

Communiqué on the Retail Payments Council's meeting, 22/03/2018

The Retail Payments Council's seventh meeting took place on Thursday 22 March 2018 chaired by Deputy Governor of the Riksbank Cecilia Skingsley. At the meeting, participants presented current issues connected with the work of the council. The working groups appointed by the council informed about the work they had done since the previous meeting. The information concerned the following areas: scenario planning for payments in a crisis situation; current work on supporting the scope and availability of payment services; current legislative initiatives regarding payments and the collection of payments statistics.

Scenario planning for payments in a crisis situation.

The payments council secretariat informed the meeting about a survey it had performed together with Card Payment Sweden¹ among card acquirers and issuers active on the Swedish market. The survey focused on offline payments, i.e. payments with no availability of funds or approved credit checks. The aim is to not only gain a better understanding of what support for offline payments is available but also form an opinion of whether offline payments can be a contingency solution for payments in a crisis situation. The secretariat also informed the meeting that a similar survey has been carried out among ATM operators. Council members tasked the working group to distribute a summary of the surveys to the council before the end of April and to continue the work on following up the survey conclusions.

The secretariat also reported on an activity in the council's work programme from 2017 aimed at producing a map of "the payments ecosystem". Council members noted that the FSPOS forum, a forum for private-public cooperation in the financial sector, has carried out detailed analyses of the payment flows in Sweden and of the agents involved in such flows. Council members were in favour of the Working Group for Combating Vulnerability and Managing Crises in the Payments System initiating another analysis of the agents responsible for the development of services, governance and funding of payment services on the Swedish market.

The scope, availability and reliability of payment services

The County Administrative Board of Dalarna, which has taken over the chair of the working group, submitted a status report from the work of the working group with regard to ongoing initiatives on the payments market aimed at making it easier for people unfamiliar with new technology or people with disabilities. The County Administrative Board of Dalarna also informed the meeting that they intend to start a study about people who help others with payment services (close relatives, trustees, etc.). The Swedish Bankers' Association reported on the "Undiscovered opportunities" (*Oanade möjligheter*) initiative, which is an information hub and online service aimed at people unfamiliar with new technology, older people, close relatives and people who help others to perform banking services. The idea is to offer education regarding services provided by banks, authorities and other entities and to highlight the security aspects of digital services. The Swedish Post and Telecom

¹ Card Payment Sweden is a non-profit association for card issuers and card acquirers operating in Sweden.

Authority informed the meeting about a recently conducted e-identification user study, which has scrutinised the extent to which e-identification satisfies the need of people with disabilities. The study identified potential for improvement with regard to user dialogue and instructions.

Report from the Working Group for Regulation, Policy and International Work

The council secretariat presented the work being done by the working group. The working group has met twice in the spring of 2018. The first meeting discussed the sections of the European Commission's Consumer Financial Services Action Plan that relate to payments. A proposal in the plan is for those countries that have not introduced the euro as a currency to also be subject to the requirement for cost neutrality between domestic payments and corresponding cross-border payments. Another proposal is that the exchange rates and fees for consumers that apply in connection with card purchases and ATM withdrawals within the EU shall be presented clearly to consumers.

The second meeting discussed challenges prior to entry into force of the new Payment Services Directive in Sweden in May 2018. One challenge discussed is that the process to assure the quality of the technical interfaces offered by account-keeping institutions to suppliers of payment initiation services and account information services is considered unclear. Another challenge is the requirement in the directive stating that payment service providers who offer indirect participation in payment systems must also offer indirect participation to all payment service providers who want it. A possible consequence of this requirement is payment service providers ceasing to offer indirect participation altogether. A third identified challenge is the existing concern over how long it takes to receive the authorisations required to be able to offer payment, payment initiation and account information services.

Status report from the Working Group for Statistics

The chair of the working group informed the meeting about an ongoing project to update the European Central Bank's regulation on payment statistics. The ECB intends to expand the scope and frequency of its statistics collection and has carried out consultation in the matter. The Riksbank collects payment statistics in accordance with the regulation and the Riksbank has therefore held a meeting with the working group and existing reporters of payment statistics to hear comments on proposed amendments to the regulation.

The Riksbank briefly informed the meeting about the survey "The payment habits of Swedish people" for 2018. The survey has been carried out and work is now ongoing to compile the results, which will be presented in the spring of 2018.