



The Consumer Voice in Europe

The case for instant payments – need or expectation?

ECB/Suomen Pankki Conference

4-5 June 2015

Key questions from a consumer perspective

What are the benefits of implementing pan-European instant payment infrastructure/solution(s)?

Will consumers be better off compared to the current situation?

Potential benefits for consumers

Some use cases

- Consumer-to-consumer (or P2P) payments
- E-Commerce payments (C2B)
- Payment of utility bills and payments to government (C2B)
- Salaries, social benefits, medical insurance claims... (B2C)

Safety and data protection aspects

Some questions and potential challenges

- ❑ Will different payment systems/solutions run in parallel (slow vs fast)?
- ❑ What about consumer access to those services? → Avoid discrimination
- ❑ What charging models by PSPs? Who should pay the price?
- ❑ Not to impact consumer protection standards provided by legislation



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