



# SWIFT Certified Specialist

## Programme Overview

The document introduces the framework for the SWIFT Certified Specialist programme. The document includes a description of certification benefits and obligations, the criteria for certification, and the services that Specialists offer and deliver.

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# Preface

## Purpose of the document

The document introduces the framework for the SWIFT Certified Specialist programme. The document includes a description of benefits and obligations of participation, the criteria for certification, and the related processes behind the certification structure.

## Audience

This document is for the following audience:

- SWIFT registered providers
- all current and prospective SWIFT Certified Specialists
- SWIFT users that want an overview of the SWIFT Certified Specialist programme

## Significant changes

The following tables list the significant changes to the content of the *SWIFT Certified Specialist Programme Overview* since the February 2016 release. The tables do not include editorial changes that SWIFT makes to improve the usability and comprehension of the document.

Updated information	Location
New SWIFT Certified Specialist label example	<a href="#">SWIFT Certified Specialist Branding</a> on page 15

Deleted information	Location
Examples of valid industry certifications and prerequisite exams	Removed from the document. They are available in <a href="#">SWIFT Certified Specialist - SWIFTNet Infrastructure Technical Track Criteria</a>

## Related documentation

- [SWIFT Partner Programme Terms and Conditions](#)
- [SWIFT Certified Specialist - SWIFTNet Infrastructure Technical Track Criteria](#)
- [SWIFT Certified Specialist - Consultancy for Trade and Finance Supply Chain Finance Track Criteria](#)
- [SWIFT Trademark Guidelines](#)
- [SWIFT Glossary](#)

# 1 SWIFT Certified Programme

## Overview

The SWIFT Certified programme has been extended progressively to cover applications and services. The programme is reviewed and updated on a yearly basis.

## Categories of the SWIFT Certified Programme

The SWIFT Certified Programme covers the following two categories:

- **SWIFT Certified Applications**

SWIFT certifies selected third-party applications offered by SWIFT registered providers to ensure that they meet well-defined requirements that are relevant to SWIFT standards, messaging, and connectivity. SWIFT provides certifications per specific market segment, including payments, trade, treasury, securities, corporates, and Alliance add-ons.

- **SWIFT Certified Specialists**

SWIFT certifies individual specialists in their specific area of technical or consultancy expertise. This assists customers in selecting people with the right knowledge and experience in the relevant SWIFT-related area.

## 2 SWIFT Certified Specialist Programme

### 2.1 Overview

#### Purpose

The purpose of the SWIFT Certified Specialist programme is to help ensure that individuals who promote their services to SWIFT users meet the following requirements:

- They demonstrate their knowledge and understanding of certain SWIFT messaging services and products.
- They exhibit their proficiency within a specific area of expertise and their ability to perform services directed at supporting the SWIFT user community.

SWIFT Certified Specialists offer customers local accredited technical or consultancy assistance with SWIFT-related knowledge. SWIFT certification is not an endorsement of any individual's skills nor a guarantee as to quality of service.

#### Technical and Consultancy Specialists

SWIFT Certified Specialists are individuals that SWIFT has certified to deliver specific SWIFT-related services.

The following table provides information about the scope and the role of the specialists in both the Consultancy and Technical tracks:

Category	Scope	Role of the Specialists	More information
Consultancy	Information and advice to customers on SWIFT messaging, market practices, and the implementation process of SWIFT connectivity	Maintain SWIFT business expertise and a proven track record of SWIFT-related experience.	<a href="#">SWIFT Certified Specialist - Consultancy for Trade and Supply Chain Finance Track Criteria</a>
Technical	Implementation, maintenance, upgrades, and migrations of SWIFT software and connectivity	Deliver on-site services for implementing and maintaining your SWIFT infrastructure.	<a href="#">SWIFT Certified Specialist - SWIFTNet Infrastructure Technical Track Criteria</a>

#### Certification

To obtain certification from SWIFT, candidates must fulfil specific criteria. Certification demonstrates that SWIFT Certified Specialists are knowledgeable about certain SWIFT services and products and have a level of basic knowledge consistent with providing good-quality service. It does not guarantee quality of service or any particular outcome.

