



The State of the European Payments Marketplace

The progress of SEPA and the PSD
A Quantified View
Autumn 2009

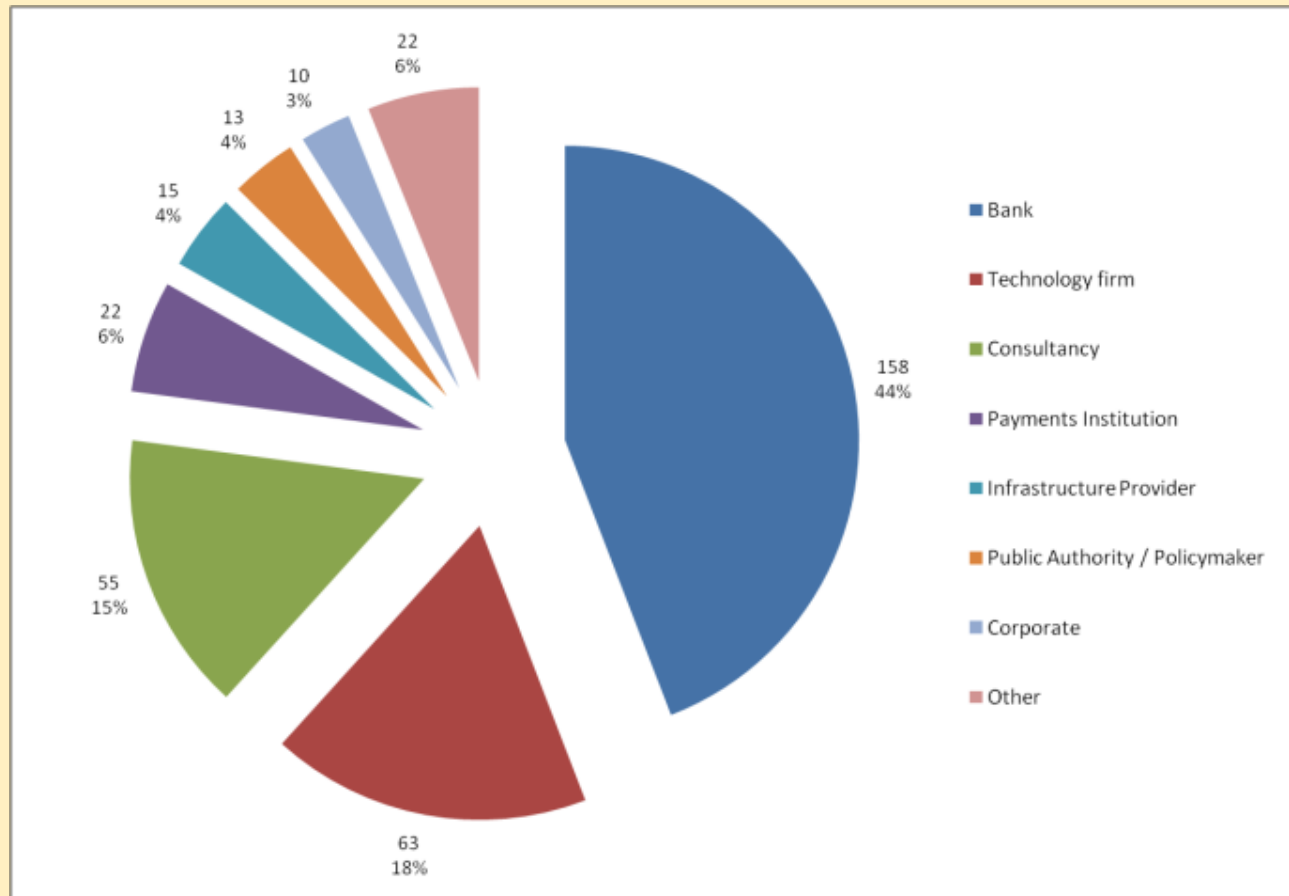




Types of firms



358 responses from a variety of banks, technology firms, consultancy, payments institutions, infrastructure providers, public authorities and policymakers, corporates and more*



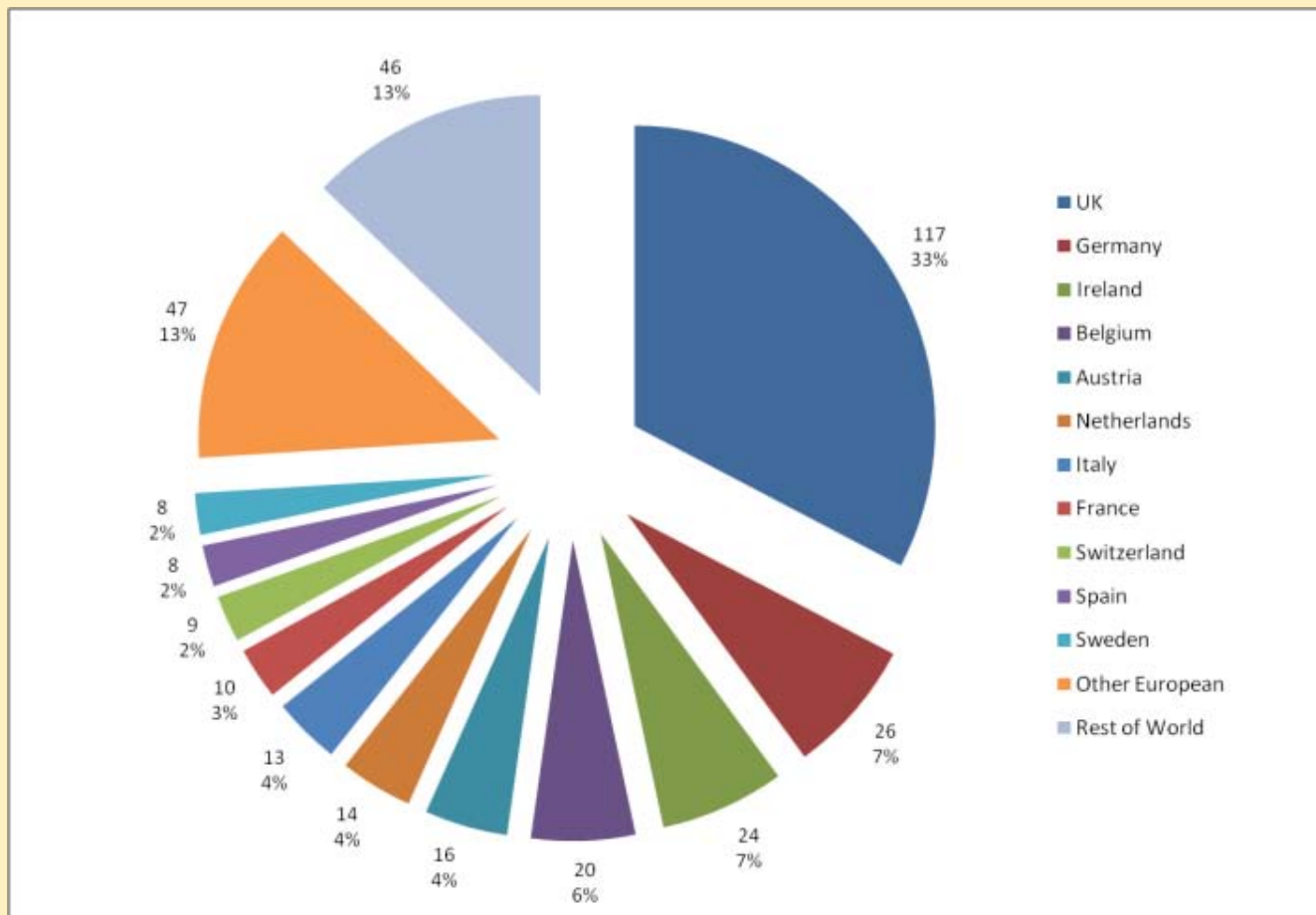
Other: Academia, Bankers' Associations, Data Vendors, Law firms, NGOs



Countries covered



358 responses from countries across Europe, Middle East, Africa, Asia and America, including strong input from India, China and the USA.

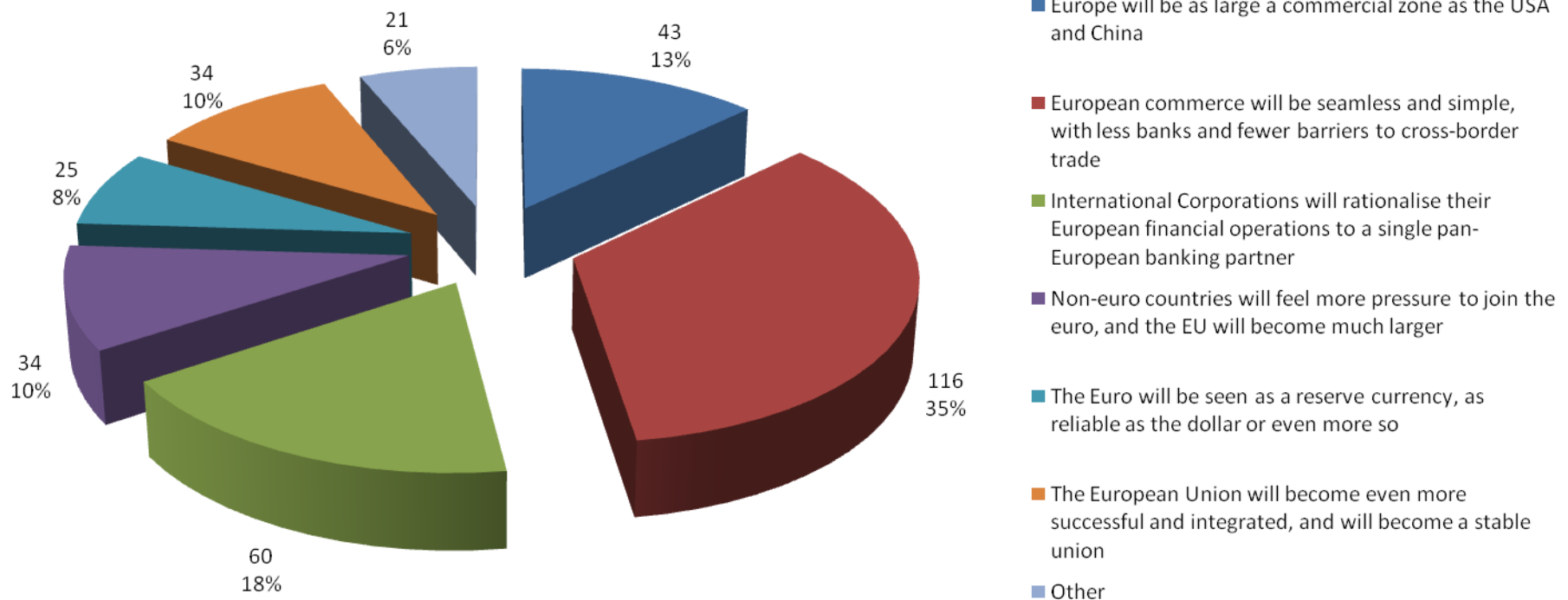




Question 1



If Europe achieves its aims to have a harmonised, integrated, open and transparent payments market, which of these do you think is the most likely statement?

