

# Public consultation on instant payments

Fields marked with \* are mandatory.

## Introduction

This consultation is now available in 23 European Union official languages.

Please use the language selector at the top of this page to choose your language for this consultation.

The present consultation will inform the Commission on remaining obstacles as well as possible enabling actions that it could take to ensure a wide availability and use of instant payments in the EU. It will also enable the Commission to decide on whether EU coordinated action and/or **policy measures** are warranted in order to ensure that a critical mass of EU payment service providers (PSPs) offer instant credit transfers. The consultation also **seeks to identify factors that would be relevant for fostering customer demand** (from consumers, corporate users and merchants alike) towards instant credit transfers.

EU citizens and companies expect to have at their disposal convenient, secure and cost-efficient payment solutions to make their payments, both domestically and cross-border. Instant payments technology can be a powerful enabler for the emergence of payment solutions meeting these expectations. Most credit transfers today reach the beneficiary on the following business day and some even take longer. In contrast, instant credit transfers allow funds to be available on the account of the beneficiary within seconds, 24 hours a day, every day of the year, including weekends and public holidays. This entails potential advantages for consumer and corporate users alike.

For an instant credit transfer to be successfully completed, at each end of the transfer there needs to be a PSP adhering to the same set of rules, practices and standards for the execution of that transfer (a single 'scheme'). For euro instant credit transfers within the [Single Euro Payments Area \(SEPA\)](#) such a scheme was developed in 2017 by the [European Payments Council](#) (the 'SCT Inst. Scheme'). A broad level of participation by PSPs in the scheme is a key precondition for the wide availability of euro instant transfers at EU level. As of March 2021, only 64.6% of PSPs located in 21 Member States have joined the SCT Inst. Scheme. Similar schemes also exist in some non euro area Member States for instant credit transfers in their local currency.

Instant credit transfers can be conveniently used in a variety of situations such as purchases in physical shops and online (so called 'point of interaction' with merchants), or person-to-person payments, such as splitting a restaurant bill. This requires the instant credit transfer to be combined with a 'front-end' solution, such as one based on mobile phone applications, e-invoices, standardised messages requesting payments, etc.

The consultation aims at identifying the concerns that would need to be addressed to incentivise EU payments market players to offer innovative, convenient, safe and cost-efficient pan-European payment solutions based on instant credit transfers. At the same time, it would help establish what features and safeguards would enable the users to reap the benefits of instant payments to the fullest.

This public consultation is addressed to a broad range of stakeholders: payment services users (consumers, corporate users and merchants), PSPs and providers of supporting technical services, clearing and settlement mechanisms, relevant public authorities, national regulators and others - all playing an important role in ensuring a smooth transition towards well-functioning and efficient pan-European instant payment solutions.

This consultation follows from the [Commission Communication from December 2018 “Towards a stronger international role of the euro”](#), which supported a fully integrated instant payment framework in the EU in order to reduce the risks and the vulnerabilities in retail payment systems and to increase the autonomy of existing payment solutions, and the [Commission Communication on a “retail payments strategy in the EU” adopted on 24 September 2020](#), which confirmed the goal of fostering the full take up of instant payments in the EU and listed a number of possible initiatives to support that objective.

The results of this consultation will be used to promote, as part of the Commission’s vision for the **EU’s retail payments** market, the availability of competitive home-grown and pan-European payment solutions, supporting Europe’s open strategic autonomy in the macro-economic and financial fields, the importance of which was reiterated in the recent [Commission Communication of January 2021 “The European economic and financial system: fostering openness, strength and resilience”](#).

**If you are a provider of payment services (PSP) or supporting technical services, please note that in addition to this public consultation you are invited to respond to the [targeted consultation](#) which contains questions of a more technical nature.**

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**Please note:** In order to ensure a fair and transparent consultation process **only responses received through our online questionnaire will be taken into account** and included in the report summarising the responses. Should you have a problem completing this questionnaire or if you require particular assistance, please contact [fisma-instant-payments@ec.europa.eu](mailto:fisma-instant-payments@ec.europa.eu).

