ShiftMate

Source summary · Measure

Demystifying open banking and pay by bank

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A PAYMENTS FM conversation with Anubhav Pradhan about adoption, trust, and the evidence teams should examine before scaling pay by bank.

Source summary by ShiftMate. This PDF contains the local summary; the original source is linked below.

What leaders should take away

- A lower payment cost matters only when the complete customer journey still works.
- Authentication, refunds, support, and settlement are part of the product experience.
- Teams should measure conversion and operating impact before expanding volume.

Listen on PAYMENTS FM: https://payments.fm/p/demystifying-open-banking-and-pay-b6d

About the conversation

ShiftMate co-founder Anubhav Pradhan joins PAYMENTS FM to examine open banking and pay by bank as a complete operating experience rather than simply a lower-cost payment option.

The conversation connects product design, authentication, conversion, refunds, support, settlement, and finance. Those dependencies determine whether a promising payment method produces durable value for the customer and the institution.

The measurement implication

Before expanding volume, teams need to compare conversion, authentication drop-off, support demand, settlement behavior, and net cost impact. A result that improves one line item while weakening the rest of the journey is not ready to scale.

The broader lesson applies beyond payments: new technology earns broader exposure when the evidence holds across the full workflow.

Credit union leaders can apply that evaluation discipline to handoffs, support demand, and member experience in other workflows. Participation in this discussion does not establish that ShiftMate offers pay-by-bank functionality.

Continue the work

Use the governed proof-of-value guide to define the evidence and decision gates for a limited production test.

Plan the handoffs in your workflow: Explore systems and handoffs.