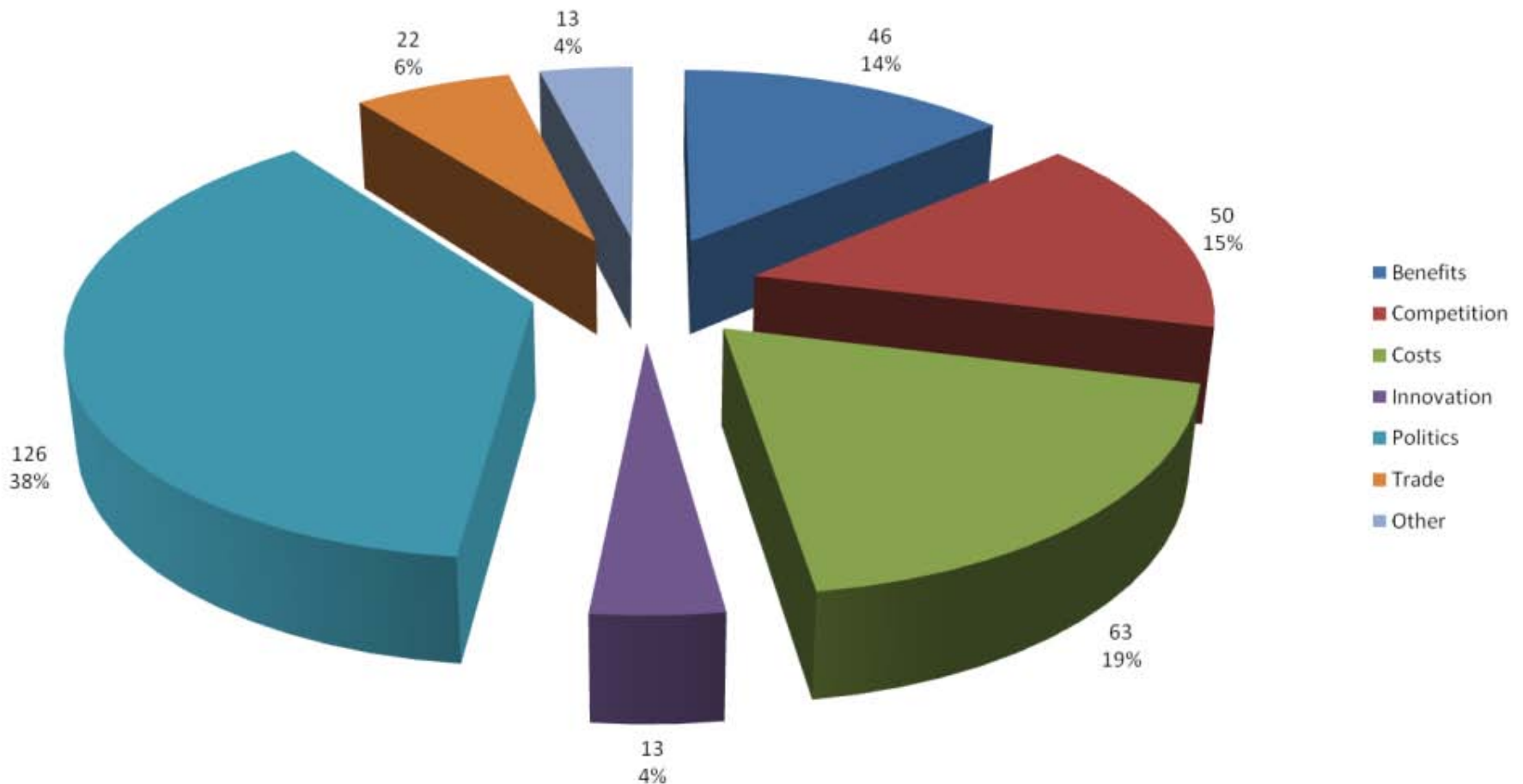




Question 2



What do you perceive to be the main driver for Europe's changes to their payments systems and processes?

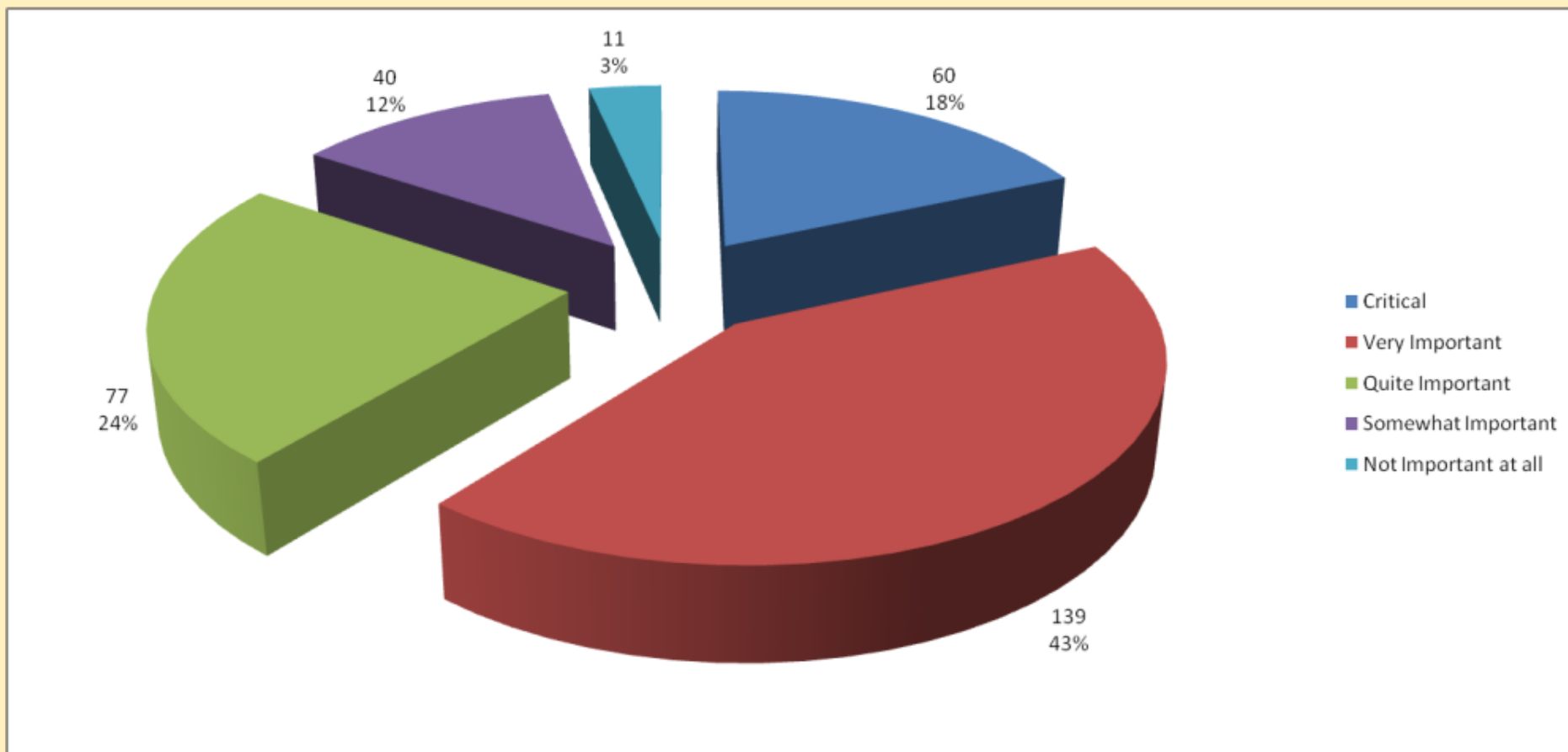




Question 3



How important do you believe an integrated payments market is to Europe's future?
(choose one)