**Note** *For any client engagements that include training requirements beyond that of direct implementation or operation of SWIFT products and solutions (or both), Specialists must refer to SWIFT Training ([swift.training@swift.com](mailto:swift.training@swift.com)). Only certified SWIFT instructors may provide this training.*

## 2.2 SWIFT Certified Specialist Programme Benefits

### Introduction

SWIFT has launched the Certified Specialist programme with the following objectives:

- to validate the knowledge of non-SWIFT personnel with respect to certain SWIFT services and products
- to give the customer additional resources and better visibility regarding individual capabilities of certain personnel of registered providers who market SWIFT-related services

Each SWIFT Certified Specialist is tested against a set of criteria that is reviewed on a regular basis to ensure that certification benchmarks remain properly aligned with the evolution of SWIFT services and products, market practices, and SWIFT user needs.

### Benefits for SWIFT Users

SWIFT provides messaging services and products that must be properly configured, implemented, and maintained in order to continue operating at optimal effectiveness.

In specific instances, these services and products also require concentrated explanation and positioning from a specialised individual in order to construct an optimal solution. The SWIFT Certified Specialist designation assists SWIFT users in finding appropriately qualified individuals to help them achieve that.

### Benefits for the Certified Specialist

Individuals who would like to formally advertise their expertise of SWIFT services and products can apply for certification.

Successful completion of all criteria grants the individual the ability to brand himself or herself as a SWIFT Certified Specialist and to benefit from the following:

- the right to use the SWIFT Certified Specialist label for the respective certification track
- the inclusion in the list of SWIFT Certified Specialists on [www.swift.com](http://www.swift.com)

# 3 SWIFT Certified Specialist Programme Conditions

## 3.1 Entry Conditions

### Become a candidate

Any employee of a registered provider can apply for certification.

### Application process

To be considered a candidate for the SWIFT Certified Specialist programme, the following obligations and criteria must be met. SWIFT reserves the right to reject the application of an individual in its sole discretion:

#### 1. Registration

If the potential candidate is employed at a company that is not currently participating in the SWIFT Partner Programme as a registered provider, then that company must register to the Partner Programme.

The complete process is described at [www.swift.com](http://www.swift.com) > About Us > Partner Programme > [Join the Programme](#).

#### 2. Documentation

The candidates within the registered provider must read and understand all documentation related to the SWIFT Certified Specialist programme, including this document, the SWIFT Certified Specialist documents pertaining to the area of specialty for which they seek certification, and the [SWIFT Trademark Guidelines](#). The registered provider from which the candidate comes is responsible for its and the candidate's compliance with this document, as well as related documentation (such as the *SWIFT Trademark Guidelines*).

#### 3. Business case

Once all the details of the SWIFT Certified Specialist programme are understood, the applicant must define a business case in the specific services area related to his/her certification track of interest, taking into account the benefit provided to the SWIFT community and the investment required by the individual to become certified.

#### 4. Customer references (only required for the SWIFTNet Infrastructure technical track)

The registered provider with which the applicant is employed must ask five of its customers (or prospective customers) to complete the customer reference form available at [www.swift.com](http://www.swift.com) > About Us > Partner Programme > [How to Achieve SWIFT Certification for your Specialist](#). The completed customer reference forms must be sent through mail back to SWIFT.

#### 5. Application

The registered provider must complete and submit the SWIFT Certified Specialist - Request for certification e-form available at [www.swift.com](http://www.swift.com) > About Us > Partner Programme > Certified Solutions > [How to Achieve SWIFT Certification for your Specialist](#).

## 6. Validation

SWIFT validates the request and comes back with an answer in the month following the reception of the request.

## 7. Candidate confirmed

Once the request is validated, the applying individual becomes a candidate.

**Note** *If the applying individual attempts a technical certification, then a test infrastructure must be set up at the employer's premises. See more information in section [Infrastructure Set-up](#) on page 9*

# 3.2 SWIFT Certified Specialist's Obligations

## Obligations

SWIFT Certified Specialists have the following obligations:

- inform SWIFT of any change in his/her employment status or internal roles within their employing company, that can affect his/her relationship with SWIFT (for example, no longer being available to deliver services, or termination of employment)
- inform SWIFT of any change in logistic and operational information (for example, change in primary location, telephone number, or e-mail address)

## Accreditation

Candidates who complete the requisite examination process and comply with relevant certification criteria are accredited in relation to a specific certification track.

## On-site interventions

Only a SWIFT Certified Specialist who has completed the relevant technical certification process and meets all requirements is certified to deliver on-site interventions.

# 3.3 Performance monitoring and activity reports

## Introduction

SWIFT manages the ongoing quality of service to its customers by means of performance monitoring and activity reports.

The Certified Specialist must meet or exceed predefined, minimum customer satisfaction ratings and performance reports in order to maintain certification.

