Global Webinar for Complementors

Presentation will begin at 12:03GMT
If you cannot hear us via WebEx / computer audio you may need to dial-in using a phone
Agenda

1. Admin notices
2. CBPR+ ISO 20022 Journey
3. Role of Complementors in ISO adoption
4. Enterprise Testing Solution – Update
5. RMA Migration
6. Q&A
Admin notices

- This presentation is being recorded
- The content will be published on swift.com (https://www.swift.com/standards/iso-20022/iso-20022-past-webinars)
- Global webinar for Complementors occur the last Thursday of every month and you can register 2 weeks before each event here: Global Webinar for Complementors
- To ensure you receive communications from us while we remain GDPR compliant please update your preferences here (you will need to login to / create your free Swift account) to include the interests ‘Payments’ and/or ‘Standards’ and we will ensure we keep you informed about:
  - Global Webinar for Complementors Invitations
  - Relevant developments on ISO 20022 and Transaction Management
  - Updates from Swift’s Market Practice team
  - The latest info on adoption enabling tools and support
- Support requests / queries should be raised via the Support page
CBPR+ ISO 20022 journey
ISO 20022 for CBPR+ and coexistence roadmap

30 November 2023

March 2023
Start of CBPR+ coexistence
Start of the coexistence period for cross-border payments and cash reporting messages

May 2023
Transaction Manager go live

November 2023
Extra CBPR+ messages go live
New set of messages that mainly pertain to direct debits and cheques

November 2024
Extra messages go live
New set of messages that relate to charges, exceptions and investigations

November 2025
End of CBPR+ coexistence
Retirement of MT categories 1, 2 and 9 for cross-border payments and reporting

November 2026
Unstructured Address removed from party fields
Must use rich, structured addresses

We are here
Payment Market Infrastructures (PMIs): Community migration progress to ISO 20022

Live on ISO 20022

21

In 2023:
- Europe EURO1
- Europe Target 2
- United Kingdom CHAPS
- Zambia ZIPSS

Live, in coexistence and planned (non-exhaustive list)

<table>
<thead>
<tr>
<th>Country</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross border</td>
<td></td>
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<tr>
<td>Malaysia</td>
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<td>Canada</td>
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<td>Hong Kong</td>
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<td>Singapore</td>
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<td>SADC</td>
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<tr>
<td>USA</td>
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</tr>
</tbody>
</table>

Start of migration
Migration Complete
<table>
<thead>
<tr>
<th><strong>Highlights on CBPR+</strong></th>
<th><strong>October 1st, 2023 – October 31st, 2023</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average Daily ISO:</strong></td>
<td>Daily Average of 734,000+ ISO 20022 message are sent and received on FINplus service globally</td>
</tr>
<tr>
<td><strong>Sender BIC8s:</strong></td>
<td>900+ BIC8s sending domestic or international ISO 20022 messages on FINplus service globally</td>
</tr>
<tr>
<td><strong>Receiver BIC8s:</strong></td>
<td>5350+ BIC8s receiving domestic or international ISO 20022 messages on FINplus service globally</td>
</tr>
<tr>
<td><strong>Sending Countries:</strong></td>
<td>110+ countries sending ISO 20022 messages on FINplus service</td>
</tr>
<tr>
<td><strong>Receiving Countries:</strong></td>
<td>200+ countries receiving ISO 20022 messages on FINplus service</td>
</tr>
<tr>
<td><strong>Adoption Rate:</strong></td>
<td>18.3% of payments instructions traffic has already shifted from FIN to ISO 20022 messages (pacs.008, pacs.009, pacs.002 &amp; pacs.004)</td>
</tr>
</tbody>
</table>
**Transaction Manager processing example**

Transaction management protects and propagates data for cross-border payments

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The debtor agent initiates the credit transfer as ISO 20022, using pacs.008 sent over FIInplus.</td>
</tr>
<tr>
<td>2</td>
<td>The first message of the transaction reaches Transaction Manager and creates a central copy of the transaction. This transaction copy contains the full ISO 20022 information.</td>
</tr>
<tr>
<td>3</td>
<td>The message is then released to the next Agent. In this scenario the message goes through the in-flow translation service and the intermediary agent receives a multiformat MX message, i.e., a pacs.008 message that contains a translation into an MT 103.</td>
</tr>
<tr>
<td>4</td>
<td>As the intermediary agent has not yet migrated to ISO 20022, it decides to send an MT 103. Because of format limitations in the MT format, this MT 103 message does not contain the full rich data available in the initial message.</td>
</tr>
<tr>
<td>5</td>
<td>Transaction Manager processes the MT message centrally. To build the outgoing message, Transaction Manager uses the central transaction copy to restore the full rich data and safeguard integrity.</td>
</tr>
</tbody>
</table>
| 6    | Creditor agent receives the message with the complete transaction data including,  
  - The additional data that the intermediary agent provided  
  - The data that the intermediary agent omitted or truncated due to format limitations |
**Transaction Manager benefits - Safeguarding the end-to-end data integrity**