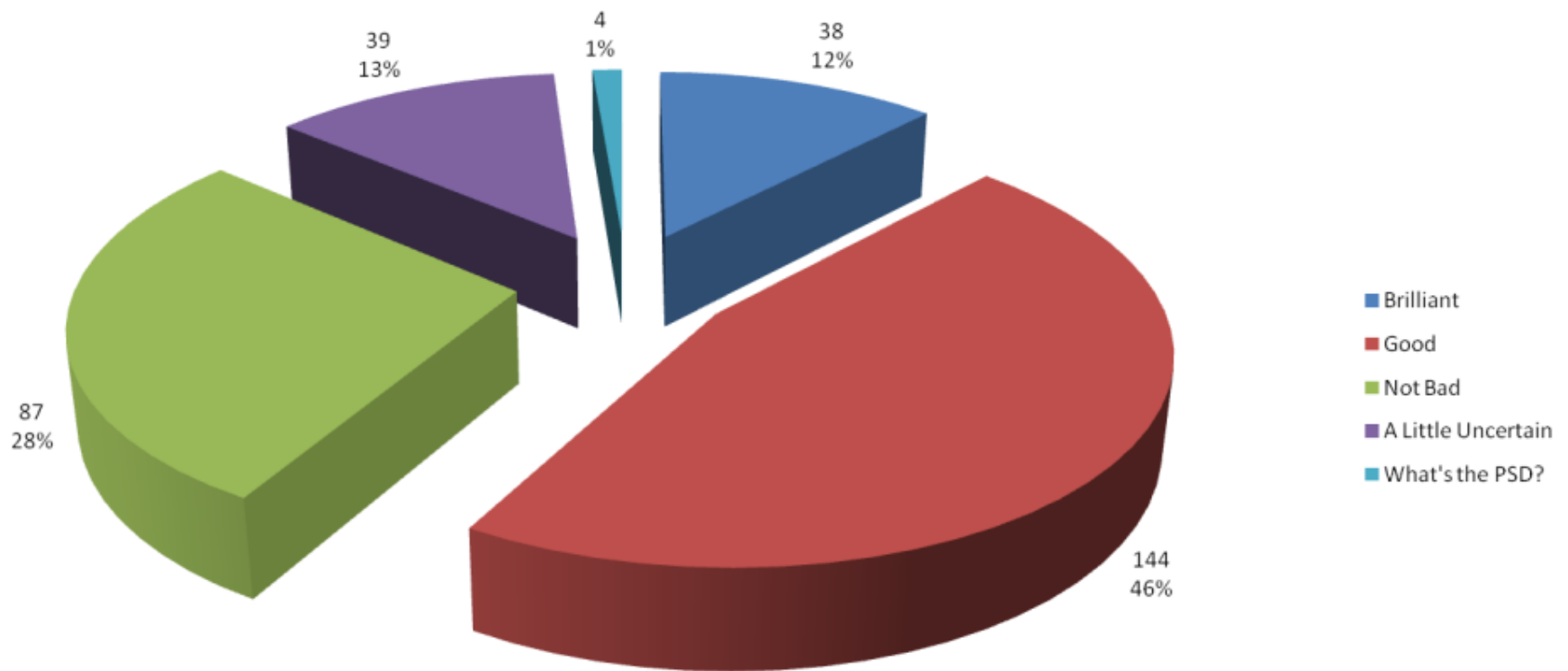




Question 4



How aware are you of the Payment Services Directive (PSD) – it's details, titles and terms?

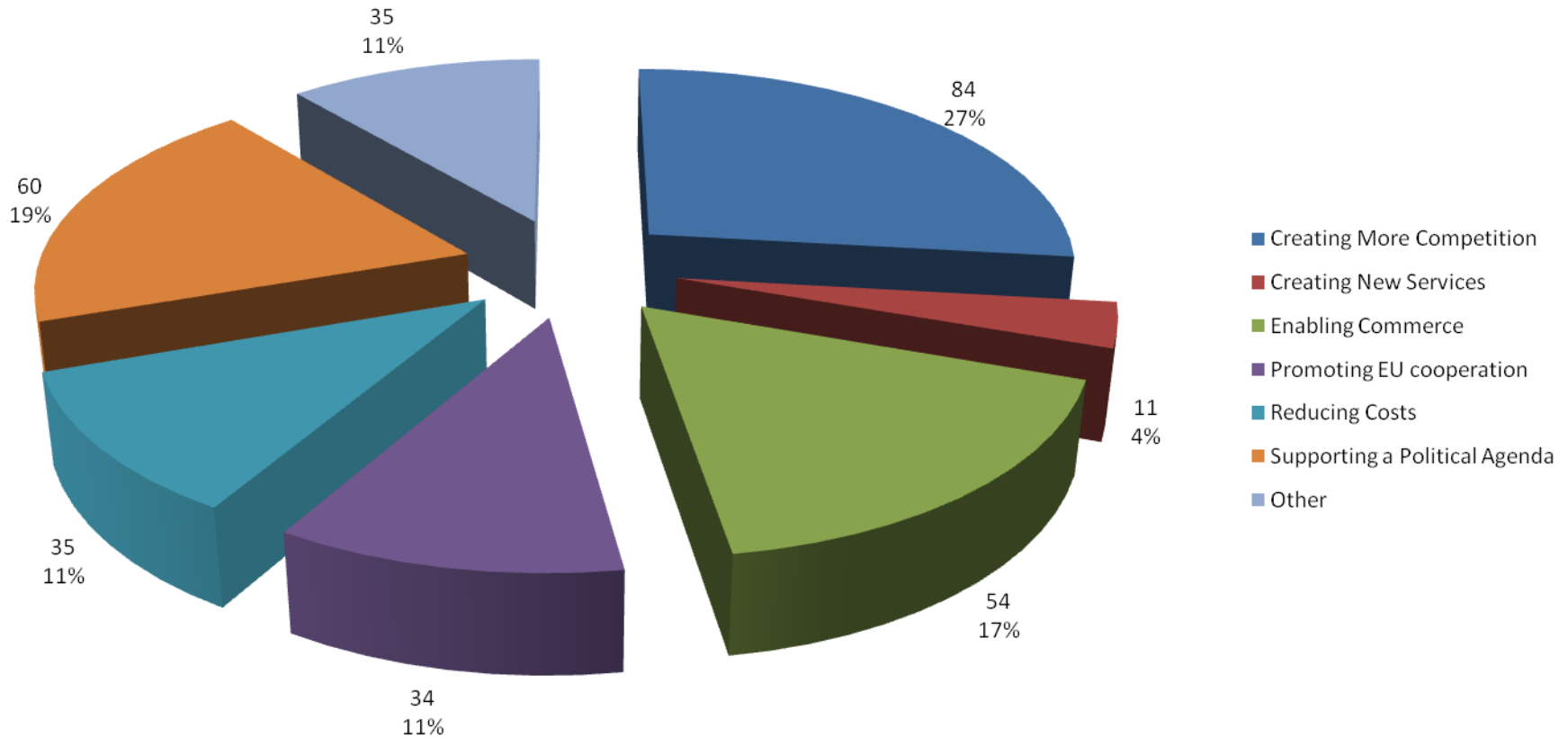




Question 5



What do you believe is the main objective of the PSD?

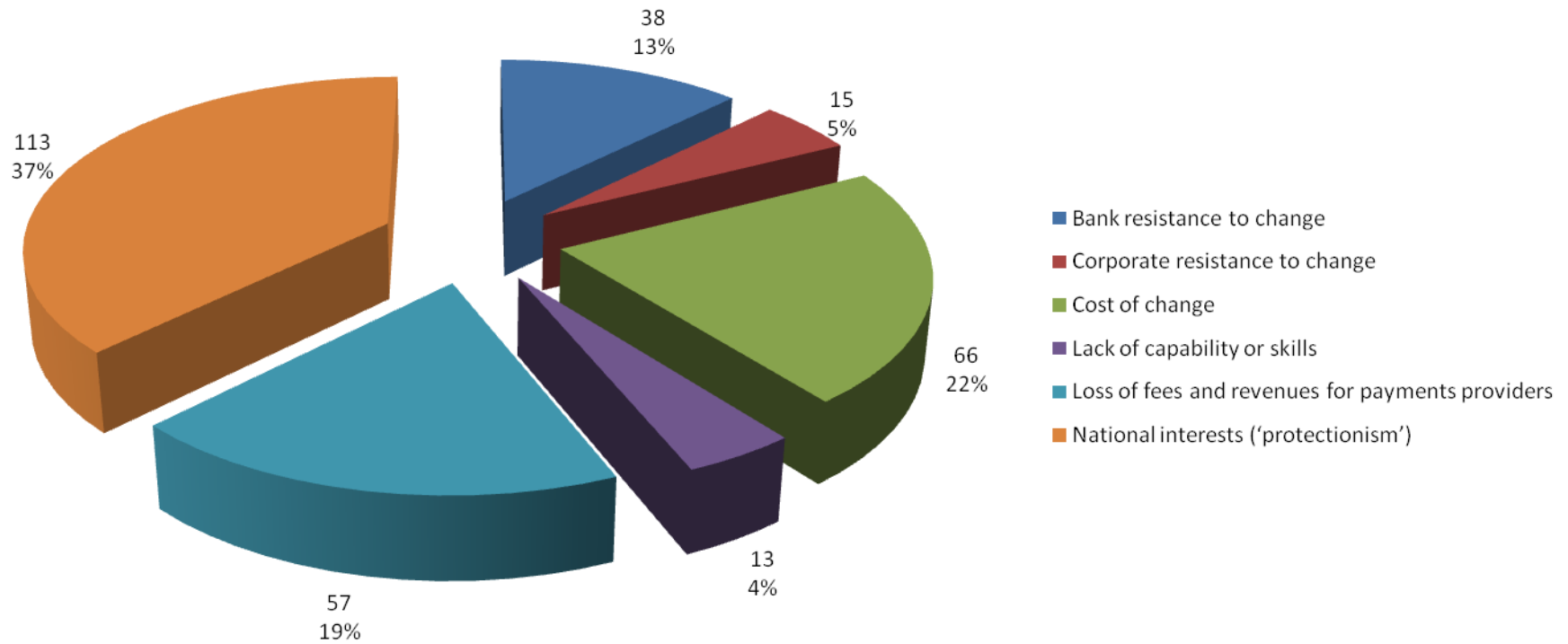




Question 6



What do you believe is the biggest barrier to a successful implementation of the PSD?

