



paymentsnz

**Consultation on
payments for the
next generation**

Consultation questions



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Introduction and purpose

The **Consultation on payments for the next generation** (the consultation paper) has been developed by Payments NZ working closely with a wide range of industry stakeholders. The foundational design and roadmap within the consultation paper reflects this collaboration and extensive research. The release of the consultation paper is a key milestone as it provides an opportunity for a wide range of stakeholders to provide feedback and indicate their views on modernising the payments ecosystem in Aotearoa New Zealand.

This is a companion document to the consultation paper. It sets out the consultation questions and provides further information about the consultation approach. It also sets out the next steps following the consultation process.

Notwithstanding the work already undertaken, the consultation paper represents the beginning of an important strategic discussion about next generation payments infrastructure.

It sets out the challenge of developing an ecosystem that contemplates long-term enabling infrastructure, grounded in digital capability and interoperability, and focused on serving society, the economy and end users of the future. We encourage you and/or your organisation, as stakeholders in the future of payments within Aotearoa, to consider the consultation paper and provide feedback to help us shape how we move forward as an industry. We are open to hearing all views and encourage challenge, discussion, debate identifying gaps and sharing of new possibilities.

Consultation responses will be treated as open information and may be shared with industry working groups and on our website. Should any aspects of your response be confidential, please clearly indicate this. You may also elect to make separate public and private responses.

Consultation on payments for the next generation

The consultation paper provides a view on what a modern payments infrastructure could look like. It contains three distinct chapters:

- **Chapter 1** - provides context by setting out the broad ecosystem benefits of payments modernisation, and the reasons why an investment in next generation (next gen) capability is imperative for Aotearoa.
- **Chapter 2** - presents an initial foundational ecosystem design and the design considerations underpinning a next gen payments ecosystem for Aotearoa.
- **Chapter 3** - presents a proposed capability sequencing roadmap (the roadmap) for delivery of the ecosystem. It outlines a modular delivery focus starting with safer payments before adding further capability iteratively.

Consultation approach

It is important to emphasise that there have been no decisions or commitments made to implement the next gen capabilities set out in the consultation paper. This is a genuine consultation, and we want to hear from industry, government and regulators, wider stakeholders and interested communities before we go any further. There are no predetermined outcomes or timelines, and this reflects while Payments NZ can lead and coordinate industry efforts it will take many organisations to deliver next gen payments – any delivery will require the broad support and commitment from a critical mass of payments stakeholders.

We are confident the consultation paper is directionally on track as it reflects extensive research and stakeholder input and feedback to date. However, Payments NZ recognise several important realities that provide the contextual setting for this consultation:

- This is the first opportunity for a wide range of stakeholders to react to a complete view of our next gen payments work.

- We invite respondents to consider the consultation paper and the consultation questions. We encourage inclusion of relevant internal stakeholders who have not been close to the next gen payments work programme to date, and welcome new perspectives as part of your feedback.
- While the consultation paper is centred around where the most common industry ground is to modernise the account-to-account payments ecosystem of Aotearoa, there are diverse and contrasting views across the industry.
- Payments are a dynamic environment where issues and priorities are constantly shifting.

It is within this context that we welcome your organisation's constructive challenge and articulation of what you would like for the future of the payments ecosystem of Aotearoa.

Additional guidance on responding to the consultation

General information

- We encourage organisations to view the consultation as an opportunity to articulate what they would like from the future of the payments ecosystem and modern digital payments infrastructure for Aotearoa. This is irrespective of whether this view is fully, partially, or not at all aligned with the direction set out in the consultation paper.
- The consultation paper predominantly focuses on what back-end enabling capabilities a payments network should feature, so that payments stakeholders can deliver efficient, interoperable, innovative, open, safe and competitive products and services to end users. The consultation paper focuses more on back-end network enabling capabilities, leaving front-end use cases to the market.

Practical information about the consultation

- **Questions and further information** - you are invited to ask clarifying questions or request additional information to support your ability to provide meaningful and considered feedback. We are very open to working with organisations to ensure they have all the inputs they need to respond to the consultation.

Any questions you may have in relation to the consultation or requests for further information can be submitted here: [Next generation payments](#)

- **Consultation questions** - the consultation questions are contained at the end of this document and are also placed throughout the consultation paper to point the reader to material relevant to the question.

We encourage organisation to answer as many of the consultation questions as possible. However, responses should not be constrained by the questions alone. We encourage the sharing of any other views you consider important that are not prompted by the questions.

- **Respondents** - responses are being sought from Payments NZ Participants, Members, API Centre Standards Users, regulators, wider payments industry, technology companies including paytechs and fintechs, interested Māori hāpori, interested community groups, and through the website public release, all people and businesses in Aotearoa.
- **Timeframes** - The consultation period closes on 28 March 2025. For key stakeholders there will be interim response dates advised directly by the project team.
- **Sending a response** - we request that all responses are submitted here:
[Submit your feedback - Next generation payments](#)
- **Publication of responses** - your consultation responses will be treated as open information and may be shared with industry working groups and on our website. Should any aspects of your response be confidential, please clearly indicate this. You may also elect to make separate public and private responses.
- **Reporting stakeholder feedback** - a report summarising the themed feedback and providing a recommendation on the next steps will be produced. Sharing of the report will be managed through Payments NZ's next gen programme governance processes.

