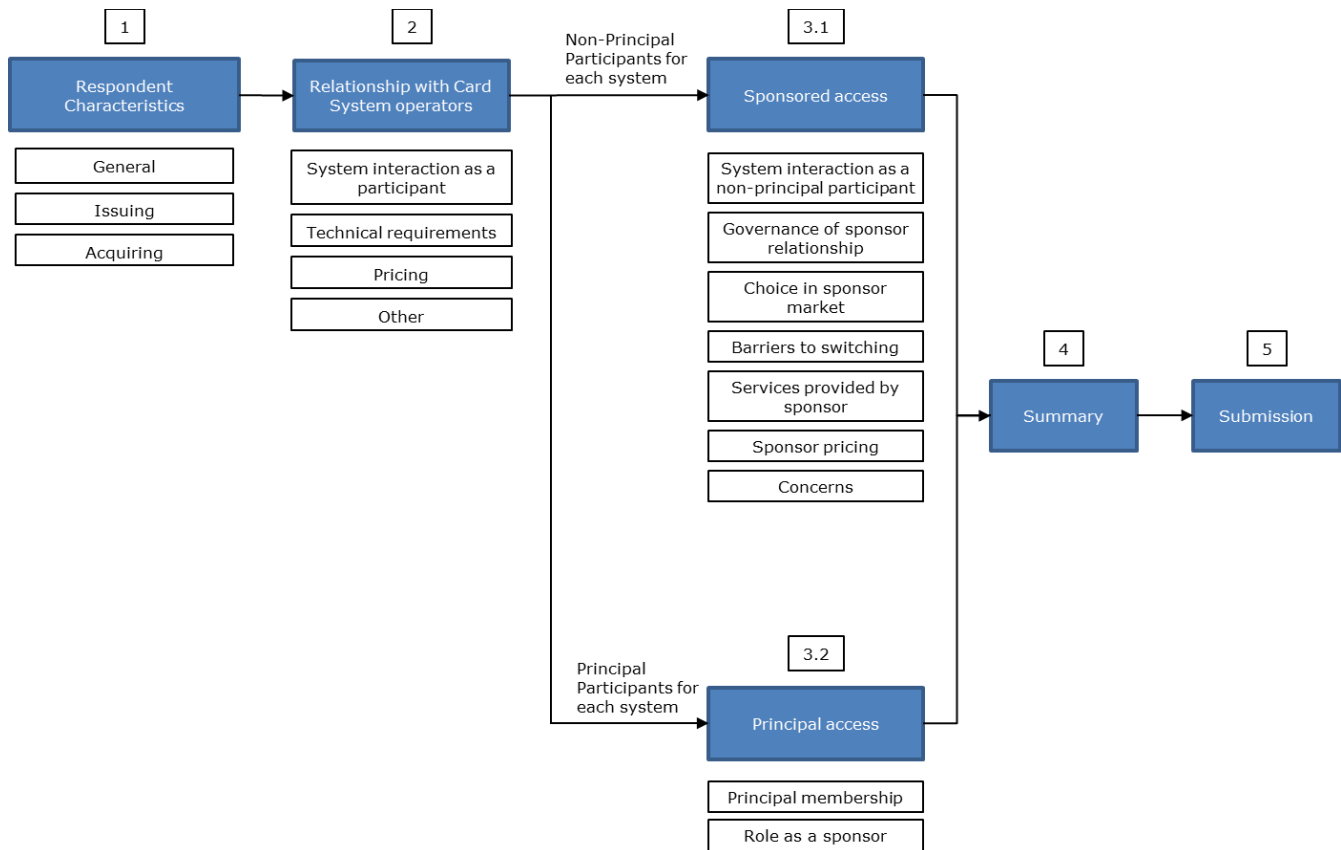
This document is intended for reference purposes only and is aimed at assisting with the completion of the online questionnaire.