## Tasks to perform

To obtain re-certification from SWIFT each year, SWIFT Certified Specialists must perform the following tasks:

- submit a report every quarter, which details a history of the engagements and interventions the specialist delivered

The service provider must use the predefined template provided by SWIFT, and send it back to SWIFT no later than the end of the quarter.

- provide a customer satisfaction survey upon request



- clarify possible questions and resolve issues that arise from any independent third-party customer satisfaction survey that SWIFT has conducted or commissioned and otherwise co-operate fully with SWIFT in connection with any issues related to any customer satisfaction survey or customer question or inquiry
- allow and facilitate a SWIFT audit of all performance-related reports that it has provided to SWIFT.
- co-operate fully with SWIFT in carrying out any of the foregoing and any related inquiries

Audits may be required at SWIFT's discretion.

## 3.4 Certification Fees

### Introduction

Registered providers are charged a fee for each exam attempt. There is also an implicit cost for providing an operational test infrastructure for the candidates certifying under a technical track.

### Examination fees

Certification involves the following fees:

- **Theoretical examination**

Each attempt to take a theoretical examination requires a registration fee. This fee may be different depending on the exam which is being given.

- **Practical examination**

Each practical examination engagement is charged on a daily basis: This fee is relative to the effort required from the SWIFT Support engineer.

**Note** *For practical examinations administered at SWIFT premises, travel costs to the Regional Operating Centre and related expenses are the responsibility of the candidate and his or her employer.*

- **Industry certification**

The industry certification exam is individually administered by each platform provider, which may charge its own registration fee.

This cost is determined and charged directly by the relative organisation.

### More information

For more information about fees, see section [Fees](#) on page 17.

To more fully understand the fees linked to the certification, you can contact your [Sales regional office](#).

## 3.5 Infrastructure Set-up

SWIFT mandates that the employer of a SWIFT Certified Specialist sets up a test system to train on a real SWIFT environment. One test system can satisfy this requirement for multiple specialists working in the same company.

The following list provides information about the components required for the implementation of the test system:

- **Alliance Packs:** Alliance Access, Alliance Gateway
- **ITB Connectivity Pack:** SWIFTNet Link, Alliance Connect Bronze, PKI + SOs
- **HSM box**

More information about the content of the Packs and their prices is available at [www.swift.com](http://www.swift.com) > Ordering & Support > Developer Resource Centre > [Develop](#).

SWIFT provides services and messaging solutions on the Integration Testbed (ITB) which can be subscribed free of charge as part of the SWIFT Partner Programme.

SWIFT requires the employer of any SWIFT Certified Specialist on a technical certification track to provide a test infrastructure for training purposes. This infrastructure must be ordered using the options available on the [Ordering for partners](#) page of [swift.com](http://swift.com).

**Note**        *Additional costs must be foreseen for software licences.*

## 3.6 Re-Certification

### Designation duration

The designation of SWIFT Certified Specialist is granted for a period of 1 (one) year.

### Renewal

At the beginning of each year, the accreditation is automatically renewed if the required conditions listed for the respective certification track are met. SWIFT reserves the right to revoke accreditation if one or more of the required conditions are not met.

SWIFT issues re-certification at the start of each calendar year. Re-certification is valid for one calendar year.

## 3.7 Access to SWIFT Support

### Access to technical and support information

SWIFT Certified Specialists certified for a technical track have access to the following technical and support information:

- all technical information that SWIFT circulates through [www.swift.com](http://www.swift.com) (User Handbook documentation) and relevant SWIFT publications that it provides to customers
- online knowledge base at [www.swift.com](http://www.swift.com) > Ordering & Support > Support Tools > [Knowledge base](#).

This includes access to a partner-specific version of the knowledge base that includes internal tips

SWIFT Certified Specialists can contact SWIFT Customer Support Centres, after checking the knowledge base tool and exhausting online support options.

While SWIFT Certified Specialists may use SWIFT Support, the support usage of each specialist may be monitored on a regular basis. If SWIFT Support and Partner Marketing discover a misuse or excessive use of support, or a gap in knowledge and expertise of the certified specialist, Partner

Marketing will contact the individual and agree on a course of action to re-align the usage of support resources with SWIFT's expectations. This may include training requirements or mandatory re-certification.

SWIFT reserves the right to limit access to SWIFT Support should SWIFT, in its sole discretion, determine that SWIFT Support is being utilized in a manner that is excessive or inappropriate.

