

Looking for Accountability





oyster®

Transport for London
Issued subject to conditions – see over



TRANSPORT
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EVERY JOURNEY MATTERS

Payments Ecosystem



Payments Ecosystem

Merchant



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Payment Gateway



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Merchant Acquirer



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Payment Schemes



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Mobile Wallet
Providers

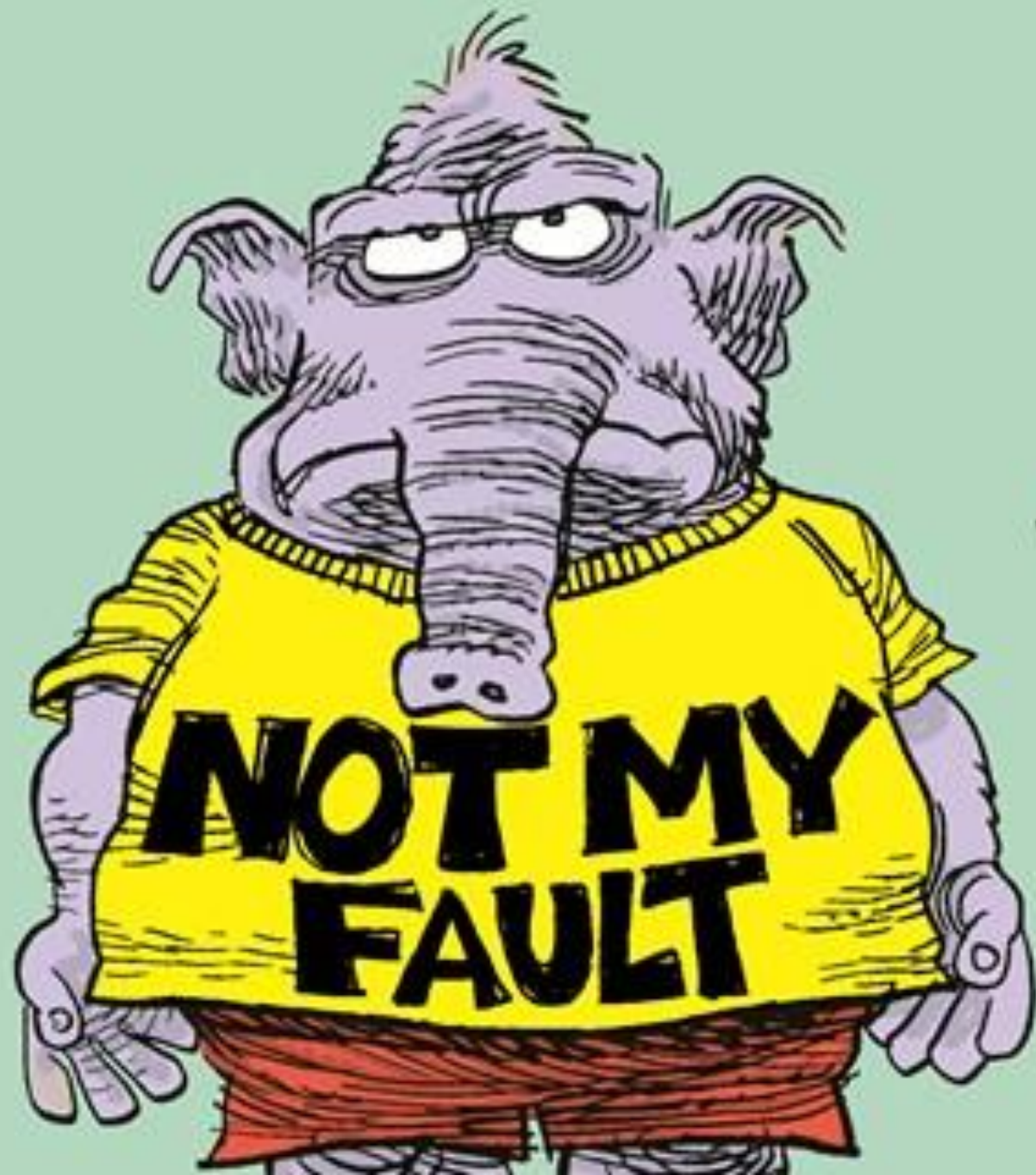


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Contactless in London



Contactless in London

Popularity



Over 70% of all fare-paying
journeys are made using
contactless

Contactless in London



Contactless in London

