PAYMENTS INDUSTRY INTELLIGENCE
Payments
Cards & Mobile

September / October 2024



PCM EXCLUSIVE

OPEN AMERICA

How do open banking developments stack up in the United States where market dynamics drive demand? Six years after PSD2 in Europe, we find out.

ALSO FEATURED:

GETTING UP TO SPEED WITH EUROPE'S INSTANT TRANSFER (P21-22) & FASHIONING A HIGHER UX THROUGH CRYPTO (P23-24)

+ IN-DEPTH ANALYSIS OF THE ISSUES THAT MATTER IN PAYMENTS

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INTRODUCTION

SUMMER IS OVER AND CERTAINLY IN THE UK THE GLOOM HAS RETURNED, ESPECIALLY AS THE UNCERTAINTY AROUND THE NEW LABOUR GOVERNMENT BUDGET PERSISTS.

Elsewhere, Europe's economic climate remains challenging, with inflationary pressures persisting and interest rates elevated to curb rising costs. Growth remains sluggish, particularly in the eurozone, where energy prices and geopolitical tensions, continue to weigh heavily on business confidence and consumer spending.

That said, the payments industry continues to dazzle! And in this issue, we get down to brass tacks again. Alongside our expert opinions in the Market Analyses, we have three key features for you.

Kicking off with Open Banking in the US - Open Banking in the UK and Europe was introduced in 2018, with regulations mandated by the EU's Payment Services Directive 2 (PSD2). Six years later, has it caught on in America?

Next, we move onto a European affair as the block gets to grip with instant payments: the new SEPA (Single European Payments Area) Credit Transfer mandate (SCT Inst) has taken root and deadlines for implementation are as soon as January 2025 for some. The proposal requires all PSPs (including banks) that offer regular credit transfers in euros to offer instant, or so-called real time payment transfers in the SEPA region.

Finally, from the editorial hot seat, Anna Milne shines a light on user experience in the crypto industry. Figures vary as to the availability of crypto acceptance globally by merchants but some bold moves have been made to advance the appeal and extol the virtues of digital currency.

Alexander Rolfe,



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B2B 2 BOOM IN NO TIME AT ALL

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HAVE COVID AND THE COST OF LIVING DEPICTED THE FUTURE OF CASH?

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P-AI-MENTS M-AI-ZES

In the labyrinth of news about AI, payments transformation and regulation, much of it can feel generic. When it comes to payments, where are payment providers and banks directing their investment in AI, how is it supporting developments in payments specifically?

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RISK & COMPLIANCE

EIGHT IN TEN BANKS ENGAGED IN CARD MODERNISATION

A new report from financial software leaders Tietoevry Banking reveals that most European banks are now engaged in card systems modernisation by migrating their card management platforms away from legacy technologies and towards modern, more capable systems.

MASTERCARD AND VISA FACE £4 BILLION LAWSUIT

The card giants are facing collective UK claims for historical multilateral interchange fee (MIF) overcharging.

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ISSUING & ACQUIRING

JP MORGAN IN TALKS TO TAKE OVER APPLE'S CREDIT CARD PROGRAMME

JP Morgan Chase has entered preliminary discussions with Apple to potentially take over the management of the tech giant's credit card programme, which is currently handled by Goldman Sachs.

PREPAID CARD SPEND TO HIT $1 TRILLION

The Global Payments Report 2024 from Worldpay shows that transaction value on prepaid cards is set to surpass $1 trillion in 2024.

US DEBIT: IMPORTANCE TO CONSUMERS CONTINUES TO INCREASE

More US consumers are using debit for more transactions and are spending more in the process. The 2024 PULSE Debit Issuer Study, commissioned by Discover Financial Services and conducted by Banking & Payments Group, finds the total number of debit cards, transactions, and annual spend per active card all increased in 2023.

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MOBILE PAYMENTS

POLAND'S BLIK CONTINUES STELLAR GROWTH TRAJECTORY

In the first half of the year, BLIK continued to experience significant growth in transaction volume.

ANT GROUP SEES 300% RISE IN INTERNATIONAL MOBILE PAYMENTS

Ant Group says the number of international visitors who have used its mobile payment services in China quadrupled over the past six months.

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E-COMMERCE

KEEPING E-COMMERCE SHOPPERS HAPPY FROM START TO CART

During peak shopping seasons, e-commerce retailers have their work cut out for them in the fight for customer wallets. While steep sales and fun advertising can bring customers in, a poor customer experience (CX) can quickly turn them away.

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PRODUCTS & CONTRACTS

VIVA.COM AND ALIPAY+ STRATEGIC PARTNERSHIP



Viva.com has expanded its strategic partnership with Alipay+, with a suite of cross-border mobile payments and digitalisation technology solutions, to enable European merchants to accept direct payments from 15 e-wallets.

MASTERCARD ACQUIRES RECORDED FUTURE

Mastercard has expanded its cybersecurity services with an agreement to acquire global threat intelligence company Recorded Future from Insight Partners for $2.65 billion.

FIME ACQUIRES CONSULT HYPERION

Fime, a leader in consulting, testing, and certification services, has announced the acquisition of Consult Hyperion, a renowned consultancy firm with expertise across payments, smart mobility and digital identity.

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EVENTS

2024 PCI SSC Europe Community Meeting
8-10 October, Barcelona
events.pcisecuritystandards.org/2024-barcelona/register/

18th Nextgen Payments & RegTech Forum
10-11 October, Athens
https://www.qubevents.com/18th-npf-regtech-greece

Open Banking Expo UK & Europe
15-16 October, London
www.openbankingexpo.com/uk

Seamless Africa
16-17 October, Johannesburg
www.terrapinn.com/exhibition/seamless-africa/

Seamless Saudi Arabia
22-24 October, Riyadh
https://bit.ly/4d8i844

Money 20/20 USA
27-30 October, Las Vegas
Us.money2020.com

eTail Nordic
5-6 November, Malmo
etailnordic.wbresearch.com

Instant Payments Summit
6 November, Frankfurt
https://www.kinfos.events/ips/

Banking 4.0 & Finance Innovation
7-8 November, Berlin
https://conferenziaworld.com/finance-transformation-banking-conference/

Retail Bank Transformation Europe
19-20 November, London
https://events.datos-insights.com/RBTEurope24

Payments Transformers
20 November, Singapore
https://www.kinfos.events/pt

Financial Crime 360
19 November, London
eu1.hubs.ly/H09nMT40







APP - YOU SHOULD KNOW ME

In an unusual about-turn, the UK's Payment Systems Regulator (PSR) issued a statement in September 2024 confirming the implementation date for the Authorised Push Payments (APP) scam protections to come into effect- and- a short consultation on new cap for mandated APP fraud reimbursement.

The limit being consulted is £85,000, a whopping reduction of £330,00 from the previously touted maximum reimbursement. This value had been set in line with the Financial Ombudsman maximum reimbursement limit at the time.

APP fraud has been increasingly making headlines for scams in which consumers are duped into making payments to fraudulent accounts or persons they believe to be legitimate, or for a purchase of something they believe to be legitimate.

The reimbursement model was initially established as a voluntary measure, the Contingent Reimbursement Model (CRM), with the major banks having signed themselves up for it.

The PSR says the requirement is being introduced in October in a bid to make the industry invest further in end-to-end scam prevention. To avoid meeting the soon-to-be requisite cost of reimbursement.

Why has the cap been so drastically reduced?

There are a number of reasons why the maximum limit has been brought down. For starters, a PSR found that in a review of 250,000 scam cases, only 18 defrauded the victims of £415,000 or more, and 411 of £85,000 or more.

Secondly, the £85,000 cap proposed is in line with the Financial Services Compensation Scheme (FSCS) limit, meaning people are familiar with the figure, and will have a good understanding of the figure to represent their consumer protection rights. As the PSR states, the proposed new cap "will still see over 99% of claims (by volume) covered".

Furthermore, the initial £415,000 limit had roused much protest and backlash from the industry from those who felt this would only incentivise fraudsters looking to exploit the system, and likewise inspire complacency in consumers.

Lesser speculation came about recently by way of the UK's new governmental policy to protect the City and spur growth, that this might have influenced the decision. But certainly, these measures, whereby even the FCA is endorsing adoption of "a risk-based approach to payments" will yield new state-of-the-art anti-fraud software. Because anything that provides circumspection at speed is worth having.

The FCA separately has issued a Guidance Consultation on allowing PSPs to delay outbound payments "where they have reasonable grounds to suspect fraud or dishonesty". Running from 9 September to 4 October 2024, updated draft guidance will be published thereafter with a revised Approach Document for payment services due by the end of the year.

Firms on both sides of the transaction will be equally liable for the cost of reimbursement and the PSR says there may be a £100 'excess'. According to the PSR review, the volume of APP scams increased 12% YOY from 2022 to 2023, from 224,603 to 252,626 (albeit the value decreased 12% from £389m to £340.6m).

Purchase scams are the most prolific route for scammers, and increased to the tune of 32% YOY.

Unintended consequences

A lot of eyes will be kept on developments in the space. One interesting peripheral voice, not-for-profit membership service for fraud prevention, Cifas, has highlighted some further potential side effects. These include instances of first party fraud, whereby consumers game the system, fraudulently claiming to be victims of APP fraud. Despite a PSR exemption in place, this could be very difficult to detect.

Furthermore, 'crime as a service' packages might spring up, offering 'fraud playbooks' for a fee or facilitation for a cut of the profits. And with mandatory reimbursement, Cifas rightly points out that political attention may shift away from the issue. We will be exploring these outcomes further in a future issue as well as following the implementation of the mandate, cap and approach.

PCM says

The new cap, although much reduced, is still a healthy figure and a neat consumer protection partner to the FSCS scheme. Our guess is that this will galvanise AI-based anti-fraud solutions and won't cast spurious aspersions on whether software companies might have lobbied for the higher cap.

TOTAL APP SCAM VALUES AND CASE VOLUMES SENT BY SCAM

	Case Value (£)			Case Volume		
Scam type	2022	2023	% change	2022	2023	% change
Purchase	£67,310,870	£85,169,655	27%	133,595	176,685	32%
Investment	£85,736,634	£68,732,511	-20%	11,107	10,611	-4%
Impersonation: Police/bank staff	£98,515,912	£65,705,019	-33%	17,109	10,357	-39%
Impersonation: Other	£61,886,870	£46,497,418	-25%	28,960	24,384	-16%
Romance	£25,234,272	£27,454,960	9%	4,007	4,824	20%
Advance fee	£27,362,461	£26,613,253	-3%	26,950	22,623	-16%
Invoice and mandate	£19,587,545	£17,416,604	-11%	2,590	2,188	-16%
CEO scam	£2,347,287	£1,680,239	-28%	168	189	13%
Unknown scam type	£1,040,607	£1,382,950	33%	117	765	554%
All scam types	£389,022,456	£340,652,609	-12%	224,603	252,626	12%

CREDIT = PSR

SWISS ACCURACY- ATTENTION TO DIGITAL

Adding a new spin, or at least exploring an additional use case for CBDCs, the pioneering project established in Switzerland, Project Helvetia, begun in 2020, has just announced Phase III.



The collaboration between the BIS Innovation Hub (BISIH) Swiss Centre, SIX Group AG (SIX) and the Swiss National Bank (SNB) had this very aim at its heart from the outset- to improve understanding of the impact of CBDC innovation on the future of the financial system.

It set out to explore how digital securities, tokenised assets could be settled in central bank money. In two proof-of-concepts, alongside the establishment of the Swiss CBDC, SDX, a wholesale CBDC was issued on the SDX platform, linked to SIC (Swiss Interbank Clearing) RTGS system. SDX is a regulated trading and settlement platform for digital assets.

Furthermore, the SDX (SIX Digital Exchange) platform was linked to SIC, allowing the settlement of tokenised assets against payments in SIC balances.

Tokenisation is the digital representation of assets on a distributed ledger. Its benefits are seen to be the provision of a more secure, efficient and transparent financial market infrastructure for the transfer of assets in real time.