2. Questionnaire structure

The questionnaire is divided into five sections:

- Section 1
 - Part 1 - Characteristics of your organisation
 - Part 2 – Understanding your experiences with card *issuing*
 - Part 3 – Understanding your experiences with *acquiring*
- Section 2
 - Understanding participant relationship with card payment system operators
 - Understanding technical requirements and pricing
- Step 3.1 (to be completed by *non-Principal* participants only)
 - Relationship between non-Principal participants and card payment system operators
 - Governance of relationship between Sponsor and participant
 - Understanding choice in Sponsor market
 - Barriers to switching Sponsors
 - Understanding services provided to non-Principal participants
 - Pricing
 - Additional information
- Section 3.2 (to be completed by *Principal* participants only)
 - Becoming a Sponsor
 - Understand if sponsorship is widely available and drivers for becoming a sponsor
- Section 4 – Summary
- Section 5 – Submission

The figure below sets out the structure of the questionnaire diagrammatically.



3. Questionnaire Questions

The remainder of this document presents the questions contained in the questionnaire, along with the type of input required (e.g. free text response, numeric response). For completeness, transition pages (e.g. introduction, questionnaire completion) that will be part of the online questionnaire are also presented.

For reference purposes only – questionnaire to be completed online

Introduction/Landing Page:

Welcome to the Payment System Regulator (PSR) questionnaire on access to card payment systems.

This is an opportunity to share your experience and concerns to help shape the PSR's regulatory approach for access to these systems.

All information submitted will be treated as commercially confidential. Please note that we intend to aggregate and anonymise information and do not intend to attribute specific information or comments to named organisations. All responses will be treated as anonymous and will be used to help identify common themes and trends across the industry. The PSR may follow up with individual organisations if further information or particulars are required.

The questionnaire can be saved when it is partially complete to be completed at a later date. Once you have submitted your answers, the link may not be used again.

Thank You

For technical questions please contact: arun.vohra@accenture.com.

For general questions please contact: paymentsystems@fca.org.uk.

Section 1.1 – Characteristics of your Organisation

The following questions are aimed at understanding your business and use of card payment systems

	Questions	Possible Answers
1.1.1	What type of institution would best describe your organisation?	Authorised Payment Institution Small Payment Institution EEA Authorised Payment Institution Credit Institution – Bank Credit Institution – Mutual/Building Society Credit Union Authorised Electronic Money (e-Money) Institution Independent ATM Operator Other - please specify in free text field below Radio Button
	Free text box– 250 characters	

1.1.2	Do you have a reserve account at the Bank of England?	Yes No Radio Button
1.1.3	Please indicate which banks you use for non-payment related commercial banking services (e.g. debt facility)	Barclays Co-operative Lloyds HSBC RBS None Other - Free text Tick boxes
1.1.4	What was your company revenue in the most recent financial year (£m to one decimal place)	Currency field (millions)
1.1.5a	What type of MasterCard (Inc. Cirrus and Maestro) system licence do you have?	Principal Affiliate None Radio Button
1.1.5b	What type of Visa system licence do you have?	Principal Associate Participant None Radio Button

Section 1.2 – Issuing – Qualification Questions

The following questions are to understand whether you issue payment cards

	Questions	Possible Answers
1.2.Q1	Do you issue cards on any of the following card systems? (select all that apply)	Visa MasterCard (inc. Cirrus and Maestro) American Express None Radio Button
1.2.Q2	If applicable, please describe the card issuing services you offer.	Free text

Section 1.2 – Issuing Volumes and values

The following questions are aimed at understanding the scale of your issuing business across the various card payment systems

		Visa	MasterCard	American Express
1.2.1	In 2013 how many of the following types of card accounts did you have for each system (approx.)?: Debit Credit Charge Prepaid	- - -Numeric field in thousands (2 decimals)	- - -Numeric field in thousands (2 decimals)	- - -Numeric field in thousands (2 decimals)
1.2.2	What was the total annual volume of transactions in 2013 for each type of card you issue (approximately, in millions to two decimal places)? Debit Credit Charge Prepaid	- - - Numeric field in millions (2 decimals)	- - - Numeric field in millions (2 decimals)	- - - Numeric field in millions (2 decimals)
1.2.3	What was the total annual value of transactions in 2013 for each type of card you issue (approximately, in £ millions to two decimal places)? Debit Credit Charge Prepaid	- - - Currency field in millions (2 decimals)	- - - Currency field in millions (2 decimals)	- - - Currency field in millions (2 decimals)