Foundations for co-existence will continue to add value in the future

| Solving co-existence pain points | • Accelerates the benefits of ISO 20022 for institutions able to embrace rich, structured data  
• Reduces friction from "weakest link" intermediaries truncating data (by restoring data from the first leg ISO 20022)  
• Enforces best practice from the outset for new functionality in ISO 20022 messages |
| Protecting end-to-end data integrity | • Ensures no data is lost, corrupted or overwritten during the transaction lifecycle  
• Provides enhanced reconciliation opportunities for cover flows and underlying customers  
• Additional tool to complement efforts to deter and prevent financial crime |
| Driving interoperability | • Decouples senders from receives allowing flexibility for format and channel  
• Reduces integration requirements and reliance on mass community adoption  
• Drives harmonisation of behaviour which means faster, more frictionless payments globally |
Role of partners and complementors in ISO adoption
Supercharge your payments business with ISO 20022

Leading financial institutions share their insights on real-world benefits of ISO 20022's rich and structured data.

Run your business

**Streamline financial crime compliance**
Use the structured data in the ISO 20022 format, improve efficiency and free up operational teams to focus on real risks.

**Improve exceptions and investigations**
Increase operational efficiency, reduce costs and improve SLAs.

**Simplify regulatory reporting**
Improve customer experience, reduce operational and processing costs.

Grow your business

**Enhance customer insights**
Tailor products and services to specific customer groups.

**Build vertical value propositions**
Protect your existing business, gain access to new customer segments and revenue streams.

**Strengthen corporate treasury activities**
Reduce payments friction, streamline reconciliation, increase the accuracy of cash flow forecasting, and improve working capital.

Don’t get left behind: the time to act is now!
ISO 20022 migration needs all your attention
The time to act is now

Standards coexistence is now a reality. But before the full benefits of ISO 20022 can be realised, financial institutions need to adopt it natively* and at scale.

Major reserve currencies are already in the process of adopting ISO 20022, so it’s essential that FIs are ready to receive, relay, acquire and initiate payments using the new standard.

There are many ways that FIs can use ISO 20022 to improve the efficiency of their operations, reduce costs, improve customer experience, create new value propositions, and gain market share.

Forward-thinking financial institutions are already taking advantage of these opportunities.

Recommendation for Partners

- Make ISO 20022 the top priority in your client’s strategy. Explain how to reap the rewards of rich and structured data
- Articulate your business case based on the examples that can offer the greatest benefits to your client
- Organise cross-functional meetings at clients to explain the opportunities presented by ISO 20022
- Budget and planning: help your clients with clear project plan, so they can approve and start their adoption journey

(*) Natively: a translation tool MT to MX for outbound flows cannot capture the rich information that is available in the ISO 20022 data model. The MX messages must be generated in ISO 20022 format from the source.
Self-attestation: Annual refresh

Must do for all

- Refresh your self-attestation by end Q1 2024
- Test using - Vendor Readiness Portal (CBPR+ SR2023 Combined)
### Self-attestation: Standards Release 2023

- Standards release 2023 went live on 19th November.
- Have you updated your offering to include SR 2023 message types?

<table>
<thead>
<tr>
<th>Scope</th>
<th>Description</th>
<th>Type</th>
<th>Flow</th>
</tr>
</thead>
<tbody>
<tr>
<td>camt.055</td>
<td>Customer Payment Cancellation Request</td>
<td>New</td>
<td>-</td>
</tr>
<tr>
<td>camt.058</td>
<td>Notification to Receive Cancellation Advice</td>
<td>MT 292</td>
<td>In-flow</td>
</tr>
<tr>
<td>camt.107</td>
<td>Cheque Presentment Notification</td>
<td>MT 110</td>
<td>In-flow</td>
</tr>
<tr>
<td>camt.108</td>
<td>Cheque Cancellation or Stop Request</td>
<td>MT 111</td>
<td>In-flow</td>
</tr>
<tr>
<td>camt.109</td>
<td>Cheque Cancellation or Stop Report</td>
<td>MT 112</td>
<td>In-flow</td>
</tr>
<tr>
<td>pacs.003</td>
<td>FI to FI Customer Direct Debit</td>
<td>MT 107</td>
<td>-</td>
</tr>
<tr>
<td>pain.008</td>
<td>Customer Direct Debit Notification</td>
<td>MT 104</td>
<td>-</td>
</tr>
<tr>
<td>pacs.010</td>
<td>Financial Institution Direct Debit (*)</td>
<td>MT 204</td>
<td>-</td>
</tr>
</tbody>
</table>
Self-attestation: Reminder on responsibilities

• Swift reserves the right to remove the self-attestation from its website in case the registered provider does not comply with the above requirements and has not remedied such non-compliance upon a 20 calendar days’ notice from Swift.

