Servicing Mandate (Capability)

1. Role Definition

The Servicing Mandate service domain maintains an agreement between the bank and an external party that governs/constrains the allowed access given to the bank's products and services. This access permission can be defined at two levels - overall for the service provider and at a more detailed level as applied to a specific customer.

2. Example of Use

A third party provider has accessed the bank on behalf of a customer to initiate payment for a purchased product. The bank checks that the service provider is permitted to perform payments in general and whether there are specific constrains for this customer

3. Executive Summary

This service domain maintains the allowed customer servicing arrangements for a service provider covering general access to the bank's products and services and optionally customer specific arrangements

4. Key Features　⌃

Set-up mandate covering 3rd party access to services

Set-up provider's customer specific servicing permissions

Check proposed activity is covered by the mandate

Maintain/report on 3rd party activity

Documentation　⌃

Properties　⌃

Property	Value
Service Domain	
API BIAN Portal	Servicing Mandate API (https://app.swaggerhub.com/apis/BIAN-3/ServicingMandate/12.0.0)
Core Business Object	Servicing Mandate (object_25.html?object=28974)
Individual Analytics	servicingMandateAgreementAccumulators servicingMandateAgreementActivityAnalysis servicingMandateAgreementPerformanceAnalysis servicingMandateAgreementTrends&Events
Portfolio Analytics	servicingMandateAgreementPortfolioActivityAnalysis servicingMandateAgreementPortfolioMake-UpAnalysis servicingMandateAgreementPortfolioPerformanceAnalysis
Scenarios	Create Customer Reports (views/view_55419.html) 1 - Initiate Consent (views/view_39366.html) 3 - Initiate Consent (views/view_44841.html)
Service Role	Maintain the allowed customer servicing arrangments for a service provider covering allowed general access to products and services and customer specific arrangments
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	

stereotype	ServiceDomain

Appears on ⌃

(views/view_50890.html)

(views/view_51594.html)

ASPSP Backend
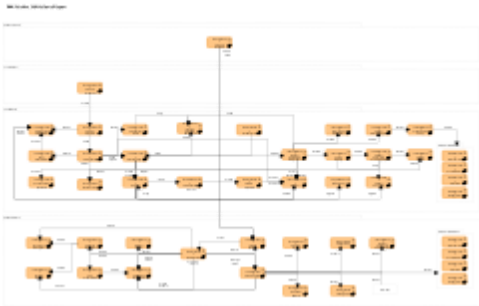
BIAN Coreless 3.0 Wireframe

(views/view_51705.html)

(views/view_51780.html)
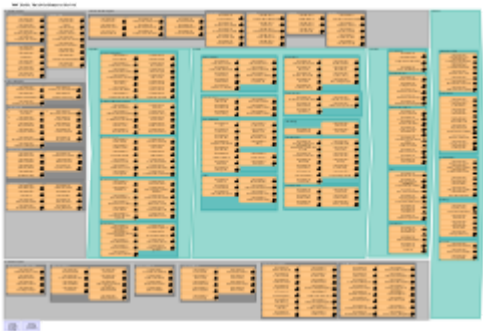
BIAN Service Landscape V12.0 Value Ch…

Servicing Mandate SD Overview

(views/view_51891.html)

BIAN Service Landscape V12.0 Matrix Vi…

Relations ⌃

|	
aggregated by	▤ Wave 2 (object_25.html?object=153742)
	▤ Wave 1 (object_25.html?object=153747)
	⌐ Customer Care (object_25.html?object=171879)
	⌐ ASPSP Backend (object_25.html?object=85535)
is equal to	▤ Servicing Mandate (object_37.html?object=35375)
is part of	▦ Servicing (object_25.html?object=130062)
realized by	▭ Servicing Mandate Agreement_ Analytics Object (object_25.html?object=111247)
	◯ Servicing Mandate Agreement_Invocation (object_18.html?object=217161)
	◯ Servicing Mandate Agreement_Reporting (object_18.html?object=217166)
	◯ Servicing Mandate Agreement_Instantiation (object_18.html?object=217176)
	◯ Servicing Mandate_SD_Operations (object_19.html?object=217185)
	◯ Servicing Mandate_SD_Service Group (object_19.html?object=242101)
	▭ Servicing Mandate (object_23.html?object=29803)
	◯ Ev BQ Agree terms for a customer mandate under the service mandate (object_13.html?object=30617)
	◯ Ev CR Agree terms for a third party servicing mandate (object_12.html?object=33360)
	◯ Gr BQ Grant access under the customer mandate (object_12.html?object=33665)
	◯ Re BQ Retrieve details about the customer mandate (object_15.html?object=41730)
	▭ Servicing Mandate Agreement (object_24.html?object=42538)
	◯ Re CR Retrieve details about a third party mandate (object_16.html?object=44614)
	◯ Co CR Control the handling of a third party mandate (e.g. terminate) (object_16.html?object=45053)
	◯ Rq CR Request manual intervention in a third party mandate (e.g. reinstate after production issues) (object_16.html?object=45591)
	◯ Ec BQ Accept, verify, reject etc. a customer mandate (object_16.html?object=46011)
	◯ Up CR Update terms for a third part mandate (object_16.html?object=46254)
	◯ Ec CR Accept, verify, reject, etc a third party servicing mandate (object_17.html?object=47062)
	◯ Up BQ Update details of the customer mandate (object_17.html?object=47479)
	◯ Co BQ Control the handling of the customer mandate (e.g. suspend) (object_17.html?object=48107)
	◯ Gr CR Grant access under the third party mandate (object_17.html?object=48654)
	◷ Agree Terms (object_28.html?object=58124)
serves	▦ Agreement Management (object_6.html?object=130022)
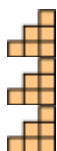
triggered by	Servicing Order (object_21.html?object=32295)
	Contact Handler (object_20.html?object=41839)
	Transaction Authorization (object_23.html?object=48811)
triggers	Party Lifecycle Management (object_20.html?object=29780)