

PSA Industry Forum

Delivering for all stakeholders

10 May 2017

- 1.30pm **Registration and tea and coffee**
- 2.00pm **Welcome and introductory remarks**
David Edmonds CBE, Chairman, PSA
- 2.05pm **CEO's update**
Jo Prowse, Chief Executive, PSA
- 2.30pm **Regulatory panel session**
Representatives from the FCA and Ofcom discuss the impact of regulatory and legislative developments on the phone-paid services market. Subjects to be discussed include PSD2, Ofcom's General Conditions and the Digital Economy Bill. The session will be facilitated by PSA Board Member, Meg Munn.
Meg Munn, Board Member, PSA (Chair)
Rachael Bishop, Head of Internet Policy, DCMS
Gavin Daykin, Consumer Affairs Principal, Ofcom
Graeme McLean, Head of Banking, Lending and Distribution, FCA
Simon Towler, Director of Policy and External Relations, PSA
- 3.15pm **Tea and coffee break**
- 3.35pm **Complaint handling research**
Futuresight present initial findings from research commissioned into consumer experiences of post-purchase redress.
Simon Ashworth, Partner, Futuresight
- 4.00pm **Phone-paid donations and payment innovations**
PSA Board member Steve Ricketts is joined by Matt Jerwood, Head of Digital Fundraising at Oxfam, to discuss opportunities new technology and innovations present for phone-paid services.
Steve Ricketts, Board Member, PSA (Chair)
Matt Jerwood, Head of Digital Fundraising, Oxfam
- 4.25pm **Concluding remarks**
David Edmonds CBE, Chairman
- 4.30pm **Close of forum and networking drinks**