As the SNB have outlined, Switzerland is a leader in the adoption of tokenised assets, saying that in the first three months of 2024, around 2.5% of Swiss franc bonds were issued in tokenised format. Hence its interest in being able to settle these with central bank money.

The third Phase of the pilot project Helvetia has been launched, in which the testing becomes more rigorous, through practical real-world financial transactions. Six (deliberate?) global banks, including Citi, Goldman Sachs and UBS are signed up to test the wholesale CBDC in cross-border transactions, and a regulatory framework will be implemented, pushing the boundaries of what is and what isn't possible. And crucially, what should and shouldn't be. Phase III seeks to answer key questions which can only be answered in practice.

In Phase I and II, a Swiss franc wholesale CBDC (w-CBDC) was issued onto a near-live DLT test platform, and a link was built between the two such that settlement could occur. These tests were shown to be "legally feasible and robust".

However, benefits beyond the link and transparent settlement could be explored, such as links to other internal systems, eg. core banking, different participants and financial mediaries in the system, and liquidity management. Fundamental questions and impact as to the parameters of any digital system need to frame the endeavour. To what extent should there be connections and links, where should permissions come into play and what is the point beyond exploiting technology for the mere sake of it?

More practicable questions are to be explored, such as when central banks might start settling tokenised assets, if indeed they are going to? I.e. lead the pack or risk wasted endeavour.

And is it better to stick with the link to the SIC system, or use private token money that is bankruptcy-protected and backed by sight deposits at the SNB?

Retail CBDC? It's a no from Switzerland

One thing if for sure. The Swiss central bank is not asking such probing questions about retail CBDC. Improved retail system? Sure. It set out to ensure that by about the time this goes to press, around 98% of retail payments in Switzerland will be able to receive and process instant payments, account-to-account. They are pro-competition and supportive of innovation such as programmable payments. But as far as retail CBDC goes, "Retail CBDC could fundamentally alter the current monetary system … with far-reaching consequences for the financial system. From a Swiss perspective, the risks of retail CBDC currently outweigh its potential benefits."

PCM says

Live testing in a controlled environment with major international commercial banks and regulatory institutions does push the dial of the global CBDC discussion, bringing reason and bridging the gap between the digital asset system and the traditional wholesale banking system. Hopefully, tangible results will answer pertinent questions and bring surprising and delightful solutions. But, as Andréa M Maechler, of SNB's governing board put it, "Just because a central bank can do something does not mean it should."

KYC 2.0

Knowing Your Customer is much more than a methodology for fraud prevention; it is about knowing them to serve them. It is about knowing what they want and when, sure, but in the world of payments- it is about knowing how they want to pay. Because if you are not offering the check-out option of choice, you may not be sealing that deal and closing that sale.

Merchants, merchant service providers take note- some key trends have been identified in a report by Xero into how consumers and small businesses feel about payments across the five regions of the US, the UK, Australia, New Zealand and Singapore.

Three key trends to ponder:

1 "A mismatch exists between the payment methods small businesses offer and those consumers prefer"

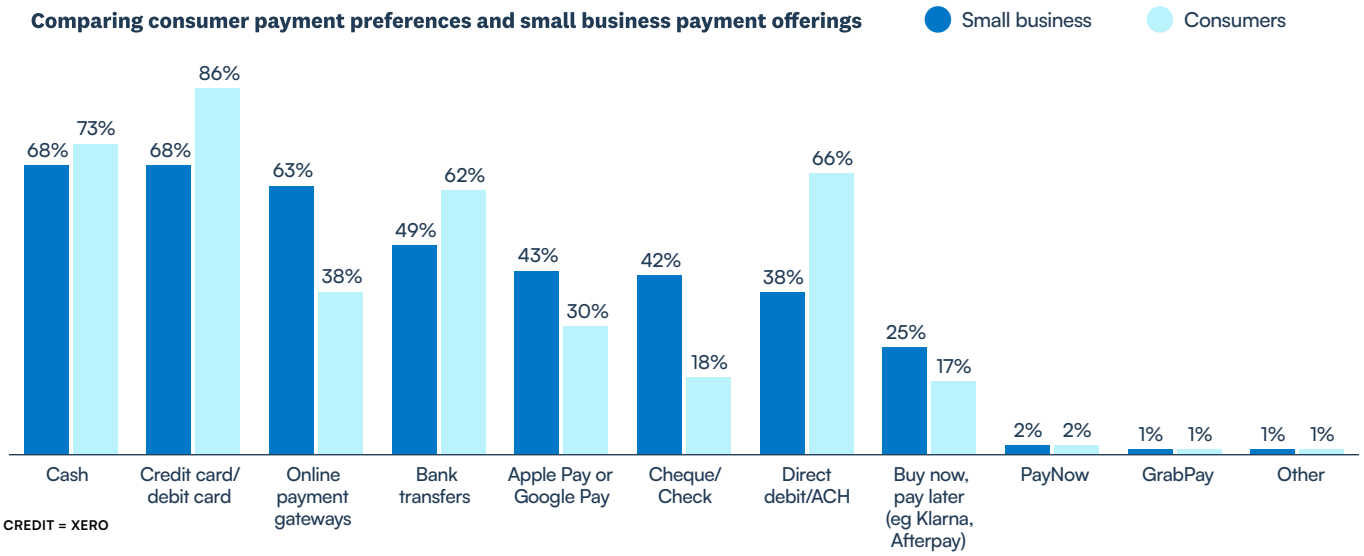
The mismatch is mainly apparent in the desire by customers to pay by credit and debit cards and the less than matched acceptance levels by businesses. Eighty-six per cent of consumer respondents use credit or debit to pay for goods and services, yet only 68% of the small businesses surveyed offer credit and debit. There is a lesser discrepancy between mobile payments, with the ratio of consumer choice to merchant offering of this payment method being 30:43.

The report showed direct debit (66%) and bank transfer (62%) also being popular consumer payment choices but only 38% and 49% of businesses, respectively, offering these.

The KYC CTA (Call To Action) here is thus: One quarter of consumers (25%) said they would visit another business that accepts more payment options if a business didn't offer at least one of their preferred ways to pay.

It is a clear and present frustration for customers who will vote with their virtual so-called feet if displeased.

Comparing consumer payment preferences and small business payment offerings



CREDIT = XERO

2 "What you sell, and who you sell it to, influences how your customers want to pay"

For example, the report showed that hairdressing and other trades, which are ad hoc or one-off transactions and relatively low in value, lend themselves to cash payments more so than higher value recurring payments such as those associated with mortgages or rent and other household bills.

- Housing: 37% direct debit
- Hairdressers: 35% cash
- Electrical and plumbing: 24% cash
- Shopping in person: 57% physical bank cards; 21% mobile phone only.

Geographical location adds nuances to preferences, as does age. Australians most commonly use bank transfers (27%) to pay for healthcare services, whereas Americans mostly use credit or debit card for this (57%).

New Zealanders' use of bank transfers is more frequent than any other country, particularly for payments to small trade businesses online and for housing. There are also infrastructural and domestic scheme differences between the countries, driving some of these habits: bank transfers in the US are slower and more complicated in the multi-regional bank system. Also, card loyalty schemes will no doubt play their part.

3 "Fees and security concerns are the top barriers across all countries, but so are cultural, market and economic dynamics"

The report goes on to shed light on further nuances and reasons for discrepancies between business offerings and customer preferences and also between country-specific trends.

Perhaps not surprisingly, expensive

MARKET ANALYSIS

How consumers are paying small businesses in-person

	Cash	Cheque	Credit card/debit card	Bank transfers/ Pay ID	Direct debit	Apple Pay or Google Pay	Buy now pay later	Other	N/A I don't use any businesses that provide this
Food (groceries)	22%	30%	57%	5%	5%	9%	1%	0%	1%
Trades (plumbing, electrical)	24%	22%	31%	23%	4%	3%	1%	0%	10%
Healthcare (medical)	10%	15%	45%	9%	8%	5%	1%	0%	20%
Housing (rent, mortgage, bills)	7%	16%	18%	21%	37%	2%	1%	0%	12%
Retail (clothing and apparel)	16%	15%	59%	4%	6%	9%	2%	0%	2%
Products & services (hairdressers)	35%	20%	38%	6%	5%	7%	1%	0%	7%
Entertainment (movies, restaurants)	18%	13%	56%	5%	6%	8%	1%	0%	5%

fees are reported the top concern. Most businesses build fee structures into their product or service pricing, as there is- quite naturally- a very low tolerance (61%) among consumers for surcharges, with almost a third (29%) "not at all accepting" of them. Forty-two per cent of small businesses build fees into the price of their goods.

Small businesses are clearly concerned about the security of new or different payment methods, and perhaps also a perceived undermining of resilience of a payment portfolio that accepts multiple methods as part of one system, if other parties are involved or otherwise. This is surprisingly high, at 30%- a very close second top concern.

Worthy of note, however, is that 37% of consumers have similar concerns. Sixty-six per cent decry hidden fees or surcharges as a concern, and 42% rate security as a barrier to making or managing payments.

Their preferred payment option not being available is the third biggest bugbear for consumers- according to the survey, 38% of customers feel strongly about this.



What barriers prevent you from offering new/different payment methods to your customers?



What are the top frustrations you have when it comes to paying/managing payments?



B2B 2 BOOM IN NO TIME AT ALL

Once again, the B2B space is providing a hotbed for payments activity and innovation, being in this instance the hook for which cross border payments are to flourish extensively.

Cross border payment flows in the wholesale space are predicted to more than double in the seven years from 2023 to 2030, according to a fintech study published by Convera.

This market, covering transactions for currency trading and associated activity will increase from $146 trillion in 2023 to $225 trillion in 2030.

Likewise, the retail market is projected to increase by 45%, according to the same forecast study, from $44 trillion in 2023 to $65 trillion by 2030.

The greatest impact on this growth will come from the B2B space (going from $39 trillion to $56 trillion) and will be brought about by a great leap forward in digitalisation. The report states that while consumer payment flows experienced a step change in digitisation during the pandemic, the business sector to date has largely lagged behind.

Within this, B2B growth will be fuelled by e-commerce, and the report reckons this will become the largest sub-sector by 2030. Current and ongoing proliferation of online marketplaces and platforms is creating fertile ground for B2B e-commerce, in the same way it did for retail e-commerce.

Furthermore, in cross border business, services will increase more than goods, reflecting higher potential to benefit from digitisation, and services trade will grow faster than goods trade.

The strong growth of e-commerce will drive increases in B2C and C2B payments and growth in the C2C

Top 5 real-time markets



India | Brazil | China | Thailand | South Korea

	2021	2026
BUSINESS- AND CONSUMER-LEVEL BENEFITS	$37B	$164.6B
FORMAL GDP SUPPORTED BY REAL-TIME	$54.6B	$131.1B

Leading 5 developed markets



USA | Canada | UK | France | Germany

	2021	2026
BUSINESS- AND CONSUMER-LEVEL BENEFITS	$2.1B	$5.5B
FORMAL GDP SUPPORTED BY REAL-TIME	$7.3B	$14B

CREDIT = CONVERA

market will be buoyed by continuing migrant flows and remittances and more mobile affluent classes. The Asia Pacific region is set to become the largest global market by 2030, again driven largely by small business and B2B activities. This is down to rapid economic growth, improvements in infrastructure, payment technologies as well as increased collaboration between regional governments, despite richly differentiated markets.

Fuelling the advances is healthy growth in real-time payments. The report discusses real-time payments in the context of contributing to economic growth, saying 86% of businesses with revenues between $500m and $1bn have adopted real-time payments. Improved liquidity and business certainty come through unlocking working capital and reduction or elimination of transaction times. These impact GDP growth. According to a study by ACI and Cebr, an RTP system in New Zealand could elevate the GDP by $271m (0.15%) by 2027.

