

## Introducing the New Payment System Operator

The New Payment System Operator (NPSO) is the body that will maintain and develop the UK's payments infrastructure to facilitate the delivery of better payment services in the UK for the benefit of everyone - ensuring the resilience of the economy and promoting innovation and competition.

As the NPSO is established we aim to put the people and businesses vital to that mission at its heart. That means the end users and the groups that represent them, and the payment service providers and fintech companies that offer services and drive innovation.

This factsheet provides an introduction to the NPSO's role and responsibilities, and sets out its planned approach to working with stakeholders to improve the UK's payment services.

### Why payment services matter

Consumers and businesses are the lifeblood of the UK economy. Every penny they spend or transfer that is not handed over directly to banks in cash will have been processed by an electronic payment or cheque clearing service. Services like those provided by Payment System Operators (PSOs) like Bacs, Faster Payments and the Image Clearing System.

During 2018 the NPSO will consolidate these existing Payment System Operators under one roof, becoming the home of payments strategy and innovation in the UK as well as a critical part of the UK's economic infrastructure.

*The new operator will be responsible for:*

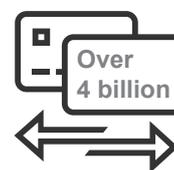
- Hundreds of millions of payments a month worth more than six trillion pounds a year.
- A host of additional and supporting services including the Current Account Switching Service and the Paym mobile payment service.
- Introducing the New Payments Architecture and universal standards to accelerate innovation and competition, delivering better choice in payment services for everyone.

### The future New Payment System Operator in numbers\*



**Over 8 billion**

payments across bank, telephone, online and paper platforms annually worth over 6 trillion pounds.



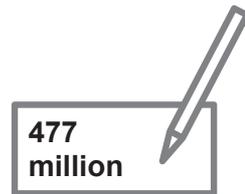
**Over 4 billion**

direct debit payments.



**Over 1 billion**

telephone and online payments.

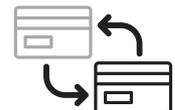


**477 million**

cheques worth £551 billion.



**100s** of participating banks and institutions.



**Over 1 million** current account switchers.

*“Our view is that the establishment of a clearly mandated consolidated PSO with the capacity and skills to procure the required infrastructure is critical to success.”*

Payment Strategy Forum – A Payment Strategy for the 21st Century: Putting the needs of users first

\*All figures are annual for 2016. Provided by existing PSOs.

# New Payment System Operator leadership

The NPSO was established in 2017 as a company limited by guarantee and regulated by the Payment Systems Regulator and Bank of England. An initial Board is already in place, this includes:

**Melanie Johnson**  
(Independent Chair)

Melanie has extensive experience at a senior level in both the public and private sectors, including as City Minister for the Treasury working on financial services regulation and as Minister for Competition and Consumers.

**Paul Horlock**  
(CEO)

Paul has over 15 years' experience across the Banking Sector in a number of senior leadership roles including as co-Chair of the New Payments Architecture Design Hub.

- **Anna Bradley** – Chair, Rail Safety and Standards Board
- **Becky Clements** – Head of Industry Engagement and Payment Change at Metro Bank
- **Russell Saunders** – Managing Director Global Payments at Lloyds Banking Group
- **Robert Stansbury** – previously Independent Chair of Payment System Operator Delivery Group
- **Peter Wyman** – Chairman, Care Quality Commission

The recruitment process is already underway for four further Board members as well as executive level representatives who will be appointed in the coming months.

The Board's initial task will be to oversee the successful consolidation of the existing payment schemes, ensuring business continues as usual and risks are minimised. In time it will take an over-arching view of the retail payments sector, developing a strategy to deliver greater efficiency, more innovation and fairer access to payments systems and the infrastructure that facilitates them.

## How the NPSO will engage

The Board will be supported by two independent Advisory Councils representing the interests of end-users and payment service participants - formally putting the needs of consumers alongside those of industry at the heart of UK payment services for the first time. The Advisory Councils will work closely together to advise the NPSO on the likely future needs of end users and participants to inform strategy.

**End User Advisory Council** – Consumers, businesses and their representatives including charities, consumer and industry groups and corporate and government users.



**Participant Advisory Council** – The banks, building societies and other institutions that participate in the UK's payment systems and their representatives.

## Get involved

Whether your organisation participates or uses an existing payments service, represents consumers or business, or has further questions about the NPSO we would welcome the opportunity to discuss the future of payments in the UK with you. Please get in touch at the email address below:

✉ [enquiries@newpso.uk](mailto:enquiries@newpso.uk)

## The organisations set to be part of the NPSO

