

Exception Resolution for Account-Based Payments Work Group Charter

Mission & Scope

Develop recommendations and best practices for exception resolution, which includes disputes, scams, fraud, and questions [or customer inquiries], specific to account-based payments, including ACH and instant payments. The work group aims to provide a framework for exception management practices, to enhance consumer protections, in turn fostering greater industry adoption of such payments. The work group will analyze and incorporate into its output best practices from international instant payment networks and domestic networks. The objective is for this work group's deliverable(s) to serve as an input for the networks that support account-based payments to leverage into their own exception resolution practices.

Objectives & Goals

- Identify and address the gaps in consumer protections within the current account-based payment networks, starting with instant payments.
- Develop a framework for managing and resolving customer exceptions.
- Ensure that the proposed exception management practices are adaptable to a broad variety of account-based payment use cases.
- Offer recommendations for the technical enablement and execution of these practices.

Deliverables

- Comprehensive industry resource: exception resolution research, findings, and best practice recommendations for account-based payments. The first deliverable shall apply to the instant payment networks, with other irrevocable payment methods and ACH to follow at a later stage. Wires will be excluded for purposes of this Work Group.
- Exception Resolution Foundational Principles and Guidelines: Comprehensive set of practices and recommendations detailing expected outcomes for various types of disputes, starting with their application to instant payment networks.
- Examine best practices related to optimizing directory models to reduce friction in the payment value chain and increase adoption of faster payments.
- Estimated Timeframe (9 months following work group kick off):
 - Initial Research and Analysis: Phase 1 (3 months)
 - Stakeholder Engagement and Feedback: Phase 2 (2 months)
 - Drafting Framework: Phase 3 (2 months)
 - Review and Finalization: Phase 4 (2 months)

Membership Criteria

Representatives from financial institutions, payment processors, technology providers, business end users, networks, and relevant trade associations. Familiarity with existing domestic and international exception and dispute resolution processes is preferred.

The FPC is the industry's only membership organization solely focused on advancing, securing, and supporting adoption of ubiquitous faster payments.

