



# SWIFT Certified Application

## EBAM for Corporates

### Label Criteria 2017

This document explains the business criteria required to obtain the SWIFT Certified Application for Corporates - EBAM 2017 label, which is aimed at corporate applications.

10 February 2017

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# Preface

## Purpose of the document

This document explains the criteria required to obtain the SWIFT Certified Application - EBAM label 2017 for corporate back-office applications.

EBAM stands for Electronic Bank Account Management.

## Audience

This document is for the following audience in vendor companies:

- Product Managers
- Development Managers
- Developers

## Related documentation

- [SWIFT Certified Application Programme Overview](#)

The document provides an overview of the SWIFT Certified Application programme. It describes the benefits of the programme for SWIFT registered providers that have a software application they want to certify for compatibility with SWIFT standards, messaging services, and connectivity. This document also describes the application and validation processes that SWIFT uses to check such SWIFT compatibility. SWIFT's certification of an application is not an endorsement, warranty, or guarantee of any application, nor does it guarantee or assure any particular service level or outcome with regard to any certified application.

- [SWIFT Certified Application Technical Validation Guides](#)

The documents explain in a detailed manner how SWIFT validates the application so that this application becomes SWIFT Certified.

- SWIFT for Corporates > EBAM > [EBAM resource centre](#)

- [Naming convention for EBAM attachments](#)

This document describes the rules that users must follow to name files related to EBAM messages, exchanged using FileAct.

- [Signature Specifications](#)

This guide provides an overview about how to use a digital signature in the EBAM solution to sign the XML messages and the potential attachments. The construction of the file containing the XML message and attachments is included.

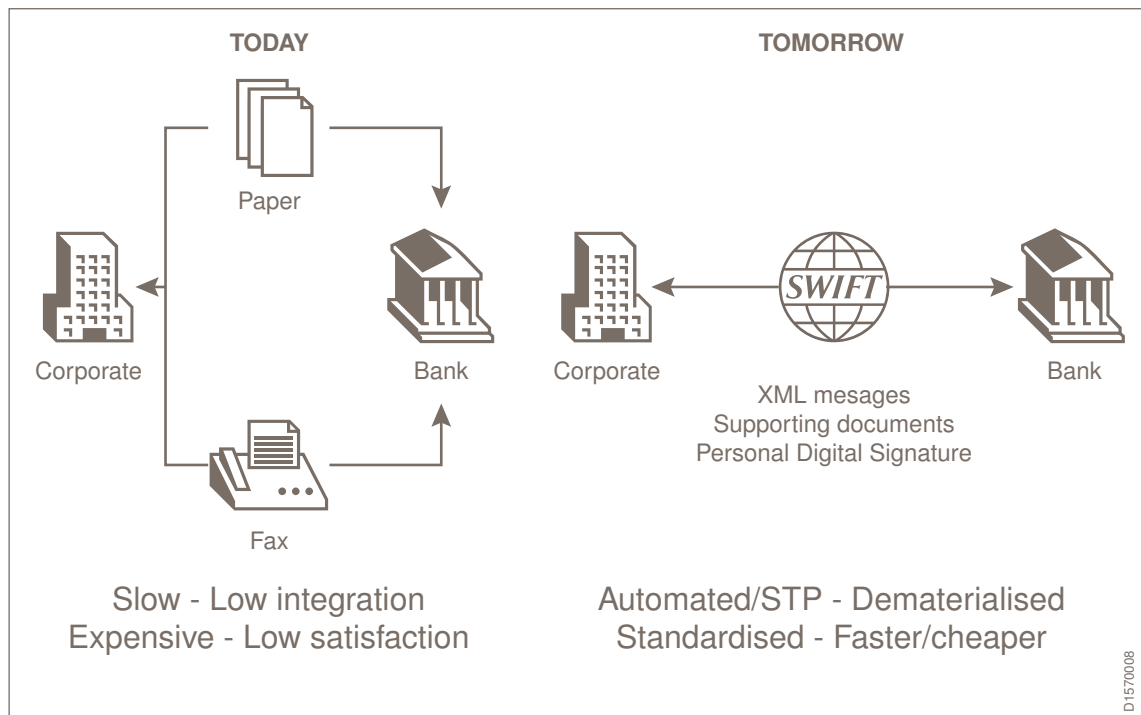
- [EBAM - Offering Overview](#)

This document provides an overview of SWIFT's EBAM offering. It includes a definition of the scope of the offering as well as a high-level description of its building blocks. The document also contains references to detailed documentation which help any interested parties implement EBAM.

