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## **FINAL NOTICE**

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**To: PAYMENTSMB LIMITED**

**Address: City Point, Ropemaker Street, London, EC2Y 9HT**

**FRN: 845790**

**Dated: 22 August 2025**

### **ACTION**

1. For the reasons set out in this Final Notice, the Authority hereby cancels PAYMENTSMB LIMITED ("the Firm")'s registration as a Small Payment Institution under the Payment Services Regulations 2017 ("the PSRs").
2. The Authority issued to the Firm the Decision Notice, which notified it that for the reasons given in this notice and pursuant to regulations 10(1)(a) and 10(1)(h) (as applied by regulation 15) of the PSRs, the Authority had decided to take the action specified above.
3. The Firm has not referred the matter to the Tribunal within 28 days of the date on which the Decision Notice was issued to it.
4. Accordingly, the Authority has today cancelled the Firm's registration. The cancellation takes effect from the date of this Final Notice.

## **SUMMARY OF REASONS**

5. The Firm failed to provide payment services within 12 months beginning with the date on which its registration took effect. Specifically, the Firm reported having not provided any payment services for the years 2020 and 2021.
6. Additionally, despite repeated requests and warnings, the Firm has failed to submit its annual regulatory return, namely the FSA057 return for the years 2022, 2023 and 2024. The Authority therefore considers that the Firm has not provided any payment services since registration.
7. The cancellation action set out in paragraph 1 above has been imposed in order to advance the Authority's consumer protection and integrity objectives (sections 1C and 1D of the Act).

## **DEFINITIONS**

8. The definitions below are used in this Final Notice (and in the Annex):
  - "the Act" means the Financial Services and Markets Act 2000;
  - "the Authority" means the Financial Conduct Authority;
  - "the Decision Notice" means the Decision Notice given to the Firm on 22 July 2025;
  - "the Firm" means PAYMENTSMB LIMITED;
  - "the Handbook" means the Authority's Handbook of rules and guidance;
  - "the PSRs" means the Payment Services Regulations 2017;
  - "Return" means annual regulatory report submitted by an SPI to the Authority using form FSA057;
  - "SPI" means small payment institution as defined by Regulation 2(1) of the PSRs;
  - "SUP" means the Authority's Supervision Manual, part of the Handbook; and
  - "the Tribunal" means the Upper Tribunal (Tax and Chancery Chamber).

## **RELEVANT STATUTORY PROVISIONS**

9. The statutory and regulatory provisions relevant to this Final Notice are set out in the Annex.

## **FACTS AND MATTERS RELIED ON**

10. The Firm was registered by the Authority on 5 February 2020 as an SPI.

11. The Firm is required by rules made by the Authority under the PSRs to report certain information to the Authority, by way of Return, on an annual basis. The Return is made by submitting a form FSA057 and includes details of the payment services provided by the Firm in the preceding year.
12. The submission of the Return provides the Authority with important information required to monitor SPIs in respect of their provision of payment services and their compliance with requirements imposed under the PSRs.
13. The Firm submitted a Return (covering the period 1 January to 31 December) for the years 2020 and 2021. In each Return, it reported having undertaken no payment transactions.
14. Despite repeated requests and warnings to the Firm from the Authority, the Firm has failed to submit the Return for each of the years 2022, 2023 and 2024. The Authority has seen no evidence to suggest that the Firm provided payment services during this period.

## **FAILINGS**

15. The Authority has concluded that, on the basis of the facts and matters described above:
  - a) the Firm did not provide payment services within 12 months beginning with the date on which the registration took effect. This provides a basis for cancelling the Firm's registration in accordance with regulation 10(1)(a) (as applied by regulation 15) of the PSRs;
  - b) the Firm has not provided payment services since registration and therefore it no longer requires its registration; and
  - c) by failing to submit the Return (as required by SUP 16.13.4D), and to respond adequately to the Authority's repeated requests that it do so, the Firm is failing to demonstrate a readiness and willingness to comply with the requirements and standards under the regulatory system, namely the requirements to submit regulatory returns to the Authority by the relevant due date as set out in SUP.
16. The Authority therefore considers that it is desirable to cancel the Firm's registration as an SPI in order to protect the interests of consumers, in accordance with Regulation 10(1)(h) (as applied by Regulation 15) of the PSRs.
17. For the reasons set out in this Notice, the Authority has cancelled the Firm's registration as an SPI, pursuant to regulations 10(1)(a) and 10(1)(h) (as applied by regulation 15) of the PSRs.

## **PROCEDURAL MATTERS**

18. This Final Notice is given to the Firm in accordance with section 390 of the Act (as applied by paragraph 10 of Schedule 6 of the PSRs).

**Decision maker**

19. The decision which gave rise to the obligation to give this Final Notice was made by an Authority staff member under the executive procedures.

**Publicity**

20. Sections 391(4), 391(6) and 391(7) of the Act (as applied by paragraph 10 of Schedule 6 of the PSRs) apply to the publication of information about the matter to which this Final Notice relates. Under those provisions, the Authority must publish such information about the matter to which this Final Notice relates as the Authority considers appropriate. The information may be published in such manner as the Authority considers appropriate. However, the Authority may not publish information if such information would, in the opinion of the Authority, be unfair to the Firm or prejudicial to the interests of consumers.
21. The Authority intends to publish such information about the matter to which this Final Notice relates as it considers appropriate.

**Authority contact**

22. For more information concerning this matter generally, the Firm should contact Toby Hiscock at the Authority (direct line: 020 7066 0918 / email: [Toby.Hiscock@fca.org.uk](mailto:Toby.Hiscock@fca.org.uk)).

**Jeremy Parkinson**  
**Enforcement and Market Oversight Division**

## **ANNEX**

### **RELEVANT STATUTORY PROVISIONS**

1. The Authority's operational objectives established in section 1B of the Act include protecting and enhancing the integrity of the UK financial system and securing an appropriate degree of protection for consumers.
2. Regulation 15 of the PSRs provides:  
  
"Regulations 7 to 12 apply to registration as a small payment institution as they apply to authorisation as a payment institution as if—
  - a. references to authorisation were references to registration;  
[...]."
3. Under Regulation 10(1)(a) (as applied by Regulation 15) of the PSRs, the Authority may cancel the registration of an SPI where the firm does not provide payment services within 12 months beginning with the date on which the registration took effect.
4. Under Regulation 10(1)(h) (as applied by Regulation 15) of the PSRs, the Authority may cancel the registration of an SPI where the cancellation is desirable in order to protect the interests of consumers.
5. Regulation 109 of the PSR provides:  
  
"(1) A person must give the [Authority] such information as the [Authority] may direct in respect of its provision of payment services or its compliance with requirements imposed by or under Parts 2 to 7 or regulation 105 (access to bank accounts).  
  
(2) Information required under this regulation must be given at such time and in such form, and verified in such manner, as the [Authority] may direct."

### **RELEVANT HANDBOOK PROVISIONS**

6. In exercising its powers to cancel the registration of an SPI the Authority must have regard to guidance published in the Handbook and in regulatory guides, such as EG. The main considerations relevant to the action stated in this notice are set out below.

#### **Supervision Manual**

7. SUP 16.13.3D requires an SPI to submit to the Authority a duly completed return as set out in the table in SUP 16.13.4D.
8. The table in SUP 16.13.4D directs that an SPI is required to submit the FSA057 return annually, one month from 31 December each calendar year.
9. SUP 16 Annex 28C D specifies the format by which the FSA057 return is to be completed and submitted.