



# Mastercard and Vocalink – Enabling Instant Payments

Jonathan Wood, Chief Commercial Officer,  
Pay by Bank app



# Vocalink, a Mastercard company and leading provider of instant payment services

Vocalink's technology links millions of bank accounts in the UK, Sweden, USA, Singapore and Thailand

11 Billion  
Transactions

Near-100%  
Availability



Customer Accounts



Customer Accounts



6 Billion  
Bacs Transfers

3 Billion  
ATM Transactions

1.7 Billion  
Faster Payments

We partner to create real-time networks and deliver innovative digital payments for end users

1968-1985



2002

IP-based  
Payment  
Capture  
Service

2007

Mobile Phone  
Top-up



2008

UK Faster  
Payments  
Service



2011

National  
Mobile Proxy  
Database



2012-2015

Immediate Payments:  
Singapore, U.S.A.,  
Thailand

Domestic clearing:  
Sweden

2016-2017

Launched  
Pay by  
Bank app



VocaLink  
acquired by  
Mastercard





What is Pay by Bank app?

# Mobile apps have become the customers preferred bank touchpoint

Since 2009, mobile banking has surpassed all other preferences for account management...<sup>1</sup>



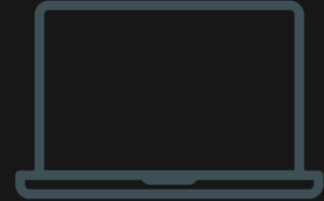
**-11%**  
Branch



**-14%**  
Telephone

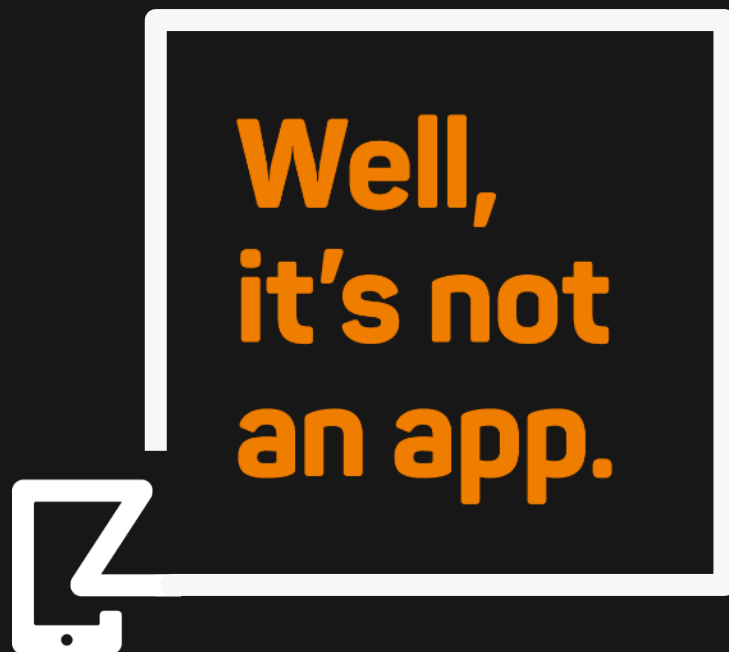


**+142%**  
Mobile



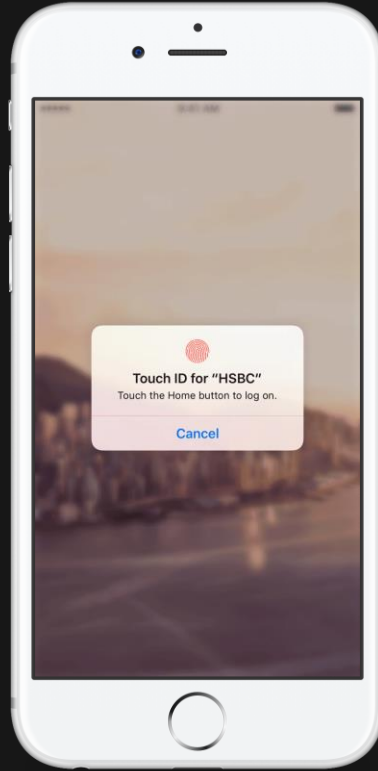
**-36%**  
Internet

Change in channel users



# m-commerce demo


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1. Consumer selects Pay by Bank app
2. Consumer logs into their mobile banking app
3. Consumer views purchase and amount. They select which account to pay from while viewing their balance. Then confirm (instant) payment.
4. Payment confirmation is received and consumer's account balance is updated.
5. Confirmation of purchase is received with delivery address.

# What do consumers say about Pay by Bank app?


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“This is instant payment. You don’t have to wait for the money to leave your account and be surprised”



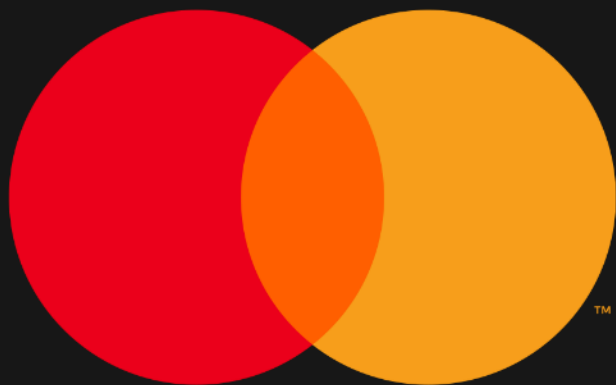
“More secure than entering my debit card details online”



“Anything through your banking app is protected and very secure”



“It takes all the hassle out of remembering different passwords”



mastercard®