# 1 Electronic Bank Account Management

## Background

The current process of Corporate-to-Bank Account Management (BAM) (that is, opening, maintaining, and closing accounts) is very manual and paper-based, leading to high costs and inefficiencies for both the corporates and the banks.



## EBAM solution

SWIFT EBAM helps to automate this process for existing customers that have an established relationship with a bank or for a new legal entity of these customers.

## Benefits for banks and corporates

- reduced total elapse time
- increased corporate customer satisfaction
- reduced cost
- improved straight-through processing and traceability
- compliance with audit requirements
- improved process follow-up and control of accounts

## Scope

The EBAM offering covers the full end-to-end process: 15 ISO 20022 XML messages address 18 business scenario's. Each scenario is represented by an agreed workflow and a number of

standardised messages, and ends with a confirmation report that both parties agree on the account feature(s).

- **Account opening**

Physical supporting documents (such as passport copies) are numerous and are still required in some scenarios.

EBAM enables electronic copy attachments that, in some jurisdictions, replace the physical exchange. An example of a bank account opening scenario is pictured below.

- **Account maintenance**

EBAM facilitates the automation of frequently changing account mandates and signatories, for example to cover a temporary absence of a Chief Financial Officer in the organisation, or the replacement of a mandate holder.

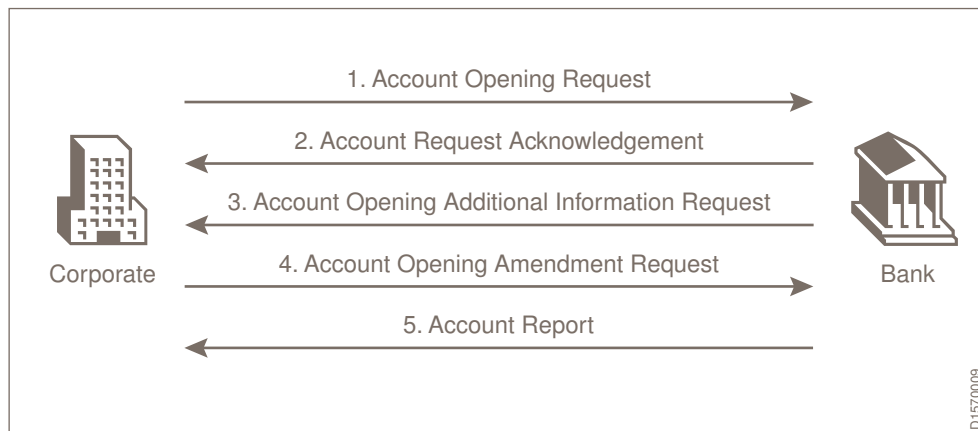
- **Account closure**

Closing an account requires decisions on outstanding balances, delayed transfers, and existing bank account structures (for example, pooling).

EBAM enables corporate to include these new instructions with the account closure request.

- **Account report**

The account report ensures consistency between the corporate and the bank on the account and mandates structure at any given point in time.



### Key components

EBAM packages the following components in a single product:

- **XML standards**

A set of 15 ISO 20022 XML messages to capture key information that today is exchanged on paper between banks and corporates.

- **Attachments**

A standard technique to attach electronic documents required for legal or bank policy reasons.

- **Transport over FileAct**

A messaging service over FileAct that harmonises the use of the FileAct header and the transportation of XML messages and attachments.