More information on

- [this consultation](#)
- [the consultation document](#)
- [the consultation strategy](#)
- [payment services](#)
- [the protection of personal data regime for this consultation](#)

## About you

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### \* Language of my contribution

- ☐ Bulgarian
- ☐ Croatian
- ☐ Czech
- ☐ Danish

- ☐ Dutch
- ☐ English
- ☐ Estonian
- ☐ Finnish
- ☐ French
- ☐ German
- ☐ Greek
- ☐ Hungarian
- ☐ Irish
- ☐ Italian
- ☐ Latvian
- ☐ Lithuanian
- ☐ Maltese
- ☐ Polish
- ☐ Portuguese
- ☐ Romanian
- ☐ Slovak
- ☐ Slovenian
- ☐ Spanish
- ☐ Swedish

\* I am giving my contribution as

- ☐ Academic/research institution
- ☐ Business association
- ☐ Company/business organisation
- ☐ Consumer organisation
- ☐ EU citizen
- ☐ Environmental organisation
- ☐ Non-EU citizen
- ☐ Non-governmental organisation (NGO)
- ☐ Public authority
- ☐ Trade union
- ☐ Other

\* First name

\* Surname

\* Email (this won't be published)

\* Under which category does your business association stand

- ☐ Account Servicing Payment Service Provider
- ☐ Payment Initiation Service Provider
- ☐ Acquirer
- ☐ Provider of other types of payment services
- ☐ Technical service provider as defined in Article 3(j) PSD2
- ☐ Payment system
- ☐ Corporate payment services user
- ☐ Merchant
- ☐ Other

\* Please specify under what other category your business association stands

*255 character(s) maximum*

\* Please specify what kind of Account Servicing Payment Service Provider

- ☐ Credit institution
- ☐ Payment institution
- ☐ Electronic money institution

\* Please specify what other type(s) of payment services your organisation provides

*255 character(s) maximum*

\* Under which category does your business organisation or company stand

- ☐ Account Servicing Payment Service Provider
- ☐ Payment Initiation Service Provider

- ☐ Acquirer
- ☐ Provider of other types of payment services
- ☐ Technical service provider as defined in Article 3(j) PSD2
- ☐ Payment system
- ☐ Corporate payment services user
- ☐ Merchant
- ☐ Other

\* Please specify under what other category your business organisation or company stands

*255 character(s) maximum*

\* Please specify what kind of Account Servicing Payment Service Provider

- ☐ Credit institution
- ☐ Payment institution
- ☐ Electronic money institution

\* Are you responding on behalf of the banking group?

- ☐ Yes
- ☐ No
- ☐ Don't know / no opinion / not applicable

\* Please specify what other type(s) of payment services your organisation provides

*255 character(s) maximum*

\* Please specify what type of merchant

- ☐ Online
- ☐ Physical presence
- ☐ Both online and physical presence
- ☐ Other

\* Please specify what other type of merchant

*255 character(s) maximum*

\* Scope

- ☐ International
- ☐ Local
- ☐ National
- ☐ Regional

\* Is your organisation a European institution or agency

- ☐ Yes
- ☐ No
- ☐ Don't know / no opinion / not applicable

\* Level of governance

- ☐ Local Authority
- ☐ Local Agency

\* Level of governance

- ☐ Parliament
- ☐ Authority
- ☐ Agency

\* Please specify what type of Authority

- ☐ Supervisory
- ☐ Resolution
- ☐ Other

\* Please specify what other type of Authority

*255 character(s) maximum*

\* Is your organisation a Ministry?

- ☐ Yes
- ☐ No
- ☐ Don't know / no opinion / not applicable

\* Please specify what Ministry

*255 character(s) maximum*

\* Is your organisation a National Central Bank?

- ☐ Yes
- ☐ No
- ☐ Don't know / no opinion / not applicable

\* Organisation name

*255 character(s) maximum*

\* Organisation size

- ☐ Micro (1 to 9 employees)
- ☐ Small (10 to 49 employees)
- ☐ Medium (50 to 249 employees)
- ☐ Large (250 or more)

\* Please specify if your company is a small and medium sized enterprise (SME) according to the [definition provided by EU recommendation 2003/361](#)

- ☐ Yes, it is an SME
- ☐ No, it is not an SME
- ☐ Don't know / no opinion / not applicable

Transparency register number

*255 character(s) maximum*

Check if your organisation is on the [transparency register](#). It's a voluntary database for organisations seeking to influence EU decision-making.

\* Country of origin

Please add your country of origin, or that of your organisation.

