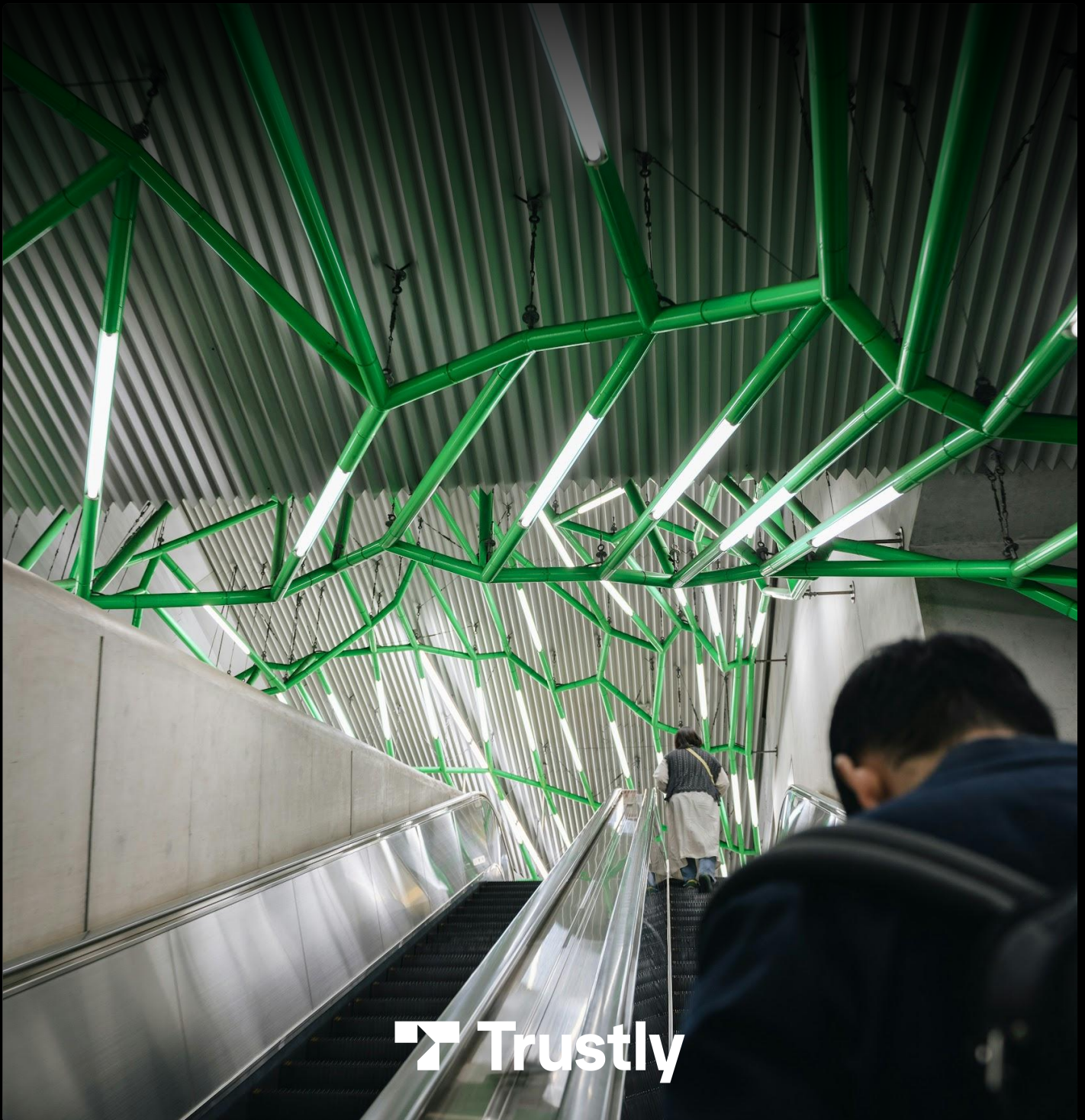


January / 2026

Open Banking Services

Service Definition Document



About Trustly

Trustly is an FCA regulated business powering the next generation of payments and financial data services, catering to diverse industries, sectors and prestigious brands. We provide standardised and customisable products including Payment Initiation Services (PIS) and Account Information Services (AIS) boasting unparalleled expertise, especially in delivering tailored open banking solutions for the Public Sector.

Global Reach + Local Expertise

As one of the largest Open Banking networks globally, we have access to the very best talent, leadership and technology in our industry worldwide.



Payment Initiation Service

Payment Initiation Service (PIS) is a secure way to make payments online. It allows customers to authorise a third-party provider (TPP) to initiate a payment from the customer's bank account on the customer's behalf.

This offers a quick and convenient way to transact online without sharing bank details directly with the merchant. It uses Faster Payment rails meaning that the majority of payments are settled immediately.



What we offer

Pay by Bank

Seamless digital account to account payments reducing costs, delivering process efficiencies and improving user experience. We can offer both PIS-only and Collections model.

Pay by Link and QR Code

Send out payment requests via any chosen messaging service, e.g. email or SMS, and/or provide QR codes to initiate payments, such as embedding them in your customer correspondence.