- **Security**

A standard technique to digitally sign XML messages or attachments (or both) at individual level versus corporate level, and to exchange the electronic certificates of the mandated parties.

## **2 SWIFT Certified Application for Corporates - Corporate EBAM Label**

### **Overview**

The SWIFT Certified Application for Corporates - EBAM label focuses on the certification of core applications that enable the initiation, generation, and processing of the EBAM messages.

## **3 SWIFT Certified Application for Corporates - Corporate EBAM Criteria 2017**

### **3.1 Certification Requirements**

#### **New label**

Vendors applying for the SWIFT Certified Application for Corporates - Corporate EBAM label must comply with all criteria defined in this document.

#### **Existing label (renewal from previous year)**

Not applicable.

### **3.2 Installed Customer Base**

#### **Live customer reference**

The 2017 label does not require the corporate to have a live customer reference.

By customer, SWIFT means a corporate that uses the product to send and receive messages over SWIFTNet.

If the vendor provides a customer reference, then SWIFT reserves the right to contact the relevant customer to validate the functionality of the application submitted for a SWIFT Certified Application label. A questionnaire is used as the basis for the customer validation. The questionnaire can be in the form of a telephone interview, an e-mail, or a discussion at the customer site. The information provided by the customer is treated as confidential and is not disclosed, unless explicitly agreed with the customer.

### **3.3 Messaging**

#### **Overview**

The application must support the Interact and FileAct protocols.

The messaging services and related tools form the core offering of SWIFT and include information directories and business intelligence.

#### **Mandatory**

- **InterAct**

Designed to complement FileAct and FIN, InterAct can support tailored solutions for market infrastructures, closed user groups, and financial institutions.

- **FileAct**



FileAct enables secure and reliable transfer of files and is typically used to exchange batches of structured financial messages and large reports. FileAct supports tailored solutions for market infrastructure communities, closed user groups, and financial institutions. FileAct is particularly suitable for bulk payments, securities value-added information, and reporting. It is also suitable for other purposes, such as central bank reporting and intra-institution reporting.

## 3.4 Direct Connectivity

### Requirements

For direct connectivity, the vendor application must integrate with Alliance Access. A business application that does not connect directly to Alliance cannot be considered for a SWIFT Certified Application label.

The direct connection from the business application to Alliance Access can be achieved using one or more of the Alliance Access adapters:

- MQ Host Adapter (MQHA)
- Automated File Transfer (AFT)
- SOAP Host Adapter

The vendor must develop and test SWIFT application integration using Alliance Access 7.0 or 7.2. Proper support of either Alliance Access Release 7.0 or 7.2 is mandatory for the 2017 label.

The SWIFT Certified Application for Corporates - Corporate EBAM label requires support for either Automated File Transfer (AFT) or an interactive link with MQ Host Adapter (MQHA) or SOAP.

### Mandatory adapters

Messaging service	Standards	Interface	Mandatory adapter
FileAct in real-time mode	Any	Alliance Access 7.0 or 7.2	AFT or MQHA or SOAP
FileAct in store-and-forward mode	Any	Alliance Access 7.0 or 7.2	AFT or MQHA or SOAP

**Note** *If the application supports several of the previously mentioned adapters, then the vendor may provide the appropriate evidence for some or all of them during the technical validation. SWIFT only publishes information for which evidence has been provided.*

### SWIFTNet Release 7.2

A mandatory upgrade to the underlying technology behind SWIFT's interface products is planned for 2017. The aim of the release is to continue to provide a highly secure and efficient SWIFT service for our customers in the years ahead.

**Note** *Release 7.2 support will become a mandatory requirement in 2018. SWIFT recommends that you test, plan, and prepare for this change accordingly during the course of 2017. Customers will expect statements about your readiness soon after general availability.*

*More details on the SWIFTNet Release 7.2 can be found on [www.swift.com](http://www.swift.com):*

- [Release 7.2](#)
- [User Handbook](#)

### Local Authentication (LAU)

Local Authentication provides integrity and authentication of files exchanged between Alliance Access and any application that connects through the application interface. Local Authentication requires that the sending entity and Alliance Access use the same key to compute a Local Authentication file signature. With the increased number of cyber-attacks on the financial industry, customers will expect message signing with LAU from their application providers.

