

# first direct

## New rules for payment scams

Which apply from **7 October 2024**, if you experience an Authorised Push Payment (APP) scam.

## What's an APP scam?

This is where you're tricked into making a payment to an account outside your control and the person receiving it isn't who you intended to pay, or the payment wasn't for the purpose you originally agreed.

## New APP scam reimbursement rules

These new rules, due to a change in regulation, apply to money sent between UK accounts using Faster Payments (a way to send money electronically in near real time) or CHAPS (a type of same day bank transfer, often used for larger payments).

Under the new rules:

- the total claim limit is £85,000
- an excess of £100 may be deducted from the value of any claim
- if your claim is eligible, we'll reimburse you no later than 35 business days after you contact us.

We'll update our terms and conditions to include these new rules no later than 9 April 2025.

## If you think you've been scammed

It's really important you contact us as soon as possible on **03 456 100 100**<sup>i</sup> if you believe you're the victim of one of these scams. When you do, we'll review your claim based on the information provided by you, the bank that received the payment and anyone else who's relevant eg the police. We'll also need to share your details and what you've told us with them so they can investigate what happened.

## What won't be covered?

It's worth bearing in mind, you may not be entitled to a reimbursement under the new rules if:

- the payment was sent to another account you control
- the payment was sent to or from an account outside the UK
- we haven't received the information we need to review your claim
- you didn't 'authorise' the payment ('unauthorised' payments are covered by different rules)
- there's a civil dispute between you and the person or business that received the payment
- you've been extremely careless when making the payment(s) including ignoring warnings from us and/or the police that it was likely to be a scam
- we reasonably suspect fraud on your part
- you didn't promptly report the suspected scam to us
- it's more than 13 months since you made the last APP scam payment.

And just as a reminder, the new rules don't apply to payments:

- sent before 7 October 2024
- made using debit/credit cards, cheques, or cash
- sent to or from accounts outside the UK
- sent to or from accounts with certain types of specialist financial institution eg credit unions, municipals or national savings banks.

These payments will still be investigated and you may still be reimbursed, so it's important to report them.

## Take Five - stop and think

Take Five, an awareness campaign led by UK Finance, offers straightforward and impartial advice to help everyone protect themselves against financial crime. We've included some general rules below but you can find more information by visiting [takefive-stopfraud.org.uk](https://takefive-stopfraud.org.uk)

- a genuine bank or organisation will never contact you to ask for your PIN, full password or to move money to another account
- don't be tricked into giving a fraudster access to your personal or financial details
- never click on a link in an unexpected email or text
- always question unexpected approaches in case it's a scam - instead, contact the company directly using a known email or phone number.

## We're here to help

You can find more about how we protect you and how you can help keep your money safe by visiting [firstdirect.com/security-centre](https://firstdirect.com/security-centre). If you need more specialist or independent help, please contact a legal advisor or visit [citizensadvice.org.uk](https://citizensadvice.org.uk)

Contact us Online or by Phone

**Chat to us via our App or message us via Online Banking**  
**03 456 100 100<sup>†</sup>**  
**firstdirect.com**

<sup>†</sup>If calling from abroad **+44 113 234 5678**. For more information on contacting us via BSL video relay service or Next Generation Text Services (NGTS) visit **firstdirect.com/accessibility**. Because we want to make sure we're doing a good job calls may be monitored and/or recorded, we hope you don't mind.

**first direct** is a division of HSBC UK Bank plc. Registered in England & Wales with number 09928412. Registered Office: 1 Centenary Square, Birmingham, B1 1HQ, United Kingdom. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 765112.

© HSBC Group 2024. All Rights Reserved.

Member HSBC Group

CK-APPSCAMS 09/24 V2 WEB