



Solutions

SCORE 2.3

For SWIFT for Corporates

Service Description

This service description provides a general description of the Standardised Corporate Environment (SCORE). The document contains a background to the market, a description of the key components of the solution, an overview of Support, the roles and responsibilities for both SWIFT and the customer, and a rulebook. SWIFT intends this document for registered SWIFT users and Solutions Partners, that participate, or are considering participating, in SCORE.

14 November 2008

Preface

About this document

The purpose of this document is to provide a general description of the Standardised Corporate Environment (SCORE). It contains the following information:

- a background to the market, and an overview of the proposed solution, including its key characteristics and benefits
- a description of the key components of the solution
- a brief overview of support, ordering, and the pricing scheme
- the roles and responsibilities of SWIFT and the customers
- a rulebook defining the rules and guidelines for customers

This service description, together with the SWIFT General Terms and Conditions and other relevant service documentation, is an integral part of the contractual arrangements between SWIFT and its customers for the provision and use of SCORE.

Audience

SWIFT intends this document for registered SWIFT users, and Solutions Partners, that participate, or consider participating, in SCORE. This service description refers to SWIFT users and Solutions Partners collectively, as customers.

More specifically, this document should be read by:

- business, marketing, operational, or process-related staff and managers working in financial institutions and whose responsibilities include supporting corporate customers
- business and operational related staff and managers working in, or supporting the operations of corporate treasuries or shared service centres

Reading conventions

For ease of reading, this service description contains the following abbreviated forms of product and service titles:

- Standardised Corporate Environment service is abbreviated to SCORE
- Standards FIN message, Message Type, is abbreviated to MT

SWIFT-defined terms

This document contains terms that have a specific meaning in the context of SWIFT documentation, for example, customer, user, or SWIFT services and products. These terms, which are either defined in this document or in the *SWIFT Glossary*, are highlighted as shown in this example:

SWIFT provides secure, standardised messaging services, and interface software to its customers.

Acknowledgements

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SWIFT also acknowledges the contribution of the pilot corporates and banks and thanks them for helping to improve SCORE: Alstom, Arcelor Mittal, CIBA, Danone, Gaz de France, General Electric, Microsoft, ABN Amro, Bank of America, Barclays, BNP Paribas, Citigroup, Deutsche Bank, HSBC, JPMorgan Chase, Société Générale, and UBS AG.

Related documentation

Customers can also refer to the following documents in addition to this service description:

- *SWIFTNet Service Description*
- *SWIFTNet Link Service Description*
- *FIN Service Description*
- *SWIFT General Terms and Conditions*
- *SWIFT Data Retrieval Policy*
- *SWIFT Personal Data Protection Policy*
- *SWIFT Price List*
- *Indirect Connectivity Policy*
- *Corporate Rules*
- *SWIFT Glossary*
- *SWIFT for Corporates - Standards MT Implementation Guidelines*
- *SWIFT for Corporates - Standards MX Implementation Guidelines*
- *SWIFT for Corporates - FileAct Implementation Guide*
- *SWIFT for Corporates - Introductory Guide*
- *MA-CUG Service Description*
- *Support Service Description*
- *Exceptions and Investigations Service Description*
- *Mail Service Description*

Note: Customers can find the latest version of most of these documents at www.swift.com > Support > Documentation.
For more information, contact your commercial manager.

Significant changes

The following table lists all significant changes to the content of the *SCORE Service Description* since the August 2008 release.

New information	Location
SCORE users can exchange the traditional trade messages: MT 798.	Section 2.2.1, "Standards Messages on page 12 and "Appendix B" on page 32

Table of Contents

Preface	2
Table of Contents	5
1 Introduction	6
1.1 Background Information.....	6
1.2 Overview of SCORE	7
1.3 Eligibility Criteria for Participation	8
1.4 Participants Roles.....	9
2 Features of SCORE	10
2.1 A Platform Providing a Single Window Access to all Counterparties	10
2.2 A Set of Business Standards for Improved Automation	10
2.3 Highly Secure and Resilient Messaging Capability	11
2.4 A Rulebook to Streamline the Setup of New Links.....	13
2.5 Directory of services on SWIFTNet	13
2.6 Newsletter	13
2.7 Applicable Interfaces.....	14
2.8 Third-Party Applications.....	14
3 Online Ordering	15
4 Support	16
5 Pricing Structure	17
5.1 SCORE Pricing	17
6 Roles and Responsibilities	18
6.1 SWIFT's Roles and Responsibilities.....	18
6.2 The Customer's Roles and Responsibilities	19
7 Rulebook	22
7.1 Introduction	22
7.2 Adherence to Standards MT Messages	22
7.3 Adherence to Standards MX Messages	23
7.4 Adherence to the SWIFTNet Messaging Operational Rules	23
7.5 Resolution of Disputes	23
Appendix A: List of Member Countries of the Financial Action Task Force (FATF)	24
Appendix B: Standards MT Messages Allowed in SCORE (November 2008)	26
Legal Notices	29