- |                                     |  |                                     |  |
|-------------------------------------|--|-------------------------------------|--|
| <input type="radio"/> Afghanistan   | <input type="radio"/> Djibouti           | <input type="radio"/> Libya         | <input type="radio"/> Saint Martin                     |
| <input type="radio"/> Åland Islands | <input type="radio"/> Dominica           | <input type="radio"/> Liechtenstein | <input type="radio"/> Saint Pierre and Miquelon        |
| <input type="radio"/> Albania       | <input type="radio"/> Dominican Republic | <input type="radio"/> Lithuania     | <input type="radio"/> Saint Vincent and the Grenadines |
| <input type="radio"/> Algeria       | <input type="radio"/> Ecuador            | <input type="radio"/> Luxembourg    | <input type="radio"/> Samoa                            |

○ American Samoa	○ Egypt	○ Macau	○ San Marino
○ Andorra	○ El Salvador	○ Madagascar	○ São Tomé and Príncipe
○ Angola	○ Equatorial Guinea	○ Malawi	○ Saudi Arabia
○ Anguilla	○ Eritrea	○ Malaysia	○ Senegal
○ Antarctica	○ Estonia	○ Maldives	○ Serbia
○ Antigua and Barbuda	○ Eswatini	○ Mali	○ Seychelles
○ Argentina	○ Ethiopia	○ Malta	○ Sierra Leone
○ Armenia	○ Falkland Islands	○ Marshall Islands	○ Singapore
○ Aruba	○ Faroe Islands	○ Martinique	○ Sint Maarten
○ Australia	○ Fiji	○ Mauritania	○ Slovakia
○ Austria	○ Finland	○ Mauritius	○ Slovenia
○ Azerbaijan	○ France	○ Mayotte	○ Solomon Islands
○ Bahamas	○ French Guiana	○ Mexico	○ Somalia
○ Bahrain	○ French Polynesia	○ Micronesia	○ South Africa
○ Bangladesh	○ French Southern and Antarctic Lands	○ Moldova	○ South Georgia and the South Sandwich Islands
○ Barbados	○ Gabon	○ Monaco	○ South Korea
○ Belarus	○ Georgia	○ Mongolia	○ South Sudan
○ Belgium	○ Germany	○ Montenegro	○ Spain
○ Belize	○ Ghana	○ Montserrat	○ Sri Lanka
○ Benin	○ Gibraltar	○ Morocco	○ Sudan
○ Bermuda	○ Greece	○ Mozambique	○ Suriname
○ Bhutan	○ Greenland	○ Myanmar /Burma	○ Svalbard and Jan Mayen
○ Bolivia	○ Grenada	○ Namibia	○ Sweden



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|------------------------------------|-------------------------------------|----------------------------|----------------------------|
| ○ Bonaire Saint Eustatius and Saba | ○ Guadeloupe                        | ○ Nauru                    | ○ Switzerland              |
| ○ Bosnia and Herzegovina           | ○ Guam                              | ○ Nepal                    | ○ Syria                    |
| ○ Botswana                         | ○ Guatemala                         | ○ Netherlands              | ○ Taiwan                   |
| ○ Bouvet Island                    | ○ Guernsey                          | ○ New Caledonia            | ○ Tajikistan               |
| ○ Brazil                           | ○ Guinea                            | ○ New Zealand              | ○ Tanzania                 |
| ○ British Indian Ocean Territory   | ○ Guinea-Bissau                     | ○ Nicaragua                | ○ Thailand                 |
| ○ British Virgin Islands           | ○ Guyana                            | ○ Niger                    | ○ The Gambia               |
| ○ Brunei                           | ○ Haiti                             | ○ Nigeria                  | ○ Timor-Leste              |
| ○ Bulgaria                         | ○ Heard Island and McDonald Islands | ○ Niue                     | ○ Togo                     |
| ○ Burkina Faso                     | ○ Honduras                          | ○ Norfolk Island           | ○ Tokelau                  |
| ○ Burundi                          | ○ Hong Kong                         | ○ Northern Mariana Islands | ○ Tonga                    |
| ○ Cambodia                         | ○ Hungary                           | ○ North Korea              | ○ Trinidad and Tobago      |
| ○ Cameroon                         | ○ Iceland                           | ○ North Macedonia          | ○ Tunisia                  |
| ○ Canada                           | ○ India                             | ○ Norway                   | ○ Turkey                   |
| ○ Cape Verde                       | ○ Indonesia                         | ○ Oman                     | ○ Turkmenistan             |
| ○ Cayman Islands                   | ○ Iran                              | ○ Pakistan                 | ○ Turks and Caicos Islands |
| ○ Central African Republic         | ○ Iraq                              | ○ Palau                    | ○ Tuvalu                   |
| ○ Chad                             | ○ Ireland                           | ○ Palestine                | ○ Uganda                   |
| ○ Chile                            | ○ Isle of Man                       | ○ Panama                   | ○ Ukraine                  |
| ○ China                            | ○ Israel                            | ○ Papua New Guinea         | ○ United Arab Emirates     |
| ○ Christmas Island                 | ○ Italy                             | ○ Paraguay                 | ○ United Kingdom           |

