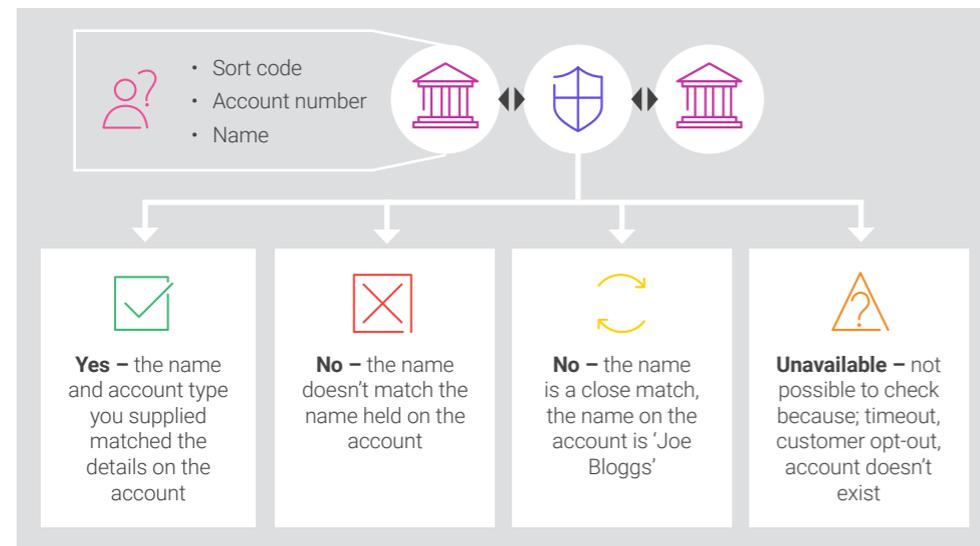


## Finastra Bacsactive-IP factsheet

# Confirmation of Payee

Reduce your risk when collecting or making payments; avoid misdirected payments and add protection from fraud and scams.

### Confirmation of Payee overview



Confirmation of Payee (CoP) helps businesses verify that they are sending payments to, or collecting money from, the right account holder. This gives peace of mind when making high-risk, high-volume or high-value transactions.

It works by performing a real-time check with the bank of the account holder, verifying that the account details provided are correct, that the account exists and that it belongs to the name provided.

Checking the data given is correct when payers give their payment details to your call center or on your website, gives the opportunity to prompt for the right details in real-time. This results in fewer failed transactions and less time spent resolving errors and chasing missed payments.

Use CoP when setting up new payers or payees – ensuring refunds are going to the right account, invoices and payroll are being paid accurately, and Direct Debits are being collected correctly.

### How will Confirmation of Payee integrate with Finastra Bacsactive-IP?

Confirmation of Payee is available via three channels for customers to access the service:

1. Use our Open API calls within your own systems and on your website to check and correct errors in real-time, at the point of sign-up.
2. Automatically check transactions when uploading transaction files.
3. Automatically check new and amended accounts entered in Bacsactive-IP.

Confirmation of Payee can be added to your Bacsactive-IP service simply by switching the module on and selecting your preferences, or embedded within your website easily by using our Open API functionality.



### Benefits all users

Benefits both Direct Debit and Direct Credit users



### Save time and reduce errors

Automatically highlight and fix errors in real time at the point of sign-up



### Reduce risk

Avoid misdirected payments and add protection from fraud and scams

## For Direct Debit users

### Key benefits

- Catch errors at signup time – resolve problems while you have the customer on the phone/website.
- Reduce payment timescales – spot errors at signup, not on transaction failure.
- Reduce indemnity claims by fixing problems earlier.

### Cost savings

- Reduce the number of failed Direct Debit Instructions (DDIs). These require manual correction and it can be difficult getting hold of the customer to obtain their correct details at a later date. The customer may choose not to pay by Direct Debit (DD) when you do contact them.

- Reduce costs and effort – less time spent handling failed payments and resolving failed DDIs.
- Reduced number of indemnity claims, and reduced risk in having to write off the associated payments.

### What happens without Confirmation of Payee for Direct Debits

- Day 4&5: Failed DDI returned and requires intervention.
- Day 10+: First DD fails and requires intervention.
- Day X: Account holder issues indemnity claim as DD set up on incorrect account.

## For Direct Credit users

### Key benefits

- Catch errors at signup time – resolve any problems quickly.
- Reduce the risk of APP (Authorised Push Payment) fraud.
- Use even if you're not paying by Direct Credit – works for bank account checking, and is not bound by payment type, check accounts for Faster Payments and even CHAPS.
- Reduce the risk of payments to beneficiaries going astray.

### Cost savings

- Fewer incorrect payments made.
- Less time spent chasing lost payments.

### What happens without Confirmation of Payee for Direct Credits?

- Difficulties in getting money back if it is paid to the wrong account.
- No visibility on lost payments until a supplier or employee queries a missing payment.

For more information about Confirmation of Payee, please speak with your Account Manager or contact us.

### About Finastra

Finastra is a global provider of financial software applications and marketplaces, and launched the leading open platform for innovation, FusionFabric.cloud, in 2017. It serves institutions of all sizes, providing award-winning software solutions and services across Lending, Payments, Treasury & Capital Markets and Universal Banking (Retail, Digital and Commercial Banking) for banks to support direct banking relationships and grow through indirect channels, such as embedded finance and Banking as a Service. Its pioneering approach and commitment to open finance and collaboration is why it is trusted by over 8,000 institutions, including 45 of the world's top 50 banks. For more information, [finastra.com](https://finastra.com)

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