Real-time cross border is where it's at, however. Given the roll-out worldwide of real-time propositions, the G20 laid out a roadmap in 2020 to guide the development of real-time cross border. The aim was to improve cost, speed, accessibility and transparency and for 75% of these payments to reach recipients within an hour by 2027.

Over halfway to the milestone, the final hurdles and deadlines of ISO 20022 in late 2025 will be an enormous leap forward, ushering in a global standard in messaging for real-time cross-border payments. As it stands, according to Convera, fewer than 800 banks were using ISO syntax for payment messages in 2023.

Again, it is well recognised how enriching real-time payments, and specifically, real-time cross border payments are for business, enabling faster trade, prompt settlement, agile business partnerships and timely supply procurement.

Economic and trade ties have been fostered through real-time cross-border payments globally, for example, in the Arab Monetary Fund's Buna platform- facilitating regional and international currency payments across commercial banks and institutions.

Among many others, in South-East Asia, an initiative involving Vietnam, Indonesia, Malaysia, Thailand, the Philippines and Singapore connects their payment systems, boosting trade and bolstering overall system resilience. And India and the UAE have an agreement to use local currencies for cross-border transactions.

PCM says

As deadlines such as ISO 20022 implementation draw near, so use is likely to increase exponentially, the more banks and institutions get on board and up and running with the rails and the messaging.



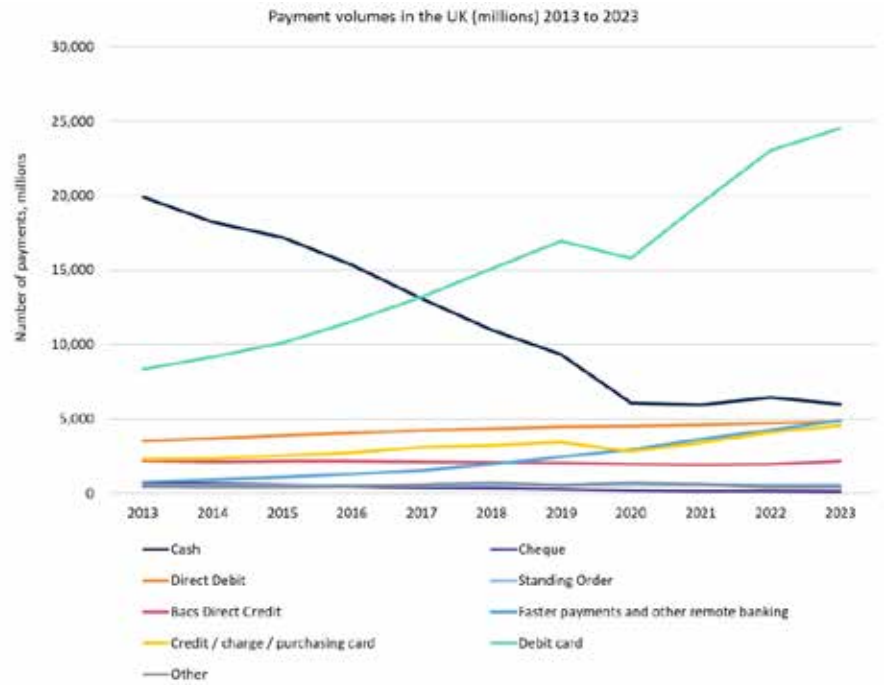
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evolving payments

HAVE COVID AND THE COST OF LIVING DEPICTED THE FUTURE OF CASH?

There has been a steady decline in the use of cash since over the years and certainly from 2013, the year from which UK Finance charts the last decade of UK payments. At the same time, the total number of payments made in the UK "increased significantly" in the past couple of years. The increase is from 45.7 billion payments in 2022, to 48.1 billion in 2023.



The annual UK Payments Market figures were released from UK Finance. Increase has been seen mainly in debit card payments but also other non-cash methods, such as account to account transfers via Faster Payments, other remote banking, direct debits, standing orders and of course contactless and mobile payments.

The standout changes over the decade 2013-2023 and especially since the pandemic in 2020 are of those in cash and debit card volumes. There are two interesting diversions to note from the pre-existing trends of reduction in use of cash and increased use of cards.

The first, and main point of interest is that the increase in use of cash is among those termed "rare cash users" and older age groups is for so-called "spontaneous payments", i.e. not for recurring bills or other regular payments.

And the second is that, apparently, when the chips are down, people turn more — or back — to cash to help manage a tight budget.

The latest figures show just over 2.5%, or 1.5 million people using cash for their spending, most of whom will pay regular bills via other methods.

Fortune told or statistical blip?

Cash use declined during the pandemic when certain parts of the economy were closed to cash if not closed altogether. For hygiene reasons, people further reduced their use of cash beyond what businesses and government dictated. This decline occurred most significantly in 2020.

Cash volumes increased somewhat from these lockdown levels but the ensuing economic downturn and cost of living crisis fuelled a further increase in 2022, reflecting, as the report puts it, "the tangible nature of cash" enabling better budgeting control for some.

2023 data indicates a subsequent decline again in cash payments, however it is by no means back to the downward trajectory it had been following.

The number of cash payments made in the UK in 2023 totalled six billion, down from 6.4 billion in 2022. This equates to one in eight payments, or 12% of UK payments in 2023, compared to 14% in 2022.

The reduction in cash is largely reflected in the increase in debit card payments, which includes the increased popularity of contactless payments both on physical card and through mobile payments such as Apple Pay. The divergent trajectories on the payment volumes chart are almost mirrored.

For the pandemic not to have seen off cash altogether, or at least seen the decline in cash use plummet and flatline at a very low level, and furthermore, for cash use to have subsequently picked up in a cost-of-living crisis, would seem to indicate strongly that these could be baseline levels of cash use.

The 2.4 billion additional payments from 2022 to 2023 are mostly reflected in the increase in debit card payments and as time goes on, more businesses will accept debit and non-cash payments, BNPL services will proliferate the ratio of payments to number of associated purchases, etc., but these are not necessarily going to subsume cash use much further, as has been the case over the last decade.

Next year's charts will substantiate these indications- or not. But this is a potentially fascinating indicator of the destiny of cash use. It is unlikely, certainly in the next few lifetimes, that cash will be eradicated altogether. It is just too essential and core a part of the life and economy that we know and live, no matter how many of us feel digitally converted. It is likely to converge upon zero while never quite getting there, like one of those maths graphs at school. Well, it seems that one of those very graphs is being charted as we speak. UK Finance has extrapolated moderately but given what we've seen, it is quite feasible that cash may not dip much below 2023 levels for a very long time.

P-AI-MENTS M-AI-ZES

In the labyrinth of news about AI, payments transformation and regulation, much of it can feel generic. When it comes to payments, where are payment providers and banks directing their investment in AI, how is it supporting developments in payments specifically?

In short- can automation, machine learning help payments firms navigate large payments modernisation projects, and quite apart from this, should we be navigating a more serious discussion on energy resource and compute power?

A recent paper issued by RedCompass Labs asked some of these questions of 200 'senior' payments bods at European and American banks.

Apparently, more than half of respondents (54%) are planning to use generative AI for payments modernisation, with 42% "actively considering it a possibility". And only 4% currently having no plans to incorporate it altogether.

It would also seem that the more expertise an organisation tends to have, or perceives themselves to have, the more ready their enthusiasm and conviction around the implementation of generative AI and its potential benefits in payments modernisation.

Top AI Payments Priorities

Technical tasks (36%), impact analysis (35%) and strategic tasks (31%) are the top categories for the use of AI in payments systems. And as you can see these are fairly equal in their priority. Technical tasks include things like software testing and code development; Impact analysis includes regulatory updates and system upgrades, and Strategic tasks include advising on new payment strategies and planning for regulatory compliance.

Certainly, there is a lot happening in terms of upcoming payments mandates and changes to be implemented. In terms of instant payments alone there is huge and unavoidable swell, alongside which there is the global migration to ISO 20022.

TIME AND BUDGET ALLOCATION FOR PAYMENTS MODERNISATION IN BANKS- WHERE AI COULD HELP

Project phase	Budget allocation	Time allocation
Project Analysis	25%	26%
Business / System Analysis	25%	23%
Payment Platform Development	20%	22%
Testing	15%	16%
Go Live / Implementation	13%	14%

CREDIT = AI IN PAYMENTS .. REDCOMPASS

Cost Benefit Analysis

Another key challenge in building an AI strategy is how much it's going to cost. Particularly pertinent when a strategy evolves around cost-cutting, which most rudimentary AI applications are about. Cost is usually assessed in terms of designing and implementing the system, or buying and integrating software. However, with technology, and specifically AI, the cost of running can actually become too high due to the sheer energy required to power the models.

Payment technology providers are wise to this and some, such as Synechron, are promoting 'edge computing' to address this issue and create a more efficient approach in every way. Edge computing, as it has come to be known, is where workloads are powered and processed at the user location as opposed to 'being sent' to a large data centre.

"The decentralised compute approach reduces the reliance on data centres, which are often energy-intensive. For instance, Google and Microsoft now consume more electricity than 100+ countries," says Ryan Cox, co-Head of AI at the firm.

Besides the optimisation of resource allocation and reduced energy consumption, an added bonus is a reduced need for costly data transmission to centralised cloud systems, thereby lowering latency and bandwidth. This allows real-time applications to operate more reliably, he says.

On trust

Being able to trust any model is a further great leap and one which impacts cost reduction. The extent to which AI applications can self-administer or require human checks and balances is perhaps always going to be a question.

One of the RedCompass survey questions was the ratio of human involvement:AI deemed to be required to trust generative AI in a big project such as ISO 20022 or instant payments. The answer was 49:51 in favour of AI. So, by no means independent and fully automated. This is perhaps heartening for many out there, and by the same token offers perspective on the mammoth undertaking payments firms are straddling, and straddling with due care and caution.

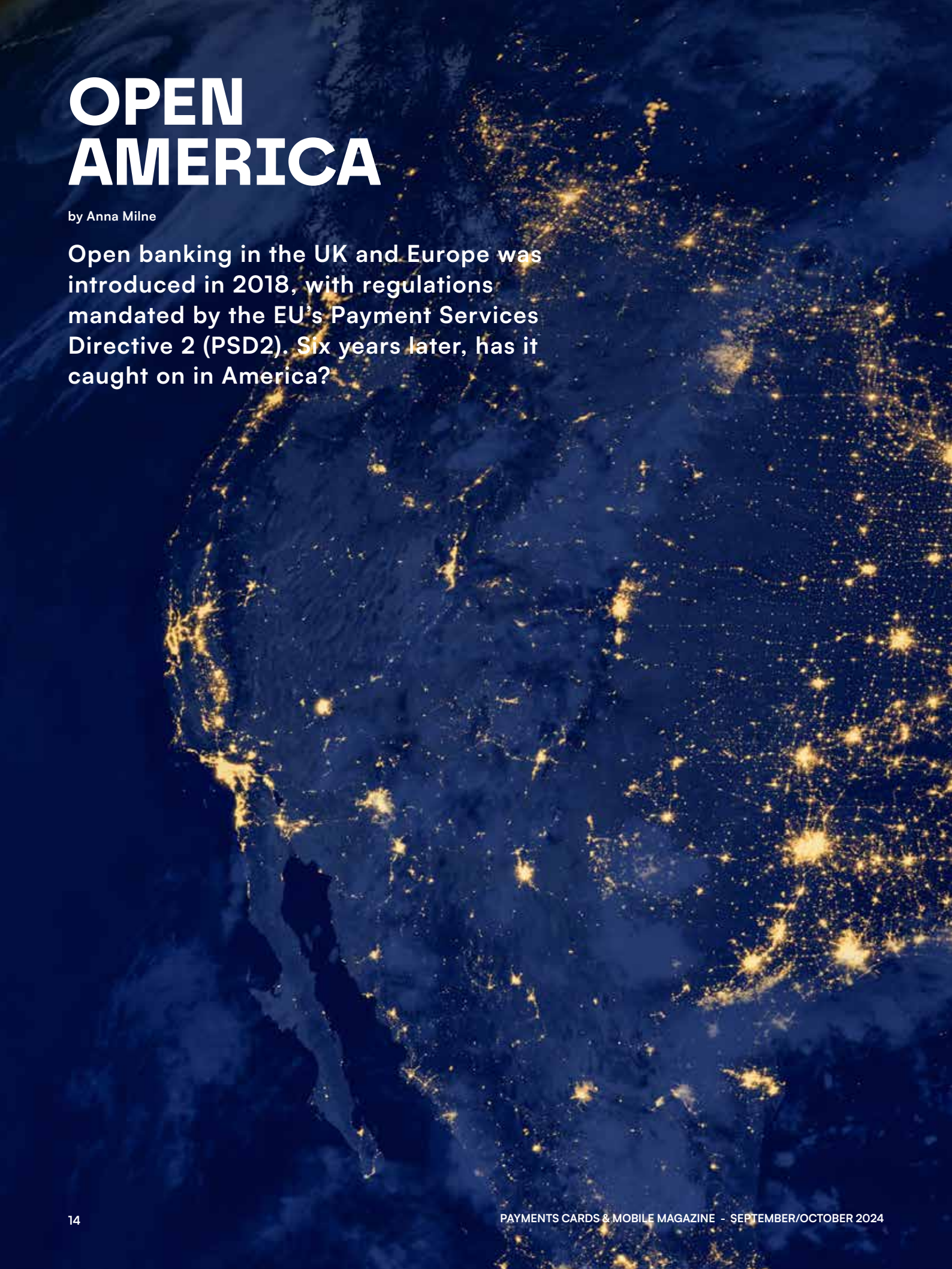
PCM says:

To what extent edge computing could apply, and how, to different sizes of payments firms with huge modernisation prospects would have to be discovered but it begins to apply a broader, consequential lens to the establishment of new technologies, to consider the legacy and the footprint left behind.

OPEN AMERICA

by Anna Milne

Open banking in the UK and Europe was introduced in 2018, with regulations mandated by the EU's Payment Services Directive 2 (PSD2). Six years later, has it caught on in America?



The premise was to level out the competition playing field, allowing fintechs greater access to consumer payments and funds and dismantling the dominance of the few large banking providers- all in the interests of the consumer.

Greater competition would spell greater outcomes for the end user and all the above was to be achieved via Application Programming Interfaces (APIs). These were to be the conduits of power, the means by which account and payment data could be shared between banks and third parties at the behest of the customer.

Fintechs could bring a whole tranche of innovative products and services, revolutionising the retail industry and even bolstering traditional banks' offerings, through newly forged banking models and platforms.

It was always of interest to see how and whether such developments might catch on across the pond, whether market dynamics would translate into demand for a democratisation of banking services, or whether the powers that be would see fit to mandate any such changes.

Well, late last year, America's Consumer Financial Protection Bureau (CFPB) proposed regulatory changes of exactly this sort. Personal Financial Data Rights, in line with Section 1033 of the Dodd-Frank Wall Street Reform and Consumer Protection Act, were to provide consumer with access rights to their financial information and this proposal was to set out clearly the standards to support this right.

Boiling down to APIs for data sharing, at its heart was improved and increased access and competition within the banking sector between traditional banks, new fintech providers and customers in order that the latter may control, understand and improve their financial provision.

At the time of going to press, details are being consulted and ironed out vis-à-vis the standards via Financial Data Exchange (FDX).

The main thrust is data sharing, as opposed to payment initiation, which may come later. But all that aside, is America ready for this?

According to Token.io CEO, Todd Clyde, "The good news is that the US payment landscape is ripe for innovation, with Pay by Bank ideally positioned to fill a significant gap in the US market for low cost, accessible, secure and instant payments where cheques, traditional bank transfers and, in many cases, cards are currently the de facto options."

In the US, it is less about consumer appetite- although card loyalty programmes are exceptionally sticky in America, and more about the markedly different banking landscape in the US, when compared to somewhere like the UK or Europe.

According to McKinsey, smaller financial institutions, including credit unions and community banks, account for 87 per cent of US financial institutions and around 20 per cent of assets held.

Great stakes

Intentions, whether pro- or anti- change aside, the technical transformation for these kinds of institutions is going to be huge. And then there is the cost implication.

The CFPB said, as reported in the FT, "There are more than 9,000 banks and credit unions across the country, most of which serve as data providers, as do numerous non-depository financial institutions."

Asking just one tenth of these to connect to each other as well as the largest US institutions might present something of a challenge. All 9,000 becomes a tall order of epic proportions, the heights of which scream major expense with no immediate revenue incentive, rather the disintermediation of healthy card incomes.

As Clyde says, "US payment processing costs are high, while speed lags: card networks often require three days to settle transactions, and interchange fees are among the highest globally, ranging from 1.5% to 3%".

But ultimately, were those high processing costs to be lowered in lockstep with speed being increased, this could also benefit banks, not just merchants and customers.

Consumer Financial Privacy and third party guidance

Open banking and data sharing concepts, however, like APIs, are not wholly new to the United States. The Gramm-Leach-Bliley Act was introduced in the US in 1999, requiring the Federal Trade Commission (FTC) and financial institutions or any company that offers consumers financial products or services, including loans, financial or investment advice or insurance, to 'explain' their information-sharing practices to their customers.

Further to this, in 2023, guidance was issued for banking organisations on managing risks associated with third party relationships. A collective of agencies: The Federal Deposit Insurance Corporation (FDIC), The Board of Governors of the Federal Reserve System (FRB) and the Office of the Comptroller of the Currency (OCC) worked closely to issue the guidance, providing principles supporting a risk-based approach to third party service integration. This includes the sharing of data with fintechs or data aggregators.

As was soon clarified in Europe when APIs became a buzz word in the crowded open banking news sphere, APIs are nothing new, and even small regional US banks have used them for years for internal processes and links between systems. In fact, Cornerstone Advisors' 2023 What's Going on in Banking report stated 63% of credit unions had deployed APIs and cloud computing.

There are other market forces present that have and will continue to provide groundswell to support the shift to open banking as well.

Pay by Bank, as mentioned has been gaining in popularity since its launch by JP Morgan and Mastercard in 2023, offering a digital account-to-account service at checkout, with a direct link from a customer's bank account to the service or product provider's via web or app.

US OPEN BANKING

With speed must come clarity

What's more, Instant has come to town and the US populace has been getting to grips with FedNow and RTP, Clyde references Capgemini's Global Payments Report 2025 when he says that banks stand to gain alongside consumers and merchants from instant payments.

"With 9000 banks implementing instant payment methods (ACH, TCH and FedNow), the report suggests that combining 'adjacent and mutually reinforcing' APIs and instant payments can help financial institutions 'unlock new revenue streams and enhance customer experiences'."

Clyde makes a point of the success of Pix in Brazil and UPI in India and Juniper Research projecting A2A volumes to exceed 186 billion by 2029, indicating huge acceleration in global volumes.

"As European banks face a 2025 mandate to fully support instant payments, the global influence of this potent combination is poised to expand even further," Clyde continues.

Payments are simply on the move, and to a large extent these mandates are only setting in train what the market is likely to demand in due course. With ISO 20022 bedding in globally as well in 2025, this will only add to the momentum behind the terms swift (lower case, excuse the pun), choice and control- the hallmarks of open banking.

McKinsey says A2A payments have been relatively slow to catch on in the US due to the absence of a regulatory framework, hampering any banks' ambitions to flex muscle in this area. With such a framework in place, "the data provided by open banking could help generate a wide range of financial services, including enhanced insights and analytics [to banks and institutions]", as stated in McKinsey's report, 'The role of US open banking in catalyzing the adoption of A2A payments'.

But McKinsey does set out the appeal of A2A payments for merchants, being "low cost, irrevocable, and more secure than other payment methods, significantly reducing fraud and charge-backs, and [eliminating] interchange fees".

It says consumer-to-business payments are and will remain a key target for A2A offering an estimate that US A2A payments may exceed $200 billion in volume by 2027. This would be based on remote consumer POS purchases and excluding bills. The figure would represent a CAGR of 19% and "a roughly 5% share of US digital commerce spend".

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Juniper Research projects A2A volumes will exceed 186 billion by 2029.

Dealing with legacy

Unrealised potential certainly exists. But legacy constraints will have to be overcome long before the knocks of opportunity can be heard through the freer flow of banks' data.

A 2023 survey report published by Forbes Insights and Thought Machine found legacy infrastructure constraints were preventing banks from linking and deriving insights from their own customer base, let alone sharing and receiving data from others'. Additionally, longstanding core banking partnerships may need likewise to be upgraded, and in some cases this presents contractual stumbling blocks.

It found that 63% of banking respondents said having "vast caches of customer data" would present a great competitive advantage, and 59% said legacy infrastructure was holding them back in this respect.

To add more context, and to highlight an element of shared burden across incumbents and neobanks, hitherto screen-scraping has been mostly used to gather data for sharing by fintech services. This method ranges in sophistication but captures data from a 'screen'- app or other interface- and pastes it onto the application in question. It is widely deemed a sloppy and unsecure means, often capturing too much information without rigorous enough privacy or security controls, and a key part of the FDX API standard is to eliminate and replace its use.

Open for business

It is a mixed bag- of demand Vs. command, consensus Vs. capability, technology Vs. culture but the news (whether good or bad and even that would depend on whom you ask and perhaps when) is that Open Banking America is happening. America is opening its banks.

According to INNOPAY Open Banking Monitor 2022, some US banks were leading the charge with APIs for open banking means and it reported that North American banks were contributing 14% to the open banking market, calling out Citibank as a key contributor, alongside US Bank, Wells Fargo, Cross River Bank and Capital One for more functional (as opposed to open) API scopes.

The use cases developed were interesting, given the developments were market-driven and not mandates and investment and foreign exchange APIs offering access to data and currency rates proved ripe for development.

Says McKinsey, "A regulatory green light would be a big change for banks, given the size of the market- payments revenues are projected to reach $800bn in North America and $3.3trn globally by 2027." Should the US hold back the river to manage costs or go with the payment flows to spring new opportunities?

Clyde reminds us in July 2024, there were over 6.5 million users of open banking-enabled payments in the UK, "That's 10% of the population and an increase of 58% users since July 2023."

Deadlines may well be missed and we all know that Europe, for all its PSD2 proclamations, is still lagging in achieving quite all its open banking glory goals. Yet still progress continues, times do change and generally, it does work out and work well.

The US is a highly complex market with huge extremes between the biggest banking hitters and the smallest community players. Yet the concepts behind open banking are ingrained (in some cases pre-dating those of PSD2) and the technology is ripe for the roll-out.

It will be an almighty shift to connect the many thousands of community banks but the momentum has picked up with the drive towards real-time, A2A payments, mobile banking and more. It is only a matter of time..

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GETTING UP TO SPEED WITH EUROPE'S INSTANT TRANSFER

by Anna Milne

European payments are about to speed up. The new SEPA (Single European Payments Area) Credit Transfer mandate (SCT Inst) has taken root and deadlines for implementation are as soon as January 2025 for some.

The proposal, ushered in by the European Commission, requires all PSPs (including banks) that offer regular credit transfers in euros to offer instant, or so-called real time payment transfers in the SEPA region. These will have to be available in both sending and receiving funds.

It aims to improve the availability of instant payment options in euro to everyone who owns a bank account in the EU and EEA countries.

As a result, people will be able to transfer money within ten seconds, inside and outside business hours, in the same country but also to another EU member state. Crucially, if any charges are applied, they must not be higher than those of the standard credit transfers.

In a statement in 2023, the Council of the EU said the new rules will improve the strategic economy of the European economic and financial sector, reducing reliance on third party financial institutions and infrastructures, which are often in a different country.

It is expected that the new rules will be implemented faster in member states within the SEPA zone and for those outside the euro area, a phased implementation time will be applied. The first stage of this will be for instant payments to be implemented during business hours only, as it is recognised that challenges may be present in accessing euro liquidity outside business hours. Thereafter the same rules will apply as to euro area PSPs.

