

Premium Plus and Premium Custom Support for high volume and highly resilient SWIFT infrastructures



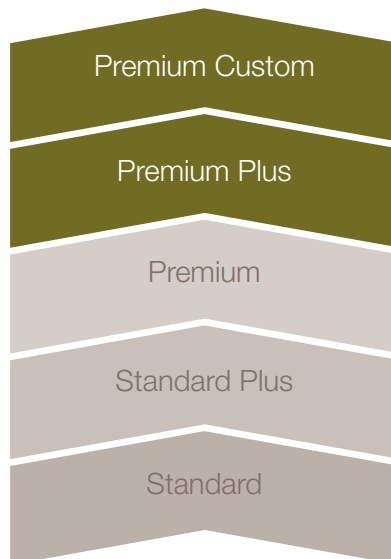
Mission critical support, personalised incident and crisis management

Benefits

- Incident and crisis management
- Faster problem resolution
- Personalised and pro-active information sharing
- Pro-active monitoring of your system
- Preventive system care
- Minimisation of operational risks
- Personalised reporting

Premium Plus – the second support level of our Premium portfolio – suits the specific needs of high volume institutions managing complex infrastructures which require high availability and reliability.

Premium Plus complements our Premium offering by providing high levels of pro-active support, and personalised incident and crisis management.



In addition to the advantages offered by Premium, Premium Plus customers can benefit from personal SMS notifications in case of service incidents, pro-active connectivity monitoring and messaging alerts.

Offering

Call and Problem Management

- Dedicated technical team
SWIFT guarantees prioritised access to a dedicated technical team when you contact the regional support centres.
- Faster technical and management escalation
Any problem impacting your main message flow is immediately handled by a specialist engineer and is escalated rapidly to ensure that the problem receives the highest attention.
- Incident management process
In case of a blocking situation, the management escalation process actively involves senior management on both sides: yours and SWIFT's. This process triggers a rapid resolution and ensures efficient communication between the parties involved.
- SMS incident notification
In addition to our swift.com operational status and e-mail notification, this service offers you an additional channel for receiving incident notification.

- Remote support
SWIFT is offering Remote Support as a payable low cost option to the existing support packages. Remote Support is a 'peace of mind' and improves SWIFT's capability of diagnosing complex or time critical problems, by allowing fast access to critical diagnostic data. Access to your systems is secured, auditable and permission based. Should your policies prevent remote access, this feature can be disabled.

Monitoring

- Pro-active monitoring
SWIFT monitors the availability of your SWIFTNet and FIN connectivity, and informs you by phone in case of problem detection.
- Messaging alert
SWIFT centrally monitors FIN queue build-ups and FIN session drops, and pro-actively notifies you when predefined thresholds are reached. SWIFT also monitors and alerts you in case of store-and-forward queue build-ups.
- Single point of failure alert
SWIFT centrally monitors if a production Dual-p turns in a single point of failure situation. When this happens, SWIFT notifies you after having analysed corrective actions.

Reporting

- Availability reporting
SWIFT provides a monthly connection availability summary report, which includes line availability and the availability of your monitored SNL's. A report also shows the availability of your FIN BICs and LTs.
- Support usage report
This report shows summary status information for each major, severe and blocking case, and is reviewed with the SWIFT service manager.

Preventive

- Annual health checks
SWIFT conducts health checks of your SWIFT infrastructure to identify potential security, availability, and performance risks, and to provide recommendations for the implementation of best practices. Throughout the year, the Service

Manager follows-up your progress on the implementation of the recommendations.

- Business continuity test
To enable you to test the impact on your infrastructure, SWIFT conducts yearly disaster fail-over testing involving your participation.
- Troubleshooting training
This annual course provides recommendations and guidelines to help you maintain your SWIFT environment, to troubleshoot the most commonly encountered problems, and to provide relevant diagnostic information when reporting a problem.

Operational Account Management

- Dedicated service manager
As a Premium Plus customer, you are assigned a SWIFT service manager during your business hours, who will set up, maintain and oversee all deliverables of the support service, and act as a single point of contact for managing the operational relationship. Your service manager will assist in resolving and preventing any issues that may impact you.
- Easy ordering
SWIFT offers to prepare draft orders on your behalf which are then submitted for your approval.
- Capacity review
The SWIFT service manager reviews the capacity plans of your infrastructure on a yearly basis, and provides guidance and advanced system requirements information.

Onsite Support

- Emergency onsite support
You can request emergency onsite support for critical problems which severely impact the use of the SWIFT service or product in your production environment.

Customised services

Building on the Premium Plus support service, SWIFT also provides Premium Custom – the highest level of support that offers the customer the opportunity to customise the support package by selecting specific features linked to individual needs. Customers interested in Premium Custom must address their requests to SWIFT. Requests are priced in agreement with the customers.

For more information about Premium Plus and its related advantages, contact your SWIFT account manager or visit www.swift.com/support.

If you are interested in our Premium Custom level of support, please contact your SWIFT account manager.