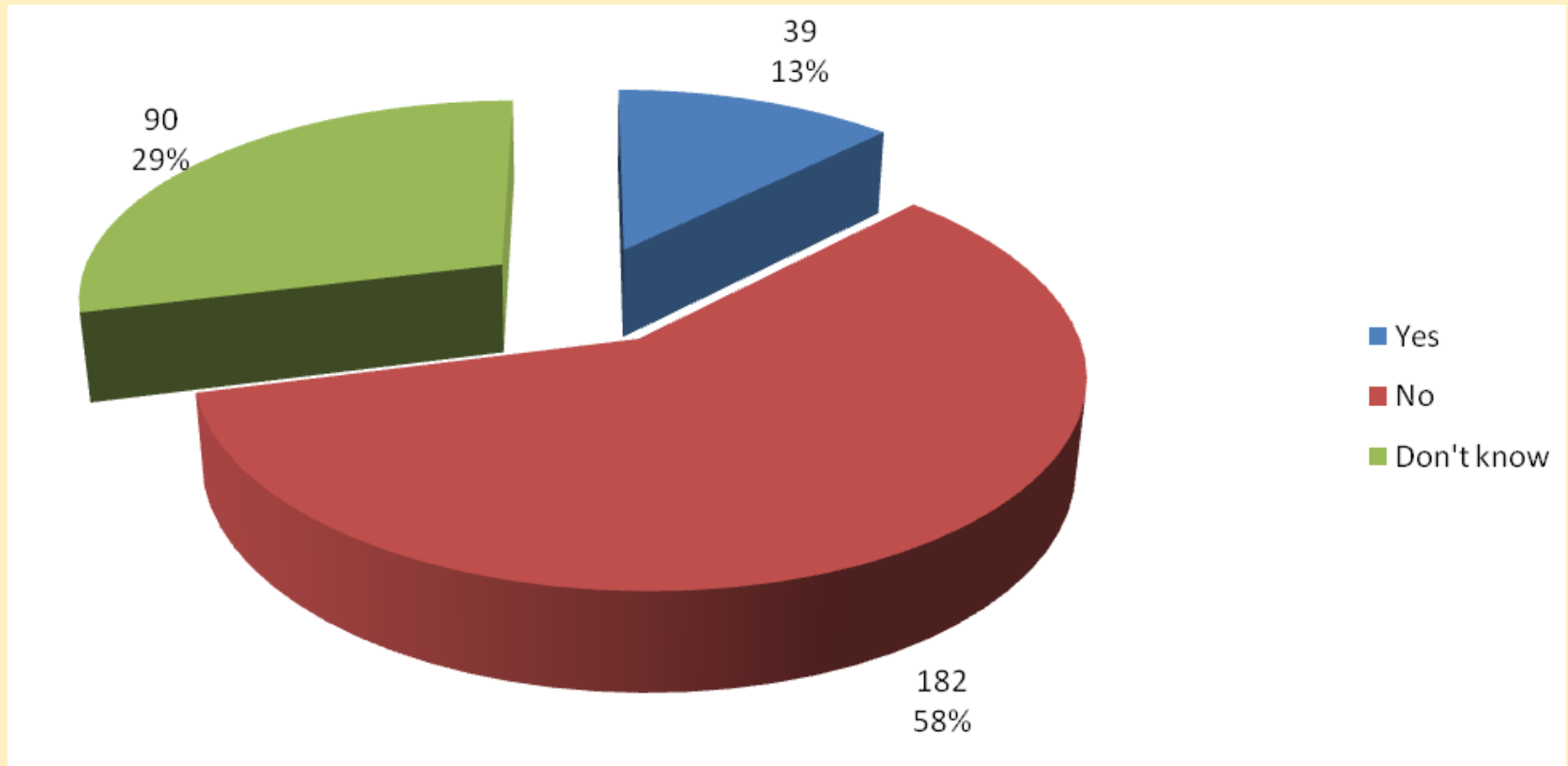




Question 7



Do you believe that the PSD is being implemented in a consistent manner across all of the countries of Europe?

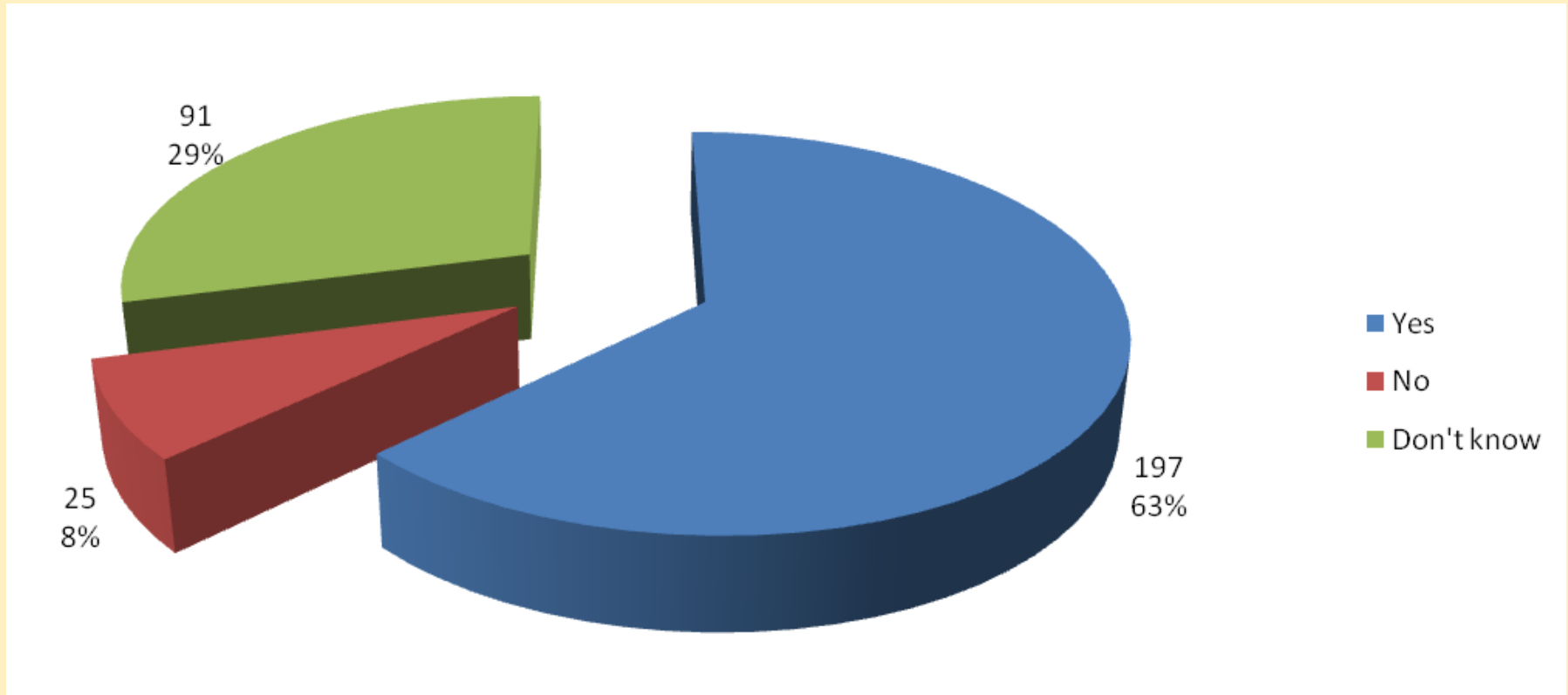




Question 8



Allowing for localised optional services, do you think there are different interpretations of the PSD's text at a local level?





Question 9



The PSD is meant to encourage new competitors in the form of non-bank payments institutions. Can you name any?

#1



#2



#3



#4



#5



Online and physical retailers, petrol stations, utilities, social networks as well as bank subsidiary specialists and specialist start up firms such as e-wallet providers



Question 10



Is there anything you believe is critical to the success of the PSD which is currently not being covered or discussed.

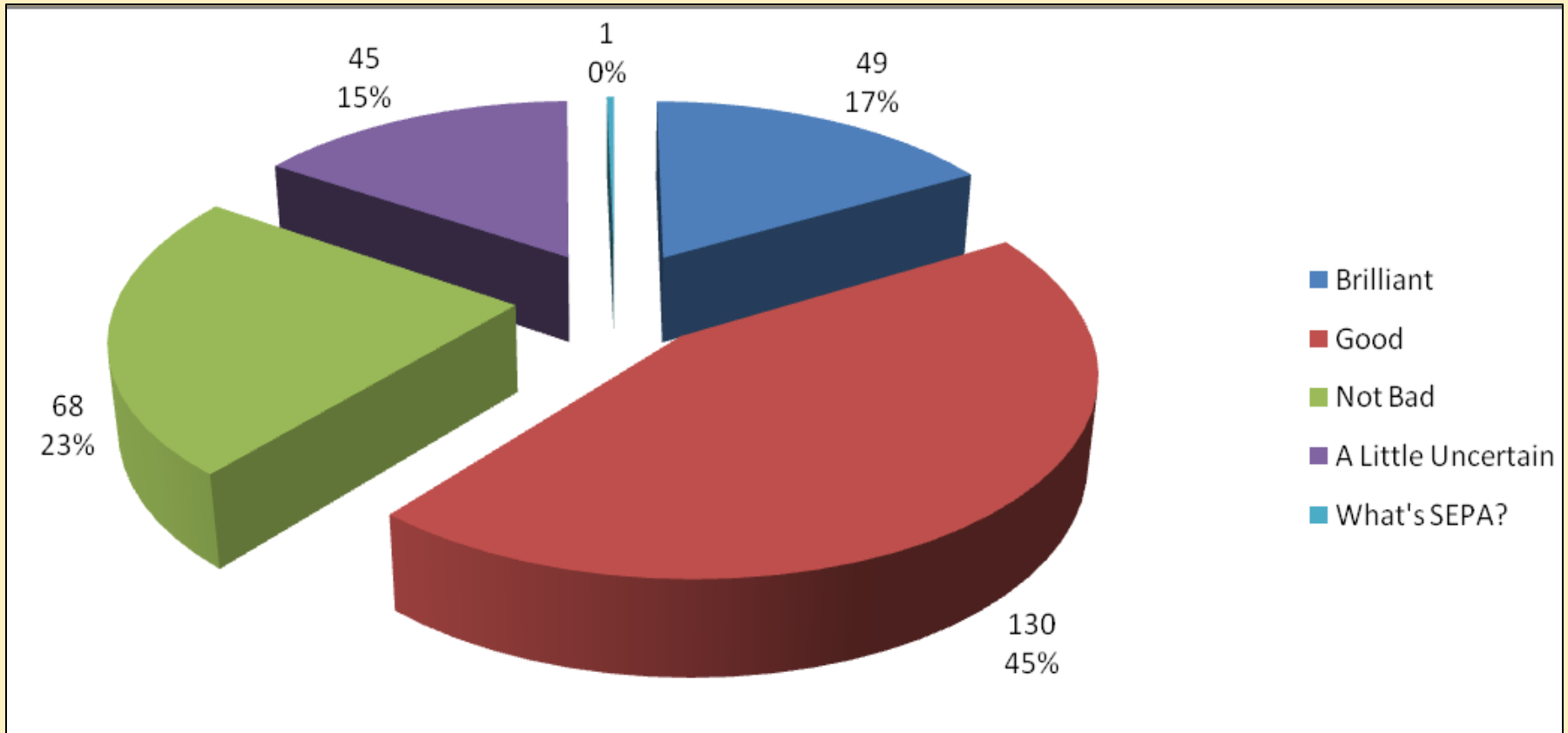
- Economic models
- Communication to end users and consumers
- More inclusion of software providers and ERP vendors in the process
- An end-date and clear path for migration of old to new
- More incentives for banks
- Clarity as to how passporting will work in practice
- The implications of and sanctions for non-compliance for both member states and institutions
- Fraud risks
- Central bank reporting



Question 11



How aware are you of SEPA's details – how SDDs and SCTs operate, etc?