**Note** *Although Local Authentication support is not mandatory to receive the 2017 SWIFT Certified Application label, SWIFT strongly encourages SWIFT Certified providers to plan for LAU support.*

## 3.5 Standards

### ISO 20022

In terms of standards, the application must support the 15 XML messages that were developed in the scope of EBAM.

These messages make it possible to refer to any attachments when needed. Schemas are available on the [ISO 20022 web site](#).

Corporate-to-bank	
MX messages	Message identifier
AccountOpeningRequestV02	acmt.007.001.02
AccountOpeningAmendmentRequestV02	acmt.008.001.02
AccountReportRequestV02	acmt.013.001.02
AccountExcludedMandateMaintenanceRequestV02	acmt.015.001.02
AccountExcludedMandateMaintenanceAmendmentRequestV02	acmt.016.001.02
AccountMandateMaintenanceRequestV02	acmt.017.001.02
AccountMandateMaintenanceAmendmentRequestV02	acmt.018.001.02
AccountClosingRequestV02	acmt.019.001.02
AccountClosingAmendmentRequestV02	acmt.020.001.02

Bank-to-corporate	
MX messages	Message identifier
AccountOpeningAdditionalInformationRequestV02	acmt.009.001.02
AccountRequestAcknowledgementV02	acmt.010.001.02
AccountRequestRejectionV02	acmt.011.001.02
AccountAdditionalInformationRequestV02	acmt.012.001.02
AccountReportV02	acmt.014.001.02
AccountClosingAdditionalInformationRequestV02	acmt.021.001.02

**Note**      *Version 1 support of the acmt message is mandatory. Version 2 support is optional at this stage.*

EBAM message specifications and schemas are available as follows:

- [ISO web site](#)
- SWIFT User Handbook ([Standards MX November 2013 - Bank Account Management Message Definition Reports and Schemas](#))

## FileAct

When exchanging Bank Account Management (BAM) information, it is necessary to support the instructions with additional documentation such as scans of passports, the bank's terms and conditions, or the corporate's by-laws.

In order to easily and automatically process this additional information, it is important to clearly and uniformly identify the attachments. Therefore, the application must support the naming convention required in the scope of SCORE (Standardised Corporate Environment).

Code	Meaning	Explanation
ADRS	Address	
ARTS	By-laws, Memorandum and Articles of Association, statuts	Corporate document to confirm a company's name, incorporation, governance, powers, and scope
CCOM	Commercial register	
CERT	Certificate of Incorporation, Certificate of Registration	Corporate document issued by the national body responsible for registration of the corporate
CORP	Corporate Resolutions	Corporate document to confirm a company's name, incorporation, governance, powers, and scope
COUN	Country declarations, country-specific documents	
CUST	Client letter	

Code	Meaning	Explanation
DVLC	Driving licence	Personal identification document
GENR	General bank forms	
IDEN	Identity card	Personal identification document
INFO	Information documents	
MODF	Modification forms	
MSTR	Master agreement	Bank document with the master agreement that rules the account relationship
PASS	Passport	Personal identification document
PROX	Proxy, Power of Attorney	Personal identification document: mandate given by the legal representative of the organisation
REGU	Regulatory document	
RESI	Certificate of residence, non-resident declaration certificate	
SERV	Service agreement	Bank document with the service agreement around the respective account(s)
SIGN	(Wet) Signature card	Bank document with an electronic picture copy of the hand-written signature(s)
SOSE	Social security card	Personal identification document
SPEC	Special agreement	Any specific agreement entered into by the bank and its customer
TAXC	Tax certificate	For many countries, there is a requirement to confirm the position regarding local Tax
TERM	Terms and Conditions	Bank document with the terms and conditions that describe the usage of the respective account(s)
OTHR	None of the above	

More information is available in the [Naming convention for EBAM attachments](#) document.