Section 1.3 – Acquiring – Qualification questions

The following questions are to understand whether you provide card acquiring services

	Questions	Possible Answers
1.3.Q1	Do you offer card acquiring services for any of the following card systems? (select all that apply)	Visa MasterCard American Express None Radio Button
1.3.Q2	Do you offer ATM services on any of the following systems?	LINK Visa MasterCard None Radio Button
1.3.Q3	If applicable, please describe the card acquiring services you offer.	Free text

Section 1.3 – Acquiring Volumes and values

The following questions are aimed at understanding the scale of your acquiring business across the various card payment systems

			Visa	MasterCard	American Express
Acquiring volumes	1.3.1	How many merchants do you supply card acquiring services to?	- Numeric field in thousands (2 decimal)	- Numeric field in thousands (2 decimal)	- Numeric field in thousands (2 decimal)
	1.3.2	What was the total volume of card transactions acquired in 2013?	- Numeric field in millions (2 decimal)	- Numeric field in millions (2 decimal)	- Numeric field in millions (2 decimal)
	1.3.3	What was the total value of card transactions acquired in 2013 (in millions to two decimal places)?	- Currency field in millions (2 decimal)	- Currency field in millions (2 decimal)	- Currency field in millions (2 decimal)
			LINK	Visa	MasterCard
ATM Network volumes	1.3.4	In 2013 how many ATMs did you have in your network?	- Numeric field (no decimal)	- Numeric field (no decimal)	- Numeric field (no decimal)
	1.3.5	What was the total volume of transactions across your ATM network in 2013 (in thousands to two decimal places)?	- Numeric field in thousands (2 decimal)	- Numeric field in thousands (2 decimal)	- Numeric field in thousands (2 decimal)

Section 2.1 – System Relationship, Pricing and Operations

The following questions are aimed at understanding the relationship between participants and card payment system operators

Category		Questions		Possible Answer	
				Visa	MasterCard
Understand the relationship and interactions between a licensee and the system	2.1.1	When did you become a licensee of the system?	<1 year 1-5 years 5-10 years 10+ years	Radio Button	Radio Button
	2.1.2	Why are you a licensee of multiple card systems?		Free Text Field	
	2.1.3	When joining a system what were the key challenges (if any)? (Select all that apply and please explain)	There were no challenges Securing a sponsor Technology requirements Collateral requirements Other (please specify)	Tick boxes	Tick boxes
	2.1.4	What type of arrangements do you have in place governing the relationship with the system operator e.g. formal contracts and service level agreements?		Free Text Field	Free Text Field
	2.1.5	Did you have to gain access to a Bank of England settlement account to become a licensee of this system?	Yes No	Radio Button	Radio Button
	2.1.6	If you have a formal contract with the system operator, what is the notice period of the contract?	≤1 month 1-6 months 6-12 months Other N/A	Radio Buttons	Radio Buttons
	2.1.7	If applicable, how often is the contract with the system operator reviewed?	0-6 months 6 months – 1 year 1 year – 2 years 2 years – 4 years 4 years +	Radio Buttons	Radio Buttons

			N/A		
	2.1.8	Do you have concerns with any of the criteria or T&Cs imposed by the system?		Free Text Field	Free Text Field
	2.1.9	What were the key factors you considered when choosing a card system?	Product offering Cost/fees Service Offering Rebates Marketing Support Existing relationships Technical compatibility Commercial opportunity Scale and size of the card system in the UK Other [Free text field]	Tick boxes	
	2.1.10	What criteria did you need to meet in order to gain a licence for this card system, e.g. funding requirements, regulatory status, technical criteria etc.		Free Text Field	Free Text Field
	2.1.11	Were the system criteria, requirements and obligations clear when you applied? (including sufficient support to clarify queries)	Yes No (please explain) [Free text field]	Radio Button	Radio Button
	2.1.12	What would be the biggest challenge if you were to change a part of, or your whole portfolio, to another card system?	Adverse customer experience Technical changes Lack of internal resources to support large scale change Too expensive Changing sponsors Other – please explain [Free text field]	Radio Button	
	2.1.13	What services provided by your system operator are compulsory? (select all that apply)	Transaction authorisation Transaction clearing Settlement Dispute management Fraud and risk management Sanction screening Customer online servicing and information	Tick boxes	Tick boxes

