

MINUTES

TO CASS Executive Committee
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DATE 18 December 2018

MINUTES OF THE CASS EXECUTIVE COMMITTEE MEETING HELD ON 29 NOVEMBER 2018

PRESENT Jo Kenrick CASS Independent Chair
Rachel Langworth Bacs (**Secretariat**)
Bacs
Bacs
Barclays
BoI
Lloyds Banking Group
Santander (*via conference call*)
TSB (*via conference call*)
CASS INED
CASS INED

APOLOGIES Clydesdale
RBSG
Handelsbanken

ID	ITEM	ACTION
11/18.01	UPDATE FROM MANAGED SERVICES COMMITTEE MEETING 28.11.18 The Chair provided a summary of the discussion held at the Pay UK Managed Services Committee (MSC) with regard to the Current Account Switch Service (CASS); the proposal that Bacs put forward with regard to the CASS strategy and work plans was accepted and agreed by the MSC. The Terms of Reference (ToR) for the CASS Executive Committee (EC) and Cash ISA EC (CISA EC) were reviewed and agreed subject to minor amendments; the MSC was supportive of the proposal to channel the CISA committee activities via the CASS EC (the CASS EC will have executive oversight). If the proposal is accepted by the CASS EC a revised ToR will be submitted to the MSC for agreement.	

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	<p>It was clarified that the MSC is the Pay UK Board subcommittee with delegated authority to oversee all managed services within Pay UK's remit (i.e. CASS, CISA, PayM, Biller Update Service). Bacs agreed to ask Pay UK to provide the ToR, or a summary of its remit and activities such that it can be provided to this Committee. It was confirmed that the working approach will be that CASS will attend the MSC in the autumn of every year to present its strategy and budget proposals for the subsequent year.</p>	<p>Bacs 20/02/19</p>
11/18.04	CASS STRATEGY UPDATE	
	<p>Bacs provided an update with regard the next steps for the CISA EC and the proposal for it to be wrapped into the CASS EC. Bacs has been engaging with the CISA EC in the recent months to discuss the proposal. It was noted that the CISA EC runs differently from that of this Committee; representatives are there as members, alongside a number of trade bodies to provide market intelligence. The same applies for the CISA Operations Committee (CISA OpCo). In reality Bacs has secured access to such market intelligence via other routes. As such, it was agreed for the CISA EC to be formally closed down, and the oversight to be included in the remit of the CASS EC AS OF January 2019.</p>	
	<p>Support was noted from a strategic perspective; it was queried how accountability for the service will work going forward; Bacs clarified that it was envisaged that going forward the CISA OpCo will form a more robust community that will provide advice and expertise from a members perspective with regard to the operation of the service. Following discussion, it was agreed that the Committee supports the direction of travel however the position would be reviewed on a regular basis. In light of the inclusion of CISA a combined ToR incorporating the feedback from the MSC will be drafted. The Committee noted the need for this so as to ensure it can ready itself properly for discussions with regard to CISA, and have the necessary internal discussions. Subject to the provision of the ToR and any necessary amendments addressed, the proposal was approved in principal.</p>	<p>Bacs 20/02/19</p>
	<p>Referring to the accompanying paper (AI11/18.04), Bacs advised that in</p>	

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	<p>addition to the agreed work plans the following work within CASS is underway:</p> <ul style="list-style-type: none"> - Scenario development; this has not been circulated as yet, but is intended for use with the wider ecosystem - Data analytics to support the scenario analysis - Exploration of further commercial opportunities to exploit the switching capabilities both domestically and internationally - Conducting research on price sensitivities as a result of the feedback at the strategy day and the recent request to contribute funds for NPA / Pay.UK reserves - Optimising use of the earned budget within the marketing and PR areas. <p>The above were agreed and discussion was held with regard to areas of priority for CASS and how to ensure it remains as focused as possible given the potential of upcoming changes in resource and leadership; Bacs confirmed this remains its priority and discussions are held with Pay UK at every opportunity to ensure that the activities are progressed and to mitigate the impact of change both to the strategy and pricing for CASS.</p>	
11/18.02	FEEDBACK FROM PAY.UK ON BUDGET QUESTIONS	
	<p>The Finance Programme Director for Pay.UK joined the meeting to provide feedback on the questions raised at the previous CASS EC meeting with regard to the budget. It was confirmed that the responses provided to the questions raised was circulated to the Committee ahead of the meeting.</p> <p>[DELETED – COMMERCIALY SENSITIVE]</p>	
11/18.03	CASS OPERATIONAL RESERVES	
	<p>Operational reserves were discussed and a plan agreed.</p> <p>[DELETED – COMMERCIALY SENSITIVE]</p>	
11/18.05	RBS INCENTIVISATION PROGRAMME	
	<p>The Committee noted the paper regard the RBS Incentivisation Programme.</p>	
11/18.06	CONFIRMATION OF PAYEE	
	<p>Bacs advised that it circulated the accompanying note to the CASS community</p>	

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	<p>to clarify the position with regard to Confirmation of Payee (CoP). Bacs has received one note of concern from one Participant offline and Barclays noted concern at the meeting where the CASS Guarantee could be compromised under certain scenarios. The Chair summarised that this Committee has concerns with regard to the CoP approach and the potential impact on CASS; it was agreed on the basis of this feedback Bacs will engage with the CoP team with regard to the feedback received. Participants are to provide Bacs with a list of concerns. [DELETED – COMMERCIALY SENSITIVE]</p>	
11/18.07	TERMS OF REFERENCE	
	<p>As previously discussed, the ToR will be updated to include the CISA EC responsibilities and the changes requested by the MSC. This will be circulated to the Committee prior to submission to the MSC for agreement.</p>	
11/18.08	MINUTES OF PREVIOUS MEETING	
	<p>Referring to the meeting held on 3 October, discussion regarding how to engage with the wider community and third parties outside of the strategy days was noted; it was agreed for Bacs to look at this offline. It was noted that the circulation of the output from the strategy day will facilitate such discussion and feedback.</p>	
	<p>It was clarified that five meeting dates have been scheduled for 2019, plus two strategy days. Interim dates have not been scheduled; should a further meeting be needed Bacs will arrange accordingly.</p>	
	<p>Referring to the minutes held on 30 October, it was agreed to amend the minutes to refer to Participants in general (as opposed to naming the organisation).</p>	
	[DELETED – COMMERCIALY SENSITIVE]	
11/18.09	ACTION LOG	
	<p>Both actions relating to the CISA EC were agreed to be closed.</p>	
	<p>Discussion was held with regard to action 08/18.01(a); detail of any legal concerns with regards to the CASS EC representatives responsibilities should be addressed at a later date once further details around the governance and</p>	

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committee structure where known.

11/18.10 AOB

Bacs advised that it will be continuing its Service User Compliance (SUC) campaign in 2019 following the success of the 2018 campaign.

Bacs noted a request raised by a Participant with regard to the CMA five year transactional data remedy; CASS O&G have undertaken a deep dive review and the overwhelming response has been that the solutions the various Participants have designed are implementing ok with no real concerns. Therefore, Bacs is not proposing to review the Participants design. A Participant challenged this, noting that it would prefer a central, CASS solution. The Committee noted that this was not a CASS requirement and it was agreed at this stage not to pursue an automated solution.

Bacs fed back that a significant amount of good feedback has been received both for the “Banking on Change Report” and to the panel event which was supported by Guy Opperman the Minister for Pensions and Financial Inclusion.

DATE OF NEXT MEETING: 20 FEBRUARY 2019 AT 10:30