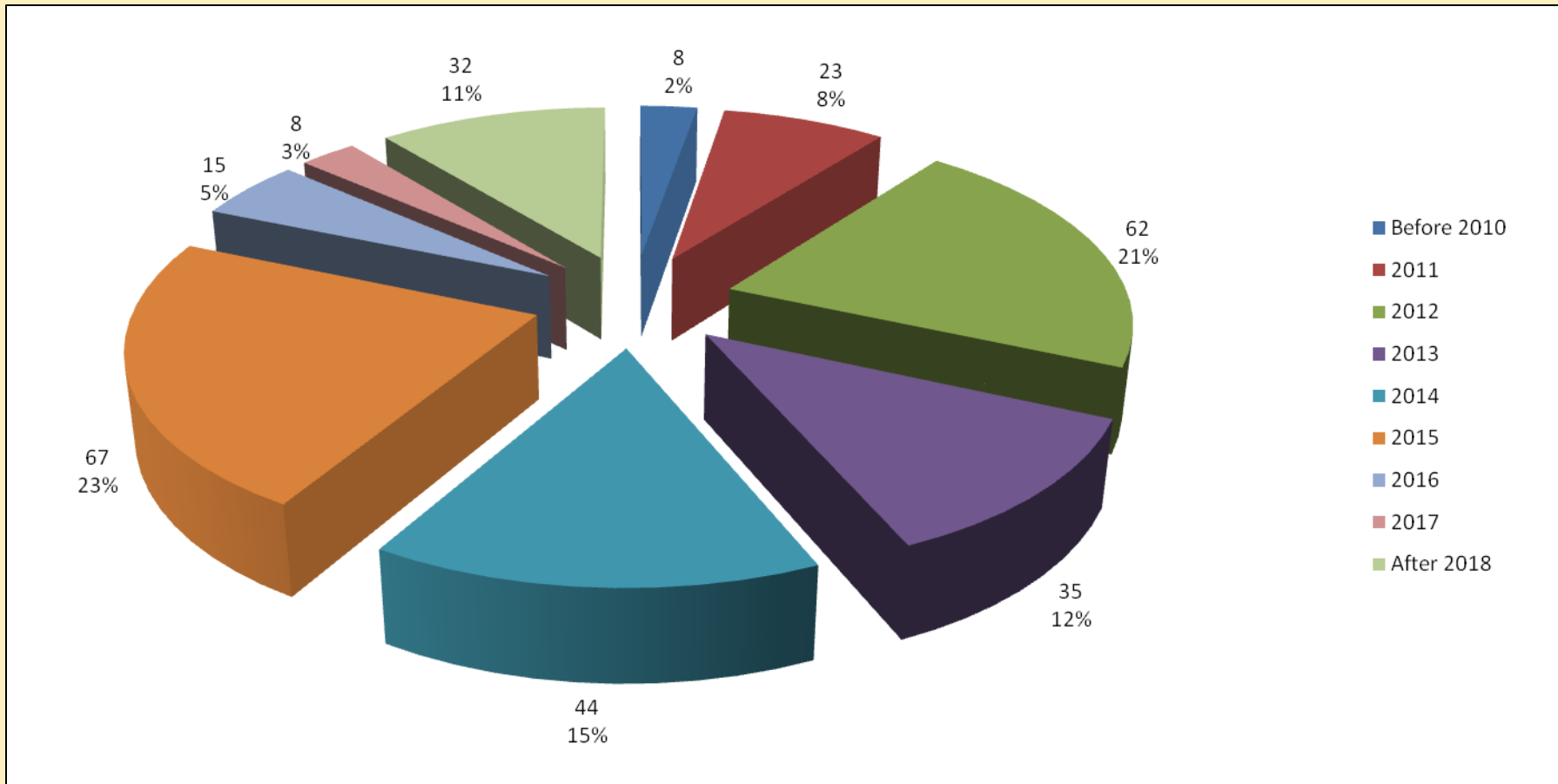
- Brilliant
- Good
- Not Bad
- A Little Uncertain
- What's SEPA?



Question 12



When will the SEPA vision for “all Eurozone payments transactions to be processed as though they were domestic” be realised?

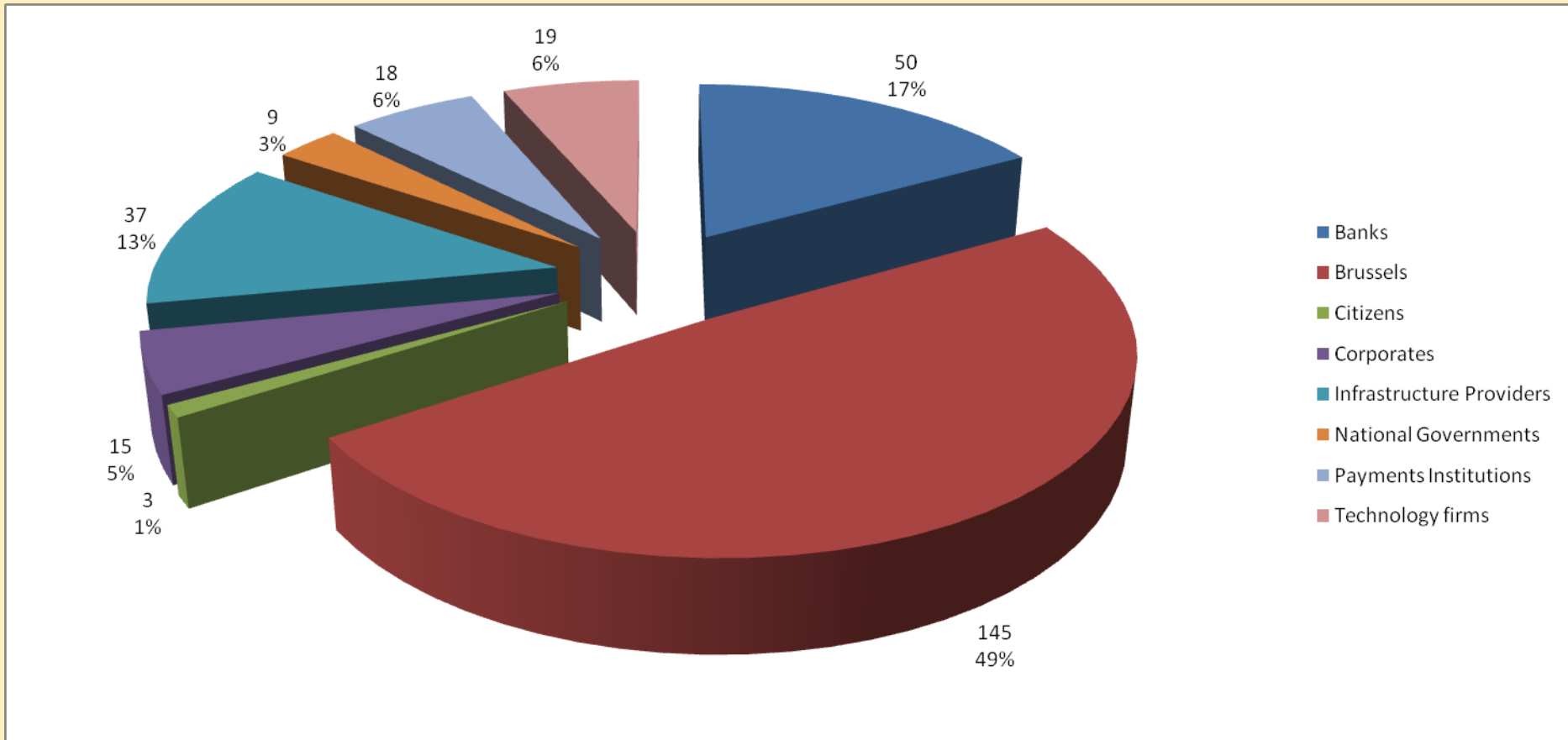




Question 13



Which community is MOST supportive of SEPA's implementation?

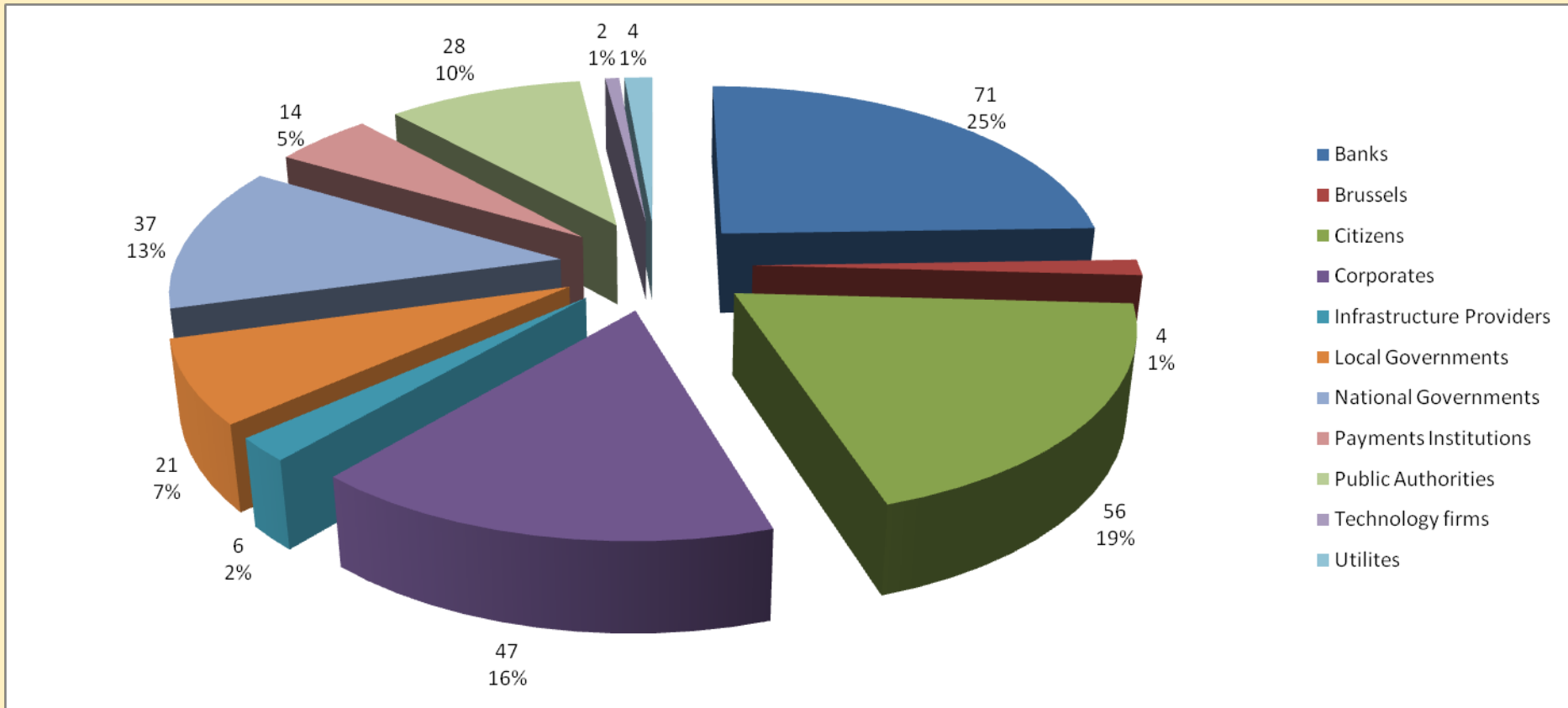




Question 14



Which community is LEAST supportive of SEPA's implementation?

