



## Payments Technology Study Questions

### Background

- The Bank of England Fintech Hub routinely engages in dialogue with technology and payments companies. This outreach is an important and valuable part of our work.
- The Bank's response to the Future of Finance review committed to 'enhance payment systems for the digital age' in order to support more resilient, innovative and competitive payments options for UK households and businesses.
- Given this, we are eager to develop our understanding of the latest developments at the cutting edge of payments technology.
- We are seeking to learn more about innovative technologies in a range of payments use-cases, including:
  - Point of sale (in store and online) payments;
  - Cross-border payments;
  - Peer-to-peer payments;
  - Micropayments.
- The questions below are aimed at firms who have developed technology products (or proposals) which represent innovative solutions to challenges in payments. If you would like to speak to us, please contact [fintech@bankofengland.co.uk](mailto:fintech@bankofengland.co.uk).
- Further background on the Bank's work on innovations in payments can be found [here](#).

### Questions

*Please describe your system, service or product and how it represents innovation in payments technology*

- What payments use-case is your technology solution for, and who is it aimed at?
- What are the key features of your technology solution? What makes this solution different to those technologies that are currently in use?
- Is your solution an evolution of existing technologies?
- What is the unique selling point of your technology solution? Does it address existing frictions in payments, or enable additional payments use cases?
- To what extent do emerging technologies, such as blockchain or distributed ledger technology (DLT), enable your approach?
- Could you achieve the same results with an existing / traditional technology approach?
- How does your approach handle performance / cyber-security / confidentiality / interoperability challenges?
- Has the technology underpinning your solution been deployed at scale?
- Are there any current limitations, challenges, or areas of ongoing active research with this technology?

- What are the respective roles of various participants in your technology solution?
  - Who provides the user-interface for consumers?
  - Who undertakes tasks such as KYC and AML checks?
  - Who validates transactions?
  - Who handles issues, disputes or other issues?

*Broader payments technology considerations*

- What do you see as the appropriate balance between the roles of central bank and private sector participants in these technology solutions, over the medium term?
- What are the significant future developments that payments technologies need to consider, and potentially leverage, in order to succeed?
- What technologies do you think require further investment or development? What is the respective role for central authorities or the market in this?
- What technology security, privacy and accessibility concerns do you have? What issues do you feel are important to raise?
- Are you aware of technologies or solutions that could enable more inclusive and accessible solutions?
- Are there any sustainability / environmental considerations with certain approaches over others?