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Important - Confirmation of Payee changes to payment instructions by email1 message

Nick Cook <Nick.Cook@metrobank.plc.uk>

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Good afternoon,

We'll be shortly introducing Confirmation of Payee (CoP) checks for payment instructions that you email to us. I am sure you are already aware but just to confirm that CoP is a name checking service which automatically confirms if the details for the intended payee match those held on the actual account.

In preparation for this change, can you kindly start using the attached forms when sending us e-mail payment requests for faster payments and CHAPS payments. These forms include a new field, 'Account Type', where you'll need to select whether new payee accounts are personal or business. You'll also see a new section, 'Confirmation of Payee Outcome Understood', which should be left blank as it's for internal use only.

By starting to use these new forms now, it will ensure that when this CoP service is introduced, there won't be any delay in us processing your requests.

Please provide the following details to ensure that payments to new payees (beneficiaries) can be made as quickly as possible:

- Account type (business or personal)
- Sort code
- Account number
- Full first name – for example, 'Thomas' not 'Tom'
- Last name
- For joint accounts, you only need to use the full name of one of the account holders
- For payments into business accounts, use the full business or organisation name and select business for account type.

We'll be in touch once the new CoP service is in place for email payment requests.

Please let me know if you have any questions in the meantime.

Many thanks.

With kind regards,

Nick Cook

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2 attachments



Outward payment instruction - 301 OF PR000412 09.23 (003).pdf
230K



Account to Account Internal Transfer Instruction 306 OF MKT000420 10.23 E (003).pdf
197K