Following the consultation

The direction of the next gen payments programme will be shaped and informed by stakeholders' responses. Accordingly, exact next steps will be directly influenced by stakeholder responses to the level of directional commitment to modernising the payments ecosystem of Aotearoa, and also by the capability sequencing questions.

The next gen program anticipates that the prioritised next gen capabilities and their delivery sequencing will evolve and become more defined as a result of the consultation. At this stage, we propose that the feedback be taken forward into further industry discussions and workshops. Our ultimate goal is to have a joined-up roadmap and strategic way forward for payments modernisation in Aotearoa in 2025.

Consultation questions

We encourage your response to each of the questions below. The consultation questions can also be found in the consultation paper itself; we have noted the page number where you will find each question below. Their position within the consultation paper should help direct you to content relevant to each question.

Payments modernisation

The consultation questions begin by exploring the need for modernisation of the account-to-account payments network of Aotearoa and assessing limitations within the current payments system.

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10	What alternative views of the trajectory for payments modernisation should we be considering?	37
11	What pieces of the ecosystem, or developments currently in-flight are critical to progressing payments modernisation activity (e.g. digital identity, tokenisation, regulation)?	37

Foundational ecosystem design

The consultation paper proposes that the account-to-account payments network in Aotearoa be modernised by establishing a modular ecosystem, as outlined in Chapter 2.

Question	Page	
12	What are your views on the conceptual structure of the foundational ecosystem design? What further information would your organisation require in order to support the further exploration of a modular next generation ecosystem for Aotearoa?	40

Capability and sequencing

Questions on the priority of functional capabilities and potential delivery sequencing, as outlined in Chapter 3.

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13	What specific capabilities and functionality do you consider priorities for a modernised account-to-account payments network? How do these align with the proposed capabilities in the consultation paper?	54
15	What is your view on using a sequencing approach over time to deliver capabilities? Which capabilities do you think should be sequenced for earlier delivery, and which should be delivered later or delivered together? How do these align with the proposed delivery sequencing and roadmap in the consultation paper?	54
16	The roadmap sets out a potential deployment pathway. What are your thoughts on how this roadmap should interact with initiatives either planned or in-flight within the industry? Examples of these include: a) Reserve Bank of New Zealand Digital Cash initiative b) New Zealand Banking Association Fraud and Scam centre and confirmation of payee implementation c) Customer and Product Data Bill d) Designation of Retail Payments System and open banking	54
17	To what extent do you agree/disagree with the benefits of a centralised operational platform? What changes, if any, should be made to further develop the benefit statements? What impacts do you foresee for the people and businesses of Aotearoa as a result?	56
18	To what extent do you agree/disagree with our assessment of a scheme framework? What changes, if any, should be made to further develop the approach?	57
19	To what extent do you agree/disagree with the benefits of a scheme framework? What changes, if any, should be made to further develop the benefit statements? What impacts do you foresee for the people and businesses of Aotearoa as a result?	57
20	To what extent do you agree/disagree with our assessment of a payments data strategy? What changes, if any, should be made to further develop the approach?	58

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21	To what extent do you agree/disagree with the benefits of a payments data strategy? What changes, if any, should be made to further develop the benefit statement? What impacts do you foresee for the people and businesses of Aotearoa as a result?	58
22	To what extent do you agree/disagree with the problem definition attached to payment notification services? What changes, if any, should be made to further develop the problem definitions?	59
23	To what extent do you agree/disagree with the benefits of a payment notification service? What changes, if any, should be made to further develop the benefit statement? What impacts do you foresee for the people and businesses of Aotearoa as a result?	60
24	To what extent do you agree/disagree with the problem definition attached to the centralised fraud service? What changes, if any, should be made to further develop the problem definitions?	60
25	To what extent do you agree/disagree with the benefits of the centralised fraud service? What changes, if any, should be made to further develop the benefit statements? What impacts do you foresee for the people and businesses of Aotearoa as a result?	61
26	To what extent do you agree/disagree with the problem definition attached to digital identity? What changes, if any, should be made to further develop the problem definitions?	61
27	To what extent do you agree/disagree with the benefits of the verifiable credentials service? What changes, if any, should be made to further develop the benefit statements? What impacts do you foresee for the people and businesses of Aotearoa as a result?	62
28	To what extent do you agree/disagree with the problem definition attached to request to pay service? What changes, if any, should be made to further develop the problem definitions?	63
29	To what extent do you agree/disagree with the benefits of the request to pay service? What changes, if any, should be made to further develop the benefit statements? What impacts do you foresee for the people and businesses of Aotearoa as a result?	63
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32	To what extent do you agree/disagree with the problem definition attached to real time digital payments? What changes, if any, should be made to further develop the problem definitions?	65
33	To what extent do you agree/disagree with the benefits of real time digital payments? What changes, if any, should be made to further develop the benefit statements? What impacts do you foresee for the people and businesses of Aotearoa as a result?	66

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