Furthermore, instant payments in euro from non-euro accounts will only be compulsory for PSPs who also provide standard transfers in euro.

The Commission is to provide a report evaluating the respective charges for national and cross-border transfers, and instant transfers in both national currencies (of member states) and euros, to keep an eye on the evolution of these.

In short, instant payments are to be universally available and affordable, with the longer-term objective of removing friction and increasing trust in the system. Transparency and standardisation will be the bedrock of achieving the latter two objectives, while

upholding rigorous sanction screening.

The mandate has been a couple of years in the planning as appetite to adopt had been latent since its launch as an optional payment scheme in 2017. Chief among reasons for slow uptake was the lack of a clear and obvious business case compared to other rails, in particular, cards.

Cost of implementation was also a concern and cost of running the rails. Add to this the introduction of increasing regulatory measures being brought in as well as the fact that with any payments scheme, new avenues of fraud must be considered, and that with any instant payments scheme, this threat becomes compelling, writ large on the horizon.

All in all, a pretty challenging picture, not altogether incentivising. Since the Europeans adopted a legislative proposal for SCT Inst in 2022, these concerns have become no less challenging. Nonetheless, banks and PSPs of all sizes have to step up.

States of readiness stem from payments culture

Speaking with CGI's Vice President of Payments Consulting, Ainsley Ward, and the Director of Global Payments Solutions, Karen Brown, it is apparent that it is the smaller institutions, tier 2 banks such as savings banks that are facing the greatest journeys, the clear business case not being as, well, clear, perhaps for them as for their larger tier 1 counterparts.

In Germany, for example, as Ward explains, there are thousands of savings banks connected to a centralised infrastructure. Going through the process of connecting each individual bank is quite the task albeit from afar the piece as a whole may look connected. In Finland, he says only one market player is not connected, the rest all having 'receive' capability. Sweden, being a non-euro market has a later deadline but is getting ahead.

Brown adds to this the myriad approaches banks have to the adoption. This is largely driven by whether or not there is a defined business case or whether it is a mere box-ticking exercise in order to be compliant on time.

"It's a real mixed bag. Some of our big tier banks know exactly how they're going to utilise it. They've got their business cases and go-to-market with regard to how they're going to service their corporates and consumers," she says.

Others are grappling with the demands of building something without a clear offering around it.

Interestingly, the launch of EPI is providing inspiration for business case ideas. As Ward says, with its acquisition of iDEAL and Payconiq, EPI "essentially created a pan-European POS network based on SEPA Instant" and brought in very interesting retail cost-saving benefits, for example paying for a taxi cross currency as a traveller. "Using EPI, it goes as a SEPA transfer, reducing costs out of that system," he says. Germany, where the EPI wallet, wero, was launched is a very interesting market for this transformation because its infrastructure is slow and traditional. "EPI makes a massive business case for the German market," says Ward.

"We're also starting to see a lot more use cases in the small to medium enterprise category- small businesses reliant on cash flow, struggling with slow invoice payments [can benefit greatly] from the availability of instant transfers and Payment-on-Delivery for reasonably high values for goods," says Ward.

Belgium has been doing all its SEPA bulk transfers in less than an hour for at least the last eight years, so while the transition to SCT Inst is a minimal adjustment, the business case isn't necessarily there. On the other hand, in The Netherlands, payroll through SCT Instant "has become a market standard".

It certainly is a rich tapestry across Europe. So what is the likelihood of hitting those deadlines? Well, for a start the upcoming deadline is the 'receive' deadline, and is much the easier, being a passive action, confirming the account and receipt. Sending, for which the deadline is October 2025, will require multi-party validation as well as Verification of Payee.

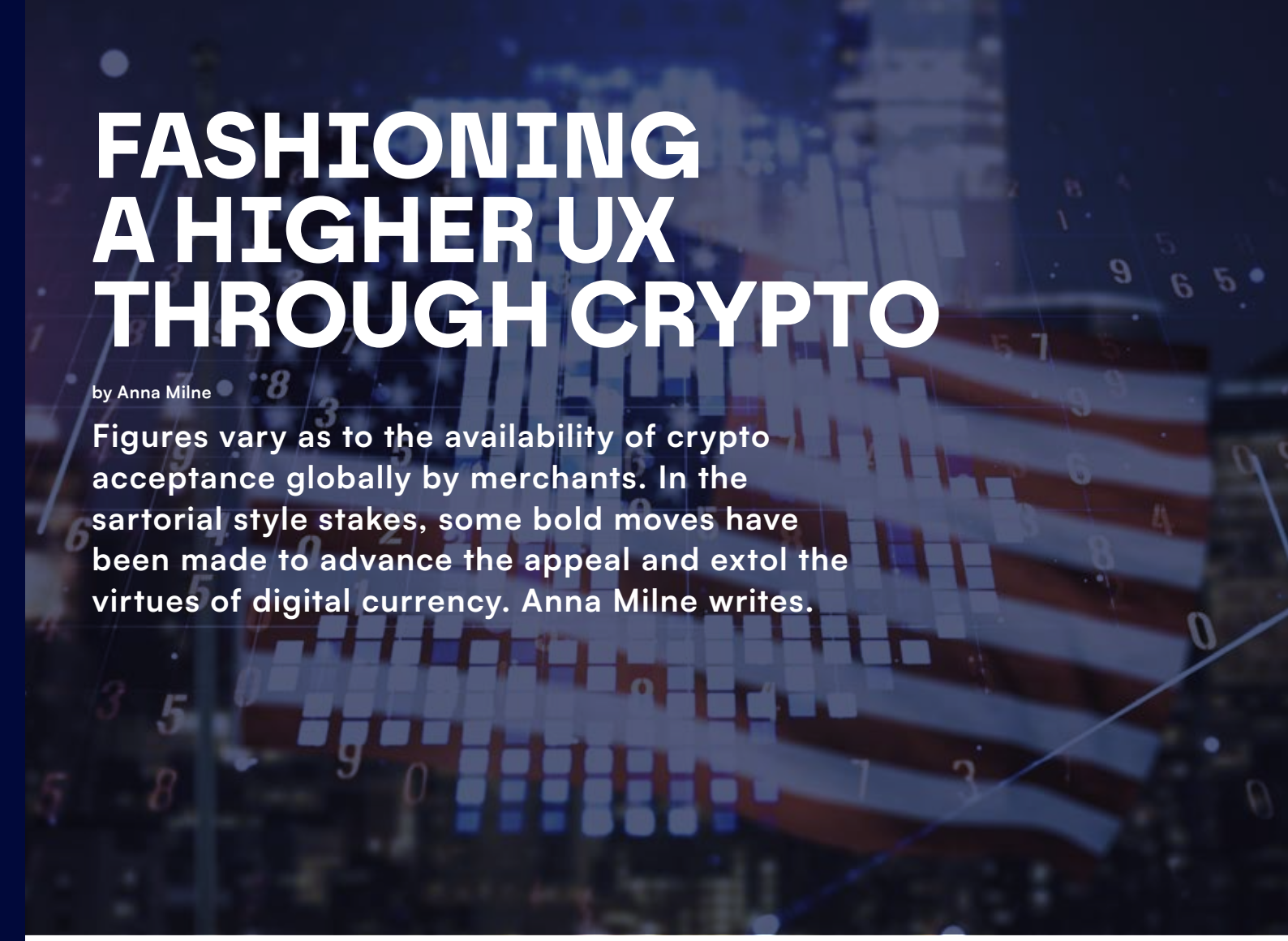
For Brown, the odds are stacked against providers, given the raft of regulation incoming: ISO 20022, DORA, Shrems II, all in 2025. Not only is "October quite tight for banks," given all the other pressures, but additional to the SCT Inst 'send' requirements is the Verification of Payee.

"That's another system the banks have to adopt in order to do SCT Instant," says Brown. It's no wonder she describes the situation as "panic mode" for the banks now. However, while she has expressed genuine surprise in the stress-inducing earliness of the 'send' deadline, Brown offers a worldly perspective.

"This is now transforming them to become borderless in the instant world .. and there is a directional path in that if you look at this in the future, the integration to other countries will come from this, going truly borderless globally. Effectively that's what we have with RTGS systems, SWIFT being a pivotal player therein," she says. And it's true. All over the world, instant payments are being implemented. Why should Europe lag behind?

I could not say there is a high degree of confidence in meeting the 2025 deadline, and yet perhaps it does come down to attitude. Why not? The world went digital in a cataclysmic shift during the pandemic in ways that simply wouldn't have been believed possible. Those up and running will continue to provide interesting new angles for use cases and with momentum will come increased payment thresholds, meaning transaction values will pick up as well as volumes, which in turn opens up all manner of fresh opportunity for its use, as Brown and Ward explain.

In two years, SCT Inst transactions have gone from accounting for 14% of all SEPA transactions to 20%. Working with the largest SEPA transactor, Ward estimates there are 45 million instant transactions a day across Europe: 11 billion a year. The jury's out as far as this writer is concerned as to Europe meeting its SCT Inst deadlines. Stranger things have happened.



FASHIONING A HIGHER UX THROUGH CRYPTO

by Anna Milne

Figures vary as to the availability of crypto acceptance globally by merchants. In the sartorial style stakes, some bold moves have been made to advance the appeal and extol the virtues of digital currency. Anna Milne writes.

According to statista, 5,968 businesses in the United States accepted crypto as an in-store method of payment, as of 2024 sources, and was the top of the list. The second highest number was 1,366 in Italy, followed by 1,133 in Slovenia.

Bitdegree, as quoted by crypto.com, states there are 15,000 globally, 2,000 of which are in the United States.

Deloitte published a survey in 2022 with PayPal entitled 'Merchants getting ready for crypto', polling 2000 senior executives at retail organisations across the United States covering consumer goods and services equally across cosmetics, digital goods, electronics, fashion, food and beverages, home and garden, hospitality and leisure, personal and household goods, services and transportation. The outlook was resoundingly positive: 85% of respondents strongly agreed to anticipating digital currency payments would be ubiquitous in their industry in five years (2026); the same number strongly agreed to an expectation their suppliers should accept stablecoins and the same number again strongly agreed to an expectation their suppliers should accept cryptocurrencies.

At about the same time, however, an Oliver Wyman study indicated that less than 1% of Americans planned to use cryptocurrency to pay for items in the future.

More recently, players such as Stripe and PayPal have made ground-shifting moves into digital currency acceptance, Visa and Mastercard are likewise looking at it, albeit much of this is around stablecoins and not crypto, per se.

Aside from stats and figures on usage and adoption, there is plenty of commentary about why crypto is not mainstream, from not being government-backed, to volatility (mainly attributed to bitcoin), to lack of ease of integration with traditional networks, to the thorny and ironic issue of trust- the inherent decentralised element being for some the quintessential trust factor for its 'transparency'; for others a suspicious turn-off.

And yet, for many merchants, the benefits are several-fold, not least the absence of dreaded chargebacks. A cryptocurrency transaction is irreversible, hence some of the more forward-thinking crypto platforms absorbing the cost of would-be chargebacks for merchants.

Indeed, such platforms are really where it's at, in terms of driving usage and acceptance of crypto, for they are the integrators, the middlemen between systems, networks and schemes, which can knit infrastructure together.

Furthermore, could crypto and associated wallets propel user experience to new heights?

Founder and CEO of MoonPay, Ivan Soto-Wright, speaking on podcast, Blockchain Won't Save the World, is a major proponent of the benefits for merchants of accepting crypto payments. And yes, he would be wouldn't he, but he presents some compelling points.

MoonPay is a so-called 'ramp suite', building 'ramps' that integrate with merchant and other platforms enabling conversion between fiat and cryptocurrencies. Essentially, building payments infrastructure for crypto.

Firstly, merchants who integrate such a provider partner don't have to deal with chargebacks.

"Because the reality with crypto is, when we deliver that crypto, that's a final transaction, yet you have a card transaction and the legacy infrastructure that is reversible. So how do you deal with those disputes?" says Soto-Wright.