1 Introduction

1.1 Background Information

Market background

The world of corporate treasurers has undergone significant changes over the last few years. An ever more competitive, global, and regulated market is forcing treasurers to rethink the way they operate. To do this, they need to respond to several challenges, such as:

- To improve efficiency and reduce costs. This includes providing a better visibility of funds.
- To further reduce operational risk such as the risk of disruption and the risk of human failure.
- To strengthen security by protecting against internal and external fraud.
- To comply with an ever stricter regulatory framework that aims to improve transparency towards investors, for example, Sarbanes Oxley.

To address these challenges, treasurers need to improve efficiency and overall control. Because of this, they are increasingly trying to centralise and automate their operations.

However, in doing so, they still face the challenge of different platforms and communication standards when trying to establish electronic connections with their banks. Clearly this situation is not ideal, as these environments are costly to maintain and operate. In addition, they are a source of risk, because their diversity is more difficult to control, for example, because of weak business continuity plans due to complexity, and lack of security discipline due to multiplicity of passwords.

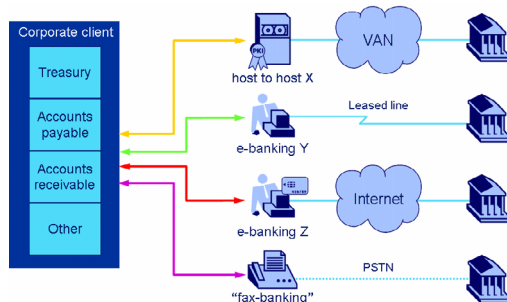


Figure 1a: From multiple standards and protocols to...

SWIFT's response

In response to these issues, and with the support of its community, SWIFT has created SCORE. SCORE allows corporates to use SWIFT's single, secure and reliable messaging platform to access the services that their financial institutions can provide, for example, cash management services. This enables them to reduce cost and risk, optimise their liquidity management, and strengthen security.

Financial institutions also benefit from SCORE. They can leverage their existing SWIFTNet infrastructure by offering their customers a highly reliable and reusable channel that helps streamline their processes. SCORE also removes the need to deploy a costly and dedicated infrastructure, such as leased lines, host-to-host communications, or wide area networks. Finally, it allows them to extend their reach in over 200 countries where SWIFT is present.

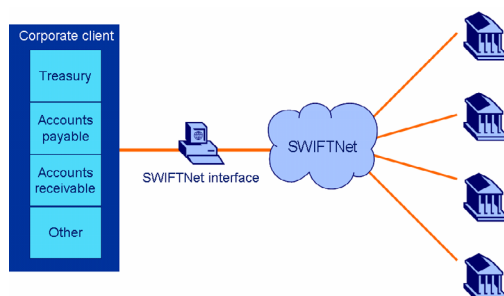


Figure 1b:...a single platform

1.2 Overview of SCORE

SCORE is based on a closed user group which caters for financial messaging between corporates and financial institutions. Corporate-to-corporate and financial institution-to-financial institution messaging is not allowed.

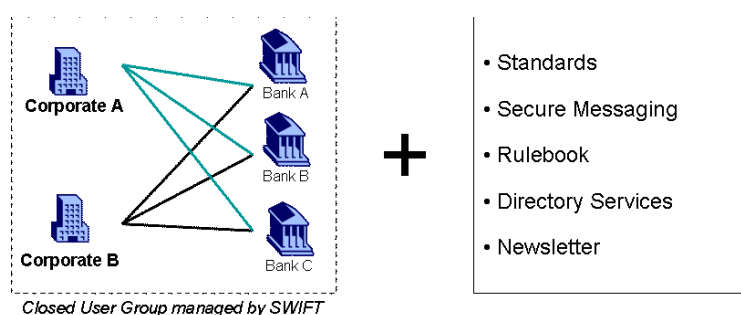


Figure 2: SCORE - overview

Once it is registered to use SCORE, a financial institution can interact with any corporate that is also registered in the closed user group. Conversely, a corporate registered in the closed user group can interact with any financial institution member of SCORE.

