Why and how consumers want Instant Payments the new normal

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09/02/2022 – EFIP
WHY INstant Credit Transfers?

Competition between payments instruments

• Asia/America
• Consumers like instant payments: see the success of Swish, Vips, Bizum, Blue Code…
• Convenience and user friendliness: - the QR code issue - freedom of choice
THE PRICE ISSUE

- Average cost of regular payment: €0.45
- Average cost of instant payment: €2.80
- Maximum cost of instant payment: €7.75

Technological innovation must benefit to the consumer.
Instant payments are not the old fashioned credit transfers

SAME PRICE
THE SECURITY ISSUE

• Fraudulent beneficiary. How the consumer will recover the funds?
• The payment is instant: mistake on the amount
• Consumer much less protected than for direct debit and cards.

• IBAN check
• RECALL procedure/irrevocability.
• Joint liability of the two banks if something goes wrong
CONCLUSIONS

• Consumers want Instant payments
  BUT
  • Consumers need the same kind of protection for
    credit transfers as for direct debit and card
    payments.
  • OTHERWISE
    instant payments will never thrive
Thank you for your attention

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This presentation is part of an activity which has received funding under an operating grant from the European Union’s Consumer Programme (2014-2020).
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