

From 7 October 2024, new UK-wide banking regulation comes into effect from the Payment Systems Regulator (PSR), which will change the way authorised push payment frauds are dealt with.

What is Authorised Push Payment Fraud (APP fraud)

APP Fraud is when someone is tricked into transferring money to a fraudster's bank account. APP fraud is when a consumer is persuaded or tricked into authorising a payment to a fraudster, whether through being deceived as to the recipient of the payment, or as to the purpose for which they are transferring the funds.

Who is eligible for fraud reimbursement under the new rules?

The new reimbursement requirement applies to individuals, small businesses, and certain charities, where an APP scam payment is made using Faster Payments or CHAPS in the UK on or after 7 October 2024, and sent to a relevant account in the UK. To be eligible, you need to raise a claim as soon as you realise it's a scam, but no later than 13 months of the final payment made to a fraudster as part of the same scam.

Consumer Standard of Caution.

The new rules require you to take caution when making payments. Under the Consumer Standard of Caution, you should always remember to:

- Take note of fraud protection alerts and information provided by your bank
- Report the fraud to your bank as soon as it happens
- Share all information necessary when reporting your claim to help the investigation
- Report the fraud to the police, or consent your bank to do this for you.

Every claim will be reviewed individually based on the information you provide as well as any information available from the receiving bank or the police.

The PSR's mandatory reimbursement rules won't apply:

- If you don't take the steps needed to meet the Consumer Standard of Caution
- If the payment you made is unlawful, for example if you've tried to buy something that's illegal
- If it's a civil dispute, for example if you've paid a genuine business, then find that you're unhappy with the product or service provided
- Payments that aren't Faster Payments or CHAPS, for example international payments, loans, and cheques
- If the money was sent to an account that you had control of
- If your payment was made to or from a credit union account, municipal bank account, or a national savings account (i.e. one from a state-owned savings bank in the UK)
- Claims or transactions made before 7 October 2024 and APP claims submitted more than 13 months after the final payment to the fraudster
- Gross negligence

How long will it take?

if your claim is valid, you should get your money back within five business days of your scam claim. In some cases, it can take up to 35 business days as we may need to gather extra information

How we manage refunds

The sending Payment Service Provider must reimburse any eligible APP claim to the victim within five business days of the victim reporting the scam. The Payment Service Provider may take longer under certain circumstances and pause the five business day reimbursement timescale. The timescale for deciding whether to reimburse is then moved to 35 business days.

How much can be reimbursed?

The maximum reimbursement amount per claim is £85,000. Payment Service Providers can choose to apply up to a £100 excess on any APP fraud claim. For example, if you make a claim of £1,000, you'll get £900 back. You may not get any money back if your claim is under £100.

Reporting your fraud claim

if you believe you've been a victim of fraud, please contact us as soon as possible so we can help you on **020-7417-0000**.

Check your statements regularly and if something does not look right or you spot a transaction on your statement which you did not make, you should report this to us immediately. You can let us know by visiting the branch at 29 Wilson Street, London, EC2M 2SJ or by calling us on 020-7417-0000.

You should also report this to the police, **www.actionfraud.police.uk**, or consent to us reporting your claim to the police on your behalf. Your claim will be assessed under the mandatory reimbursement requirements, and we'll keep you updated. We may also need to contact you for further information to support your claim.

The new rules also mean we'll need to make a change to our terms. We'll get in touch in the next few months to let you know when this will happen.

Guidance against Fraud

When it comes to APP fraud, you can never be too careful.

- If someone is pressuring you to make a payment quickly, **stop and think**.
- Question unexpected contact regarding payment requests – is the request real? check the legitimacy of a request.
- Remember that phone calls and texts can be made to look like they're from a real company – don't take a phone number at face value. You can call 020-7417-0000 to verify the call from FCB is genuine if in doubt.
- Always do your research before parting with your money – check independent reviews of a company and make sure they're part of the relevant regulatory body. For example, anyone providing a financial service should be **FCA registered**.
- [Learn more about protecting yourself from APP scams over at Take Five.](#)