In addition to the closed user group, the other key components of SCORE are as follows:

- a set of business standards for improved automation
- highly secure and resilient messaging capabilities
- a range of *solutions* going beyond cash management that enables both banks and corporates to further leverage their investment
- a rulebook that describes the rules and market practices to help streamline the setup of multiple links
- directory services providing information about SCORE participation

- an electronic newsletter that allows SWIFT to promptly inform SCORE users about changes or upgrades related to SCORE

Complementing SCORE, the Alliance portfolio offers a number of interfaces, which allows customers to integrate their applications with SWIFTNet (Figure 1.b), for example, banking applications, Enterprise Resource Planning applications, and treasury workstations.

Finally, through its Partner Programme, SWIFT works actively with third-party application vendors to help them support the relevant SWIFT standards and messaging services for SCORE.

Scope of SCORE

SCORE is intended to support financial institutions to provide services to their corporate customers in the following areas:

- cash management: for example, treasury and third-party payments, statements, credit and debit advices
- investments: for example, securities settlement instructions, statements of holdings
- confirmations of treasury deals: for example, foreign exchange, money markets, and derivatives
- payment related queries: for example, claim non-receipt and unable to apply
- traditional trade: for example letters of credit and guarantees/standbys

1.3 Eligibility Criteria for Participation

Eligibility of Financial Institutions

SCORE is available to all financial institutions that are SWIFT member shareholders or sub-members. Sub-members need to be approved and registered by their member.

For more information, see the *SWIFT Corporate Rules*.

Eligibility of Corporates

To be eligible, corporates must be listed on a regulated stock exchange of a country which is a member of the Financial Action Task Force (FATF) (see Appendix A).

Majority-owned subsidiaries of eligible companies are accepted if they are:

- duly incorporated, validly existing and duly organised legal entities
- in good standing financially and with respect to their compliance with applicable laws and regulations
- subject to regular audit by an independent audit firm in accordance with internationally recognised accounting standards

In addition, they must submit to SWIFT a declaration of ownership from their listed parent company. The declaration of ownership must state that the parent company:

- is listed in one of the FATF countries

- has a majority ownership of the subsidiary, and
- will inform SWIFT of any change in its listing status or in the subsidiary's ownership

Finally, in case of changes in the eligibility status, for example, company de-listing, the corporate will be given a 12 months period to migrate to an alternative solution, for example, a Member-Administered Closed User Group (MA-CUG).

Due diligence and the know-your-customer principle

SWIFT users are expected to perform due diligence and the know-your-customer principle on their counterparts. SWIFT's definitions of user categories do not supersede, nor should they be used to fulfil, such legal requirements applicable to SWIFT users. Likewise, SWIFT service entitlement cannot supersede applicable local laws and regulations.

1.4 Participants Roles

Overview of roles

Financial institutions operate as service providers, for example, providing cash management services for their corporate customers.

Corporates act as service users, that is, they are serviced by their financial institutions.

SWIFT administers SCORE. This includes the following activities:

- managing the setup of SCORE
- registration of participants for SCORE. This also includes checking the eligibility criteria
- operating SCORE
- invoicing the users

2 Features of SCORE

This section sets out and explains the components and features of SCORE.

Note: SCORE uses a number of specific SWIFT services, for example, FileAct, InterAct, and FIN. For more information about FileAct, InterAct, and FIN, see the appropriate documentation on www.swift.com > Support > [Documentation](#).

2.1 A Platform Providing a Single Window Access to all Counterparties

By subscribing to SCORE, corporates can access all financial service providers that are members of SCORE. Conversely, a financial service provider registered in SCORE can access all corporates that are subscribed to SCORE. Corporate-to-corporate and financial institution-to-financial institution communication is not possible within SCORE.

2.2 A Set of Business Standards for Improved Automation

SCORE caters for the use of FIN standards, also called Standards Message Types, or MTs, and other non-SWIFT standards.

2.2.1 Standards Messages

SCORE implements a set of MTs in the following areas:

- cash management: specific messages from Category 1 Customer Payments and Cheques and Category 9 Cash Management and Customer status and MT 210¹ (Notice to Receive)
- treasury deals confirmations: specific messages from Category 3 Treasury Markets - Foreign Exchange, Money Markets and Derivatives and Category 6 Treasury Markets – Metals
- investments: specific messages from Category 5 Securities Markets
- traditional trade: MT 798 message with identified sub-message types – for Letter of Credit (L/C) application, L/C Advice, L/C Amendment and Guarantee/Standby flows.

The exhaustive list of available message types and their corresponding business functions is set out in Appendix B. There is no obligation for each user to be able to

¹ Category 2 messages are intended to be used exclusively for transactions between financial institutions. MT 210 Notice to Receive is the only message in that category that can be used in corporate to financial institution (that is, it is already used today extensively in MA-CUG)

send or receive all the MTs supported by SCORE. This depends on the service offering of each individual financial institution and on the business needs of each individual corporate.

