Written evidence submitted by the Payment Systems Regulator (ECR0096)

Evidence from the Payment Systems Regulator on the Contingent Reimbursement Model.

*Applying the Code’s standards retrospectively means payment service providers (PSPs) would have to compensate customers based on standards that didn’t exist at the time of the fraud. Given the Code’s voluntary nature, this would have been a major barrier to getting PSPs to sign up, meaning customers would most likely not be enjoying the protections they have now. The Code does not prevent PSPs themselves deciding to reimburse retrospectively.*

*September 2019*