			Other (please explain below)		
	2.1.14	What services provided by your system operator are optional? (select all that apply)	Transaction authorisation Transaction clearing Settlement Dispute management Fraud and risk management Sanction screening Customer online servicing and information Other (please explain below)	Tick boxes	Tick boxes
	2.1.15	Do you contract with any other provider for any optional services that can be provided by the system operator? (e.g. processing) Please provide details.		Free Text Field	Free Text Field
	2.1.16	Do you participate in any affiliate groups for this system?	Yes No	Radio buttons	Radio buttons
	2.1.17	Do you feel you have sufficient insight and influence into the governance and strategic direction of the system?	Yes No - Please explain below [Free text field] Not relevant	Radio Button	Radio Button
	2.1.18	Please use the following free text field to provide any further information or comments you have on system interaction – please indicate if these comments are specific to card issuing or acquiring Free Text Field			

Understand pricing arrangements	2.1.19	How much do you pay to the system operator for the following services? (if you are a non-principal licensee please only include fees you pay to the system operator and do not include fees paid to your sponsor) Authorisation transaction fees: Settlement transaction fees: Annual Licence Fees: Other key fees (please explain):	- £ per Txn - £ per Txn - £ - £ per Txn -[Free Text Field]	- £ per Txn - £ per Txn - £ - £ per Txn -[Free Text Field]
	2.1.20	Which parameters drive the pricing you get e.g. transaction volume?	Free Text Field	Free Text Field

	2.1.21	How much do you pay to other key providers (e.g. Processors, Gateway provider etc.) for services received, if any?	Free Text Field	
Understand technical access to the system	2.1.22	Do you have any concerns regarding the technical access or technical requirements imposed on you by this card system?	Free Text Field	Free Text Field
	2.1.23	Please use the following free text field to provide any further information or comments you have on pricing or technical access		

		Questions	Possible Answers
Additional Information	2.1.24	Please provide details of your relationship with American Express	Free Text Field
	2.1.25	Do you have any concerns regarding access to American Express?	Free Text Field
	2.1.26	Do you have any concerns directly relating to card system operators regarding: (Please select all that apply and explain below)	Lack of choice of sponsor banks Quality of services received (e.g. lack of formal communication on service outages) Governance of relationship (e.g. lack of formal contracts) Cost of access (e.g. high fees) Regulatory compliance requirements (e.g. onerous AML processes) Credit and liquidity requirements (e.g. require pre-funding of settlement accounts) Technical and operational requirements (e.g. high cost of technology solutions) Other (please specify in free text box) No concerns Tick boxes [Free text field]

Section 3.1 – Sponsored Access

The following questions are to understand how non-Principal licensees access card payment systems and their relationship with their sponsor

Category		Questions	Possible Answer		
				MasterCard	Visa
System Interaction Understand the relationship and interactions between an indirect licensee and the system	3.1.1	Who is your sponsor?	HSBC Barclays Lloyds RBS NatWest Nationwide Santander WorldPay Other (Free Text)	Tick boxes	Tick boxes
	3.1.2	Have you ever attempted to become a principal licensee of this system? If so, what were the key challenges? (select all that apply)	No, have not attempted to become a direct licensee of the system Technology requirements Collateral Bank of England Settlement Account Access Fees Other key challenge (please specify in free text field below)	Tick box	Tick box
	3.1.3	Have you ever conducted a review of the likely costs associated with becoming a principal licensee of this system?	Yes – please provide estimate below [Currency field] No	Radio buttons	Radio buttons
	3.1.4	Please use the following free text field to provide any further information or comments you have on your direct interaction with the card system operator		Free text field	Free text field
	3.1.5	What benefits (if any) do you believe you would achieve by becoming a principal licensee? Free Text Field			