For more information about Standards, see the relevant *Standards MT Message Reference Guides* and the *SCORE - Standards MT Implementation Guide*.

2.2.2 Other Standards Messages

The use of non-SWIFT standards messages, such as EDIFACT, local country-specific standards is allowed for the exchange of bulk payments related flows, that is, credit transfers, debit transfers, statements, and acknowledgements.

2.3 Highly Secure and Resilient Messaging Capability

SCORE offers different transfer mechanisms (messaging services) for exchanging data between two parties.

In this release of SCORE, the FIN, the FileAct real-time and the FileAct store-and-forward messaging services are available, as well as the InterAct store-and-forward messaging services. Users can subscribe to one or more of these messaging services depending on their business needs. For example, a corporate, that wants to receive services from a financial institution with an offering based on FileAct store-and-forward, must to subscribe to FileAct store-and-forward in order to receive these services.

2.3.1 FIN

FIN is a message transfer-based store-and-forward system. It carries Standards MTs formatted information and offers the highest levels of resilience and security, including non-repudiation.

For more information about FIN, see the *FIN Service Description*.

2.3.2 FileAct

FileAct is a secure and reliable file transfer system. It can also offer non-repudiation functionality. In SCORE, customers can use FileAct in real-time or in store-and-forward mode.

In SCORE, FileAct is used to transport bulk payments-related data using any type of format, including SWIFT and non-SWIFT formats, for example, EDIFACT.

For more information about FileAct, see the *SWIFTNet Service Description*.

2.3.3 FIN and FileAct Usage Definition in SCORE - Overview

Table 1 summarises how SCORE uses FIN and FileAct. For more information about these aspects, see Appendix B, for FIN, and the *SCORE – FileAct Implementation Guide* for FileAct.

Messaging Services	Use
FIN	Enabled for message types listed in Appendix B
FileAct - real-time mode	Enabled
FileAct - store-and-forward mode	Enabled

FileAct features	Use
Non-repudiation	Corporate to Financial Institution: mandatory Financial Institution to Corporate: optional
Delivery notification	Optional
Role-Based Access Control	Mandatory

Table 1: use of FIN and FileAct messaging services

Mandatory: a feature that SWIFT has mandated for SCORE

Enabled: a feature that SWIFT, as service administrator, defines

Optional: a feature that the file sender can choose

2.3.4 InterAct

InterAct is a secure and reliable messaging service which can be used in a variety of solutions.

In SCORE, InterAct is used to support Exceptions and Investigations related communication.

SWIFT bases Exceptions and Investigations on store-and-forward message exchange with mandatory message validation and non-repudiation. Table 2 summarises the main features of InterAct in the context of the Exceptions and Investigations solution.

Interact Features	Use
InterAct	mandatory
Store-and-forward mode	mandatory
Non repudiation	mandatory
Message validation	mandatory
End-to-end signature	mandatory
Role-Based Access Control	mandatory
Delivery notification	optional

Table 2: Exceptions and Investigations features

Mandatory: a feature that SWIFT has mandated for SCORE

Optional: a feature that the file sender can choose

For more information about InterAct, see the *SWIFTNet Service Description*.

For more information about the Exceptions and Investigations features, see the *Exceptions and Investigations Service Description*.

2.3.5 Mail

Mail complements the use of SWIFTNet messaging by enabling customers to re-use their SWIFT infrastructure to send and receive secure e-mails.

The scope of Mail covers the need for customers to securely send and receive sensitive documents by e-mail, using SWIFT's messaging services, as opposed to the Internet. Corporate customers can only use Mail with banks participating in SCORE.

For more information about the Mail application, see the *Mail Service Description*.

2.4 A Rulebook to Streamline the Setup of New Links

The rulebook helps to streamline the setup of new links with multiple counterparties by enforcing a consistent implementation and use of the standards and messaging services. More information about the rulebook is provided in section 7 *Rulebook*.

2.5 Directory of services on SWIFTNet

List of participants

As part of the *Directory of services on SWIFTNet* available in a restricted area of www.swift.com, SWIFT publishes a directory that contains all relevant addressing data referring to SCORE customers.

SWIFT updates this directory on a weekly basis and provides a download capability that allows users to integrate the information with back-office applications.

2.6 Newsletter

The latest information about SCORE

SWIFT may inform the customer of changes to SCORE by newsletter. This typically concerns minor operational changes, since major operational changes are announced in advance of a new release of the solution.

Where to get the newsletter

SWIFT recommends that the customer subscribe to the SCORE newsletter on www.swift.com > Support > [Support Newsletters](#).

