

## **APP Fraud Reimbursement**

From 7th October 2024, we are legally required to implement and comply with the Authorised Push Payment (APP) scam reimbursement rules. APP scams happen when someone is tricked into transferring money to a fraudster's bank account. This means, victims of APP scams will be reimbursed for their loss providing their claim qualifies under these rules.

These rules are enforced by the Payment Systems Regulator (PSR), who is the UK regulator of payment systems, operated by UK Banks, Building Societies and Payment Service Providers (PSPs) like ourselves.

This page is to inform you of your rights and what the eligibility criteria is under these rules, along with guidance on what to do should you fall victim to an APP scam and how to make a claim.

### **Can I make a claim?**

- The requirement applies to individuals, microenterprises (these are organisations that employ fewer than 10 people and have an annual turnover or balance sheet that does not exceed €2 million) and charities (that have an annual turnover of less than £1 million) that use a PSP when an APP scam payment is made using CHAPS or Faster Payments sent and received within the UK.
- Only payments made on or after 7<sup>th</sup> October 2024 will be eligible.
- You must raise your claim within 13 months of the final payment made to a fraudster as part of the same claim.
- We must reimburse any eligible APP scam payment within 5 working days of the claim being received, subject to the 'stop the clock' provision, explained below.
- Stop the clock provision - We have the option to use the 'stop the clock' provision in which case the five working day reimbursement timescale will be paused whilst we are waiting for further information from you or another PSP. Depending on the circumstances, you will receive a written response outlining our decision by no later than the end of the 35<sup>th</sup> working day following the report to us.
- There is an excess of £100 to each APP scam claim. This amount will be deducted from the reimbursable amount.
- The maximum claim limit applicable to an APP scam is £85,000.

## **What is expected of you**

We and the PSR expect you to exercise caution when making push payments. Your claim may not be successful if you have not met one or more of the below standards this is known as 'The Consumer Standard of Caution':

- You have adhered to specific warnings raised by us (or a competent national authority) to you which makes it clear that the intended recipient is likely to be a fraudster.
- A prompt reporting requirement if you suspect you are a victim of APP fraud. You should notify us as soon as possible but not more than 13 months after the last fraudulent payment was made.
- Provide us with necessary information so we can assess and investigate your claim.
- Report the fraud to a competent authority or allow us to do this on your behalf.

## **Exclusions**

Other exclusions also include but are not limited to:

- If you provide us with false information for financial gain
- Payments made before 7 October 2024 and APP claims submitted more than 13 months after the final payment to the fraudster
- International payments  
  - Payments made using your card
- Scam payments made using cash
- Civil disputes where a legitimate supplier has been paid and there is no indication of an intent to defraud
- Payments sent to or received by credit unions, municipal banks and national savings banks

## **How to make an APP Fraud Claim**

- If you have or suspect you have fallen victim to an APP scam please contact us immediately. Any delay may affect your entitlement to a refund.
- Gather as much evidence as possible and keep records of all communication with the scammer.
- We will keep you informed on a regular basis. Please ensure you comply with any appropriate requests from us to support the assessment of the claim.
- Report the scam to a national authority or allow us to do it on your behalf, if required.

We will assess each APP scam claim on a case-by-case basis and will include the evidence presented by you and any information made available by the receiving PSP, or, where relevant, any third parties such as the police.

If you are dissatisfied with the outcome of your claim, you can use the existing [complaint process](#), which includes escalating it to the Financial Ombudsman Service.

## **Further Information**

For further information on the different types of scams and more you can do to protect yourself, please visit our [scams and fraud awareness page](#) of our website.