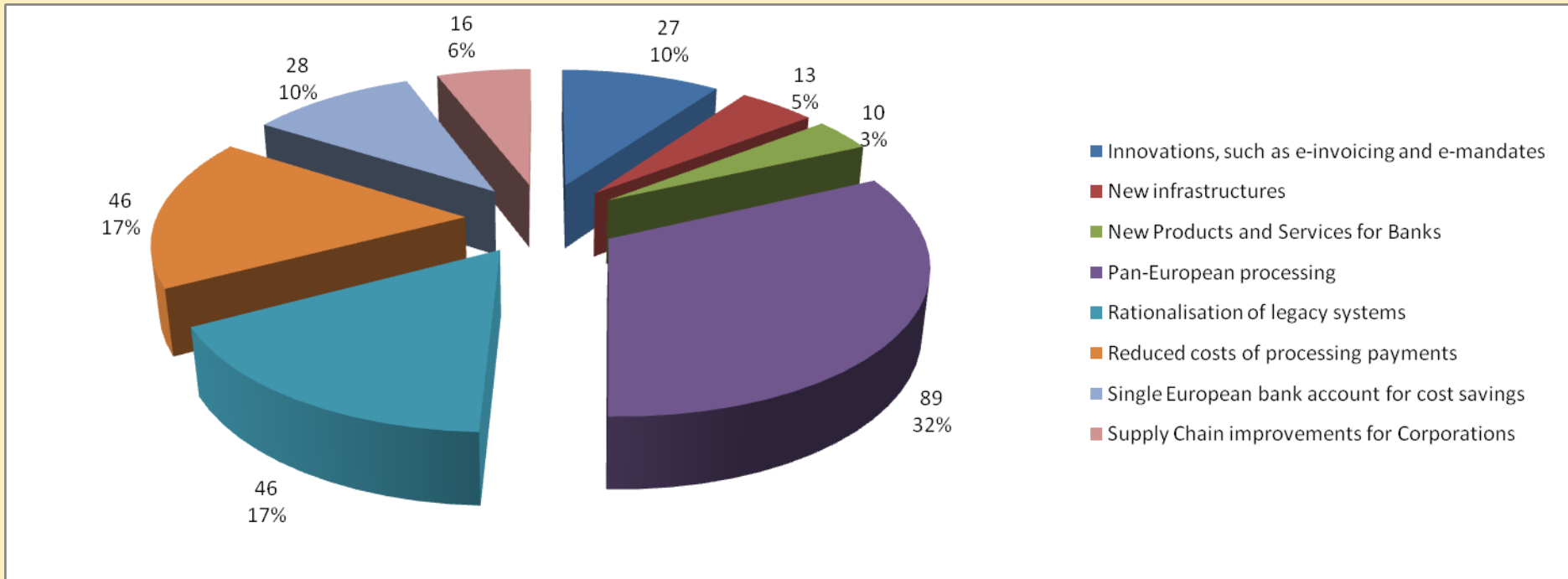




Question 15



What is the most positive aspect of SEPA?

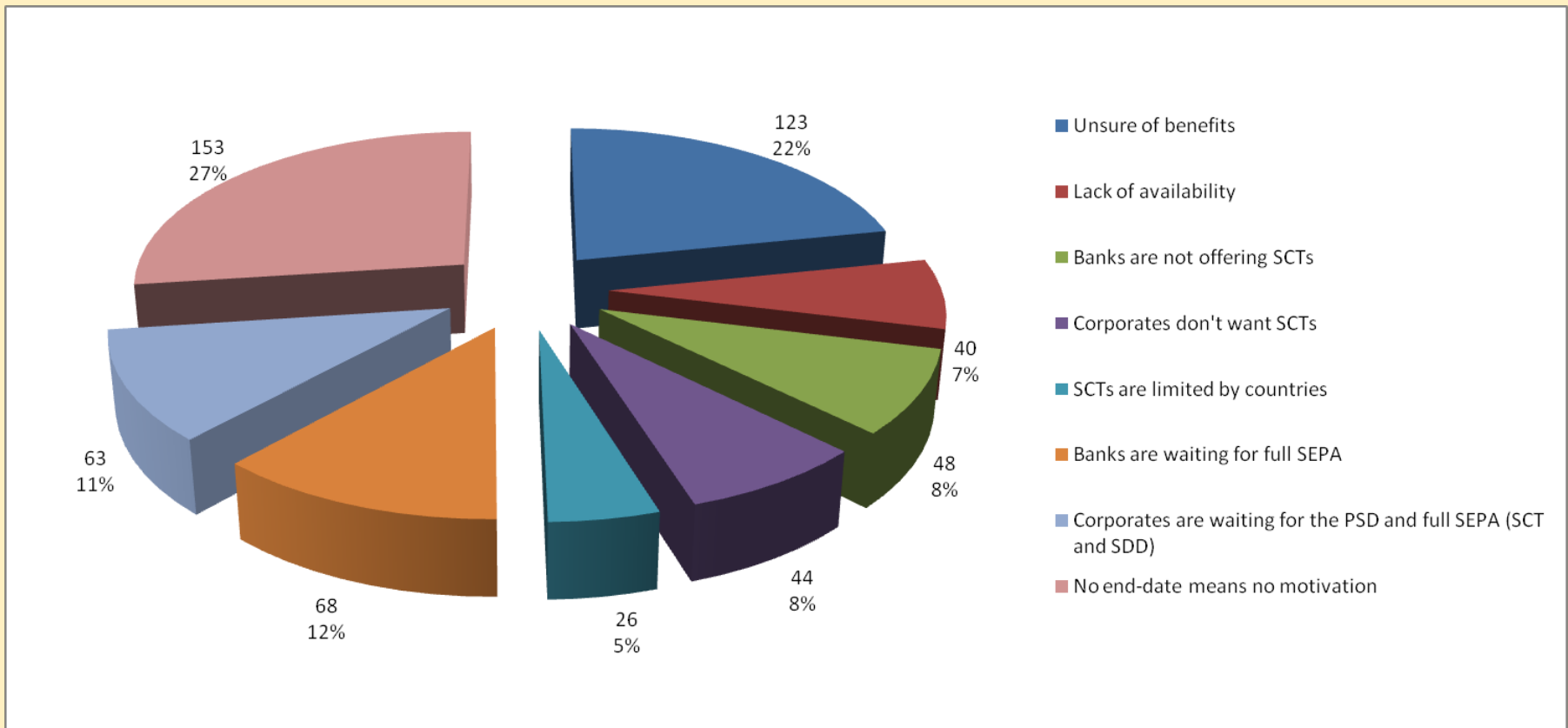




Question 16



Why do you think SEPA Credit Transfers (SCTs) have been so slow to take off? (tick as many that apply)





Question 17



Is there anything you believe is critical to the success of SEPA, which is currently not being covered or discussed.

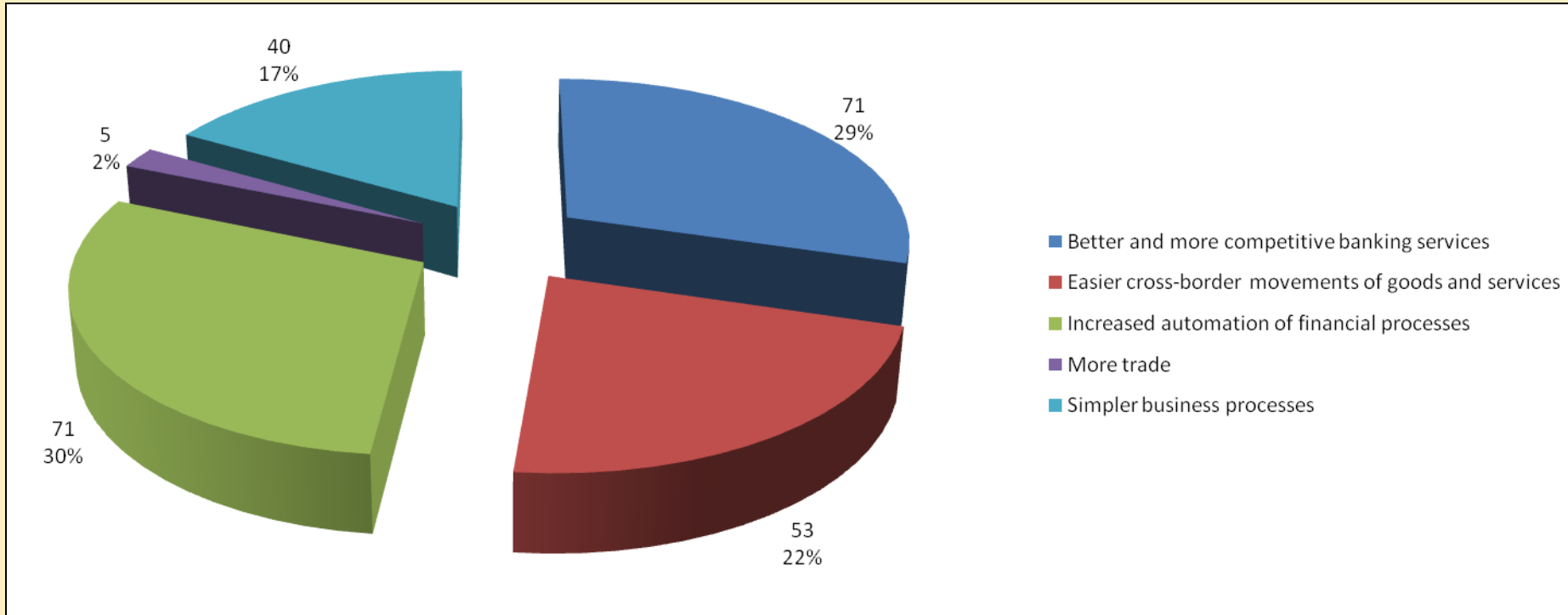
- An end–date
- Additional Optional Services (AOS)
- Mandating public authorities use SEPA instruments
- Sanctions for non–compliance
- Promotion of standards
- More Commission budget for infrastructure
- More Commission budget for communication with corporates and citizens



Question 18



At a country level, which of these do you think will be most beneficial results of implementing SEPA and the PSD .

