

APP Fraud Guide

From 7 October 2024, the Payment Systems Regulator (PSR) is introducing new rules to protect against Authorised Push Payment (APP) Fraud. These rules aim to support victims and reimburse those affected.

This guide explains how Amaiz will handle APP Fraud claims under the new regulations. It applies to personal accounts and accounts of microenterprises (businesses or organisations that employ fewer than 10 people and have an annual turnover or balance sheet of less than £1.7 million).

Amaiz is committed to protecting you from APP Fraud and helping you protect yourself. The new UK regulations will ensure victims are reimbursed, provided certain conditions are met.

What is Authorised Push Payment Fraud?

Authorised Push Payment Fraud occurs when a criminal tricks you into transferring money to another account. Unlike other fraud types, these scams involve you authorising a payment under false pretences, often through persuasive tactics.

How to Prevent APP Fraud?

- **Verify payment requests:** Always double-check payment requests, especially those that seem unusual and if the request comes via email, phone, or text message.
- **Be sceptical of unsolicited communications:** If something feels off, trust your instincts and verify the authenticity of the communication.
- **Don't share personal information:** Avoid sharing personal or financial information over the phone or email unless you initiated the contact.

What Should I Do If I've Been Scammed?

- **Contact your bank immediately:** If you made the payment from your Amaiz account, reach out via in-app chat, call 020 3987 3173, or email support@amaiz.com.
- **Report the scam:** Call 0300 123 2040 (England and Wales) or 101 (Scotland), or report the scam on [Action Fraud's website](#).
- **Know your rights:** If the scam happened on or after 7 October 2024, banks will review your claim under the new mandatory reimbursement rules.
- **Ask for additional support if needed:** You can contact [Victim Support](#) or [Citizen's Advice](#) for further assistance.

How Claims Are Handled Under The New Rules:

- Claims can be made for amounts up to £85,000.
- We may deduct a £100 excess from your claim and may not cover losses under £100.
- You must file your claim within 13 months of the last scam payment, but we recommend doing so as soon as possible.
- Claims must involve payments made via Faster Payments or CHAPs within the UK.
- Each claim will be assessed individually based on the Payment Systems Regulator's rules.

Timing for Claim Handling:

- We'll update you with our decision or progress within 5 working days of your claim.
 - If the investigation is complete and we've recovered all your funds, we'll return the full amount.
 - If we couldn't recover everything, we'll inform you of your eligibility for reimbursement.
 - If the investigation is still ongoing, we may request additional information and let you know if we need more time.
- We aim to make a final decision within 35 working days.

What Is Not Covered?

You may not be eligible for reimbursement in the following situations:

- The payment was made to an account under your control.
- We have not received all the necessary information to evaluate your claim.
- The payment was unauthorised and subject to different reimbursement rules.
- The payment was for a product or service subject to a private civil dispute.
- The payment was made for an unlawful purpose.
- You disregarded warnings or acted with extreme carelessness.
- There are suspicions of fraud involving your actions.
- You failed to report the suspected scam promptly and more than 13 months have passed since the last fraudulent payment.
- Payments made before 7 October 2024.
- Transactions are made using debit/credit cards, cheques, or cash.
- Payments involve accounts outside the UK or certain financial institutions, such as credit unions, municipal banks, or national savings banks.

These payments will be investigated, and you may still receive reimbursement, so please report all scams promptly. Please note that there may be specific exemptions for vulnerable customers.

Our Commitment to You

At Amaiz, your financial security is our priority. These new regulations reinforce our ongoing commitment to protecting you against APP Fraud and providing support if you're affected.

If you have any questions about APP Fraud or the claims process, don't hesitate to contact us. Together, we can help you stay informed, secure, and confident in managing your finances.

For more details on the new regulations, visit this [page](#).