

Hogan
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Payment
Services Academy

2018

Payment Services Academy

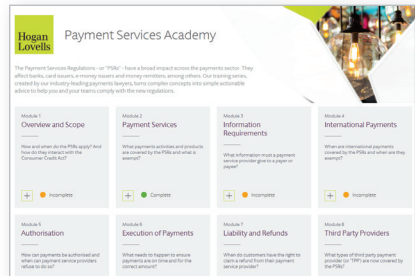
Our interactive digital training has been created by our industry-leading payments lawyers to help you and your teams comply with the UK's new payment services regulations



Tell me more

- Engaging and interactive content explains and simplifies complex legislation
- Over two hours of video content that is regularly updated to cover the latest developments
- Interactive note taking and quiz functions help embed what you've learned
- Earn certificates to demonstrate your knowledge

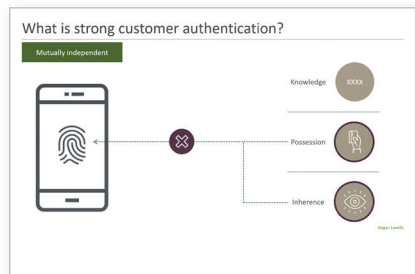
Easily navigate key topics

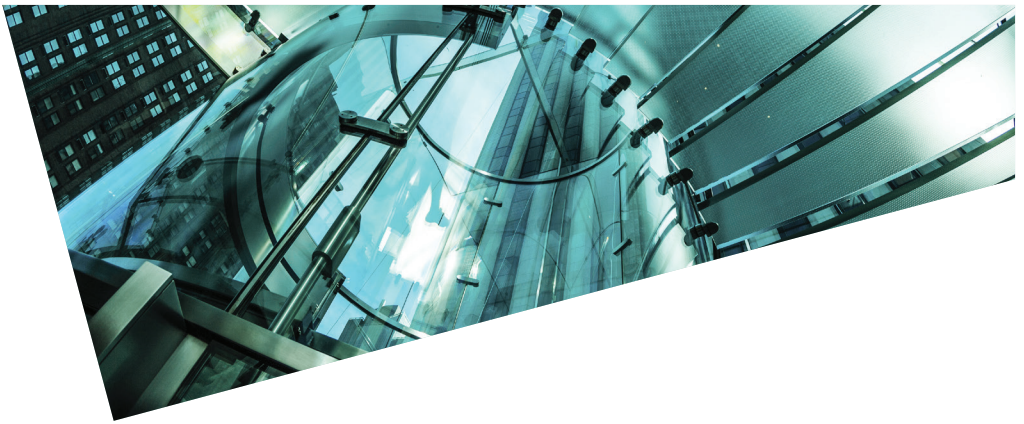


Who's it for?

- This course is aimed at those who need to know about the payments services regulations – particularly those in legal, compliance, risk management, product design and operational functions

Clear, accessible video materials






Quizzes test your knowledge

Congratulations, you passed

10/10

1 2 3 4 5 6 7 8 9 10
✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

Download your certificate here:

 Download certificate

Earn certificates to show progress

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Certificate of completion

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This certifies that
Alex Jones
has successfully completed the following module and passed the related test

Module 3
Execution of payments

1 March 2018

Key benefits:

- **Flexibility:** save time and resources by choosing the topics that are relevant to you and revisit any or all of them as many times as you like
- **Convenience:** our courses are developed in HTML 5 to run across a wide range of browsers and across desktops, laptops, tablets, and mobile devices
- **Legal excellence:** the course and its content has been created by our award-winning in-house lawyers
- **Value for money:** registered users have unlimited use of the tool for a single flat fee
- **Compatibility:** the course can be integrated with your own SCORM – or Tin Can – compliant LMS
- **Measurement:** regular reporting on individual user progress through the training across your entire workforce

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The training modules

Our training modules are designed to address key regulatory requirements under the Payment Services Regulations (PSRs) by dividing them into easy-to-follow topics

Module 1: Overview and scope

- An overview of how and when the PSRs apply
- The application of the “corporate opt-out”
- How the regulations interact with the Consumer Credit Act

Module 2: Payment services

- Activities and products that are within scope
- What a payment account is
- What exceptions apply
- Other limitations on the scope of the PSRs

Module 3: Information requirements

- What information must be given to customers and the differences between single payment transactions and framework contracts
- When the information requirements do not apply
- Pre-contractual information
- Statements and transactional information
- Varying and ending framework contracts
- When firms can charge for giving information

Module 4: International payments

- The application of the PSRs to international payments
- What exceptions apply
- The impact on correspondent banking
- Restrictions on charging options
- Restrictions on deducting charges

Module 5: Authorisation

- How the customer consents to payment transactions
- Revoking payment orders
- Payment instruments and the obligations of the payment service providers (PSPs) and the customer
- Interaction with third party providers
- Blocking payment instruments
- Refusal of payment orders



Module 6: Execution of payments

- The rationale for and background to the execution of payments provisions in the PSRs
- The steps to consider when making or receiving a payment
- The circumstances in which payments can be refused or revoked or charges deducted

Module 7: Liability and refunds

- Liability for unauthorised transactions
- Remedies for incorrect or delayed payments
- Refund rights on certain card payments – the so-called “hotel mini bar” scenario
- PSR provisions that deal with rights of recourse between different PSPs and the exclusion of liability for force majeure

Module 8: Third party providers

- Different types of third party payment provider (TPP) under the PSRs
- The rules that apply to TPPs and to the ASPSPs, which provide the payment accounts TPPs can access
- Where liability lies for refunding customers for unauthorised or incorrect payments where a TPP has initiated a payment

- How PSPs that are authorised to issue card-based payment instruments can confirm whether funds are available

Module 9: Strong customer authentication

- What is strong customer authentication?
- When is it required?
- What exceptions are available?

Module 10: Other conduct requirements

- Access to payment systems and accounts
- Complaints
- Data Protection
- Security Incident Reporting

The expertise behind the training



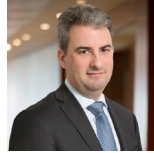
Emily Reid
T +44 20 7296 5362
emily.reid@hoganlovells.com

With over 30 years' experience, Emily has built a reputation for delivering innovative ideas and solutions to FinTech companies and other established players. She has extensive experience in law, regulation, payment schemes and other infrastructure that apply to the fast-moving payments, consumer finance, merchant acquiring and banking industries.



Roger Tym
T +44 20 7296 2470
roger.tym@hoganlovells.com

Roger is a partner in our Commercial and Retail Banking team, with particular experience in payments, consumer credit and mortgage regulation. He works with a broad cross-section of banks (both international and local, established and challenger), specialist lenders and payment service providers and infrastructure providers.



Jonathan Chertkow
T +44 20 7296 2191
jonathan.chertkow@hoganlovells.com

Jonathan is a consumer finance and payments specialist who acts for a range of clients, including commercial and retail banks and FinTech businesses. He works with banks, lenders, payment innovators and retailers to keep on top of regulatory change affecting the banking and payments industry.



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