

Update of the ERPB workplan

The Euro Retail Payments Board (ERPB) adopted its current workplan in June 2021, with a review of the priorities in the subsequent meetings. In preparation for the discussion on the update of its workplan, the ERPB was invited to share in written suggestions for possible topics for the coming two years.

This note puts forward a proposal for updating the ERPB workplan based on the input received. In this regard, it first recalls as background the actions stemming from the previous workplan that have not yet been covered or require follow-up that would need to be taken into account in the update of the workplan. It then presents the possible new items to be added to the ERPB workplan for the coming two years before outlining a suggested way forward and prioritisation.

1. Activities implied by the previous workplan

Despite substantial progress, a number of actions stem from the previous ERPB workplan: (i) some items are still in progress, (ii) some, though completed, require follow-up, (iii) some issues have been identified by the ERPB for potential further work and finally (iv) some items are ongoing.

Items still in progress

The ERPB is involved in the **digital euro investigation phase** launched on 1 October 2021 via bi-monthly technical sessions to discuss preliminary Eurosystem analysis of design and distribution options, followed by written feedback by stakeholder associations. In addition, dedicated exchanges with stakeholder associations by sector are also organised to discuss feedback and follow-up questions. These technical sessions are expected to continue until the end of the investigation phase.

In June 2021, the ERPB agreed to conduct work to develop a **QR-code standard for instant payments at the point of interaction**, covering the requirements for such a standard, its governance and future updates. The ERPB then supported that this work could thereafter be **extended to other technologies**

such as NFC or BLE. The EPC multi-stakeholder group on mobile initiated credit transfer (MSG MSCT) has completed its initial mandate and the EPC submitted the standard to ISO for a fast-track procedure. The MSG MSCT is focusing on the further extension of the standard to NFC and BLE.

In June 2021, the ERPB invited the EPC to take up the role of scheme manager in relation to payment accounts, in line with the requirements defined in the report prepared by the SEPA API Access Scheme working group. In doing so, the EPC would need, inter alia, to ensure there is adequate stakeholder involvement and alignment with the relevant actors (e.g. standardisation initiatives and directory service providers) and regulatory bodies in the ecosystem and to promote the scheme's adoption. The EPC Multi-Stakeholder Group on a **SEPA Payment Account Access (SPAA) scheme** continued the work on the development and finalisation of the future SPAA scheme, including the preparation of the first version of the scheme rulebook. Going forward, the SPAA MSG will notably continue work on defining a minimum viable product and develop a balanced and viable business model, thereby supporting the launch of a successful SPAA scheme.

Items addressed by the ERPB requiring follow-up by relevant actors

The ERPB working group on **transparency for retail payments end-users** was mandated to make appropriate recommendations for easy identification, from a consumer's payment account statement or corresponding application, of to whom, where and when the consumer made a payment. The working group completed its analysis and delivered its report to the June 2021 ERPB. The follow-up impact assessment of the implementation of the recommendations was completed in July 2022. The recommendations addressed to a wide set of stakeholders of the retail payments market require effort for implementation. This work is expected to be completed by mid-2024.

Issues identified by the ERPB for potential further work

As a follow-up to the report by the ERPB working group on an **interoperability framework for instant payments at the point-of-interaction (POI)** in November 2020, the ERPB was asked to assess whether to conduct further work on a dedicated framework to manage the interoperability rules and appropriate governance for instant payments at the POI solutions. Considering ongoing developments, the ERPB kept this on hold for the time being. The current situation supports keeping this approach for the time being.

The ERPB workstream on **communication on instant payments to end-users** will deliver a suggested high level strategy to the November 2022 ERPB meeting, which it is suggested to review once the process on the instant payments legislative proposal is finalised.

Ongoing items

Following the invitation it received from the ERPB, the European Cards Stakeholders Group (ECSG) is reporting every 12 months with an update on the implementation of harmonised standards for cards.

The ERPB further reports on a regular basis on the status of ERPB statements, positions and recommendations for which work is ongoing. The overview serves the purpose of keeping track at the ERPB level on whether ERPB statements, positions and recommendations are followed up with action by relevant stakeholders and, if not, to enable the ERPB to discuss possible remedies.