Category		Questions	Possible Answer		
				MasterCard	Visa
Governance of relationship with sponsor Understand how the relationship between affiliate and principal/sponsor is governed, consider security of supply	3.1.6	What type of arrangements do you have in place governing the relationship with your sponsor?	Formal contract, SLA in place Formal contract, no SLA in place Informal relationship, SLA in place Informal relationship, no SLA in place Other – please specify in free text field below	Radio Buttons	Radio Buttons
	3.1.7	What is the notice period of the contract with your sponsor?	≤1 month 1-6 months 6-12 months Other	Radio Buttons	Radio Buttons
	3.1.8	How often is the contract reviewed?	0-6 months 6 months – 1 year 1 year – 2 years 2 years – 4 years 4 years +	Radio Buttons	Radio Buttons
	3.1.9	Please use the following free text field to provide any additional information or comments you have on the governance of the relationship with your sponsors (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)			
		Free Text Field			
	3.1.10	If relevant, what are the key service level agreements you have with your sponsors?			
		Free Text Field			
3.1.11	Do you feel you have security of supply for your sponsored access? (e.g. do you have a guarantee of continuity of supply)				
	Free Text Field				

Category		Questions	Possible Answer		
				MasterCard	Visa
Competitive dynamics Understand the degree of choice in the sponsor market, drivers of supplier choice and relative bargaining power	3.1.12	When choosing a sponsor for this system, did you feel you had a sufficient choice in sponsor? (Please provide any comments you have on the degree of choice available for sponsor)	Yes No [Free text box]	Radio Button	Radio Button
	3.1.13	What were the key factors you considered when choosing your current sponsor for this system?	Cost Service Offering Wider Commercial relationship Technical compatibility and access Other (please specify in free text field below)	Tick boxes	Tick boxes
	3.1.14	If applicable, why do you obtain services from multiple sponsors for access to the same system?	We only use one sponsor for this system Historic Relationships (across business function) Contingency Differing propositions to meet business needs Result of M&A Other (please specify in free text field below)	Tick boxes	Tick boxes
	3.1.15	Please use the following free text field to provide any additional information or comments you have on selecting a sponsor Free Text Field			
	3.1.16	What criteria did you need to meet in order to secure an agreement with your sponsor for access to this system? e.g. authorisation status, funding of settlement account, AML, regulatory status, technical criteria etc. Free Text Field			
	3.1.17	Please detail whether you had the ability to negotiate on key terms of the agreement with your sponsor (e.g. on price) and the impact this had on terms of the agreement Free Text Field			

Category		Questions	Possible Answer		
				MasterCard	Visa
Barriers to switching Understand what barriers to switching sponsor may exist	3.1.18	Have you considered switching away from your current Sponsor for this system?	Yes No	Radio Button	Radio Button
	3.1.19	In the past, have you ever switched your sponsor for access to this system?	Yes (please specify in free text field from which sponsor you switched from) No	Radio Button	Radio Button
	3.1.20	What were the key reasons for switching or considering to switch?	Poor quality service Fees New service offerings from different sponsor Technical concerns Other (please specify in free text field below)	Tick Boxes	Tick Boxes
	3.1.21	What were the key challenges you faced in migrating to the new provider?	Adverse customer experience Changes in business processes Technical infrastructure changes Cost Other (please specify in free text field below)	Tick Boxes	Tick Boxes
	3.1.22	If you were to switch providers in the future, what would be the key challenges you would/could face?	Adverse customer experience Changes in business processes Technical infrastructure changes Cost Other (please specify in free text field below)	Tick Boxes	Tick Boxes
	3.1.23	Please use the following free text field to provide any additional information or comments you have on the barriers to switching your sponsor: (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**) Free Text Field			