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| <input type="radio"/> Clipperton                       | <input type="radio"/> Jamaica    | <input type="radio"/> Peru  | <input type="radio"/> United States                        |
| <input type="radio"/> Cocos (Keeling) Islands          | <input type="radio"/> Japan      | <input type="radio"/> Philippines                                 | <input type="radio"/> United States Minor Outlying Islands |
| <input type="radio"/> Colombia                         | <input type="radio"/> Jersey     | <input type="radio"/> Pitcairn Islands                            | <input type="radio"/> Uruguay                              |
| <input type="radio"/> Comoros                          | <input type="radio"/> Jordan     | <input type="radio"/> Poland                                      | <input type="radio"/> US Virgin Islands                    |
| <input type="radio"/> Congo                            | <input type="radio"/> Kazakhstan | <input type="radio"/> Portugal                                    | <input type="radio"/> Uzbekistan                           |
| <input type="radio"/> Cook Islands                     | <input type="radio"/> Kenya      | <input type="radio"/> Puerto Rico                                 | <input type="radio"/> Vanuatu                              |
| <input type="radio"/> Costa Rica                       | <input type="radio"/> Kiribati   | <input type="radio"/> Qatar                                       | <input type="radio"/> Vatican City                         |
| <input type="radio"/> Côte d'Ivoire                    | <input type="radio"/> Kosovo     | <input type="radio"/> Réunion                                     | <input type="radio"/> Venezuela                            |
| <input type="radio"/> Croatia                          | <input type="radio"/> Kuwait     | <input type="radio"/> Romania                                     | <input type="radio"/> Vietnam                              |
| <input type="radio"/> Cuba                             | <input type="radio"/> Kyrgyzstan | <input type="radio"/> Russia                                      | <input type="radio"/> Wallis and Futuna                    |
| <input type="radio"/> Curaçao                          | <input type="radio"/> Laos       | <input type="radio"/> Rwanda                                      | <input type="radio"/> Western Sahara                       |
| <input type="radio"/> Cyprus                           | <input type="radio"/> Latvia     | <input type="radio"/> Saint Barthélemy                            | <input type="radio"/> Yemen                                |
| <input type="radio"/> Czechia                          | <input type="radio"/> Lebanon    | <input type="radio"/> Saint Helena Ascension and Tristan da Cunha | <input type="radio"/> Zambia                               |
| <input type="radio"/> Democratic Republic of the Congo | <input type="radio"/> Lesotho    | <input type="radio"/> Saint Kitts and Nevis                       | <input type="radio"/> Zimbabwe                             |
| <input type="radio"/> Denmark                          | <input type="radio"/> Liberia    | <input type="radio"/> Saint Lucia                                 |  |

The Commission will publish all contributions to this public consultation. You can choose whether you would prefer to have your details published or to remain anonymous when your contribution is published. **For the purpose of transparency, the type of respondent (for example, 'business association', 'consumer association', 'EU citizen') country of origin, organisation name and size, and its transparency register number, are always published. Your e-mail address will never be published.** Opt in to select the privacy option that best suits you. Privacy options default based on the type of respondent selected

### \* Contribution publication privacy settings

The Commission will publish the responses to this public consultation. You can choose whether you would like your details to be made public or to remain anonymous.

☐ **Anonymous**

The type of respondent that you responded to this consultation as, your country of origin and your contribution will be published as received. Your name will not be published. Please do not include any personal data in the contribution itself.

