



# The National Forum on the Payment System and the ERPB

AGE Annual Conference - Inequalities and abuse in old age: Time to Act!

**Michiel van Doeveren, Brussels, 7 June 2017**

DeNederlandscheBank

EUROSYSTEEM



# National Forum on the Payment System

Objective: contributing to an efficient organisation of the Dutch retail payment system from a social point of view

Issues regarding:

- Efficiency
- Security
- Reachability & Accessibility and Financial Inclusion
- Innovation
- Instant payments



# Mission and objectives

- Making principle agreements about efficiency measures and measures with respect to the security, availability and accessibility of payment services, and standardisation (e.g. joint measures to stimulate the use of efficient payment products).
- Open and free exchange of ideas about policy issues in the area of payment services.
- Holding periodic consultations on the bottlenecks and social consequences of developments in the payment system.
- Co-operating on the compilation, analysis and publication of numerical, non-competitive data.

# Composition

- Chaired by DNB.
- Broadly composed of institutions representing providers and users of payment services.
- DNB also performs the secretariat function.
- The Forum meets at Board-level twice a year.
- Working groups

# Criteria for acceptance

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Organisations need to:

- Act on behalf of users or providers of payment services that represent the interests of a specific group
- Be representative
- Make a professional contribution to realisation of a socially efficient payment system

# Participants

- Dutch Payments Association
- Netherlands Bankers' Association
- Council of Dutch Retail Businesses
- Netherlands Association of Small and Medium-sized Enterprises
- User Platform for the Payment System
- Dutch Association of Catering Establishments
- Dutch Home Shopping Organisation
- Netherlands Petroleum Industry Association
- The National Consumers Organisation
- Senior citizens' associations
- Dutch Council of the Chronically Ill and the Disabled
- Dutch Organisation of Blind and Partially Sighted People

## *Observers:*

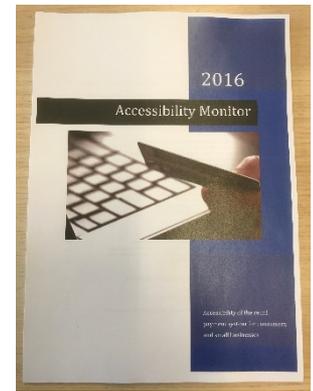
- Ministry of Finance
- Ministry of Economic Affairs

# Results of the National Forum



- Rounding-off to nearest 5 cents
- Report on availability of banking services
- Guideline for user-friendly EFTPOS terminals
- National SEPA Migration Plan
- A lot of research reports: accessibility & reachability, security, efficiency and European affairs
- Assessment reports on instant payments, mobile wallets, biometry etc.
- Annual report for the minister of Finance and the Dutch parliament

# Accessibility Monitor 2016



- Positive picture: There are no generic accessibility or usability payment problems in the Netherlands (score 7.5 out of 10 for consumers and 7.2 for SMEs)
- Digitalisation of services and the rationalisation of the physical bank-based payment infrastructure have continued over recent years
- Continued attention is needed for vulnerable groups (elderly people, people with disabilities, no internet and low education)
- Acceptance of cash in shops is still at a high level

# Euro Retail Payments Board

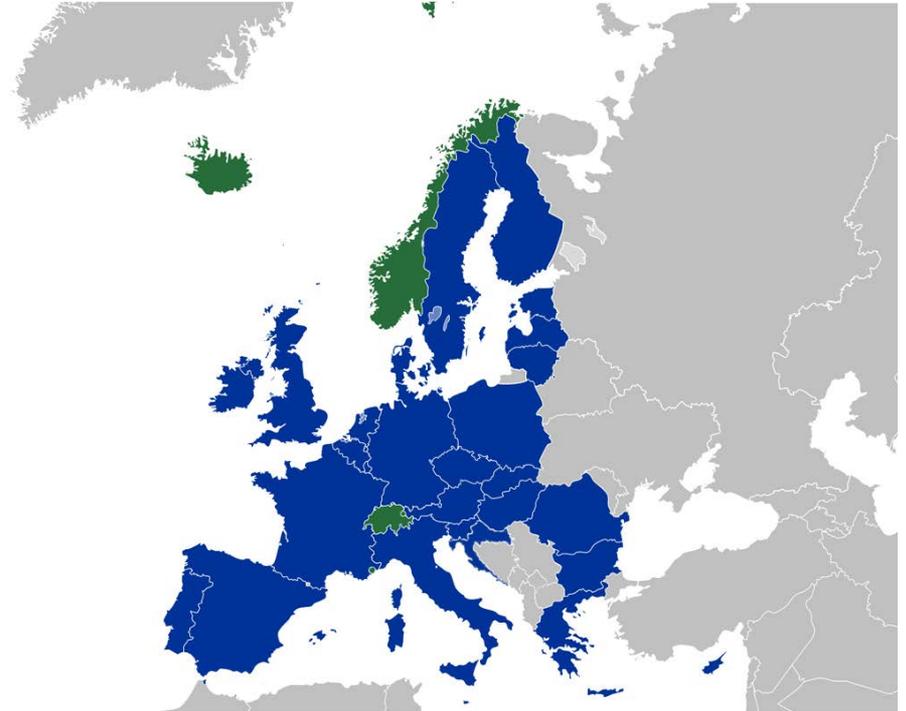


- Aim: To foster an integrated, competitive and innovative payments market in the EU
- Chaired by the ECB
- Participants: representatives of supply and demand side, national central banks and European Commission
- Results November 2016: instant payments, P2P mobile payments, Access to the account and Accessibility of retail payments.



# Goal of SEPA: an integrated and broad accessible euro payments market

- 34 SEPA-countries
- 523 million citizens
- 4,500 payment service providers
- A single set of payment instruments in euro
- Efficient infrastructures for the processing of euro payments
- Common technical standards
- A harmonised legal basis



# Roadmap for the informal ERPB group on broader accessibility issues

- 14 members of European organisations from the supply & demand side in retail payments and NCBs
- First meeting on 24 May 2017: mandate, workplan approved
- A first report on accessibility issues and best practices will be discussed in the ERPB meeting on 29 November 2017.

# Why needs accessibility in retail payments European attention?

- The rapid digitalization of retail payment services creates barriers that will exclude an increasingly large group of consumers: 38% of EU population is 50+ (198 million citizens) and 14% of the 15-64 have a basic activity limitation (disability). In 2050 12% of EU population will be 80+. (Source: Eurostat statistics 2016)
- To meet its legal obligations resulting from the ratification of the UN CRPD by the EU, in December 2015 the EC has tabled the European Accessibility Act which covers ATMs and banking services.
- Ensuring access for all to retail payment services is crucial for financial inclusion, economic prosperity and growth in the framework of the SEPA. It cannot be left to individual Ms.
- With its composition the ERPB is best placed to contribute useful input to create a level playing field between retail payment service providers across the EU.

# Mandate of the informal ERPB-group on Accessibility

The informal ERPB group shall:

- Conduct further analysis on the practical issues faced by vulnerable groups of society in the euro retail payments market, and on best practices.
- Examples of accessibility constraints and best practices are (NL experiences):
  - Accessibility ATMs for elderly or disabled people in a wheelchair (best practice: monitoring national status of reachability and accessibility of ATMs, contact center for questions and complaints)
  - User-friendliness POS-terminals (**Pay-Able**: to standardize functionalities).
  - Home and telephone banking (best practice: dedicated software for disabled people)
  - Complexity mobile banking apps (a pilot group could explore best practices)
  - Unreadable paper forms (best practice: forms with bigger letters, more contrast and better colours)