



Confirmation of Payee (CoP) – Essential Information for Customers

What is Confirmation of Payee (CoP)?

Confirmation of Payee (CoP) system is an account name-checking service designed to help reduce misdirected payments and provide greater assurance that payments are being sent to and collected from the intended account holder for UK domestic payments. This service helps protect you from fraud and misdirected payments by verifying that the name of the recipient you intend to pay matches the account details held by their bank. The Confirmation of Payee system is being introduced as part of industry-wide measures to improve payment security and reduce the risk of unauthorised transactions.

How Does CoP Work?

1. When you make a payment:

- You will enter the payee's name, sort code, and account number as usual.
- We will check these details with the payee's bank for verification, before you complete the payment.

2. Possible Responses:

- Match: The details you provided match exactly. You can proceed with confidence.
- Close match: The details are similar but not exact. You should check with the payee before proceeding.
- No match: The details don't match. It's important to stop and verify the information.
- Other responses: There might be other responses (e.g., if the service is unavailable for the account type you are trying to pay).

Why is CoP Important?

- Fraud prevention: Helps reduce authorized push payment (APP) scams by allowing you to check that the name of the account holder you are paying is a match to that of your intended recipient.
- Error reduction: Minimizes the risk of payments being sent to the wrong account.

What Should You Do?

- Always double-check the account name, sort code, and account number before making a payment.
- If you receive a 'Close match' or 'No match' response, please contact the payee to confirm their details.
- Be aware that some accounts, such as certain business or savings accounts, or international accounts, may not support CoP. However, these situations will **not** produce a "Close match" result, so always double-check your payee details.

Limitations of CoP

- CoP does not guarantee that all fraud will be prevented. It offers an additional layer of protection.
- Even if you receive a 'Match', remain vigilant and ensure that the request to pay is genuine.
- CoP is not available for all types of payments, such as international transfers.

Data Privacy and Security

BBVA handles your personal information securely and complies with all applicable data protection regulations. The information you provide for CoP checks is stored and shared only as is necessary to confirm the payee's details. For further details about Confirmation of Payee, please visit the [Pay.UK website](#). For additional assistance, please contact your Relationship Manager.