## 3.6 Message Validation

### Requirements

The application must comply with message validation rules described in the [EBAM - Offering Overview](#) and the *FileAct Implementation Guide for SCORE*.

## 3.7 Additional Certification Requirements

### Message entry

The application must enable a user to manually input or modify ISO 20022 messages through normalised input fields that are independent of the underlying syntax and business meaning.

### Message repair

The application must validate the user data input at field level and must flag any invalid entry, prompting the user to correct the input. This includes but is not limited to flagging empty mandatory fields.

### User profile management

The application must provide a user with a profile management functionality to ensure that only authorised users can perform specific tasks. The provider must demonstrate how the application handles user profile creation, update, and deletion. The provider must also demonstrate that access is denied or an operation is refused if a user is not entitled to perform this operation.

Lastly, the provider must demonstrate that the application supports the **four-eyes principle** by showing that a specific operation (for example, a payment initiation) requires a second person to validate it before its execution.

## 3.8 Reference Data Integration

The application must support the directories that are documented in this section.

Optional directories are clearly identified as such.

### 3.8.1 BIC Directory

#### Overview

The application must provide access to the BIC Directory (or the eventual replacements of the BIC Directory: BIC Plus or BIC Directory 2018) both for message validation and as a look-up function in the message creation and message repair stations.

It is the responsibility of directory subscribers at all times to make sure that they use the latest version of the BIC Directory. As such, SWIFT expects the application to support the BIC Directory monthly update in an efficient manner without disrupting customer operations.

#### Retrieval functionality during message composition

The BICs contained in the BIC Directory, BIC Plus, and BIC Directory 2018 can be used in various fields of the SWIFT messages. The absence of BICs in these fields is one of the major obstacles to straight-through processing (STP) and causes manual intervention on the recipient side. SWIFT expects vendors to provide an integrated interface within their application to make it possible for users to retrieve and input correctly formatted BICs into the proper fields.

#### Search functionality

The user must be able to enter a number of search criteria, such as bank name or address, to perform a search, and to get a list of results. From this result window, the user must be able to

select the required BICs and copy these into the different bank identifier fields of the message (that is, the transaction).

If the search criteria return no results, then the user must be alerted that no BIC is available. If the user manually enters an invalid BIC, then the application must send an alert notifying the user that this BIC is not valid.

#### **Available format and delivery**

Flat file in XML or TXT format.

#### **Delivery**

The BIC Directory, BIC Plus, and BIC Directory 2018 are downloadable in a manual or automated manner from the [SWIFTRef Access Point](#) in full and delta versions. Upon request, they can also be delivered through FileAct.

The BIC Directory, BIC Plus, and BIC Directory 2018 must either be copied into the application repository system or stored in the back office for access by the vendor application through a defined interface.

## **3.8.2 Bank Directory Plus (Optional)**

#### **Content**

Bank Directory Plus contains the following information:

- All BIC11s from the ISO registry (more than 200 countries), from connected and non-connected financial institutions and corporates active on FIN, FileAct, and/or InterAct.
- All LEI (Legal Entity Identifier) from the endorsed LOUs (Local Operating Units).
- Name and address details for each BIC
- FIN service codes
- National clearing codes (160+ countries), including CHIPS, TARGET, and EBA data. For a limited number of countries (10+), national codes are also provided with name and address in local language (for example, China, Japan, Russia).
- Bank hierarchy information
- Country, currency, and holiday information
- Timezone information

#### **Available formats**

Flat file in XML or TXT format

#### **Delivery**

The Bank Directory Plus is downloadable in a manual or automated manner from the [SWIFTRef Access Point](#) in full and delta versions. Upon request it can also be delivered through FileAct.