For the time being, these infrastructure-bridging-conversion providers are going to be swallowing the cost of chargebacks. This is not to be underestimated for a merchant. We covered chargebacks and growing refund abuse in our last issue, which has become a huge strain on merchants' time and resource, not to mention pockets, and harder to check against.

For with the rise of first-party misuse, whereby consumers try to game the system- sometimes equipped with how-to fraud manuals being sold increasingly online and on social media- even non-fraud chargebacks are taking up all-too-precious time to review and analyse.

Now, we don't mean to suggest that the likes of MoonPay would guard against all these types of activity, but it would seem to go a long way in easing its burden.

UX experience — a case study

On a slightly more tangential if not unrelated topic, cryptocurrency itself is a bridge between web 2.0 and web 3.0 and in this world, user experience becomes completely transformed. In the payments world the humble wallet is where this elevation takes place.

Were crypto to become more widely accepted, so too could NFTs be a gateway to the 365-customer view. NFTs, crypto in a wallet present an epitome of personalisation. A marketing dream.

You own an NFT in your wallet, "that wallet is rich with all sorts of different information, and you can start to segment the experience to different segments of customers, based on what's inside those wallets. We're at the very early stages of that journey, right now it's about providing value to people in the cryptocurrency ecosystem," says Soto-Wright.

Adidas launched a pair of limited edition sneakers as NFTs, meaning- unlike virtual garments and accessories- one could have both a physical pair of sneakers "and a corresponding digital twin". MoonPay was the payment facilitator. On the blockchain these were "provably scarce, minted and issued".

By way of example, if a merchant wants to build a web 3 experience around that particular customer, and they have the wallet information from a previous interaction or purchase, then this NFT as well as other purchase histories from other outlets will be in this wallet, as well as other rich information.

Essentially, this just builds on merchant loyalty and personalisation programmes as we know them today, but it becomes an area which will allow some retailers to push the dial and create a literally other-worldly experience. True, high-end fashion is where this could play out in glorious vacuity but where fashion meets art, things can get very colourful indeed.

It would be remis not to mention the data privacy controls that would and should be available to customers on their wallets, such that they may turn off visibility. And indeed, if the metaverse takes off, after time privacy might become just as much an issue as it does here on, shall we say, physical Earth. After all, even in the early days of web and mobile applications, most things were public by default, for example payments made on Venmo were visible for any user to see.

Items such as the Adidas NFT sneakers have such cachet, they become a marketing campaign in their own right. But back to merchants and highly customised, dynamic, slick wallet and payment experiences.

For all the figures there are on crypto acceptance and adoption, there are corresponding figures on the reasons for lack of acceptance by merchants. In a recent survey conducted by Xero, New Zealand based payments and accounting software company, in Singapore, of 1000 adults and 506 small business leaders, just under half extolled the virtues of adopting new payment methods in the last 6-12 months. Benefits included reduced time to be paid, higher business retention, increased sales, accessing new customer bases and reduced time chasing late payments.

What's more, when asked specifically how they felt on a chart about digital currencies and crypto, 56% were excited or optimistic. Fifty-nine per cent cited excitement or optimism about augmented reality payments and holographic payments. This is on a chart where Terrified and Indifferent featured as the less enthusiastic options, and where bartering also featured as a bone fide payment option. Rather them than me on that latter point.

Full marks, Xero, for offering terror as a genuine sentiment with regard to payment innovation. It is terrifying. I am not wholly convinced myself. But the more is learned, the more the peripheral benefits may be untapped for all parties.

According to Soto-Wright, banks will eventually start to accept transactions. "We have seen shifts in some of the policies with certain banks that outright rejected crypto and are now under pressure from their consumers and starting to change course on it," he said.

Clear regulatory guidance is needed. He remains "bullish" over the long term about it.

"What happened in telecoms is what exactly is going to happen to money. User experience is going to continue to improve and you'll see far more transactions settling peer-to-peer over cryptocurrency. The wallet will become much more efficient, much easier to use than your bank account," and that, as he says, is highly disruptive.

EIGHT IN TEN BANKS ENGAGED IN CARD MODERNISATION

A new report from financial software leaders Tietoevry Banking reveals that most European banks are now engaged in card systems modernisation by migrating their card management platforms away from legacy technologies and towards modern, more capable systems.

This follows a long period of hesitation, during which banks were considering their options while patching and upgrading legacy systems that had been used for more than twenty years in some cases.

In recent years, analysis from McKinsey & Co and other consultants has estimated some banks spend as much as 70% of their tech budgets on legacy systems maintenance, a practice which in some cases simply deferred problems to a later date.

However, this situation has now changed.

This annual study from Tietoevry Banking tracks bank's attitudes and approaches to upgrading their bank systems.

This year's study combines a survey of 48 senior banking professionals with a new element: responses from a round-table involving six senior bankers.

This combination has helped to deliver the most complete picture of bank attitudes to systems migration so far.

Among the key findings from "Card systems migration: change is here" are the following:

- Almost two-thirds of banks surveyed have been actively engaged in modernising their systems within the last two years, and more than eight in ten are now at a defined point in their



modernisation journey — up from six in ten in 2023.
- The major reasons given for the decision to migrate include rapid changes in the payments landscape, the need to meet new customer requirements and the inability of legacy systems to cope with massive shifts in demand, including much higher transaction volumes and new payment types.
- As banks move closer to migrating their systems or are actively involved in migration, they have a much clearer idea of the risks involved in systems migration — and how they will mitigate these risks. Key risks are seen as maintaining service during the migration process, having access to the right skills and expertise, and adopting the right approach to migration for their bank.
- Given the risk and complexity of the migration process, almost half of the banks engaged in migration know they need the help of an external partner. Alongside technical skills, banks want a partner with a broad geographic reach, proven experience and the ability to assist in non-technical areas such as business case development, card scheme certification, customer communication and other areas.

Commenting on these findings, Valdis Janovs, Head of Instant, Retail Payments and Cards at Tietoevry Banking said: "It's great to see that the vast majority of the banks we spoke to are now engaged in migrating their card systems to modern platforms.

"Consultants and analysts have been pointing out for some time that legacy systems are too expensive and time-consuming to maintain — now it looks as though the speed and scope of change in the payments market have driven banks to the same conclusion."

MASTERCARD AND VISA FACE £4 BILLION LAWSUIT

The card giants are facing collective UK claims for historical multilateral interchange fee (MIF) overcharging.

The Competition Appeal Tribunal has approved UK businesses to seek compensation for losses due to 'unlawfully' high MIFs on commercial card transactions.

These fees, which operate like a tax on businesses, have impacted retail, hospitality and travel sectors, significantly increasing costs for businesses. Businesses that accepted commercial card payments between June 2016 and June 2022 may be eligible to join the lawsuit.

"We are pleased that this important claim will now proceed despite Mastercard and Visa's attempts over the last two years to deny thousands of UK businesses a straightforward and effective route to justice," said Jeremy Robinson, partner at Harcus Parker Limited, representing the Class Representatives.

Trade organisations such as UK Hospitality and ABTA have weighed in, highlighting the damaging impact of MIFs on UK businesses.

Businesses pay MIFs as part of their acquiring bank fees for accepting commercial card payments. Both the UK Supreme Court and the Court of Justice of the EU have previously ruled against similar practices by Mastercard and Visa.

If successful, and it is a big If, the claims will provide substantial relief to the UK's business sector, although as has been seen in other markets, these savings are rarely passed onto consumers.

In a written statement to Payments Cards & Mobile, Mastercard stated, "We disagree with the basis of this claim. Businesses get real value when they choose to accept cards issued on our network, helping them grow their sales, ensure a guaranteed payment, reach new customers and reduce fraud."

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JP MORGAN IN TALKS TO TAKE OVER APPLE'S CREDIT CARD PROGRAMME

JP Morgan Chase has entered preliminary discussions with Apple to potentially take over the management of the tech giant's credit card programme, which is currently handled by Goldman Sachs.

According to sources familiar with the situation, the talks are in the early stages, and no final agreement has been reached yet.

This development follows a series of moves by Apple and Goldman Sachs to unwind their partnership, which launched in 2019 and now holds about $17 billion in balances.

The Goldman partnership, initially seen as a groundbreaking deal for Goldman's retail banking division, has become a challenge for the investment bank.

Goldman has been scaling back its retail banking ambitions after suffering significant losses.

Part of the ongoing discussions between JP Morgan and Apple includes JP Morgan's desire to shift Apple away from its current billing practices, which involve charging all cardholders at the beginning of each month, leading to customer service bottlenecks.

JP Morgan CEO Jamie Dimon has been vocal about the growing competition posed by tech companies like Apple, which now offers a range of financial services.

"Apple moves money, holds money, lends money. They're becoming a bank," Dimon remarked earlier this year, underscoring the competitive landscape.

Credit card partnerships typically involve a company like Apple branding the card, while the bank, such as JP Morgan, handles the lending and infrastructure.

As JP Morgan explores this new partnership, it could further establish its dominance in the US banking sector, where it holds over $2 trillion in deposits.

Should this deal materialise, it would signal a new chapter for Apple's financial services offerings and could reshape its relationship with traditional banking institutions.

PREPAID CARD SPEND TO HIT $1 TRILLION

The Global Payments Report 2024 from Worldpay shows that transaction value on prepaid cards is set to surpass $1 trillion in 2024.

Worldpay's 2024 study explains that prepaid cards have been this successful because they are attractive to merchants, businesses, fintechs, banks, card networks and consumers alike.

They support financial inclusion by providing a convenient electronic payment tool to unbanked and underbanked consumers, and have also proven popular in developed markets where consumers are concerned about privacy or personal information being exposed via data leaks.

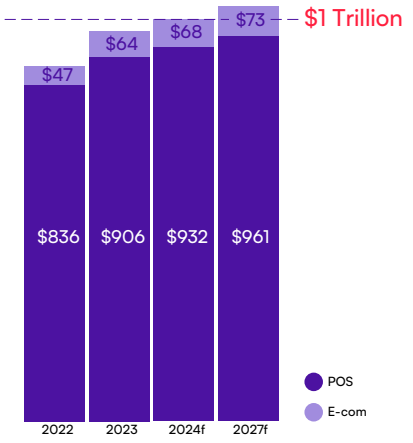
Prepaid cards are popular for e-commerce in some countries, as well as being used for gifts, to manage spending, and when travelling either as a tourist or on business. Migrant workers also use prepaid cards for remittance purposes.

Popular in Italy — and worldwide The Global Payments Report 2024 includes data on the use of prepaid cards in specific markets.

For instance, prepaid has long been popular among privacy-conscious Italian consumers. Postepay, a prepaid card co-branded with Visa or Mastercard, is offered by Poste Italiane (the Italian post office). Postepay can be used in stores, online and at ATMs both domestically and abroad.

Postepay's popularity is so vast that prepaid cards in Italy have the highest share of online or in-store transaction value of any market featured in the Global Payments Report 2024.

PREPAID CARD GLOBAL TRANSACTION VALUE 2022-2027F ($ BILLIONS)



f = forecast

CREDIT = WORLDPAY

In 2023, Italians used prepaid cards for 15% of all e-commerce transactions; by comparison, the next highest users of prepaid cards for e-commerce were consumers in Saudi Arabia at 6%, followed by those in Turkey at 5%.

A similar story is seen at point of sale (POS), where prepaid was used for 12% of all transactions in Italy, compared to 7% in Saudi Arabia, and 6% in the UAE and Nigeria.