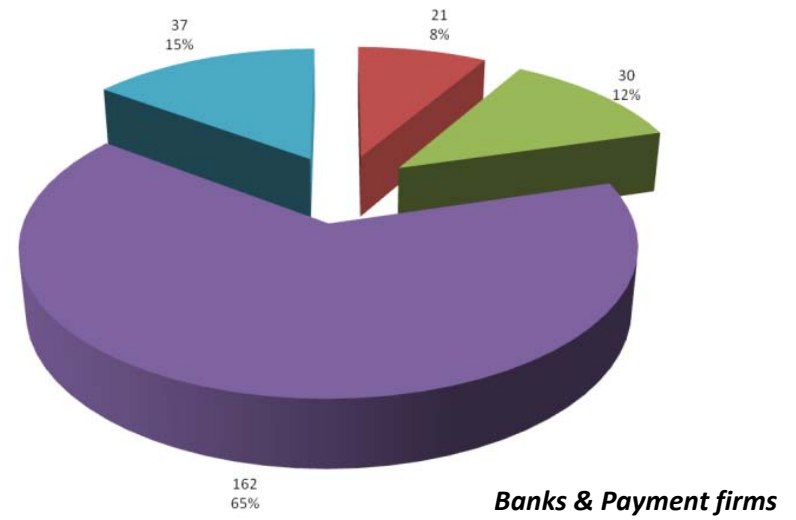
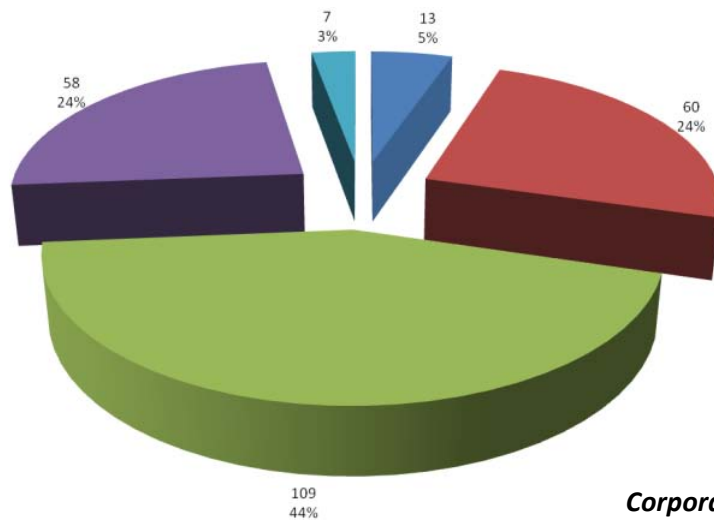
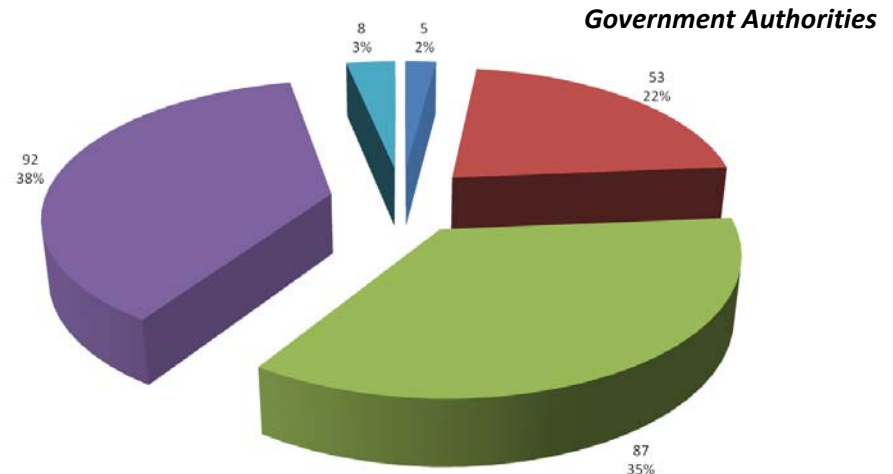




Question 19-21



- Never Heard of it
- Not Well Understood at all
- Just About Aware of it
- Reasonable Understanding
- Totally Understand it

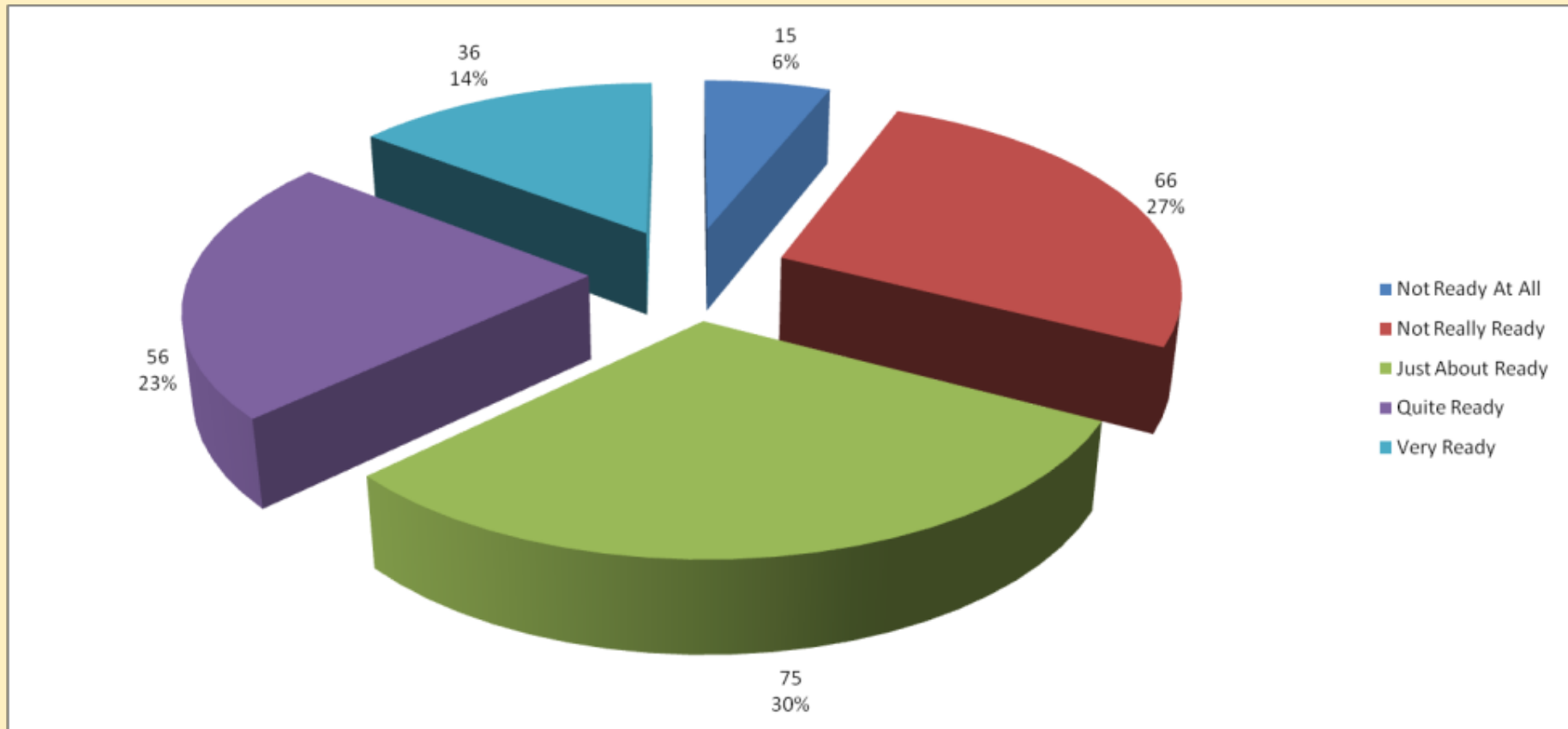




Question 22



How well prepared do you believe your national authorities are for the implementation of the Payment Services Directive on 1st November 2009?