• Swift may suspend or terminate, at its discretion, a registered provider's participation in, or an applicant’s application to, the Swift Partner Programme if the registered provider or applicant makes any misleading statement or misrepresentation to Swift.
Self-attestation: Revised form

Complete and submit the self-attestation form

We publish and update the partners and products that have passed our CBPR+ readiness tests. Apply using the self-attestation form.

Apply now

ISO 20022 Cross Border Payments & Reporting (CBPR+) Registered Provider Self-Attestation

As a Registered Provider in SWIFT’s Partner Programme offering an application or connectivity solution which can initiate, receive, intermediate and process payments messages, I hereby attest to the following:

1. The application complies with the live ISO 20022 CBPR+ usage guidelines published on MyStandards.
2. The application’s ISO 20022 CBPR+ compliance:
   a) has been tested using The Vendor Readiness Portal (CBPR+ 202023 Combined)
   b) has produced valid message types in line with all the available usage guidelines for that message type and
   c) has further been subjected to appropriately rigorous internal testing procedures by the provider.

Please specify which message types are covered by your solution when returning the completed self-attestation form. For the message types selected below, please ensure your application is compliant with all the usage guidelines in line with point 2.b) above.

For example, for pacs.008 there are 2 usage guidelines: pacs.008 and pacs.008 STP. OR for pacs.010 there are 2 usage guidelines pacs.010 and pacs.010 Margin Collection. Please ensure your application is compliant with both the usage guidelines if you were to select pacs.008 (or pacs.010) on this form.

To be compliant, it is a requirement to have successfully tested on the Vendor Readiness Portal (CBPR+ 202023 Combined) the message types you specify in this form.

<table>
<thead>
<tr>
<th>Payment Initiation</th>
<th>pacs.002,001 (interbank)</th>
<th>pacs.008,001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Transfer</td>
<td>pacs.002,001</td>
<td>pacs.009,001</td>
</tr>
<tr>
<td>Payment Status &amp; Return</td>
<td>pacs.002,001</td>
<td>pacs.004,001</td>
</tr>
<tr>
<td>Cash Management Reporting/Reconciliation</td>
<td>cant.052,001</td>
<td>cant.063,001</td>
</tr>
<tr>
<td></td>
<td>cant.054,001</td>
<td>cant.057,001</td>
</tr>
</tbody>
</table>

- Make yourself familiar with the **revised** form
- When you select a message type, please ensure that you have implemented and tested against all the usage guidelines available for that message type
- Select all the application types that apply to your offering
Self-attestation: changes to webpage “Is your partner CBPR+ ready?”

A new column added to the right to display a Swift compatible applications label e.g. Payments

Partners with Swift compatible applications label will be displayed on top of the list in an alphabetical order followed by the ones with no labels

Filter function will be introduced for easy access
FINplus aborts campaign – Engage with your customers

Since CBPR+ go-live on 20 March 2023, Swift is actively monitoring FINplus queues and have observed that for some participants ISO 20022 CBPR+ messages are getting aborted due to an issue on receiver side. In the abort scenarios, senders are notified through failed delivery notifications, in the format of a xsys.012

- There is a campaign active currently within Swift to proactively help receiving BICs with the aborts to inform, identify and resolve the issue.

- If you are a connectivity or an application provider, you can support your customers to identify and resolve issue on the receiving side.

- Swift has published a KB article 5026230 which references an FINplus aborts troubleshooting guide. This guide documents scenarios to identify an issue and a solution to resolve that issue.
Enterprise Testing Solution for Swift Partners
A stable and rich environment for Swift Partners to test and qualify their products against our messaging and cloud services

In a nutshell:

By leveraging our Enterprise Testing Solution (ETS), Swift partners are able to interact with the Test Sparring Partner and access the RMA Portal.

ETS provides access to Swift Production Test & Training facilities which enable eligible Swift Partners to test the functionality of Swift products and services in a controlled test environment on our production network.

The solution is optional for Partners and allows them to perform true end-to-end message flow testing.

The Enterprise Testing Solution is currently available to Partners who:

- Have a payments application (back-end, core banking, etc.) and wish to test with TSP over FIN / FINPlus
- Support clients on-board gpi services
- Are on-boarding to Swift Business Connect
- Are connectivity solution providers for Swift clients and wish to access the RMA portal

The solution costs are already included in the yearly Swift Partner fee however requires connectivity to Swift network which comes at a cost to the Partner (either through their own connectivity stack or via a connectivity provider)

The solution went live on March 1st 2023 and Swift Partners are invited to reach out to provider.readiness@swift.com to register their interest or request further information.
What are the pre-requisites?
The partner must be part of the Swift Partner Programme

The Swift Partner Programme

Provides valuable benefits including the opportunity to certify your Swift related products and services.