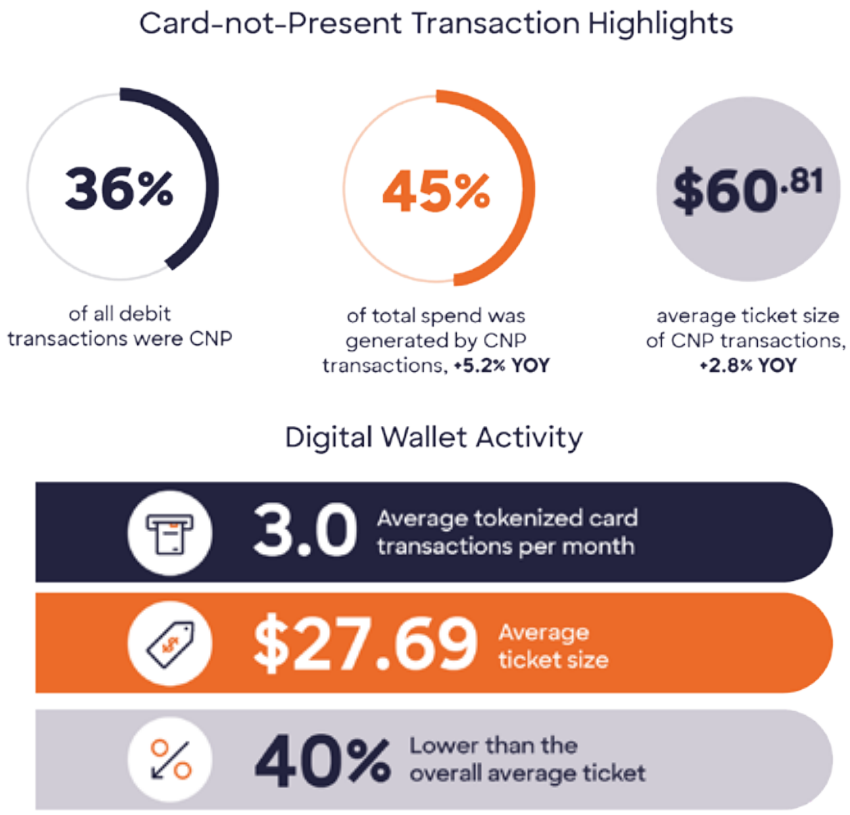
Other prepaid card offerings reviewed in this year's Global Payments Report include the GrabPay Card in the Philippines — a Mastercard-branded digital prepaid card that can be used to make online purchases and pay for digital subscriptions, with cardholders receiving Grab Rewards points for purchases.

Meanwhile, Hong Kong's Octopus has collaborated with Mastercard to launch a virtual prepaid card called Octopus Wallet.

The card is linked to an Octopus digital wallet payment account and enables card holders to shop globally online at any merchants that accept Mastercard, helping Hong Kong residents to shop securely online without the risk of compromising their account details.

US DEBIT: IMPORTANCE TO CONSUMERS CONTINUES TO INCREASE

More US consumers are using debit for more transactions and are spending more in the process. The 2024 PULSE Debit Issuer Study, commissioned by Discover Financial Services and conducted by Banking & Payments Group, finds the total number of debit cards, transactions, and annual spend per active card all increased in 2023.



Card-Not-Present transactions account for 45% of debit spend; 38% of debit cards are loaded into mobile wallets.

"The ease and convenience of debit has made it a cornerstone of the retail banking customer experience," said Steve Sievert, executive vice president of Marketing and Brand Management with PULSE.

"With active cardholders now using debit for more than 400 transactions per year, a debit card serves as a daily reminder of the value of the relationship between a consumer and their financial institution."

Debit Used Daily

The 2024 Debit Issuer Study found the number of debit transactions is growing faster than spend.

Active cardholders completed 34.6 transactions per month in 2023, including 30.7 point-of-sale (POS) transactions, two account-to-account transfers, and 1.9 ATM transactions.

POS use grew at an average annual rate of 4.4% between 2018 and 2023.

The average debit ticket size was $46.89 in 2023, an increase of 3.4% per year, on average, over the period.

Annual spend per active card was $17,274, up an average 8.1% per year between 2018 and 2023.

Issuers reported a penetration rate (percentage of accounts with an associated debit card) of 80.5%, improving by an average 0.6% per year between 2018 and 2023.

Debit card active rates (the percentage of debit cards used regularly) declined slightly (-0.2% per year) over the period to 66.3% in 2023.

Card-not-Present (CNP) Gained Share

US consumers continue to adopt new ways to use debit, including without a physical card.

Issuers reported that CNP transactions accounted for 36% of transactions and 45% of debit spend in 2023, an increase of 5.2% year-on-year (YOY). The average CNP ticket size increased 2.8% YOY to $60.81.

Mobile and Digital Trends

Mobile devices originated 7% of all transactions and 15% of in-store contactless payments in 2023.

While all surveyed issuers support provisioning debit cards into digital wallets such as Apple Pay and Google Pay, 38% of cards are actually loaded onto digital wallets.

Apple Pay remains the most popular digital wallet.

Issuers reported an average of three digital wallet transactions per active card per month in 2023, with an average value of $27.69.

This is approximately 40% lower than the overall average ticket, reflecting a mixture of small-ticket in-person payments and small in-app purchases.

Digital issuance, through which an institution pushes card credentials directly to the digital wallet prior to physical card issuance, is the number one new capability issuers plan to introduce.

Half of issuers reported plans to add digital instant-issuance capabilities. Benefits of digital issuance include superior convenience, no lag to use, and significant cost savings for the institution.

POLAND'S BLIK CONTINUES STELLAR GROWTH TRAJECTORY

In the first half of the year, BLIK continued to experience significant growth in transaction volume.

At the end of June 2024, there were 30.3 million mobile apps registered in the system.

Nearly 17 million users actively used BLIK, representing an increase of 10% and 20%, respectively, compared to the previous year.

During just six months, users completed more than 1.1 billion transactions through the system — this is an increase of 40% compared to the same period last year.

From January to June this year, the highest percentage growth in transaction volume occurred in the POS segment, where BLIK payments increased by 58% compared to H1 2023.

Users made 258 million transactions in this channel, and more than 100 million of them were contactless payments.

Nevertheless, online payments still accounted for the largest share of total transactions, representing nearly 49% of all BLIK payments.

From January to June 2024, users actively engaged with BLIK and performed an extraordinary number of payments.

More than 1.1 billion transactions were made in the first half of the year, with more than 601 million in Q2 2024.

During this period, Poles conducted an average of 6.1 million transactions per day, which equates to an average of 71 BLIK transactions per second.

The system noted a record daily transaction volume of 9.6 million across all channels (e-commerce, POS, ATM and P2P) on 10 June 2024.

The average BLIK transaction value in H1 2024 was €33.4 (PLN 143). The total value of all transactions reached €36.6 billion (PLN 157.8 billion), an increase of 46% year-on-year.

In Q2 2024 alone, users spent €19.6 billion (PLN 83.9 billion) via BLIK.

1.5 million phone transfers per day

BLIK phone transfers also continued to grow in popularity.

In Q2 2024, users made 150.7 million such transactions — this is an increase of 50% compared to the same period last year. P2P payments now account for more than a quarter of all BLIK transactions.

Their value between April and June reached €5.1 billion (PLN 22 billion —year-on-year: 65% up), with the average BLIK phone transfer amounting to €35.4 (PLN 151).

In H1 2024, Poles made 282.7 million such transactions with a total value of €9.6 billion (PLN 41.2 billion), compared to €5.6 billion (PLN 24.1 billion) in H1 2023.

The first half of 2024 also saw a steady increase in cash deposits and withdrawals at ATMs, which accounted for 3% of all BLIK transactions.

Poles used this function 34 million times (an increase of 18% year-on-year), with 30.1 million withdrawals and 3.9 million deposits.

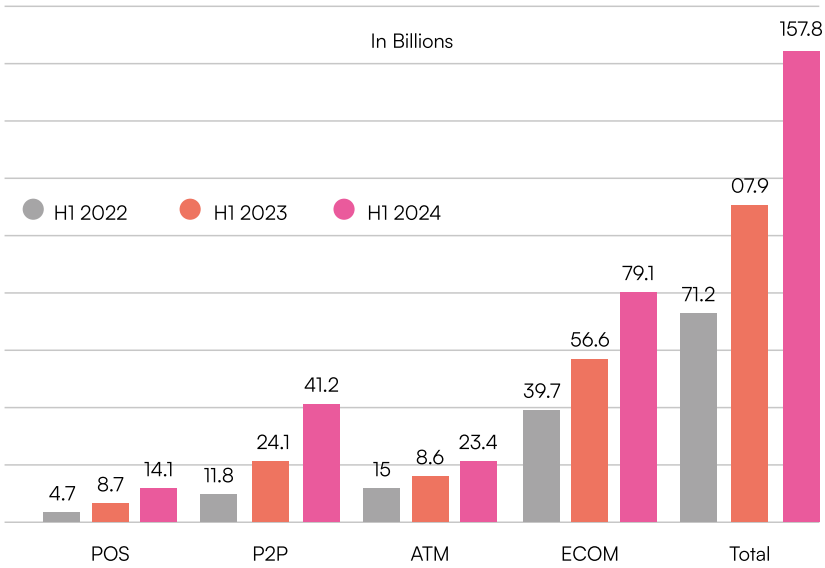
Notably, ATM withdrawals had the highest average transaction value — from January to June 2024, it was €161.4 (PLN 690).

INCREASE IN TRANSACTION VALUE SEEN IN EVERY CHANNEL

157.8bn PLN
transaction value in **H1 2024**

+46%
growth **H1 2024/H1 2023**

143 PLN
average value of a single transaction in **H1 2024**



CREDIT = BLIK

ANT GROUP SEES 300% RISE IN INTERNATIONAL MOBILE PAYMENTS



Ant Group says the number of international visitors who have used its mobile payment services in China quadrupled over the past six months, following the launch of the International Consumer Friendly Zones programme in March that has now expanded to 70 Chinese cities.

Speaking at the 2024 INCLUSION Conference, Cyril Han, President and CFO of Ant Group, said transaction volumes of inbound tourists using Ant-supported mobile payment services grew sixfold between March and August 2024 year-on-year.

This surge has created significant business opportunities for local merchants. The number of Chinese merchants regularly servicing overseas travellers through the company's mobile payment solutions have tripled during the same period.

Since 2019, Ant Group, with the support of the People's Bank of China, has collaborated with international card networks and overseas digital wallets to drive innovation in inbound mobile payments, a collective effort known as the China Payment Facilitation Partnership.

During the 2023 Hangzhou Asian Games, Ant introduced two mobile payment solutions for international visitors, and the number of supported international payment partners has continued to grow since then.

Alipay+

Through Alipay+, the cross-border mobile payment and digitalisation solutions operated by Ant International, international visitors can pay with their home e-wallets across China.

Alipay+ now supports 13 leading e-wallets and payment apps in Asia for use across an 80-million-strong merchant network in China, an increase from ten payment partners in 2023.

Those include AlipayHK (Hong Kong SAR, China), Kaspi.kz (Kazakhstan), MPay (Macao SAR, China), Touch 'n Go eWallet (Malaysia), Hipay (Mongolia), NayaPay (Pakistan), Changi Pay (Singapore), OCBC Digital (Singapore), Kakao Pay (South Korea), Naver Pay (South Korea), Toss Pay (South Korea), TrueMoney (Thailand), and GCash (the Philippines).

The other option allows visitors to bind major international bank cards, Visa, Mastercard, JCB, Discover, Diners Club International, and UnionPay International, to the Alipay app to access to a rich array of local services, including shopping, dining, ride-hailing and public transportation, without needing a Chinese-mainland bank account or phone number.

The number of card networks supported on Alipay is expected to increase to seven as American Express has recently received an approval for an inbound wallet solution in China.

In addition to increased payment volumes, inbound tourists are embracing value-added services available on digital wallets for more immersive local experience.

The number of Alipay+ partner wallet users redeeming digital coupons increased by 105% quarter-on-quarter over the past six months.

Alipay+ wallet partners also introduced over 160 China-travel mini-programmes to help visitors access services such as luggage storage, power-bank rentals, massage chairs, and even claw machines.

"Inbound tourism to China is experiencing a robust recovery, driven by a combination of government policies and private-sector initiatives like the International Consumer Friendly Zones programme," says Liu Yufeng, Deputy Secretary-General, World Tourism Alliance, a China-based international tourism organisation that currently has 253 members from 45 countries and regions.

