



The role of **Confirmation of Payee** in enhancing trust, security, and efficiency for UK organisations

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Introduction

In recent years, UK organisations have faced increasing pressure to improve payment accuracy, protect against fraud, and streamline financial operations. Against a backdrop of growing Authorised Push Payment (APP) fraud, rising digital payment volumes, and complex reconciliation requirements, businesses, public sector bodies, and payment service providers are seeking more robust verification tools to support secure, trusted payments.

Confirmation of Payee (CoP), has emerged as one of the most economical and effective tools available. CoP provides real-time validation of account details before payments are sent, reducing errors, misdirected payments, and fraud exposure.

The service was intended to be used by banks in digital channels, but has become a high value, effective tool in wider checks of bank account details.

Legacy practices of copy statements, relying on human capability and prone to error are now a thing of the past.

This white paper explores how PayPoint's CoP solution is helping organisations address key challenges, enhance trust, and unlock practical applications across their payment ecosystems.



Market context: why payment verification matters more than ever



Rising need for trust in digital payments

As more organisations shift to digital processes, whether paying suppliers, issuing refunds, or distributing financial support; ensuring funds reach the correct recipient is now critical to maintaining trust and safeguarding customer relationships.



Fraud and misdirected payments are growing concerns

Fraudsters increasingly exploit gaps in payment processes. Meanwhile, simple errors like incorrect account entries can create costly operational burdens. Organisations now require real-time assurance that the details provided are legitimate and accurate.



Bank account validation is a legacy issue

The ability to check bank account details has always relied on services that either cannot give a real time response. Or have relied on the account holder providing bank details which may add many weeks and days to the process of someone getting paid.



Fraud prevention is getting better

As we see many millions being spent by banks on prevention solutions the fraudsters are focusing their efforts on more manual processes where the impact is higher due to the high average transaction value. The corporates are a soft target and the impact is underreported.

These challenges highlight the need for businesses to adopt tools such as CoP.

What is Confirmation of Payee?

Confirmation of Payee (CoP) is a real-time account name-checking service established by Pay.UK in 2019. It verifies whether the name, account number, sort code, and, where needed, account type or roll number match an actual bank account before a payment is made.

While consumers are familiar with these checks in day-to-day mobile banking, PayPoint enables organisations, including corporates, councils, PSPs, and platforms—to embed this same protection into their own operations.

How the CoP Process Works



Request

A payee's details are submitted via API, portal, or integrated workflow.



Verification

Information is checked securely against the responding institution's records.



Response

A real-time result is returned (match, close match, no match, or data unavailable).



Decision

Organisations can approve, reject, or review payments based on clear guidance.



CoP checks typically complete in less than

1 SECOND

enabling seamless experiences without slowing down operations.

Benefits of CoP for organisations



Fraud reduction

CoP helps prevent APP fraud by highlighting mismatches before funds are sent, protecting businesses and customers from financial loss.



Error prevention

Typing mistakes in account details are common. CoP detects these instantly, preventing misdirected or failed payments.



Reduced operational overheads

Fixing payment errors is resource intensive. Fewer failures mean finance teams spend less time on manual reviews and more on strategic work.



Improved customer confidence

Embedding CoP signals professionalism and commitment to safety: key for consumer-facing businesses and public agencies.



Enhanced compliance

As part of the Open Banking ecosystem, CoP supports security, regulatory adherence, and industry best practices.



PayPoint's approach to CoP

PayPoint delivers CoP flexibly, meeting the needs of corporates, councils, banks, building societies, and PSPs. The service can be consumed and ready to go in days.



Multiple integration options

- API integration into existing platforms
- No-code portal for quick deployment
- Batch/SFTP

This reduces the need for complex system changes, particularly valuable for local authorities and SMEs that need immediate, easy-to-use solutions.

Proven Scale

Since launch, PayPoint has processed

OVER 12 MILLION COP CHECKS

supporting many leading organisations including Telleroo, American Express, Finastra, Oxfordshire County Council and the BBC.



Real-World applications and emerging use cases

Businesses often start with a single CoP use case, then expand across the organisation. Common applications include:

- Refund validation (ensuring details are correct before issuing funds)
- Supplier onboarding (preventing invoice fraud)
- Customer onboarding for Direct Debits
- Anti-slavery and AML controls
- Payroll verification, including fraud detection around multiple salaries going to the same account
- Grant and support fund distribution for local authorities

As adoption grows, clients increasingly share best practices with peers, creating new applications across sectors.

Client Case Studies

Telleroo.

Strengthening fraud controls for a high-growth payment platform

Telleroo provides automated payment services to thousands of UK B2B customers and needed a robust, easily integrated fraud prevention tool.

CHALLENGE

Rising APP fraud risks and a need for real-time validation within their platform.

SOLUTION

PayPoint's CoP integrated in just over a week.

OUTCOME

2,500

high-risk payments flagged in first eight days

1,200

no-match results immediately prevented potential fraud

CoP strengthened Telleroo's **COMPETITIVE POSITION** against larger banking providers

"PayPoint came to us with a solution we couldn't have accessed directly. Customers now expect full safeguards—even from non-banks. Implementing CoP has helped us compete with bigger players."

Steven Redmayne, Head of Product, Telleroo





**OXFORDSHIRE
COUNTY COUNCIL**

Safe, efficient distribution of support funds

The Council needed a secure, efficient way to distribute the Household Support Fund to over 4,000 residents.

CHALLENGE

Manual verification requiring additional proof from residents, slowing down payments.

SOLUTION

CoP embedded directly in the online application form.

OUTCOME

IMMEDIATE

verification
of bank details

FASTER

payments
to residents

LOWER

fraud and
error risk

SIGNIFICANT REDUCTION

in administrative workload

REMOVAL

of cumbersome document checks

“Embedding CoP allowed us to verify bank details immediately. It saved us from requesting additional proof and ensured a more efficient experience for residents.”

**Julie Harsant, Financial Systems & Support,
Oxfordshire County Council**



The Strategic Value of CoP in services adoption

CoP is often the first service organisations adopt because it is familiar and easy to understand. Once integrated, clients quickly realise its potential across multiple processes and begin layering additional services such as:



Faster Payments



Account Information Services



Automated Disbursements



Payment Initiation

By combining these elements, businesses unlock powerful end-to-end solutions that improve speed, reduce cost, and enhance security.

Conclusion

Confirmation of Payee has become a foundational layer of secure payments in the UK. As fraud, reconciliation challenges, and payment errors continue to rise, organisations require tools that provide instant, reliable assurance.

PayPoint's CoP solution delivers this assurance at scale - simple to adopt, easy to integrate, and powerful enough to support multiple operational use cases across both the private and public sectors. Through flexible technology, real-time insights, and expert support, PayPoint is enabling businesses and public bodies to operationalise these services with confidence, safeguard customer funds, and enhance trust in every transaction.





Thank you

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