Recurring Payments

Automate the provisioning of recurring payments (e.g. Direct Debit) through AIS-powered mandate population, enabling instantaneous account verification and the removal of manual data entry. This streamlined workflow reduces mandate failures and enhances operational efficiency while delivering a frictionless, high-conversion user experience.

Account Information Service

Account Information Service (AIS) enables your customers to effortlessly and securely share their financial transaction data, enabling the delivery of customised services without the hassle of manual data entry.

This streamlined process ensures that your customers can achieve their desired outcomes more efficiently and with greater speed whilst also delivering efficiencies for your organisations.



What we offer

Financial Transaction Data Insights

Secure, real-time access to bank transaction history to support efficient decision-making and enhanced transparency. We offer standard but highly configurable solutions featuring advanced analysis capabilities, including categorisation and tailored analytics, designed to adapt to the specific operational requirements and diverse use cases of public sector organisations.

Fraud Mitigation

Identify suspicious bank account activity early and minimise risk of fraud using our fully configurable algorithmic solutions.

Open Banking Powered Identity Insights

Assess bank account authenticity and validate personal details (such as name, DoB, and address) against trusted sources to strengthen your IDV processes.



Integration Options

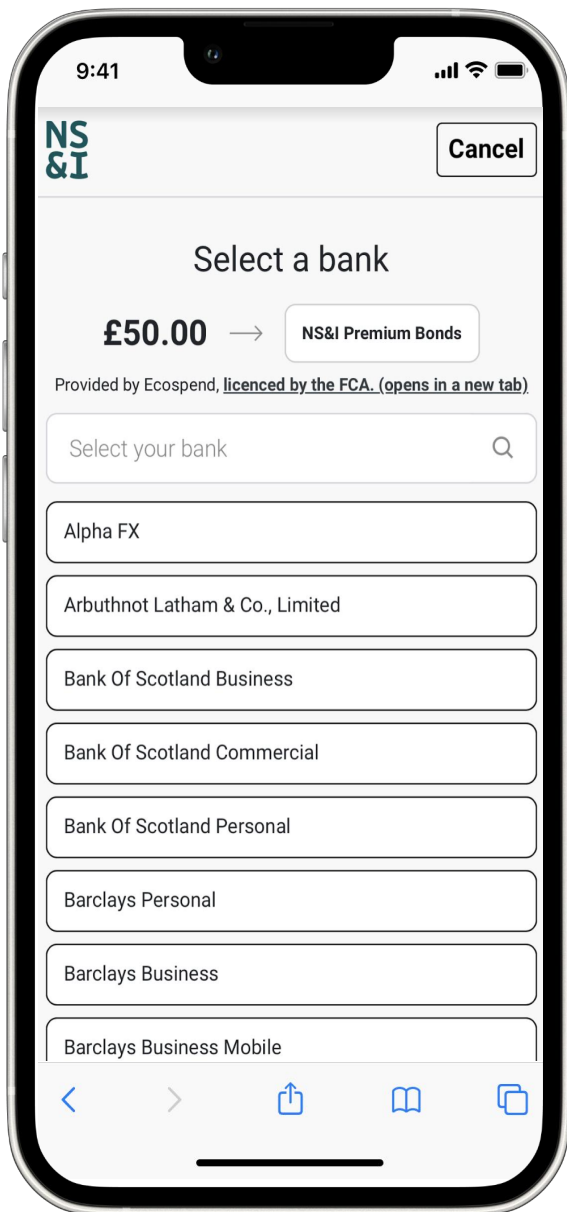
At Trustly, we understand that every client has unique technical capabilities and preferences when it comes to integrating our services into their systems. That is why we offer flexible integration options tailored to meet the diverse needs of our clients. Whether you opt for our white label solution or prefer to integrate using our pure API, we provide a range of options to accommodate your specific requirements.

Regardless of the integration option chosen, we are committed to providing dedicated support every step of the way. From initial onboarding and implementation to ongoing support and maintenance, our team of experts is here to ensure a smooth and efficient integration experience.

We offer access to sandbox environment for testing, along with comprehensive support to assist with designing screens, troubleshooting issues, and optimising performance.

Our API documentation is available [here](#).

Accessibility



Ensuring inclusivity and accessibility for all users is paramount. At Trustly, we design solutions that are accessible to everyone. To achieve this, we adhere to the Web Content Accessibility Guidelines (WCAG) version 2.2, ensuring our products meet the highest standards of accessibility.

For clients utilising our white label solutions, this is available free of charge.

For clients deploying our Pure API products, we support them to build their own WCAG-compliant screens, enabling them to tailor the user experience to their specific accessibility requirements.

Security

Trustly acknowledges the paramount importance of data protection and privacy in the execution of this contract. We are fully committed to ensuring compliance with the UK General Data Protection Regulation (UK GDPR) and safeguarding the rights of data subjects.

This extends to the continuous improvement of our technical facilities and measures, thereby fostering a secure and transparent environment for the processing of personal data.

We hold Cyber Essentials Plus certification and ISO 27001 accreditation.