"These efforts have significantly alleviated challenges such as visa requirements, payment accessibility, and transportation capacity, making it easier for people to explore China."



E-COMMERCE

KEEPING E-COMMERCE SHOPPERS HAPPY FROM START TO CART

During peak shopping seasons, e-commerce retailers have their work cut out for them in the fight for customer wallets. While steep sales and fun advertising can bring customers in, a poor customer experience (CX) can quickly turn them away.

Consumers put a premium on a seamless online shopping experience — they expect speed, convenience and ease. Unfortunately, consumers aren't getting the friction-free experience they deserve.

In fact, more than 73% of the 1,000 UK consumers surveyed suffered a negative online shopping experience in previous months, writes Tony Parker, UK Customer Intelligence Lead at Forter in its Consumer Trust Premium report.

With stiff competition, especially online where consumers have access to hundreds of retailers at their fingertips, merchants must provide a frictionless and frustration-free shopping experience.

Offering Superior End-to-End Customer Experience

Many e-commerce merchants (for obvious reasons) prioritise and invest heavily in customer acquisition — how can we bring more shoppers to our site? While that makes good business sense, the often missing link is ensuring merchants keep those customers through checkout.

One of the easiest ways to lose shoppers is by filling the checkout process with friction. Over three-quarters (77%) of consumers surveyed said they would abandon their cart if the checkout process was too complicated.

So, what does a complicated checkout experience look like?

- One-time passwords (OTP), typically sent via text message, can be a major annoyance and deterrent for shoppers. People might not have their phones close by or be wary about giving their numbers to a retailer.
- CAPTCHAs, which require shoppers to complete an audio-, image or text-based "test" to prove they aren't a bot, are another arduous hurdle.
- Requiring a shopper to create an account in order to checkout is one step too many for some customers. Forter's first-party data found that mandating account creation can cause, on average, 3-5% of consumers to drop off.

While these roadblocks are intended to enhance security or thwart fraudulent transactions, they do so at the expense of customer experience, leading to higher rates of cart abandonment. The result is a potential loss in the customer's lifetime value, emphasising the importance of minimising friction in the checkout process.

Falling at the final hurdle

If shoppers are able to make it through the checkout gauntlet, their buying journey may end with a false decline. Thirty-five per cent of UK shoppers said they had been wrongly declined when making an online purchase.

With many new shoppers venturing into digital commerce, retailers often turn away new — but trustworthy — customers simply because they've never encountered them before. Forter's first-party data revealed that false declines are typically five to 10 times higher than actual fraud. In fact, Forter estimates that for every $1 retailers lose to fraud, they forfeit $30 by declining legitimate consumers.

A lack of data and insight ultimately leads to false declines instead of an opportunity to secure the customer's lifetime value.

Trust goes both ways

Despite being in a heated competition for consumer wallets, merchants are unknowingly turning away good customers by creating bad experiences. But, why is this? Poor customer experience is often the result of a lack of trust.

Because retailers aren't able to accurately assess the trustworthiness (and identity) of consumers visiting their sites, their fear of fraud leads to unnecessary friction, abandoned carts, false declines and lost revenue.

How can retailers turn the tides? They need a better — faster and more seamless — way to assess who is behind every transaction so that trustworthy customers get a great experience every time fraudsters are blocked.

Retailers must move beyond manual, reviews-based fraud prevention and implement smarter systems that pattern match thousands of attributes across billions of identities, delivering a simple approve/decline decision on all digital commerce transactions.
Doing so will ensure merchants can fight fraudsters and delight customers at every interaction — from account creation and checkout to loyalty programmes and returns.

Newland Payment Technology acquires NewNote's terminal business in France and Spain

Newland Payment Technology (Newland NPT), a leading global provider of payment acceptance technology, is expanding its presence in Europe by integrating the terminal business of its partner, NewNote, in France and Spain. Through this integration, Newland NPT is enhancing its end-to-end solutions with customized software applications and an expanded range of device-related services. This move strengthens its global footprint and further enables the delivery of secure, reliable, and user-friendly payment acceptance solutions.

pos@newlandnpt.com



VIVA.COM AND ALIPAY+ STRATEGIC PARTNERSHIP



Viva.com has expanded its strategic partnership with Alipay+, with a suite of cross-border mobile payments and digitalisation technology solutions, to enable European merchants to accept direct payments from 15 e-wallets.

The partnership allows global tourists, mostly from Asia, to pay businesses across Europe with their preferred mobile wallet app via 15 e-wallets and banking partners.

In addition, visitors will be able to benefit from accessing merchant promotions via Alipay+.

"The partnership between Alipay+ and Viva.com represents a significant step in the path towards expanding our offerings for global travellers coming to Europe," says Pietro Candela, General Manager of Europe at Alipay+.

"International tourism has finally recovered following the pandemic, and thanks to Alipay+'s partnership with Viva.com, merchants of 24 European countries will enjoy new benefits by attracting international customers with a convenient and familiar payment method."

Viva.com offers merchants in various business verticals, including travel agencies, retail stores, hotels, restaurants, taxicabs, and more, access to over 40 payment methods, including Alipay+.

Its "Tap on Any Device" technology allows any device — whether mobile, desktop, smart interactive or self-checkout- to double its use as payment terminal, accepting contactless, chip & PIN, and QR code payments.

MASTERCARD ACQUIRES RECORDED FUTURE

Mastercard has expanded its cybersecurity services with an agreement to acquire global threat intelligence company Recorded Future from Insight Partners for $2.65 billion.

Recorded Future is the world's largest threat intelligence company, with more than 1,900 clients across 75 countries, including the governments of 45 countries and over 50% of the Fortune 100.

The acquisition bolsters the insights and intelligence used to secure today's digital economy in the payments ecosystem and beyond.

The need for a holistic and global cyber defence has never been greater. As new technologies are introduced and adopted, there is a rising risk of cyber threats. In 2024 alone, cybercrime is projected to cost $9.2 trillion globally.

Recorded Future provides real-time visibility into potential threats by analysing a broad set of data sources to provide insights that enable its customers to take action to mitigate risks.

This ability, coupled with Recorded Future's use of AI and other best-in-class technologies, will add to Mastercard's identity, fraud prevention, real-time decisioning and cybersecurity services, bringing expanded threat intelligence capabilities to its network of merchants and financial institutions.

FIME ACQUIRES CONSULT HYPERION

Fime, a leader in consulting, testing, and certification services, has announced the acquisition of Consult Hyperion, a renowned consultancy firm with expertise across payments, smart mobility and digital identity.

The acquisition augments and cements Fime's ability to deliver comprehensive consulting and advisory services—from ideation to implementation and testing—across these key sectors.

Fime's global reach coupled with Consult Hyperion's specialised consulting and advisory expertise, creates a uniquely positioned offering to serve clients ranging from start-ups to established market leaders, with the ability to adapt to the needs of local markets worldwide.

"This acquisition marks a significant milestone for Fime," comments Lionel Grosclaude, CEO of Fime.

"Together with Consult Hyperion, Fime will continue to offer unmatched value to clients, guiding projects from concept to deployment with a focus on innovation, security, and compliance. We are positioned to drive the future of payments, smart mobility, and digital identity."

"We have worked alongside Fime for a number of years, and are delighted to join forces with an organisation sharing our values, including creativity, collaboration and deep expertise," added Consult Hyperion founders Stuart Fiske and Neil McEvoy.

"Joining Fime enhances our ability to support clients worldwide in navigating the rapidly evolving landscape of our industries. Our combined strengths will deliver innovative, scalable, and more locally relevant consulting and advisory services."

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EVENTS

September/October 2024

It's hard to believe that we are already at Q4 2024. There are many useful and interesting conferences and exhibitions between now and December covering all aspects of the payments ecosystem.

Money2020 USA is always an event which attracts delegates from around the world. They always boast top level speakers from major international payments, fintech, governing bodies and regulators and this year is no exception. Join over 4,000 C-suite executives in Las Vegas 27-30 October. https://us.money2020.com

PCI SSC Europe Community Meeting will take place in Barcelona 8-10 October. This gives an opportunity to learn about the latest advancements in payment security and data security standards as well as networking with the Council, merchants and industry experts. https://events.pcisecuritystandards.org/2024-barcelona/register/

The Open Banking Expo UK & Europe takes place in London 15-16 October. There are 2 co-located shows and it promises to be even larger than last year. Attendees represent retail banks, challengers, payment providers, SME lenders, PISPs, AISPs, fintexhs and policy setters. To save 20% quote code PCM20.
https://www.openbankingexpo.com/uk

Seamless events has a great reputation in the MEA region and 2 important conferences and exhibitions take place in October.

Seamless Africa in Johannesburg 16-17 October covering fintech,banking, retail and e-commerce. https://bit.ly/3SC9Qt6

Seamless Saudi Arabia in Riyadh 22-24 October. This brings together payments, fintech and banking together with retail and e-commerce. https://bit.ly/4d8i844

Notable events in November include:
Financial Crime 360 in London on 19 November.
Retail Bank Transformation19-20 November, London
MoneyLIVE Payments Europe Amsterdam 21-22 November
Ebintec in Istanbul on 26 November.

For information on global conferences in 2024 go to: Conferences - Payments Cards & Mobile (paymentscardsandmobile.com)

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Merchant Payments Ecosystem	merchantpaymentsecosystem.com	Cover P2
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Money 20/20 USA	us.money2020.com	Cover P4
Newland Payment Technology	www.newlandnpt.com	P31
Payment Yearbooks	www.paymentyearbook-preorder.com	P25
PCI SSC	www.pcidecuritystandards.org	P18-19
Tas Group	wwww.tasgroup.com	P11
Tech for Retail	www.techforretail.com/conferences	Cover P3

UPCOMING EVENTS

2024 PCI SSC EUROPE COMMUNITY MEETING
8-10 OCTOBER, BARCELONA
EVENTS.PCISECURITYSTANDARDS.ORG/2024-BARCELONA/REGISTER/

18TH NEXTGEN PAYMENTS & REGTECH FORUM
10-11 OCTOBER, ATHENS
HTTPS://WWW.QUBEVENTS.COM/18TH-NPF-REGTECH-GREECE

OPEN BANKING EXPO UK & EUROPE
15-16 OCTOBER, LONDON
WWW.OPENBANKINGEXPO.COM/UK

SEAMLESS AFRICA
16-17 OCTOBER, JOHANNESBURG
WWW.TERRAPINN.COM/EXHIBITION/SEAMLESS-AFRICA/

SEAMLESS SAUDI ARABIA
22-24 OCTOBER, RIYADH
HTTPS://BIT.LY/4D8I844

MONEY 20/20 USA
27-30 OCTOBER, LAS VEGAS
US.MONEY2020.COM

ETAIL NORDIC
5-6 NOVEMBER, MALMO
ETAILNORDIC.WBRESEARCH.COM

INSTANT PAYMENTS SUMMIT
6 NOVEMBER, FRANKFURT
HTTPS://WWW.KINFOS.EVENTS/IPS/

BANKING 4.0 & FINANCE INNOVATION
7-8 NOVEMBER, BERLIN
HTTPS://CONFERENZIAWORLD.COM/FINANCE-TRANSFORMATION-BANKING-CONFERENCE/

RETAIL BANK TRANSFORMATION EUROPE
19-20 NOVEMBER, LONDON
HTTPS://EVENTS.DATOS-INSIGHTS.COM/RBTEUROPE24

PAYMENTS TRANSFORMERS
20 NOVEMBER, SINGAPORE
HTTPS://WWW.KINFOS.EVENTS/PT

FINANCIAL CRIME 360
19 NOVEMBER, LONDON
EU1.HUBS.LY/H09NMT40

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SAUDI ARABIA

22-24 OCTOBER | RIYADH FRONT, KSA

25,000+	600+	350+	3
ATTENDEES	EXHIBITORS	SPEAKERS	DAYS

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