**Note**        *Only SWIFT Certified Specialists get the above support benefits from SWIFT. Additional individuals are not permitted to contact SWIFT Support instead or on behalf of the SWIFT Certified Specialist. Failure to follow these guidelines may jeopardise the SWIFT Certified Specialist access to these benefits.*

## 4 Certification Process

### 4.1 Introduction

#### Ultimate objective

SWIFT Certified Specialists must successfully demonstrate specific knowledge of certain technical elements of SWIFT service and product offerings (for example, SWIFTNet Infrastructure) or the ability to provide consultancy to external firms looking to adopt SWIFT solutions (for example, Consultancy for Trade & Supply Chain Finance). They must also demonstrate a wider fundamental understanding of SWIFT and its role in the financial community.

#### Overview

SWIFT Certified Specialists must go through a multi-step examination and qualification process that includes one or more of the following requirements:

- **Theoretical examination**

An exam composed of hypothetical questions which cover knowledge of SWIFT software and functionality

- **Practical examination**

A face-to-face style interview assessment of the candidate's familiarity and expertise with SWIFT services and/or products

- **Industry qualification**

An external certificate on a SWIFT-supported industry platform

**Note** *For both theoretical and practical tests, the candidate is allowed a maximum of three attempts. Failing on the third attempt removes the eligibility of the candidate until sufficient training has been performed to a level satisfactory to SWIFT and determined in SWIFT's sole discretion.*

### 4.2 Theoretical Examination

A theoretical examination consists of one or more modules that have a fixed number of questions and a time limit. Theoretical exams consist of multiple-choice questions, true-or-false questions, and selection questions. The candidate must achieve a passing mark in each individual module to successfully complete the exam.

#### 4.2.1 Examination Location

##### Location possibilities

Depending on the certification track, candidates will take the theoretical examination at SWIFT premises or locally in association with Prometric, or another external provider of SWIFT's selection.

For the consultancy track, the practical exam may be administered by phone interview in selective circumstances.

### More information

For more information about the examination location for the certification you are interested in, see the specific Certification Track Criteria document.

## 4.3 Practical Examination

SWIFT uses the practical examination to verify the ability of the candidate to perform on-site activities such as installing and configuring SWIFT services or products or providing guidance to an institution looking to incorporate SWIFT messaging capabilities.

A practical exam is an in-person assessment performed in a question-and-answer interview style. The SWIFT administrator asks the candidate a series of questions, both hypothetical and practical, and assesses his ability to respond. For technical certification tracks, the candidate is also required to perform the actions which are instructed by the administrator.

**Note** *The practical examination is only available to candidates that have already successfully completed all theoretical exam requirements of the certification track.*

### 4.3.1 Examination Location

#### Introduction

Candidates can take the practical exam at the following locations:

- one of the regional SWIFT OPCs (NL, HK, or US)
- at SWIFT Headquarters
- at SWIFT registered provider premises

For the technical track, SWIFT sends a Support technician to the registered provider to certify the experts locally through a consulting engagement.

For the consultancy track, the practical exam may be administered by phone interview in selective circumstances. This may be a preferred option if attempting to certify several experts at the same time.

#### Practical details

When planning a practical exam, the candidate should inquire of SWIFT well in advance for potential dates of availability. The exam is scheduled at a date mutually convenient for both parties. The representative selected by SWIFT to administer the exam contacts the candidate beforehand to confirm that the candidate appears to be well prepared for the practical exam. Should such representative determine that the candidate does not appear to be sufficiently prepared, SWIFT may refuse to admit the candidate to the exam.

#### Results

Once the candidate has completed the exam, SWIFT issues a formal certification report that contains notes from the administrator on the candidate's performance and the definitive Pass/Fail result. Feedback may include proposals for further training or other actions.

#### More information

Candidates can find more information about the organisation of the practical exam in the specific Consultancy or Technical Track Criteria document.

## 4.4 Industry Qualification

### Overview

For industry qualification, the candidate must refer to the relevant platform operator.

Before obtaining full accreditation on a Technical certification track, a candidate must have an industry certificate for at least one of the platforms on which SWIFT products are installed (MS Windows, AIX, Solaris, or Linux).

SWIFT asks candidates to provide evidence of their certification for the relative operating system. This certification is mandatory to achieve a full SWIFT Certified Specialist status and be recognised on [www.swift.com](http://www.swift.com).

If a candidate has passed any other related Operating System exam, SWIFT evaluates all requests to satisfy the industry certificate requirement on a case-by-case basis.

