

Wire Transfers – Request Types

1. Initiation

- New domestic/international wire requests
- Standing wire instructions setup
- Recurring wire setup

2. Amendment/Modification

- Change in amount, date, or beneficiary details
- SWIFT field corrections

3. Cancellation/Recall

- Request to stop/reverse wire
- Duplicate payment cancellation

4. Payment Status Inquiry

- Has the payment been sent?
- Has the beneficiary received funds?
- Why is the payment delayed?

5. Investigation

- Payment not received by beneficiary
- STP (Straight Through Processing) failure cases
- Intermediary bank delays or rejections

6. Proof of Payment

- SWIFT MT103 request
- Internal confirmation report

7. Return of Funds

- Rejected by beneficiary bank
- FX conversion rejection or incorrect routing

8. Sanctions / Compliance Hold

- Clarification on OFAC or internal bank hold
- Request to release after document submission

9. Bank Fee Disputes

- Excess deduction by intermediary/correspondent bank

10. Credit Confirmation

- Wire received confirmation on client's account

11. Mismatch Resolution

- Mismatch between client instructions vs. execution
- Duplicate or underpaid/overpaid wires