For releases of the newsletter, customers can also regularly consult www.swift.com > Support > [Knowledge base](#) and type the keyword *newsletter* in the Search menu.

2.7 Applicable Interfaces

When implementing SCORE, customers can rely on the Alliance portfolio of products to integrate their applications with SWIFTNet, for example, Banking applications, Enterprise Resource Planning Applications, Payment Factory Applications:

- Alliance Access and Alliance Entry, the core messaging products, offer different capabilities to integrate FIN messages with back-office applications in automated mode.
- Alliance Messenger, a thin-client browser-based interface, provides manual access to FIN-based services. This browser is convenient for customers that want to create messages manually, or customers that have automated back-office integration that requires an exception-handling or backup tool. Alliance Messenger is an optional package of Alliance Access and Alliance Entry.
- By default, Alliance Starter Set or Alliance Gateway is required to communicate with SWIFTNet and to transport files over FileAct. Alliance Starter Set is the entry level offering. Alliance Gateway is SWIFT's single-window communication interface. Alliance Gateway extends the SWIFTNet connection to multiple interfaces and applications, such as Alliance messaging interfaces or third-party vendor applications.

As an alternative to, or in combination with the Alliance family of products, customers can opt for a bespoke architecture, including third-party vendor interfaces.

2.8 Third-Party Applications

SWIFT Partner Programme

Through its Partner Programme, SWIFT encourages customers to adopt SCORE in co-operation with third-party software applications vendors. Vendors must support both the relevant SWIFTNet messaging service and standards.

To ensure that vendors build integrated off-the-shelf, or customised applications to support SCORE, SWIFT provides a range of integration packs and developers toolkits.

SWIFTReady label

To help customers select third-party solutions that focus specifically on exceptions and investigations support for SWIFTNet and comply with the relevant suite of messages, SWIFT certifies and labels such solutions with the SWIFTReady label.

Customers can find the label criteria and the list of SWIFTReady applications at www.swift.com > Solutions > [Partner programme](#).

Related information

For more information, customers can contact the SWIFT Partner Programme at Partner.Solutions.generic@swift.com or consult www.swift.com > [Solutions](#) > [Partner programme](#).

3 Online Ordering

Order SWIFT services and products

To use SWIFT services and products, a customer must subscribe to, or order, the relevant services and products.

Related information

For information about SWIFT's online ordering facility and how to order, see www.swift.com > [Ordering](#)

4 Support

Support for SWIFT customers

SWIFT is the single point of contact to report all problems and queries that relate to SWIFT services and products. Support is SWIFT's customer support service. It is available to all SWIFT customers.

Individuals within a customer institution must register to use the Support service. For more information about how to register for Support, see www.swift.com > [Support](#)

Related information

For more information about Support services, see the *Support Service Description*.

5 Pricing Structure

5.1 SCORE Pricing

The pricing of SWIFTNet services comprises a number of different elements, related to the connectivity, interfaces, security, and traffic. Most of these elements are related to the implementation of connectivity and interface infrastructure by SWIFTNet users, which are generic to all SWIFTNet services used, and are dependent on technology architecture choices made by SWIFTNet users.

Note: For more information about the pricing scheme, see the *SWIFT Price List* or contact your SWIFT commercial manager.

6 Roles and Responsibilities

Introduction

This section provides information about the roles and responsibilities for SCORE.

6.1 SWIFT's Roles and Responsibilities

Contractual arrangements

Subject to the applicable terms set out from time to time in the service documentation including but not limited to the SWIFT General Terms and Conditions, SWIFT will permit duly authorised customers who have entered into the relevant contractual arrangements with SWIFT to access and to use SCORE as described in this service description.

6.1.1 Service Implementation and Provision

Timing of the implementation

SWIFT shall initiate the implementation of the customer promptly after receipt of all relevant duly completed and, where required, signed ordering documents.

Service provision

SWIFT will use all commercially reasonable efforts to provide SCORE described herein in all material respects in accordance with this service description.

6.1.2 Service Alterations

SWIFT may apply service alterations

SWIFT may either suspend, replace or alter SCORE or any part thereof at any time upon reasonable advance notice or, in an emergency, as much advance notice as possible:

- in order to perform or allow routine maintenance (typically, during announced downtime windows) or,
- in the event that SWIFT needs to either upgrade or otherwise change SCORE or any part thereof,
- for purposes either of security or proper performance,
- to comply with an order, instruction or request of any regulatory or governmental authority, body or agency that has jurisdiction over SWIFT, the customer or the provision or use of any part of SCORE; or
- in the case of a material default of the customer.

6.2 The Customer's Roles and Responsibilities

6.2.1 Interpretation

Who is the customer?

