




What you need to know about Authorised Push Payment fraud reimbursement

dudley
your Building Society

A woman with long dark hair, wearing a light pink blazer over a white top and a brown braided belt, is smiling and looking down at a tablet computer she is holding. The background is a blurred outdoor setting with a building. The text "Safety + Dudley" is overlaid in the center of the image.

Safety + Dudley

What is an Authorised Push Payment (APP) scam?

If a criminal tricks you into transferring money to them, it's known as an Authorised Push Payment (APP) scam. It differs from other types of fraud, where criminals get access to accounts and steal money without your knowledge.

With APP scams, criminals often try to persuade you to act in a hurry. They make you panic before you have time to think it through properly. They may pose as someone from your bank, or another trusted organisation, claim you have been a victim of fraud and say you need to move your money to a different bank account.

What's changing?

The Payment Systems Regulator is introducing new rules, which will apply to UK banks and building societies, for reimbursing the victims of certain types of fraud.

From 7th October 2024, there will be new rules in place which aim to help you if you fall victim to an APP scam.

What do the new rules cover?

Understanding how the new rules will work and what is their aim will help you understand if you have an eligible claim.

- Banks and building societies will have to refund eligible APP fraud claims, up to a maximum of £85,000;
- They can set an excess of up to £100 per claim, but we won't apply this excess;
- If your claim is successful, the refund will be in your account within 5 business days.





Who is eligible for the reimbursement?

The reimbursement requirement only applies to:

- Individuals; annual turnover or
- Microenterprises (businesses that employ fewer than ten people and have either an annual balance sheet total that does not exceed €2 million);
- Charities.

Does it cover all payments?

No, not all payment will be eligible, and the requirements are:

- The payment must have been sent by faster payment or CHAPS;
- The payment must have been sent to an account in the UK;
- Purchase disputes and other transactions made using your debit or credit card aren't covered;
- Cash withdrawals, loans and cheques aren't covered.

Are there any time limits?

Yes, to have an eligible claim, it must:

- Relate to a payment that was made on or after 7 October 2024;
- Be made within 13 months of the date of the payment.



How to raise a claim?

If you think you have been the victim of an APP scam you can report it to us by calling our **Customer Services Team** on **01384 231414** or by visiting one of our branches.

If you need to make a claim when we are closed, please email us at **notifyus@dudleybuildingsociety.co.uk** and we will call you back the next working day.

How is your claim assessed?

Every claim will be assessed on a case-by-case basis, considering the evidence presented by you, and any information available from the receiving payment service provider, or if relevant, a third party such as the Police.

The new rules rely on customers demonstrating they have shown the appropriate level of caution when making payments. This is known as the **Consumer Standard of Caution**.

We will consider whether you have taken the following measures:

- Read all warning messages or guidance we have given when you are making payments from your savings account, and confirmed you have understood these;
- Reported the fraud to us quickly;
- Shared any information we request from you to help us assess your claim;
- Reported the fraud to the Police, or allowed us to do this on your behalf.

We will take into account your personal circumstances at the time the fraudulent payment was made, including any vulnerabilities you have made us aware of.

If we believe you were involved in committing the fraud, we will not reimburse you.

How can you protect yourself from an APP scam?

To help keep yourself protected from scams and fraud, remember these simple steps:

- Create strong and unique passwords;
- Ensure you regularly update the software on your mobile phone, computer or tablet;
- Make sure you have installed anti-virus software on your device(s);
- Never ever share your password or username with anyone, not even us;
- Keep your personal information personal – make sure you dispose of it securely, don't overshare on social media and monitor your emails regularly.

Remember to always stop, think and challenge.

Take a moment to think about what you are being asked before you carry out any transactions. Don't be afraid to ask questions, or say 'no' if you feel uncomfortable, and do not carry out any transactions you are unsure about.

Read more about how to protect yourself from fraud on dudleybuildingsociety.co.uk/about-us/fraud-and-cyber-awareness or scan the QR code below.



Scan to read more about protecting yourself from fraud




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