### Changes to process

The preceding provisions of this document are intended to provide a candidate and the associated registered provider with a general idea of the certification process. SWIFT reserves the right to modify any aspect of the process without necessarily providing the candidate with advance notice of such modification.

# 5 SWIFT Certified Specialist Branding

## Introduction

SWIFT acknowledges those individuals who successfully complete the applicable SWIFT Certified Specialist programme criteria.

## Publication on [www.swift.com](http://www.swift.com)

Once a candidate is accredited as a SWIFT Certified Specialist, SWIFT publishes his or her name on [www.swift.com](http://www.swift.com), alongside the current SWIFT accreditations that have been obtained. This information is documented in a **Profile Sheet** which supports the registered provider listing. SWIFT and the registered provider employing the SWIFT Certified Specialist may use these profiles in their communications with customers and the media.

In order to fulfil this entitlement, the Certified Specialist authorises SWIFT to include the individual's name and employer information on [www.swift.com](http://www.swift.com) or in any list or other proposal, presentation, or public announcement regarding the SWIFT Certified Specialist programme.

The Certified Specialist has the right to refuse the publication of his or her name on [www.swift.com](http://www.swift.com).

The employer of the SWIFT Certified Specialist may also request that the name of the Specialist not be published on [www.swift.com](http://www.swift.com). In such a case, SWIFT will not publicize the name of the Specialist nor the provider.

A list of registered providers who employ SWIFT Certified Specialists is published at [www.swift.com](http://www.swift.com) > About Us > Partner Programme > [Find Certified Specialists](#). Using this tool, customers can filter the list by certain criteria (geographic region or type of specialist) and also have further access to different levels of detail, including informational profile sheets and contact information.

## Respect of SWIFT Personal Data Protection Policy

SWIFT will process the personal data of such experts for the purpose of the certification and will, when the certification is successful, publish the name of the Certified Specialist on [www.swift.com](http://www.swift.com). SWIFT will always process personal data in accordance with the [SWIFT Personal Data Protection Policy](#) and the [SWIFT Privacy Statement](#).

The registered provider employing the candidate for the certification must ensure that the applicants involved are informed about the processing of their personal data and their respective rights in accordance with the terms of *SWIFT Personal Data Protection Policy*. SWIFT reserves the right to remove the name of the Certified Specialist in the case of non-compliance with the certification programme or non-renewal/termination of the certification.

## Sanctions

By enrolling an employee in this certification programme, the registered provider warrants that the individual applying for SWIFT certification, and any additional staff operating under the programme are not identified on any list of prohibited parties or persons or resident in any country targeted under a sanctions program, including but not limited to any United States sanctions programs.

## SWIFT Certified Specialist label

Dedicated SWIFT Certified Specialist labels are provided, as shown in the following example:



The label is issued in electronic format specifically for the individual who has completed the certification process.

The employer of the Certified Specialist may not use the SWIFT Certified Specialist label in its generic marketing brochures or other publications. Nor may the registered provider imply in any way that it, rather than certain of its employees, is certified by SWIFT. Any registered provider in the SWIFT Partner Programme that employs a SWIFT Certified Specialist may use the related statement: **Our staff includes SWIFT Certified Specialists in the subject area: xxx.** Any digital reference to this statement must be accompanied with a hyperlink to [www.swift.com](http://www.swift.com) > About Us > Partner Programme > [Find Certified Specialists](#).



## 6 Additional Terms and Conditions

### Introduction

These additional terms and conditions are included as part of the agreement under which SWIFT will provide, as described within this document, the SWIFT Certified Specialist programme. By applying for any certification the registered provider and all associated personnel agree that these additional term and conditions are applicable.

### 6.1 Specifics of the Programme

Registered providers in the SWIFT Partner Programme can select for its employees to attempt certification in the SWIFT Certified Specialist programme. The SWIFT Certified Specialist programme is designed to provide validation of the knowledge and/or abilities of those employee-applicants with respect to various SWIFT services and products. This certification programme is for registered providers in the SWIFT Partner Programme only (SWIFT members and users are not eligible).

SWIFT reserves the right to modify the SWIFT Certified Specialist programme from time to time whenever SWIFT deems such modifications or changes to be necessary or appropriate. SWIFT will endeavour to provide reasonable advance notice of such modifications or changes.