For the avoidance of any doubt, in this service description any reference to the customer shall, unless the context requires otherwise, be construed as a reference to the customer and any other person for which it is responsible, including but not limited to its employees, directors, agents, and sub-contractors.

6.2.2 Compliance with Relevant Terms and Conditions

Terms and conditions

The customer shall access and use SCORE in accordance with and comply with, all terms and conditions for the time being applicable to it as set out in the service documentation, including, but not limited to, *the SWIFT General Terms and Conditions* and this service description.

In particular, the customer shall:

- notify SWIFT promptly of any problem relating to the provision of SCORE,
- co-operate with and assist SWIFT in identifying and investigating any such problem and, in particular, follow any guidelines and other directions provided either by or for SWIFT,
- promptly correct any problem where it is the customer's responsibility to do so, and notify SWIFT when it has been resolved,
- respond correctly and promptly to any recovery/fallback procedures initiated or actions requested by SWIFT to eliminate a problem relating to the provision of SCORE, and revert to normal operations conditions when the problem is resolved, and
- notify SWIFT promptly when it becomes aware of any breach or attempted breach of security which could affect the confidentiality, integrity or availability of SCORE or of any unauthorised use of SCORE.

When accessing and using SCORE, the customer shall:

- comply with any policies or directions for the time being in force given either by or for SWIFT,
- be solely responsible for ensuring that the confidentiality, integrity and availability of data (such as traffic, message and configuration data) are maintained at all times on its systems and that segment of its SWIFT connection under its responsibility. In particular, the customer shall ensure that only authorised personnel have physical and logical access to their SWIFT systems and connection, and shall operate backup procedures and handle backup media according to security practices no less secure than those applied to their SWIFT systems and connections,
- always comply strictly with good industry practice and all relevant laws and regulations and, where necessary, seek all necessary consents, permits and authorisations to make sure that no laws, regulations or third-party rights are violated, including but not limited to banking and money laundering regulations,

competition laws, privacy laws and personal data protection, data transmission laws and laws regulating the use of encryption, import or export control.

6.2.3 Personal Use

Extent of personal use and responsibilities

As a general principle, the customer shall be solely responsible for its use of SCORE. The right for the customer to access and use SCORE is personal so that the customer shall not allow access to third parties, except to members of its staff or persons under its responsibility and control who need to install or use SCORE on behalf of the customer. Also, the customer may (or may allow permitted third parties to) access and use SCORE for its own business operations only.

6.2.4 Documentation

Customer's responsibility to access the latest version

When using SCORE, the customer shall comply with the service documentation and any policies or directions, for the time being in force, given by or for SWIFT. It is the responsibility of the customer to verify that they access the latest available version of the service documentation and to obtain the latest available information relating to the provision and use of the SWIFT services and products typically by consulting www.swift.com on a regular basis.

6.2.5 Required Prior Notice of Changes

What the customer must do

The customer shall inform SWIFT at least three (3) weeks in advance of any change to the customer's infrastructure that may impact the provision by SWIFT to the customer of SCORE, including but not limited to changes to the customer's SWIFTNet infrastructure configuration.

6.2.6 Operating Requirements

The customer's responsibility

The customer is solely and exclusively responsible to make sure that it either has or meets all the operating requirements for the provision or the use of SCORE. In particular, the customer is responsible for acquiring, installing, configuring, using and (as appropriate) maintaining suitable hardware, software and other equipment, facilities and services (whether provided by SWIFT or a third party as appropriate) that are either necessary or advisable to use SCORE as specified elsewhere in this service description.

The customer warrants that it has and shall maintain all the necessary licences and rights required to install, implement, operate, use and (as appropriate) maintain such equipment and services. Furthermore, the customer will make sure that such equipment and services function properly at all times. In the event that such equipment or services either degrade or interfere with the performance, operation or security of SCORE or, more generally, the SWIFT services and products, SWIFT shall have the right to disconnect such equipment or services immediately in whole or in

part and to take any other reasonable steps without liability to the customer or any third party and without prejudice to any other right or remedy of SWIFT.

6.2.7 Access and Assistance

What the customer shall provide

The customer shall provide either SWIFT or its contractors or agents with reasonable access to its premises and shall make available all information, facilities and services as may be reasonably required by SWIFT for the provision of SCORE and, more generally, the exercise of SWIFT's obligations rights and remedies.

6.2.8 Confidentiality

Customer's liability for confidentiality

The customer shall hold SCORE and related documentation in confidence for the benefit of SWIFT and its suppliers.