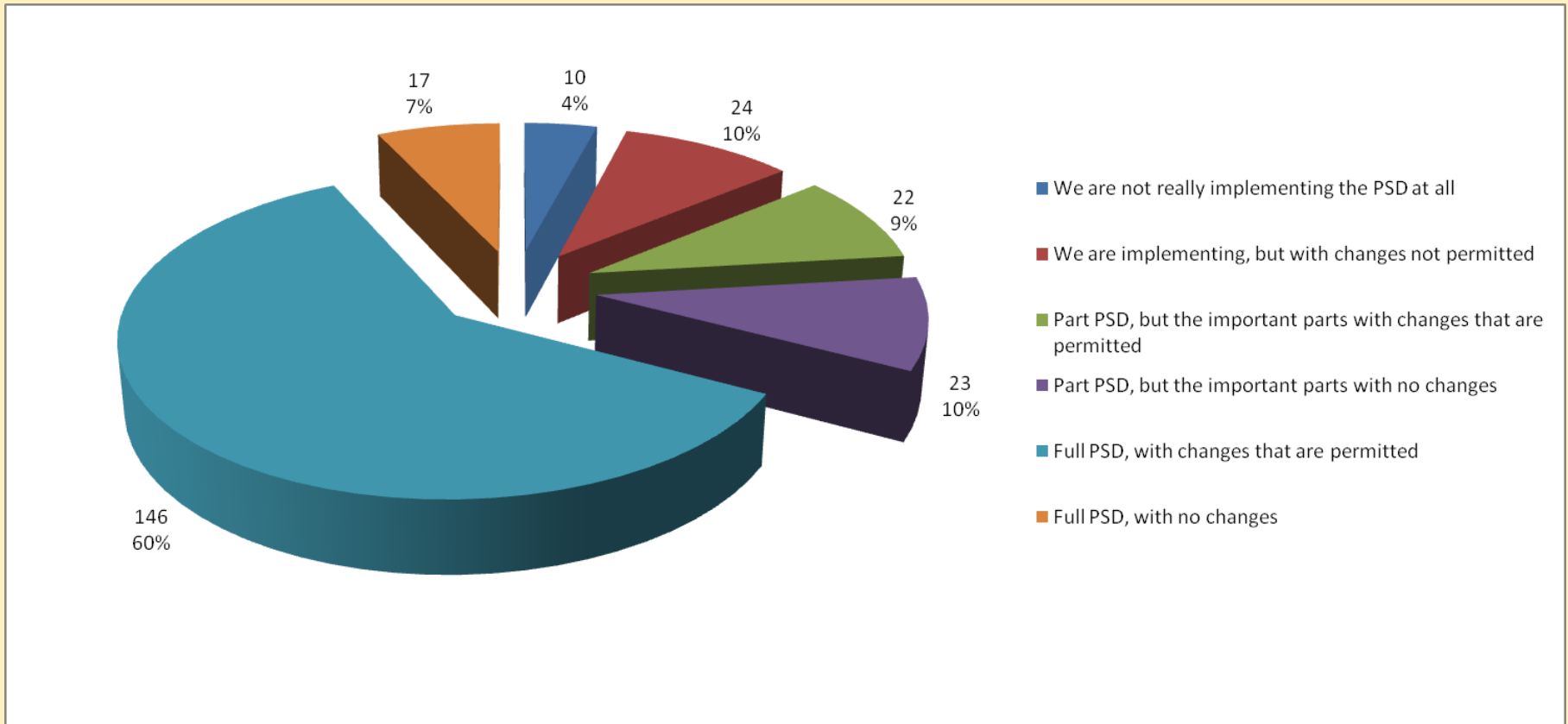
- Not Ready At All
- Not Really Ready
- Just About Ready
- Quite Ready
- Very Ready



Question 23



Which of the following choices is closest to your view of how national authorities are implementing the PSD

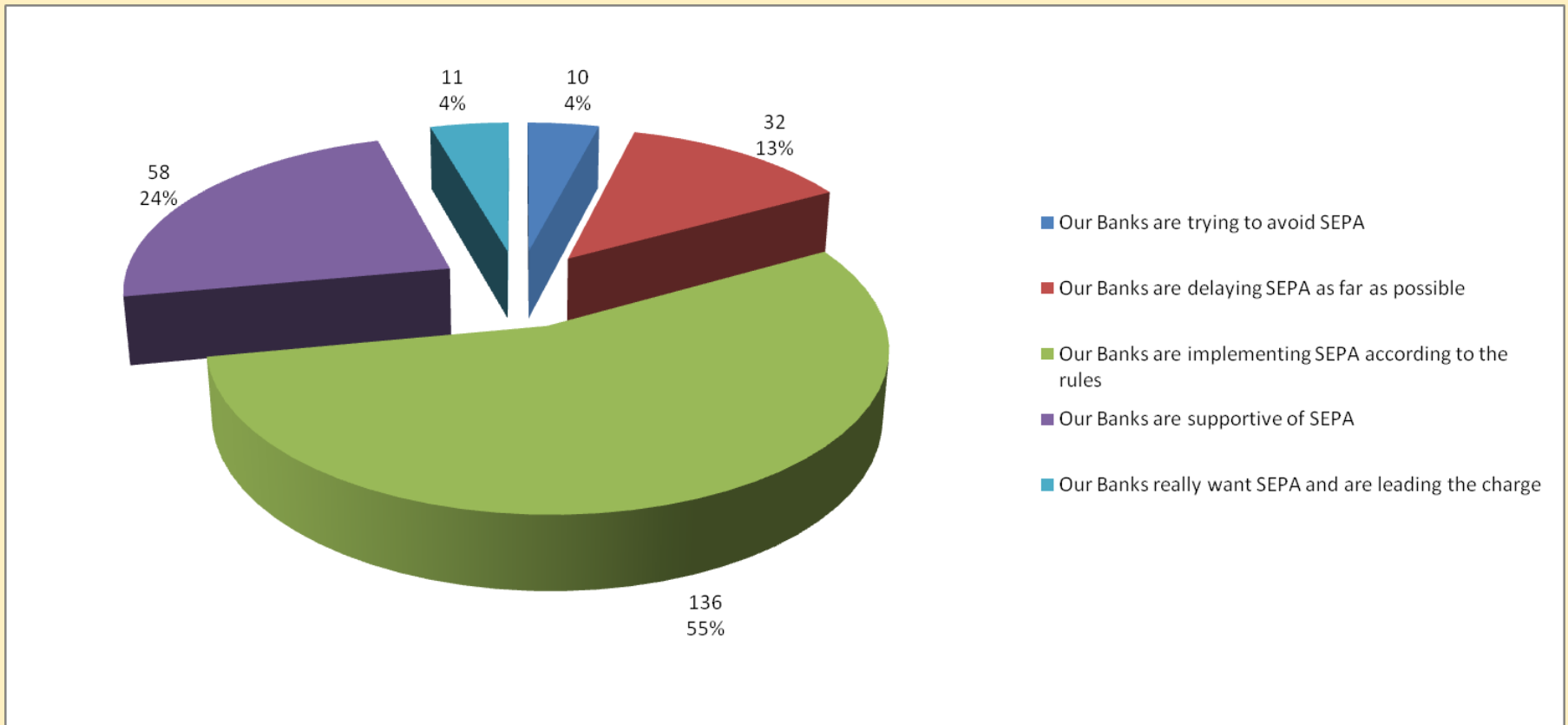




Question 24



How are banks implementing SEPA in your country ?



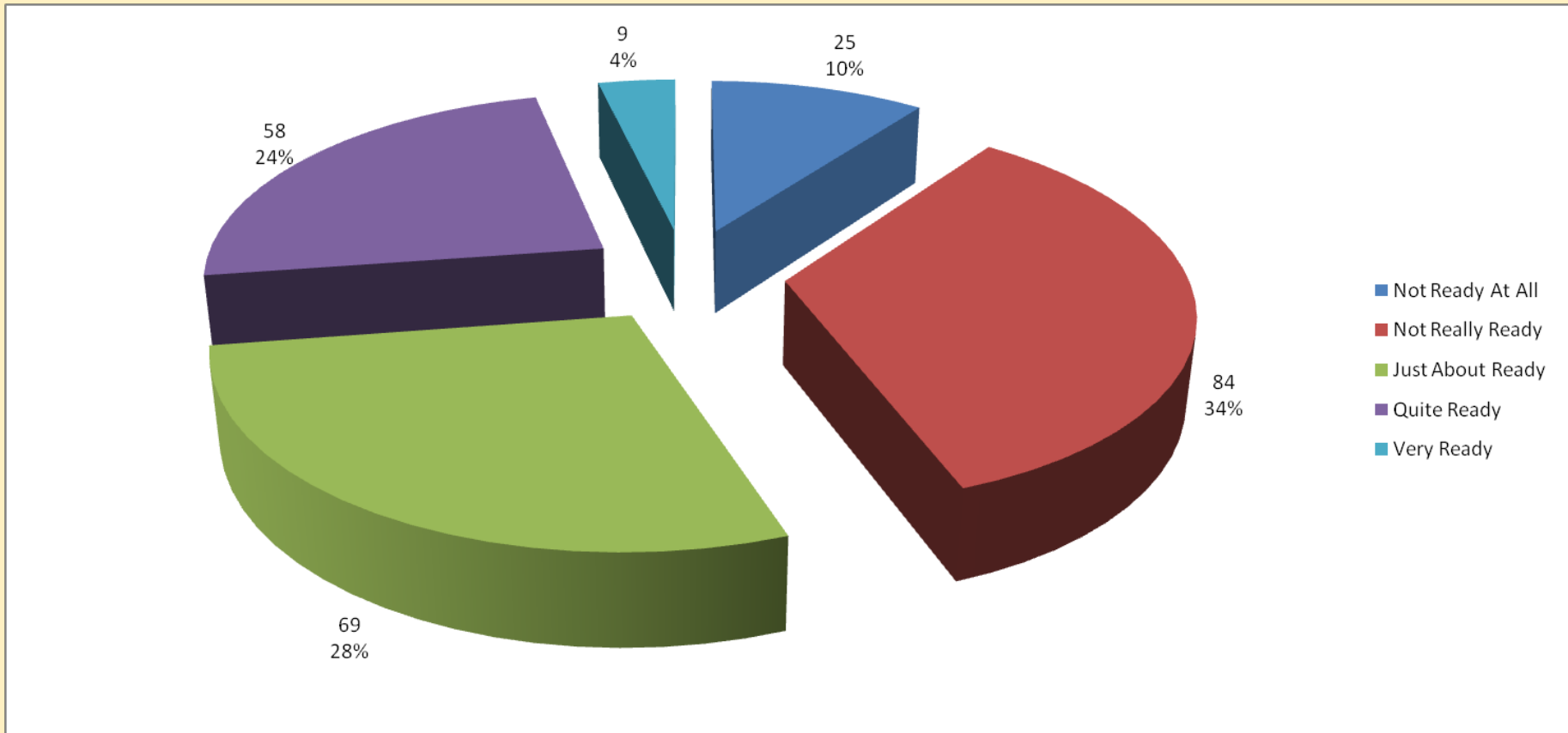
- Our Banks are trying to avoid SEPA
- Our Banks are delaying SEPA as far as possible
- Our Banks are implementing SEPA according to the rules
- Our Banks are supportive of SEPA
- Our Banks really want SEPA and are leading the charge



Question 25



How prepared are your nation's banks for SEPA Direct Debits?





Question 26



Who is influencing SEPA the most in your country?

