

Nicky Morgan MP
Treasury Committee Chair
House of Commons
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7 March 2019

Dear Nicky

PSR Board Chair

At the Accountability Hearing for the Payment Systems Regulator on 12 February 2019, I was asked for my views on the merits of having separate Chairs for the FCA and the PSR.

An increasing volume of the PSR's workload relates to consumer harm, where its payments system user remit overlaps with the consumer protection objective of the FCA. This overlap is already evident, for example, in the PSR's work on authorised push payment fraud and access to free-to-use ATMs. As the final report of the Access to Cash Review published yesterday recognises in relation to cash, it is important that the FCA and the PSR share a single view of the issues and the potential remedies, and operate in an integrated way, using their combined regulatory toolkit. There are a number of emerging issues where the same integrated approach will be required, including the broader question of access to banking services and financial inclusion and the fair use of customer data.

I believe, therefore, that the question should be reviewed at an appropriate time after the new Managing Director of the PSR has been appointed, in the context of an assessment of how the PSR's service user mandate is likely to develop.

Yours sincerely,



Charles Randell
Chair, Payment Systems Regulator