Third parties who are not registered under our Swift Partner Programme are unable to leverage the testing capabilities detailed in this document.

For a detailed overview of the value proposition, target audience and registration process, visit the Partner Programme web page.

Registration

- Registration in Swift’s Partner Programme is a mandatory first step toward Swift Certification of your application, interface or service specialist.

- Partner Programme registration form.

Due Diligence

- After submitting the registration form, applicants undergo due diligence, whereby Swift reviews and confirms eligibility to the Partner Programme.

- Please refer to our Partner Programme Terms & Conditions for more information.

Success

- On successful completion of our due diligence process, you will receive a notification of the creation of your Swift account. You are now able to continue the process of ordering and connecting to Swift.
Partners Leveraging ETS

31 Partners either on-boarding or on-boarded to the Enterprise Testing Solution.

- Ace Software Solutions Inc.
- Axletree Solutions Inc.
- Biprogy Inc.
- Bottomline
- Dixio
- ECS FIN Inc.
- eSum Technologies Inc
- Exalog
- FIS (Israel) Ltd.
- Form3 Technology Limited
- Intercope
- Kyriba
- Mitac
- Modern Treasury Corp.
- Netlink Technical Ltd.
- Nomentia
- Nomura
- NS Solutions Corp.
- nth Exception Ltd.
- Profix
- Raiffeisen Informatik
- SCSK Corp.
- TAS Spa
Key Actions and Dates

1. Customers must migrate to the RMA Portal by 30 Mar 2024
2. No network support to exchange RMA using local Interfaces after 30 Mar 2024
   - No new RMAs can be created, accepted
   - Existing RMAs cannot be changed, rejected, revoked

Main steps

1. Set-up Access to RMA Portal (Pilot and Live)
   - Set-up Portal access
   - Set-up Roles
   - Setup RMA Delegation

2. Migrate to RMA management on RMA Portal (Pilot)
   - Activate Pilot BICs on RMA Portal
   - Exchange RMA on RMA Pilot
   - Define and test distribution files/local filtering

3. Prepare for Migration to RMA Portal (Live)
   - Verify Central RMA authorisations
   - Define local filtering strategy/distribution files

4. Migrate to RMA management on RMA Portal (Live)
   - Setup distribution files
   - Activate Live BICs (one at a time or as needed)
   - Complete all Live BIC activation

5. Use RMA Portal for all RMA management for all BICs
   - Discontinue use of Local RMA interface

Drivers for change – current limitations
- Distributed nature leads to re-synchronisations
- Technical authorisations limit business interop (e.g. ISO)
- Limited ability to enable new interactions (e.g. api)

RMA Portal – the way forward
- Single central source of truth
- Transparency across counterparties
- Business profiles provide service agnostic authorisations
- Common solution across participants
- Realtime synchronization with local filters

Resources

Documentation
- RMA Getting Started Guide
- Customer Journey to RMA Portal migration
- RMA Evolution Update
- RMA Portal known issues and fixes
- RMA Business Profile Handbook

Training
- SWIFT Smart Training: Relationship Management Portal – Professional
- SWIFT Smart Training: Relationship Management Portal – Introduction
- For instructor led trainings contact your account or service manager.

Resources
- RMA Application Support Page
- RMA Evolution Frequently Asked Questions
- RMA Portal Migration and Roadmap (presentation)
- RMA Portal Subscription and BIC delegation
Where to find more information?
what are the next steps during coexistence?: ISO 20022 for Payments for Financial Institutions

Learn about ISO 20022 for payments for Financial Institutions
Public, does not require any swift.com login

• Overview
• Why we are migrating
• CBPR+ roadmap
• For partners
How to dive further: 'Ensuring ISO 20022 Readiness' page on the Knowledge Centre

One-stop shop for all technical specifications
Protected, requires swift.com login

- Readiness Documentation
- Product Documentation
- Learning resources
- Top Knowledge Base Articles
- And much more …
ISO 20022 training portfolio

Swift Smart: Supporting ISO 20022 readiness and adoption for CBPR+
Multiple learning opportunities available as part of your institution’s annual fee

Build your foundational knowledge of ISO 20022 for CBPR+ via the Swift Smart Academy

Various learning curricula covering:
- Payments Industry
- CBPR+
- Swift Messaging
- FInplus
- Multi-format MX messages
- Swift Test Sparring Partner
- RMA Portal
- And many others

ISO 20022 Adoption Briefing Videos
Let the Swift experts guide you through the many standard and product-related changes that form part of ISO 20022 readiness and adoption
If you have any questions, please contact your Account Manager or raise a case via the Support page.