Category		Questions	Possible Answer		
			MasterCard	Visa	
Services provided by sponsor Understand the services provided by the sponsor and concerns around these services	3.1.24	What channel(s) do you use to technically connect to this system to exchange transaction messages?	Direct technical connection to system infrastructure Existing LINK Network connection Sponsor’s internet banking portal Swiftnet connection to sponsor Host-to-host connection with sponsor Other (please specify in free text field below)	Tick Box	Tick Box
	3.1.25	What channel(s) do you use to access reports for transactions processed via this system?	Direct technical connection to system infrastructure Sponsor’s internet banking portal Swiftnet connection to sponsor Host-to-host connection with sponsor Other (please specify in free text field below)	Tick Box	Tick Box
	3.1.26	What drives the selection of the channel you use for submission and receipt of payment instructions and related information?	Cost Business Need Other (please specify in free text field below)	Tick Box	Tick Box
	3.1.27	Please use the following free text field to provide any additional information or comments you have on channels that you utilise for your payments instructions – please also elaborate if there are differences between multiple sponsors for the same system		Free Text Field	Free Text Field
	3.1.28	What are the key technical infrastructure requirements you have to meet in order to interact with your sponsors? (e.g. messaging standards, file formats, security protocols) (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)		Free Text Field	Free Text Field

Category		Questions	Possible Answer		
				MasterCard	Visa
Services provided by sponsor Understand the services provided by the sponsor and concerns around these services	3.1.29	What payment processing related services does your sponsor provide you with?	Authorisation Clearing and settlement Message repair Exceptions processing Fraud management Regulatory compliance services Other (please specify in free text field below)	Tick Box	Tick Box
	3.1.30	What funding requirements does your sponsoring bank require for the settlement of your payments?	Maintenance of account balance within agreed overdraft Provision of non-cash collateral Prefunding of account Other (please specify in free text field below)	Tick Box	Tick Box
	3.1.31	Do you receive timely formal communications from your sponsor with regards to any impacts to your service proposition (e.g. system down time, change control etc.)?	Yes No	Radio Button	Radio Button
	3.1.32	Does your sponsor provide you with any regulatory compliance related services?	No Assistance with Sanction screening Assistance with AML regulation Other – please specify in the free text field below	Tick Box	Tick Box
	3.1.33	Please use the following free text field to provide any additional information or comments you have on the services you received from your sponsors (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**) Free Text Field			
	3.1.34	Please provide a description of any other payment-related services provided by your sponsors that have not been covered by the questions above e.g. a managed service type proposition Free Text Field			
	3.1.35	Are there any limitations to the current services provided by your sponsor that you would like to highlight? (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**) Free Text Field			

Category		Questions	Possible Answer	
			MasterCard	Visa
Pricing Understand pricing arrangements	3.1.36	How much do you pay per transaction for the services received from your sponsor(s) for accessing this system? (Please indicate if these are volume related or contingent on other factors)	Free Text Field (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)	Free Text Field (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)
	3.1.37	Are there any fixed charges? E.g. monthly fees	Free Text Field (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)	Free Text Field (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)
	3.1.38	What other fees related to payments made using this payment system are paid to third-party providers that are imposed by the sponsor? (e.g. payments to middle-ware providers)	Free Text Field (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)	Free Text Field (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)
	3.1.39	Please describe any other fees or charges you need to pay to complete payments using this payment system through this sponsor (excluding any fees paid to the payment system operator)	Free Text Field (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)	Free Text Field (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)

Category		Questions	Possible Answer		
			MasterCard	Visa	
Concerns Capture any additional views on concerns	3.1.40	How would you rate the service from your sponsor for this system?	5 – Very Satisfied 4 – Satisfied 3 – Neither satisfactory or dissatisfied 2 – Dissatisfied 1 – Very Dissatisfied	Radio Button	Radio Button
	3.1.41	Do you have any concerns with your sponsor regarding: (Please select all that apply for each column and provide detail in the free text box) (**Please highlight any differences between sponsors if you have multiple sponsors for the same card system**)	Quality of services received (e.g. lack of formal communication on service outages) Governance of relationship (e.g. lack of formal contracts) Cost of access (e.g. high fees) Regulatory compliance requirements (e.g. onerous AML processes) Credit and liquidity requirements (e.g. require pre-funding of settlement accounts) Technical and operational requirements (e.g. high cost of technology solutions) Other (please specify in free text box) No concerns	Tick Boxes Free Text Field	Tick Boxes Free Text Field
	3.1.42	What additional services, if any, related to this specific system would you like to see from your sponsor(s) that are not currently available?		Free Text Field	Free Text Field
	3.1.43	Please provide any further comments you have on your sponsor relationship to either system Free Text Field			