2. ERPB members' suggestions of additional activities for the ERPB workplan

In preparation of the November 2022 discussion, the ERPB was invited to suggest topics to be considered in the update of the workplan.

One member explicitly noted that they would refrain from suggesting new items considering the multitude of actions stemming from the current workplan and ongoing items.

The following suggestions for potential new items were submitted:

- Digital id and payments
 - o Objective suggested by the ERPB member: the ERPB would identify the various payments use cases using digital id as well as the requirements from an industry and a user perspective for leveraging the European Digital Identity Wallet.
 - o Suggested approach: an ERPB workstream on this topic could be launched with the aim to provide input to the ongoing European Commission work on digital id and the European Digital Identity Wallet.

- Emerging payment fraud
 - o Objective suggested by the ERPB members: in light of new and rising types of fraud such as authorised push payments, the ERPB could prepare communication towards end-users

in order to prevent fraud, and conduct a mapping of possible actions in fraud prevention, mitigation and investigation by different types of stakeholders involved in the payment chain. Such work could involve other relevant parties not part of the ERPB such as telecommunication firms.

- Suggested approach: the Eurosystem and the European Forum on the Security of Retail Payments (SecuRe Pay Forum, co-chaired by the ECB and EBA) are currently conducting work in this field on the basis of fraud data reported by industry. Based on the outcome of this work, it could be assessed to what extent additional effort from the ERPB is required.

- Accessibility of retail payments in the EU

- Objective suggested by the ERPB member: Across the EU a broad approach to accessibility is needed to support the implementation of Principle 20 of the European Pillar of Social Rights on Access to Services. In addition, the European Accessibility Act (EAA) adopted in 2019 has to be fully implemented by June 2025 and will apply to all banking services and e-commerce, including ATMs, payment terminals and online banking services such as internet banking, mobile banking apps. The lack of adequate coordination on accessibility measures at EU level will ultimately result in higher costs for the development of local accessible payment solutions and expensive retrofitting of non-accessible payment solutions. This is why a better coordination between all actors responsible for the interface with end-users is necessary at EU level as well as among national actors. At EU level, the ERPB is the only existing high level group where such coordination in the retail payment ecosystem can take place with all relevant actors, including the supply side industry and the demand side actors, to learn from existing good practices and assess who can do what to make sure that vulnerable groups (including persons with functional limitations) will continue to be able to pay in a convenient, affordable, and efficient manner not only in their own country but across the EU. The work would aim to build on the findings of the ESCB 2022 stocktake report on Accessibility to Retail Payments in the EU to identify the most efficient accessibility measures and examples of good practice that can be transposed at national and grassroots levels, and make recommendations to the relevant ERPB members and other EU level actors on how they could foster coordinated efforts at national/grassroots levels to improve accessibility of retail payments services and ensure accessibility solutions in payments that are interoperable and mutually supported across the EU. Given the relevance of their work and expertise on accessibility issues, the European Disability Forum and ANEC would be invited to participate in the WG as non-ERPB members.

- Suggested approach: an ERPB workstream on this topic could be launched taking as a basis the findings of the ESCB stock-take on accessibility to retail payments presented to the July 2022 ERPB meeting. This work should ideally be conducted early enough to ensure that potential recommendations from the workstream can be followed up in a timely manner in light of the timeline for the EEA implementation.
- Interaction of a CBDC/digital € with the remainder of the retail payments business
 - Objective suggested by the ERPB member: A dedicated workstream could consider issues that arise from the design of the digital euro product from the business and implementation model that is adopted and from the roll-out of the product.
 - Suggested approach: Considering the set-up already in place for exchanging with ERPB members on the digital euro investigation phase (described in section 1), it does not seem warranted to create a new workstream on this topic.

3. Way forward

Based on the above and considering the already ongoing workstreams requiring efforts from ERPB stakeholder associations and scarcity of resources, the ERPB agreed:

- To continue work as planned for the ongoing and current workstreams, i.e. the technical sessions on the digital euro investigation phase, the extension of the work on a QR-code standard for instant payments at the point of interaction to other technologies, and the SEPA Payment Account Access Scheme;
- Not to initiate any new activity at this stage;

To review the work plan and agree on the priorities going forward at its June 2023 meeting in light of topics suggested to be retained in section 2 of this note as well as all relevant developments that may affect the work plan.