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## MINUTES

TO CASS Executive Committee  
DATE 23 February 2017

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### MINUTES OF THE CASS EXECUTIVE COMMITTEE MEETING HELD ON 21 FEBRUARY 2017

PRESENT Bacs INED (*Chair*)  
Bacs (*Including Secretariat*)  
Barclays  
BoI  
Citi  
Co-operative  
Danske  
Handelsbanken  
HSBC  
Lloyds Banking Group  
Nationwide  
RBSG  
Tesco  
TSB  
Virgin Money

#### APOLOGIES

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**02/17.01 MINUTES OF LAST MEETING**

The minutes of the meeting held 1 December 2016 were signed off without comment. The Chair confirmed the meeting was quorate.

**02/17.05 CASS OPERATIONS AND GOVERNANCE COMMITTEE**

VocaLink joined the meeting to provide the background that led to the Current Account Switch Service (CASS) incident that took place on 8 November 2016. VocaLink summarised the incident and advised that **[Deleted – Commercially Sensitive]** it has implemented a series of checks and alerts within CASS such that a similar event cannot recur. **[Deleted – Commercially Sensitive]**

Bacs provided an update regarding the items discussed by the CASS Operations and Governance Committee (CASS O&G) at its meeting on 17 January, noting that it undertook a 'deep dive' of the 8 November incident in conjunction with the Participant feedback collated by Bacs. **[Deleted – Commercially Sensitive]**

VocaLink left the meeting at this point.

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	<p>The Committee noted the closure of Waiver 20 <b>[Deleted – Commercially Sensitive]</b>. <b>[Deleted – Commercially Sensitive]</b></p> <p>The Committee noted the annual update of the Account Switching Service Definition (ASSD) and the Guide and Rules that incorporates changes agreed during 2016.</p>
<b>02/17.02</b>	<p><b>ACTION LOG</b></p> <p><u>12/16.02 Service User Compliance Key Performance Indicators</u></p> <p>Bacs advised that the Service User Compliance (SUC) Key Performance Indicators (KPIs) are to be owned by the Risk team and monitored via Board going forward. It was agreed to close the action.</p> <p><u>12/16.11 BPRS for ‘on-us’ transactions</u></p> <p>Bacs advised that a conference call was held with the CASS Executive Committee (CASS EC) and VocaLink to discuss the use of the Bulk Payment Redirection Service (BPRS) to address the existing issue of ‘on-us’ transactions. The output of the call was circulated to this Committee; in the absence of any comment the proposal, and subsequently this action, were agreed.</p> <p>All other items on the Log were noted as closed.</p>
<b>02/17.03</b>	<p><b>STRATEGY</b></p> <p>Bacs walked the Committee through the accompanying slide deck detailing the overview of the CASS strategy following the ‘Strategy Day’ held 9 February. The Chair noted that, as a sub-committee of the Bacs Board, the CASS EC is responsible for strategy, governance, capability and operations. The Committee noted the delivery framework for the ‘strategic pillars’ discussed. <b>[Deleted – Commercially Sensitive]</b></p> <p>Referring to the Competition Market Authority (CMA) prescribed undertakings, Bacs walked the Committee through the key activities for 2017; it was agreed to develop the document such that it clearly maps the activities against the undertakings given to the CMA. It was noted that the CMA has requested that CASS look to work with the API Open Banking Programme where possible, seeking to collaborate where appropriate. It was agreed for Bacs to include a page within the document highlighting what should be considered a ‘CASS activity’ and a ‘Participant activity’. Bacs advised that it aims to engage with Board regarding the CASS strategy in April, and bring to the CASS EC for sign off in May. Participants are to review the document further offline and provide any feedback by no</p>

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ID	ITEM
	later than close of business on Friday 3 March.

**02/17.04 CMA**

Referring to the CMA Undertakings Project Status Report, Bacs advised that the report will be brought to this Committee at each meeting for discussion on an exception basis. It was confirmed that any changes to the CASS Governance model will look to be implemented post the publication of the Payment Scheme Operator Delivery Group (PSO DG) report which is due in March. The CASS MC Annual Report is to be published on 31 March, and annually thereafter. Bacs is to circulate the end of year 'CASS video' to the Committee.

Referring to the measures to facilitate Personal Current Account (PCA) searching and switching, as per the CMA remedies, Bacs advised that a proposal covering switching with an overdraft has been circulated to the CASS O&G for consideration and agreement; final agreement is to be sought by April 2017, ahead of the July 2017 CMA deadline.

**02/17.06 AOB**

It was agreed to retain the meeting provisionally scheduled for 11 April in diaries in anticipation of any discussion regarding PSO DG report and the potential impact on the CASS strategy.

Barclays advised that it is seeing an increase in PAD (paper based) switching; this is to be fed back to the CASS team in more detail ahead of discussion at the next CASS O&G meeting.