6.2.9 Pricing and Invoicing

Payment to SWIFT

The customer shall pay to SWIFT all charges and fees for the time being applicable to it for and in connection with the supply of SCORE. These charges and fees are as notified by SWIFT to the customer from time to time. Equally, the terms and conditions relating to invoicing by SWIFT and payment by the customer are as notified by SWIFT to the customer from time to time.

More details about the invoicing and payment terms and conditions for the SWIFT services and products can be found in the *SWIFTNet Pricing and Invoicing*.

6.2.10 Directory of services on SWIFTNet

The customer accepts to have its participation in SCORE published in the *SCORE Directory* (part of the *Directory of services on SWIFTNet*) available on www.swift.com (restricted area), and is responsible for updating it prior to changing its operational status (Test/Live) in the service.

7 Rulebook

7.1 Introduction

Scope and key principles

SWIFT has designed SCORE with the aim of creating an industry standard solution for electronic financial messaging between corporates and their financial service providers.

This rulebook section sets out specific rules and guidelines that relate to the obligations between customers in the use of SCORE. Its purpose is to help to streamline the setup of new links with multiple counterparties by enforcing a consistent implementation and use of the standards and messaging services.

By subscribing to SCORE, each customer agrees to abide by the minimum rules and guidelines applicable to them, as more fully specified in this section. In addition, customers are free to agree, on a bilateral basis, supplemental rules and guidelines as more fully specified hereafter by executing the relevant contractual arrangements amongst themselves directly.

Note: For the avoidance of any doubt, nothing in this rulebook shall be binding upon SWIFT nor construed as constituting any obligation, representation or warranty on the part of SWIFT. The scope of the rules and guidelines set out in this rulebook is limited purely to the usage of SCORE. Other aspects such as, for example, banking services are not in the scope and should therefore be covered in separate bilateral agreements.

7.2 Adherence to Standards MT Messages

Customers must adhere to the Standards MT messages as published by SWIFT from time to time in the Standards MT documentation.

In addition, customers must adhere to the usage rules of these standards in the context of corporate to financial institution usage. These rules are published from time to time by SWIFT in the *SCORE – Standards MT Implementation Guidelines*. For more information, see www.swift.com > Standards > Standards Releases > MT Standards Release 2008.

In addition, the latter document includes supplemental guidelines to facilitate the setup of bilateral agreements between customers and the adoption of good practice recommendations developed in co-operation with the industry. While these guidelines are optional, SWIFT strongly encourages all customers to enter into bilateral service level agreements along these guidelines.

7.3 Adherence to Standards MX Messages

Customers must adhere to the Standards MX messages as published by SWIFT from time to time in the Standards MX documentation.

In addition, customers must adhere to the usage rules of these standards in the context of corporate to financial institution usage. These rules are published from time to time by SWIFT in the *SCORE – Standards MX Message Implementation Guidelines* and will be applicable as from the Standards Release 2008. For more information, see www.swift.com > Standards > Standards Releases > MX Standards Release 2008.

In particular, for payment initiation messages, customers must adhere to the usage rules documented in the ISO 20022 Payment Initiation Implementation Guide.

In addition, the latter document includes supplemental guidelines to facilitate the setup of bilateral agreements between customers and the adoption of good practice recommendations developed in co-operation with the industry. While these guidelines are optional, SWIFT strongly encourages all customers to enter into bilateral service level agreements along these guidelines.

7.4 Adherence to the SWIFTNet Messaging Operational Rules

In addition to adhering to the standard *SWIFTNet Messaging Operational Rules* as published by SWIFT from time to time in the *SWIFTNet Messaging Operations Guide*, customers must follow the specific usage rules for FileAct defined for SCORE. These rules are published in the *SCORE – FileAct Implementation Guide*. For more information, see www.swift.com > Standards > Standards Releases > MT Standards Release 2008.

7.5 Resolution of Disputes

In case of a dispute between customers, SWIFT can assist if, for example, customers have a question about the applicable operational rules or the use of a message type. Within the retrieval period, if applicable, SWIFT can also help to retrieve the delivery history or the message contents. SWIFT however is not in a position to give advice on, arbitrate or otherwise decide on disputes between customers.