☐ **Public**

Your name, the type of respondent that you responded to this consultation as, your country of origin and your contribution will be published.

**\* Contribution publication privacy settings**

The Commission will publish the responses to this public consultation. You can choose whether you would like your details to be made public or to remain anonymous.

☐ **Anonymous**

Only organisation details are published: The type of respondent that you responded to this consultation as, the name of the organisation on whose behalf you reply as well as its transparency number, its size, its country of origin and your contribution will be published as received. Your name will not be published. Please do not include any personal data in the contribution itself if you want to remain anonymous.

☐ **Public**

Organisation details and respondent details are published: The type of respondent that you responded to this consultation as, the name of the organisation on whose behalf you reply as well as its transparency number, its size, its country of origin and your contribution will be published. Your name will also be published.

☐ I agree with the [personal data protection provisions](#)

## User perspective

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Note: For the purpose of the questionnaire, instant credit transfers mean either SCT Inst. (euro instant credit transfers), or instant credit transfers in another EU currency.

**Question 1. To your knowledge, does your payment service provider (e.g., your bank) provide you with the possibility to make instant credit transfers?**

☐ Yes

☐ No















- ☐ I don't know
- ☐ Not applicable

## **Consumer preferences**

**Consumer preferences for instant credit transfers (for example in the context of using online banking)**

**Question 2. Please rate the importance of the reasons/conditions listed below, which would incentivise you as consumer to opt for an instant credit transfer:**

	1 (not important)	2 (rather not important)	3 (neutral)	4 (rather important)	5 (fully important)	No opinion	Not applicable
Need for the funds to be credited to the beneficiary within seconds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for the funds to be credited to the beneficiary within seconds also outside business hours (24 hours a day, any day of the year)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cost (compared with a regular credit transfer)							
Existence of safeguards regarding the risk of fraud or error (e.g. the possibility to receive an immediate confirmation as to whether the IBAN number of the beneficiary account matches the name featuring on the beneficiary account)							

Other							
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**Please specify to what other reason(s)/condition(s) you refer in your answer to question 2:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Please explain your answers to question 2:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 3. In order to be able to send the funds 24 hours a day, any day of the year (including weekends and public holidays) and be certain that the beneficiary receives the funds within seconds, would you, as consumer, be willing to pay a premium fee for instant credit transfers compared to regular credit transfers?**

- ☐ Yes
- ☐ No
- ☐ Don't know / no opinion / not applicable

**Question 3.1 Please indicate if possible how much of a 'premium' you would be ready to pay for an instant credit transfer as % increase compared to a regular credit transfer (e.g. 5%, 10%, 50%, etc.):**

%

**Please explain your answer(s) to question 3:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.






























**Question 4. As consumer, if you opt for an instant credit transfer, do you consider that, in order to prevent the risk of fraud or error, your bank should offer a service allowing, prior to the initiation of the transfer, for the immediate verification of the 'match' between the IBAN of the beneficiary and the name on the beneficiary account?**






















- ☐ Yes, automatically and free of charge for the consumer
- ☐ Yes, automatically and I accept that there could be a fee to pay for that service
- ☐ Yes, but as an optional service with a fee
- ☐ No, I don't believe this is necessary
- ☐ I don't know / no opinion
- ☐ Not applicable

**Consumer preferences for instant credit transfers at point of interaction (e.g. when paying in a shop, making on-line purchases, etc.)**

**Question 5. Please rate the importance of the factors below which would incentivise you as consumer to opt for an instant credit transfer when paying in a shop or online (at ‘point of interaction’):**

	1 (not important)	2 (rather not important)	3 (neutral)	4 (rather important)	5 (fully important)	No opinion	Not applicable
Speed (funds are credited to the beneficiary within seconds, 24 hours a day, any day of the year, e.g. to ensure quicker delivery of goods/services in e-commerce)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibility to ask for a refund (in cases of non-delivery of the goods, damaged or non-conform goods etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Possibility to pay in a broad range of places and situations (shops, restaurants, gas stations, public administrations, etc.)							
Possibility to pay not only in your own country but also anywhere in the EU							
Global acceptance (possibility to pay worldwide)							
Convenience (e.g., if used via a mobile payment app /digital wallet no need to carry cash or a card)							

Possibility to integrate in a mobile payment app /digital wallet loyalty points or additional features							
Presence of a visible label or recognisable brand similar to card brands							
Other							