Digital Tokens



Over 60% of contactless payments
are made using digital tokens



Contactless in London



Contactless in London

Globally accessible



Cards from > 170 countries used in
London



Contactless in London



The Digital Revolution

Unintended Consequences



Unintended Consequences



Scheme
Fees

Scheme fees have risen by 110%
per transaction since 2018



Unintended Consequences

Over 20,000 Chargebacks a year
with 75% successfully defended



Unintended Consequences

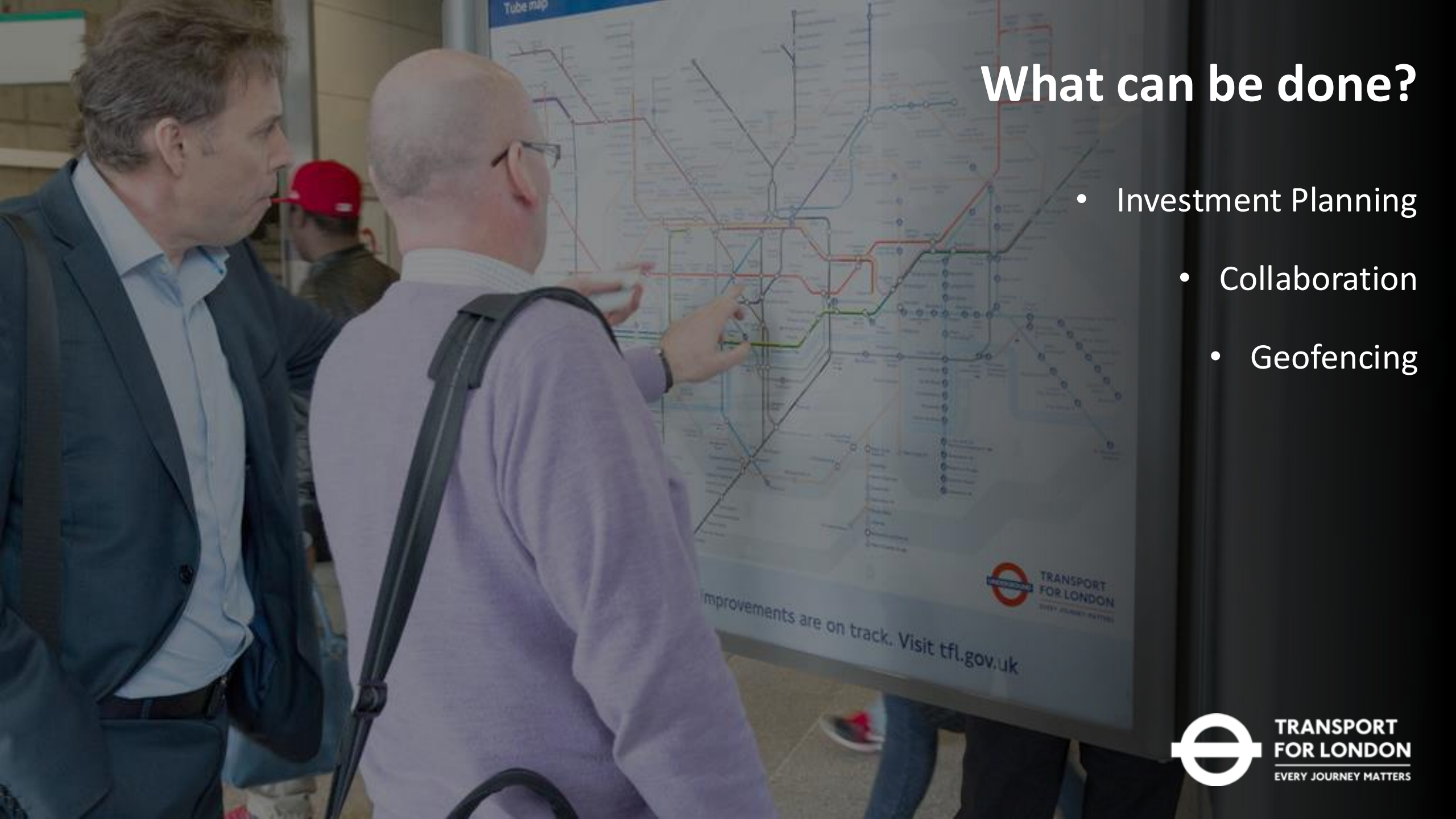
Where is the thinking about how
this works with the Transit
Transaction Model?



Who is the card issuer?

What can be done?

- Investment Planning
- Collaboration
- Geofencing



Improvements are on track. Visit tfl.gov.uk



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