### 3.8.3 IBAN Plus (Optional)

#### Content

The IBAN Plus directory contains the following information:

- IBAN country formats
  - IBAN country prefix
  - IBAN length
  - Bank code length, composition, and position within the IBAN
- Institution name and country
- Institution bank and branch codes in the formats as embedded in IBANs
- Institution BICs as issued together with the IBANs to the account holders
- Data for the SEPA countries and the non-SEPA countries that adopted the IBAN
- Updates to the file when new IBAN country formats are registered with SWIFT in its capacity as the ISO IBAN registry

The directory is ideal for accurate derivation of BIC from IBAN, covering 68 IBAN countries (including all SEPA countries).

#### Available formats

Flat file in XML or TXT format

#### Delivery

The IBAN Plus is downloadable in a manual or automated manner from the [SWIFTRef Access Point](#) in full and delta versions. Upon request it can also be delivered through FileAct.

### 3.8.4 SWIFTRef Business Applications (Optional)

#### Introduction

SWIFTRef offers a portfolio of reference data products and services. Data is maintained in a flexible relational database and accessible in a choice of formats and delivery channels matched to business needs.

#### Purpose

Application vendors are able to access BICs, National bank/Sort codes, IBAN data, payment routing data (including SEPA and other payment systems), Standard Settlement Instructions (SSIs), LEIs, MICs (Market Identification Codes), BRNs (Business Registration Numbers), GIINs (Global Intermediary Identification Numbers), and more. Through SWIFTRef, vendors can ensure that their applications support the most accurate and up-to-date reference and entity data for smooth payments initiation and processing.

#### Related information

Additional information about SWIFTRef for application vendors is available on [swiftref.swift.com/swiftref-business-applications](https://swiftref.swift.com/swiftref-business-applications).

## 3.9 3SKey Support (Optional)

### Background

When a bank interacts with its corporate customers through electronic banking channels, it may need to authenticate received data to ensure that the individual customer employee is authorised to issue the instruction.

In practice, banks and their corporate clients must often manage and use several different types of personal signing mechanisms (for example, multiple tokens with different passwords). Using and maintaining different authentication methods in parallel adds to the complexity, and leads to higher operational risk and cost.

### 3SKey solution

To address this issue, SWIFT offers the 3SKey solution. SWIFT supplies tokens that include PKI-based credentials for 3SKey users (typically, corporates).

3SKey users set up their tokens with a personal certificate issued by the SWIFT PKI. 3SKey users use these credentials to sign messages and files exchanged with one or more 3SKey subscribers over any mutually agreed channel. The signature provides authentication of the 3SKey user and non-repudiation of the signed transactions.

### Application vendor requirements

The application vendor must provide workflow management for transaction and file signing with 3SKey.

The application must fulfil the following requirements:

- Transport the personal signatures together with the files, messages, and documents sent to the bank
- Support single and multiple signatures on files, messages, and documents

### Application vendor obligations

The application vendor must fulfil the following conditions:

1. [Order the 3SKey developer kit](#) and integrate 3SKey in the vendor application in accordance with the service and technical requirements, as documented in the [3SKey Service Description](#) and the *3SKey Developer Guide*.
2. Send a transaction signed with 3SKey for verification purposes (PKCS#7).

Application vendors can find more information on [www.swift.com](http://www.swift.com).



## 4 Marketing and Sales

### Requirements

In order to maximise the business value of the SWIFT Certified Application - Corporate EBAM label, collaboration between SWIFT and the vendor is expected. More specifically, the vendor must provide SWIFT, under a non-disclosure agreement, with the following information:

- A list of customers actively using the application in a SWIFT context  
The list must contain the institution name, location, and an overview of the integration scope (domain, features, and sites) for the current and previous year.
- A list of all customers active in the financial sector
- A product roadmap for 2017 and 2018 containing the plans for further developments, SWIFT support, and new releases
- A complete set of documentation, including feature overview, SWIFT adapters, workflow engine capability, and user manuals

In addition, the vendor must dedicate a page of their web site to describe the SWIFT Certified Application used in a SWIFT context.

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