**Please specify to what other factor(s) you refer in your answer to question 5:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Please explain your answers to question 5:**

*5000 character(s) maximum*











including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

## Merchant preferences

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**Question 6. As merchant, please rate the importance of each of the factors below when deciding on whether to offer customers the possibility to pay with instant credit transfers at ‘point of interaction’:**

	1 (not important)	2 (rather not important)	3 (neutral)	4 (rather important)	5 (fully important)	No opinion	Not applicable
Cost (e.g. lower merchant fees than for cards)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed: Instantaneous availability of funds 24 hours a day, any day of the year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to accept payments from customers from other Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Seamlessness at check-out (minimum number of steps to complete the transaction)							
Availability of a merchant account reconciliation service (i.e. the process of matching a payment recorded in the bank account of the merchant with the sales of the merchant)							

Availability of an omni-channel point of sale (POS) solution offering payers means of selecting their preferred means of payment (e.g. card, credit transfer, instant credit transfer, direct debit, etc.)							
Ability to set up a default selection of payment applications, including instant credit transfer option							



Availability of services allowing the incorporation of loyalty points of the merchant in the payment method	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibility to accept payments without (or with very little) acceptance hardware required (e.g. acceptance integrated in the check outs or using a tablet so no need for a dedicated payment terminal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please specify to what other factor(s) you refer in your answer to question 6:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Please explain your answers to question 6:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

## Corporate user preferences

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**Question 7. As corporate user, what benefits do you see in using instant credit transfers? Please rate the importance of the type of benefits listed below:**

	1 (not important)	2 (rather not important)	3 (neutral)	4 (rather important)	5 (fully important)	No opinion	Not applicable
Being able to manage cash flows more efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely payment of invoices or any other payment obligations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Being able to offer services to clients more efficiently (e.g. provide instant refunds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please specify to what other benefit(s) you refer in your answer to question 7:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Please explain your answers to question 7:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 8. Would an immediate availability of funds enable you to fulfil your obligations (e.g. instant shipment of the order) sooner, compared to the situation when the funds are not immediately available?**

- ☐ Yes
- ☐ No
- ☐ Don't know / no opinion / not applicable

**Please explain your answers to question 8:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 9. Please explain the potential impact on your internal operations arising from adapting them to instant credit transfers:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 10. In your view, is the fact that euro instant credit transfers under the SCT Inst. Scheme are currently capped at EUR 100,000 an obstacle to their use by corporates?**

- ☐ Yes
- ☐ No
- ☐ No opinion
- ☐ Not applicable

**Question 10.1 Do you think there should be a cap?**

- ☐ Yes
- ☐ No
- ☐ No opinion
- ☐ Not applicable

**Question 10.2 Please indicate at what level the cap should be:**

 €

**Please explain your answer(s) to question 10:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 11. Would the availability of batch processing of instant credit transfers (for multiple payment transactions bundled together), as opposed to the processing per each individual transaction, make the use of instant credit transfers more attractive to corporate users?**

- ☐ Yes
- ☐ No

- ☐ No opinion
- ☐ Not applicable

**Please explain your answer to question 11:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 12. Are there any other obstacles to the use of instant credit transfers by corporates, both domestically and cross-border?**

- ☐ Yes
- ☐ No
- ☐ No opinion
- ☐ Not applicable

**Please identify the other obstacles you refer to in your answer to question 12:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 13. What type of value added services would make instant credit transfers more useful from your perspective (e.g. Request to Pay, e-invoicing)? Please explain:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 14. In order to be able to send the funds 24 hours a day, any day of the year (including weekends and public holidays) and be certain that the**

**beneficiary receives the funds within seconds, would you, as a corporate user, be willing to pay a premium fee for instant credit transfers compared to regular credit transfers?**

- ☐ Yes
- ☐ No
- ☐ No opinion
- ☐ Not applicable

**Question 14.1 Please indicate if possible how much of a 'premium' you would be ready to pay for an instant credit transfer as % increase compared to a regular credit transfer (e.g. 5%, 10%, 50%, etc.):**

 %

**Please explain your answer(s) to question 14:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

## Payment Service Provider (PSP) perspective

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**Question 15. If you are a PSP providing and maintaining payment accounts for payers, have you adhered to an instant credit transfer scheme:**

