



Automate 60% of your payments enquiries

Benefits

- Save costs by automating enquiries
- Comply with regulation without adding more staff
- Reduce risk from payments pending investigation
- Improve customer service by shortening resolution time

Exceptions and Investigations

Automating your payments enquiries

Managing payment enquiries is a costly process.

While payments are automated, only 5% of enquiries are typically processed automatically.

At the same time, regulations like FATF SRVII add more enquiries.

Payments under investigation increase operational and financial risk.

Customers expect quick case resolution and service quality.

SWIFT Exceptions and Investigations service

Exceptions and Investigations (E&I) allows you to solve these issues by automating enquiries.

E&I provides a set of messages structured in XML, workflows and a rulebook.

The service comes with a choice of case management applications including "Easy E&I" from SWIFT.

Benefits

With E&I, you can on average save 10 - 17 EUR per enquiry

Save costs

E&I's structured XML messages and workflows allow you to increase the automation of enquiries, thus reducing manual processing cost.

Comply with regulation

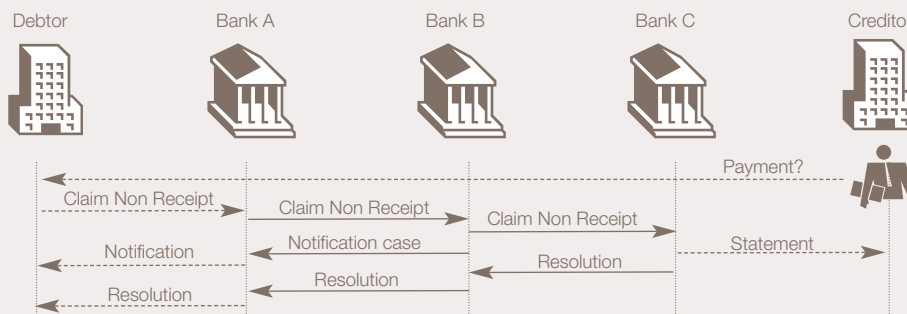
Regulation like FATF SRVII increases the number of enquiries. With E&I you can automate these without adding more staff.

Reduce risk

With more enquiries processed automatically, you will lower your operational risk and improve liquidity management.

Improve customer service

E&I allows to shorten the turnaround time of enquiries and provide more transparency on the status of an enquiry.



Example E&I workflow
 A creditor claims a due payment was not received.
 A claim non receipt E&I enquiry is sent on request of the Debtor.
 (Due to technical issue, payment was not processed by Creditor Bank C)
 Creditor Bank processes payment, sends statement and closes case by returning E&I case resolution message.

The SWIFT E&I service

Choice of application

SWIFT provides an "Easy E&I" case management application. Alternatively, you can choose a SWIFTReady E&I application from a vendor, use E&I offered by a service bureau or enhance your own application.

Standards

16 structured XML messages can be used in 4 workflows to cover 80% of all payment enquiries:

- Beneficiary claims non-receipt
- Unable to apply
- Request for modification
- Request for cancellation

Rulebook

Business and operational rules on message processing, like unique case ID and 'no-bypass' rule further increase straight-through processing.

Messaging

E&I messages are sent using InterAct in store-and-forward with message validation, end-to-end authentication and non-repudiation.

E&I adoption

The FIN enquiry messages (MT) do not meet the business requirements. The E&I messages (MX) are better

structured and leading to high level of automation.

To have a single standard, the SWIFT community decided to adopt E&I and remove these MTs by end 2012.

(MT 192, 195, 196, 292, 295, 296. Subject to E&I live customer and traffic milestones)

Easy to implement

With a multitude of options – on-site or as a service - E&I is easy to implement.

SWIFT can offer assistance with your E&I project, from business case, project design, implementation, getting ready to going live.

In addition, classroom and online training courses are available.

Solution overview

- SWIFT Exceptions and Investigations service
- Easy Exceptions and Investigations

Contact

For more information, contact

Americas
 helene.rosenberg@swift.com

EMEA
 harald.keller@swift.com

Asia Pacific
 alex.lee@swift.com

Global
 Exceptions.and.investigations@swift.com

About SWIFT

SWIFT is a member-owned cooperative that provides the communications platform, products and services to connect over 8,500 banking organisations, securities institutions and corporate customers in more than 200 countries. SWIFT enables its users to exchange automated, standardised financial information securely and reliably, thereby lowering costs, reducing operational risk and eliminating operational inefficiencies. SWIFT also brings the financial community together to work collaboratively to shape market practice, define standards and debate issues of mutual interest.

www.swift.com