

# Delivering for all our stakeholders

Industry Forum, Spring 2017

Twitter: @PSAuthorityUK  
Wireless password: connect@cctv

---

# David Edmonds CBE

Chairman

# Jo Prowse

Chief Executive

# Delivering for all our stakeholders

## Today's agenda

- Session 1: regulatory and legislative developments
  - Session 2: consumer research
  - Session 3: digital fundraising and innovation
-

# Stakeholder perceptions

- Endorsed our vision and mission
  - Think we are open and collaborative and improving in terms of fairness and proportionality
  - Think we could act quicker
  - Some perceive our rules to be quite complex
-

## Regulatory metrics FY1617

471,000 contacts

92% automated

34,000 complaints



605 substantive cases

99 enforcement cases

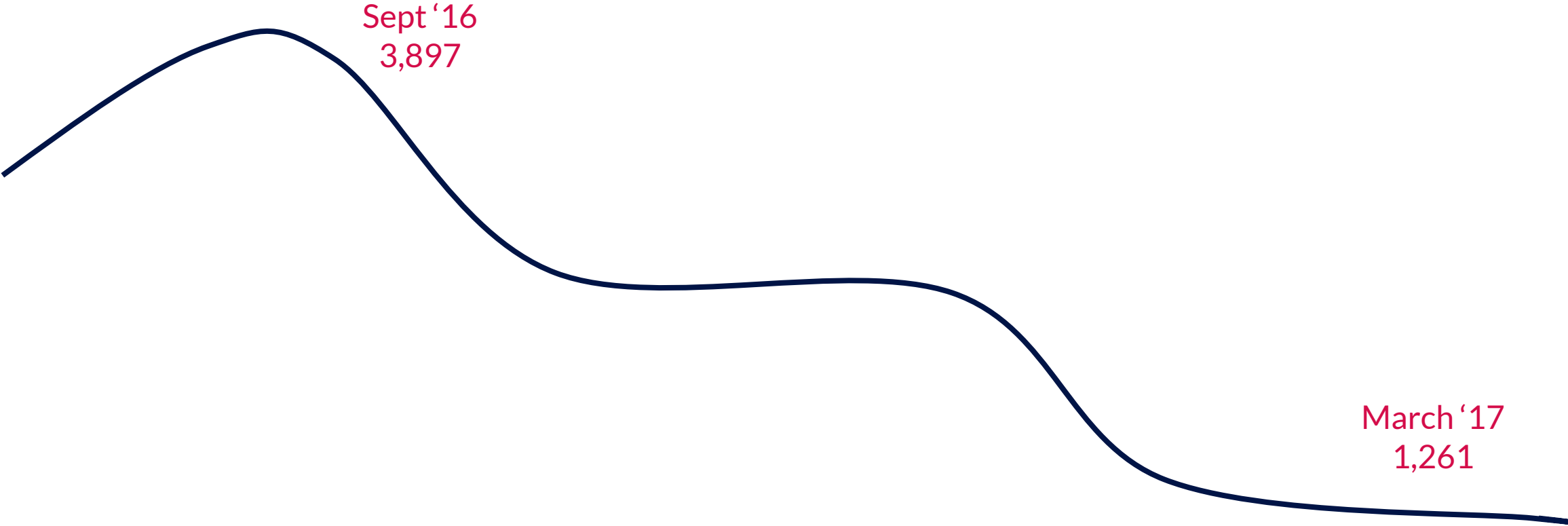
16 T1s

54 initial T2s

# Proportionate action

- Taken robust action against a small number of providers
  - Consulting on changes to our approach to sanctioning
  - Introduced special conditions on online competition and online adult services
-

# Complaint levels





# Complaint levels



# Building consumer confidence and trust

- Last AMR consumer data:
    - 17% of users of services have said they had a problem with a service
    - 29% said their trust had been compromised
  - Focus in FY 1718 on the post-contract consumer journey, including:
    - Method of exit
    - Refund mechanisms
    - ADR
  - Focus on how we communicate to consumers
-

## Market outpayments

c. £470m  
in  
FY1617

OB up  
31%  
y-o-y

And 106%  
since  
FY1415

# Market opportunities

- Growth through new players and services
  - PSD2 - eticketing
  - PSA - open for business
-

# PSA vision

A healthy and innovative market in which consumers can charge content, goods and services to their phone bill with confidence.

---

## In summary

- We want to work together to achieve:
    - Informed, empowered and confident consumers
    - A healthy, compliant and competitive market
    - Supportive regulation that's robust but flexible
    - A competitive payment mechanic
    - A market that puts consumers first
-

# Q&A

# Panel discussion

Regulatory and legislative developments

**Meg Munn, PSA Board Member**

**Gavin Daykin, Consumer Affairs Principal, Ofcom**

**Graeme McLean, Head of Banking, Lending and Distribution, FCA**

**Rachael Bishop, Head of Internet Policy, DCMS**

**Simon Towler, Director Policy and External Relations, PSA**

---



# Conversation

Digital fundraising and innovation

**Steve Ricketts, PSA Board Member**

**Matt Jerwood, Head of Digital Fundraising, Oxfam**

# David Edmonds CBE

Chairman