



CONDENSED AGENDA: ONLINE TRAINING ON PSD

Scope and timing of PSD

- types of payment affected
- currencies and endpoints
- payments industry timeline
- process of transposition
- cross-over with SEPA, eMoney Directive and EU Regulation 2560

Main impacts

- transparency
- fees and value-dating
- transit times
- new competitors

Main impacts on the corporate business

- what benefits corporates will want from PSD
- Framework Contracts and negotiation scope
- corporate opt-outs
- impact on Bank Relationship Management
- how corporates will aim to obtain and measure benefits

Main impacts on the retail business

- payment accounts
- fees and float
- contracting with a customer
- new Terms of Business
- customer's right of redress

Changes in practice for bank staff

- customer-facing staff/services must deliver compliance
- staff training
- higher competency at the front end
- responsiveness of back-end processes
- proof of compliance and archiving