Appendix A: List of Member Countries of the Financial Action Task Force (FATF)

Argentina
Australia
Austria
Belgium
Brazil
Canada
China
Denmark
Finland
France
Germany
Greece
Hong Kong
Iceland
Ireland
Italy
Japan
Luxembourg
Mexico
Netherlands
New Zealand
Norway
Portugal
Russian Federation

Singapore

South Africa

Spain

Sweden

Switzerland

Turkey

United Kingdom

United States

Appendix B: Standards MT Messages Allowed in SCORE (November 2008)

CAT 1 - CASH MANAGEMENT STANDARDS			
<i>Corporate to Financial Institution</i>		<i>Financial Institution to Corporate</i>	
MT101	Request for transfer	MT195	Queries
MT103	Customer credit transfer (*)	MT196	Answers
MT104	Direct debit and request for direct debit	MT199	Free format message
MT192	Request for cancellation		
MT195	Queries		
MT196	Answers		
MT199	Free format message		
CAT 2- FINANCIAL INSTITUTION TRANSFERS			
<i>Corporate to Financial Institution</i>		<i>Financial Institution to Corporate</i>	
MT210	Notice to receive		
CAT 3 - TREASURY MARKETS STANDARDS			
<i>Corporate to Financial Institution</i>		<i>Financial Institution to Corporate</i>	
MT300	Foreign exchange confirmation	MT300	Foreign exchange confirmation
MT303	Forex/Currency option allocation instruction	MT303	Forex/Currency option allocation instruction
MT304	Advice/Instruction of a third party deal	MT304	Advice/Instruction of a third party deal
MT305	Foreign currency option confirmation	MT305	Foreign currency option confirmation
MT306	Foreign currency option confirmation	MT306	Foreign currency option confirmation
MT320	Fixed loan/deposit confirmation	MT320	Fixed loan/deposit confirmation
MT330	Call/Notice Loan/Deposit confirmation	MT330	Call/Notice Loan/Deposit confirmation
MT340	Forward rate agreement confirmation	MT340	Forward rate agreement confirmation
MT341	Forward rate agreement settlement confirmation	MT341	Forward rate agreement settlement confirmation
MT350	Advice of loan/Deposit interest payment	MT350	Advice of loan/Deposit interest payment
MT360	Single currency interest rate derivative confirmation	MT360	Single currency interest rate derivative confirmation
MT361	Cross currency interest rate swap confirmation	MT361	Cross currency interest rate swap confirmation

MT362	Interest rate reset/Advice of payment	MT362	Interest rate reset/Advice of payment
MT364	Single currency interest rate derivative termination/ Recouping confirmation	MT364	Single currency interest rate derivative termination/ Recouping confirmation
MT365	Cross currency interest rate swap termination/ Recouping confirmation	MT365	Cross currency interest rate swap termination/ Recouping confirmation
MT390	Advice of charges, interest and other adjustments	MT390	Advice of charges, interest and other adjustments
MT391	Request for payment of charges, interest and other Expenses	MT391	Request for payment of charges, interest and other Expenses
MT392	Request for cancellation	MT392	Request for cancellation
MT395	Queries	MT395	Queries
MT396	Answers	MT396	Answers
MT399	Free format message	MT399	Free format message
CAT 5 - SECURITIES STANDARDS			
<i>Corporate to Financial Institution</i>		<i>Financial Institution to Corporate</i>	
MT502	Order to buy or sell	MT509	Trade status message
MT509	Trade status message	MT513	Client advice of execution
MT517	Trade confirmation affirmation	MT515	Client confirmation of purchase or sale
MT540	Receive free	MT535	Statement of holdings
MT541	Receive against payment	MT536	Statement of transactions
MT542	Deliver free	MT537	Statement of pending transactions
MT543	Deliver against payment	MT538	Statement on intra-position advices
MT549	Request for statement/Status advice	MT544	Receive free confirmation
MT565	Corporate action instruction	MT545	Receive against payment confirmation
MT568	Corporate action narrative	MT546	Deliver free confirmation
		MT547	Deliver against payment confirmation
		MT548	Settlement status and processing advice
		MT564	Corporate action notification
		MT566	Corporate action confirmation
		MT567	Corporate action status and processing advice
		MT568	Corporate action narrative
		MT578	Settlement allegation
		MT586	Statement of settlement allegations

CAT 6 – METALS MESSAGE STANDARDS

<i>Corporate to Financial Institution</i>		<i>Financial Institution to Corporate</i>	
MT600	Metal trade confirmation	MT600	Metal trade confirmation
MT601	Metal option confirmation	MT601	Metal option confirmation

CAT 7 – TRADE STANDARDS

<i>Corporate to Financial Institution</i>		<i>Financial Institution to Corporate</i>	
MT798	Trade envelope	MT798	Trade envelope

CAT 9 - ACCOUNT REPORTING STANDARDS

<i>Corporate to Financial Institution</i>		<i>Financial Institution to Corporate</i>	
MT995	Queries	MT900	Confirmation of debit
MT999	Free format message	MT910	Confirmation of credit
		MT940	Customer statement message
		MT941	Balance report
		MT942	Interim transaction report
		MT950	Statement message (*)
		MT996	Answers
		MT999	Free format message

(*): temporary usage allowed. Will be removed by November 2009 Standards release.

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