The certification candidate and registered provider each understand that participation in the SWIFT Certified Specialist programme is restricted to employees of registered providers in the SWIFT Partner Programme and agree to limit such involvement accordingly. While the contractual arrangements for the certification programme are between the registered provider and SWIFT exclusively, the certification candidate will be responsible for aligning with his or her employer regarding relevant details of the [SWIFT Partner Programme Terms and Conditions](#) and relevant certification programmes. Ultimately, the registered provider will be responsible for taking reasonable measures to assure that both the candidate and the registered provider act consistently with the terms of this agreement and the SWIFT Partner Programme.

The registered provider must remain duly registered with the Partner Programme and the individual SWIFT Certified Specialist must continue to be employed by a registered provider in order for the label to continue to be valid. Failure of the Certified Specialist to be employed by a registered provider will automatically and immediately terminate the Certified Specialist's entitlement to use such label going forward. Similarly, the registered provider is responsible for ceasing to refer to having any Certified Specialist as part of its organisation should such Certified Specialist's employment with the registered provider terminate for any reason.

### 6.2 Fees

Certification fees relating to the Programme are specified by SWIFT at [www.swift.com](http://www.swift.com) > About Us > [Partner Programme](#).

SWIFT invoices registered providers either in EUR or USD, based on the country in which the registered provider is located, irrespective of the invoicing address. Registered providers located in the Americas and in Asia are in principle invoiced in USD. All other customers are invoiced in EUR. If fees or charges are denominated in another currency in the order form or the quotation, then SWIFT converts them at the market spot selling rate. This is done at 15:00 Belgian time on the last but one working day of the period for which the invoice is issued. In addition to the charges mentioned above, the registered provider agrees to bear any taxes and duties resulting from this

agreement or any certification process or the matters contemplated hereby and all payments will be made by the customer free of any deductions, withholdings, or set-offs of any nature. For on-site certifications, the registered provider will reimburse SWIFT for all actual expenses incurred in connection with the travel to the relevant location, including travel, lodging, and meals.

## 6.3 Limitations

As mentioned, the Programme is exclusively for the benefit of employees of the registered providers in the SWIFT Partner Programme, and certifications are given to such employees strictly at the level of the individual who has satisfied all requirements for a given certification track.

Neither the registered provider nor any candidate will use the SWIFT Certified Specialist accreditation in a manner inconsistent with the provisions of this agreement or the Programme. SWIFT reserves the right to revoke and rescind any certification (1) which SWIFT believes to have been given erroneously or not in conformity with the Programme and related certification parameters or (2) with respect to which SWIFT believes the Certified Specialist or employer is acting in a manner inconsistent with the [SWIFT Partner Programme Terms and Conditions](#) or this agreement.

Any and all decisions concerning whether any Certified Specialist or aspiring candidate (1) has passed or qualified or become eligible for any examination or any testing associated with the Programme, (2) has followed applicable rules with respect to the Programme or any certification, (3) is in conformity with the terms of this agreement or the Programme or the SWIFT Partner Programme, or (4) has met all requirements for certification, are, in each case, within the sole discretion of SWIFT, or, if applicable, any third-party contractor retained by SWIFT to administer any aspect of the Programme.

All determinations of test results are likewise within SWIFT or such third party's sole discretion and not subject to review or challenge. SWIFT may utilise the services of third-party independent contractors to deliver any aspect of the Programme, including, but not limited to testing. The candidate agrees that it will abide by the rules and procedures and test results promulgated and established by SWIFT or such third parties and shall not hold SWIFT or such third parties liable for such actions.

SWIFT shall not be liable to any individual candidate or Certified Specialist or registered provider for consequential, special, incidental, or indirect damages (such as loss of profits, revenues, or missed business opportunities) related to any matter concerning the SWIFT Certified Specialist Programme, even if advised of the possibility thereof. In any claim or action against SWIFT based upon matters related to or contemplated by the SWIFT Certified Specialist Programme the exclusive remedy shall be limited to proven direct damages caused by SWIFT's fault in an amount not to exceed EUR 20,000 (twenty thousand Euro). To be valid, a complaining party must notify the other of its intention to file an action or claim no later than 1 year after the damaging event. The limitations and exclusions set forth in the preceding paragraph shall not apply in the case of willful misconduct or fraud. In the event of any inconsistency between the terms of this paragraph and the *SWIFT Partner Programme Terms and Conditions* the terms of this paragraph shall control.

# Legal Notices

## Copyright

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## Disclaimer

The information in this publication may change from time to time. You must always refer to the latest available version.

## Translations

The English version of SWIFT documentation is the only official and binding version.

## Trademarks

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