Section 3.2–Principal licensee Access

The following questions are to understand how Principal licensees access or provide access to the card payment systems for sponsored licence holders

Category		Questions	Possible Answer		
				MasterCard	Visa
Becoming a principal	3.2.1	When did you become a principal licensee of the system?	Within the past two years Between two and five years ago Over five years ago	Radio buttons	Radio buttons
	3.2.2	Why did you decide to become a principal licensee of this system?	Increase security of supply To achieve lower costs Result of regulatory initiative Other (please specify below) [Free text field]	Tick Box	Tick Box
Understand if sponsorship is widely available and drivers for becoming a sponsor	3.2.3	Do you sponsor any affiliate/associate/participants for any system?	Yes No	Radio buttons	Radio buttons
	3.2.4	What type of participant do you sponsor into the system?	Acquirer Issuer ATM operator Other	Tick Box	Tick Box
	3.2.5	What services do you provide to the organisations you sponsor into the systems? Please provide details for issuing and acquiring etc.		Free Text Field	Free Text Field
	3.2.6	How many affiliates/associates do you sponsor for each system?		Numeric Field	Numeric Field
	3.2.7	Why did you decide to offer sponsorship for this system?	Additional revenue Increased scale to share operational costs Part of broader commercial relationship with affiliate/associate Other - please explain [Free text field]	Tick Box	Tick Box
	3.2.8	Why did you choose this specific system compared to others?	Rules and governance are easier Interchange model is more attractive to affiliates/associates System introduced affiliate/associate Affiliate/associate specifically requested Other - please explain (free text)	Tick Box	Tick Box

	3.2.9	Are there clear rules from the system around the roles and responsibilities for sponsors?	Yes No (explain in free text box below)	Radio buttons	Radio buttons
	3.2.10	Would you consider becoming a sponsor for affiliates/participants/associates?	Yes No (explain in free text box below)	Radio buttons	Radio buttons
	3.2.11	What is the reason you do not offer sponsorship?	Strategic decision not to offer sponsorship Limited commercial return (e.g. operational costs too high) System has complicated rules for offering sponsorship Has not been requested by clients Other - please explain (free text)	Tick Box	Tick Box
	3.2.12	Please use the following free text field to provide any additional information or comments you have on sponsoring system licensees Free Text Field			

Section 4.1 – Summary

Category		Questions
	4.1.1	What two things would make the most difference to your future access to card payment systems? Free Text Field
	4.1.2	Are there payment services you require to drive new business, but are not available from the system operator or your sponsor? Free Text Field
	4.1.3	Does your current back office systems capability limit the payments propositions you would like to offer your customers? Free Text Field
	4.1.4	Please provide any views you have on any proposed future changes to the system and/or arrangements with your sponsors, and the potential impact on your institution Free Text Field
	4.1.5	Please provide any further details you may have around concerns you have on access to Visa, MasterCard or American Express Free Text Field

Section 5 – Attestation

Thank you for completing the PSR questionnaire on access to card payment systems. Please ensure you have checked all your answers and have gained the necessary approvals before submitting.

If you are ready to submit, please complete the fields below and click submit:

Category	Question Number	Questions
Attestation		Please enter your name
	5.1	Free text field
		Please enter your job title
	5.2	Free text field
		Please enter your email address
	5.3	Free text field
	Please enter the name of your organisation	
5.4	Free text field	

All information and data provided through the questionnaire will be securely held and used for the purposes of capturing an industry-wide view of access. All responses will be treated as anonymous and will be used to help identify common themes and trends across the industry.

SUBMIT BUTTON

For reference purposes only – questionnaire to be completed online

FINANCIAL CONDUCT AUTHORITY
PAYMENT SYSTEMS
REGULATOR

Thank you for your time in completing the PSR questionnaire on access to card payment systems.

END OF SURVEY

List of abbreviations

The following table presents a list of the abbreviations used in the questionnaire.

AML	Anti-money laundering
DCA	Direct Corporate Access
EEA	European Economic Area
M&A	Mergers & acquisitions
PSR	Payment Systems Regulator
SLA	Service Level Agreement