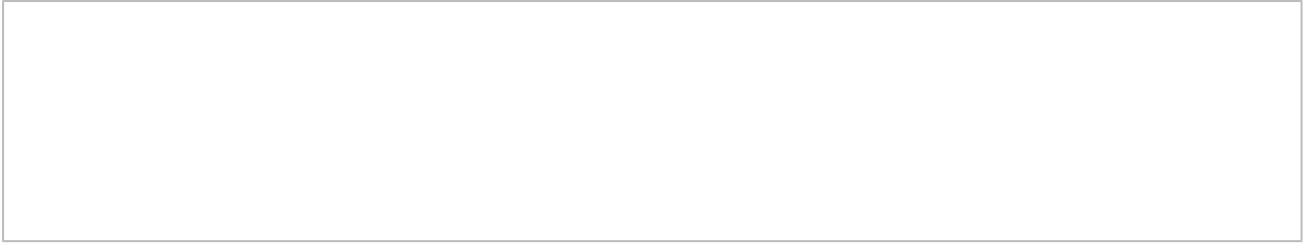
	Yes	No	I don't know	Not applicable
To the SCT Inst. Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To another scheme (for instant credit transfers in an EU currency other than euro)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please specify to what other scheme you refer in your answer to question 15:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.





**Question 16. What benefits do you see, as PSP, in offering instant credit transfers? Please rate the importance of the benefits listed below:**

	1 (not important)	2 (rather not important)	3 (neutral)	4 (rather important)	5 (fully important)	No opinion	Not applicable
New source of revenue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attract a larger customer base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preserve the existing customer base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Save costs in other areas of operations (e.g. cash management and distribution, ATM maintenance, security costs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ability to (cross) sell other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide an alternative to other widely used means of payment such as cards and therefore generate cost savings and become more independent from other providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please specify to what other benefit(s) you refer in your answer to question 16:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Please explain your answers to question 16:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 17. In your opinion, could instant credit transfers aggravate bank runs and thus contribute to bank failures?**

- ☐ Yes
- ☐ No
- ☐ Don't know / no opinion / not applicable

**Question 17.1 Which of the following mechanisms or tools would you consider as useful in addressing this type of intense liquidity outflows?**

	Yes	No	No opinion	Not applicable
A daily limit as regards the amount which could be transferred via instant credit transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A discretionary power allowing competent authorities to suspend instant payment obligations of the financial institution concerned for a certain period of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other mechanisms that may be available to either PSPs or competent authorities				
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**Please specify to what other mechanism(s) you refer in your answer to question 17.1:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Please explain your answer(s) to question 17:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

## Technical standardisation

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**Question 18. In your view, should a single European QR code standard for instant credit transfers be available?**

- ☐ Yes, it should be developed by market participants
- ☐ Yes, it should be developed by the European standardisation organisations
- ☐ Yes, for other reasons
- ☐ No, I don't believe there should be a single EU QR code standard, because I think that the same objective could be achieved through the interoperability of existing QR codes
- ☐ No, I don't believe there should be a single EU QR code standard, because other technologies (e.g. Near Field Communication) are safer and/or more convenient
- ☐ No, for other reasons

### Please explain your answer to question 18:

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

## Horizontal aspects

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**Question 19. Do you believe that the widespread use of instant credit transfers could trigger risks that could negatively affect operations of a particular financial sector or pose broader societal costs (e.g., in terms of privacy)?**

- ☐ Yes
- ☐ No
- ☐ Don't know / no opinion

### Please explain your answer to question 19:

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Question 20. Do you consider that instant payments could bring broader societal benefits, for example in terms of:**

	Yes	No	Don't know - No opinion
Financial inclusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fiscal benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other types of broad benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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**Please specify to what other societal benefit(s) you refer in your answer to question 20:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

**Please explain your answer(s) to question 20:**

*5000 character(s) maximum*

including spaces and line breaks, i.e. stricter than the MS Word characters counting method.

## Additional information

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Should you wish to provide additional information (e.g. a position paper, report) or raise specific points not covered by the questionnaire, you can upload your additional document(s) below. **Please make sure you do not include any personal data in the file you upload if you want to remain anonymous.**

The maximum file size is 1 MB.

You can upload several files.

Only files of the type pdf,txt,doc,docx,odt,rtf are allowed

