



31 March 2017

Dear Ms Worobec

Financial Crime Customer Education and Awareness

The Payments Strategy Forum (the Forum) and Russell Saunders, Chair of the Financial Crime Working Group are delighted that Financial Fraud Action UK (FFA-UK) has agreed to take forward and implement our Customer Education and Awareness solution.

The Forum highlighted in its final Strategy that a priority issue in financial crime is the ability of consumers and businesses to identify and understand the methods by which criminals seek to exploit them in order to obtain or launder money. It was agreed consumers and businesses needed more information on the steps they can take to reduce the risk of becoming a victim or unwittingly participating in financial crime.

The Strategy proposed a joined-up approach to consumer awareness and education. It was identified that there were already a significant amount of activity under way to deliver awareness and education campaigns. However, these activities needed to be a more co-ordinated and streamlined, thus improving clarity of messages and avoiding unnecessary duplication and cost across the industry. This is the role you will undertake.

The Forum would like to monitor progress in 2017 and requests updates at our 6th June and 14th September meetings. I have asked the Secretariat to be in touch to discuss nearer the time.

Yours sincerely,

Ruth Evans

Chair, Payments Strategy Forum