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

Global webinar
for third-party providers

Swift

Agenda

1. Admin notices

2. ISO 20022 CBPR+ is live!

3. Swift Go update

4. Compatible application programme

5. Enterprise Testing Solution

6. Close

Swift

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 third-party providers occur the last Thursday of every month and you can register 2 weeks before each event here: [Transaction Management Global Webinar for 3rd Party Providers](#)
- 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 third-party providers 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
- Queries regarding gpi portfolio certification/ self-attestation processes should be directed to new e-mail address: provider.readiness@swift.com

Swift

ISO 20022 CBPR+ is live!

CBPR+ traffic is successfully flowing as expected

But this is just the start…

Swift

A successful start

After years of intense preparation by the global financial community, the migration to ISO 20022 for cross-border payments and reporting (CBPR+) officially began on the 20th of March.

This marks a significant milestone for the payments industry and the start of a coexistence period until November 2025 where both MT and ISO 20022 messages will be supported, enabling financial institutions to migrate to the new standard at their own pace.
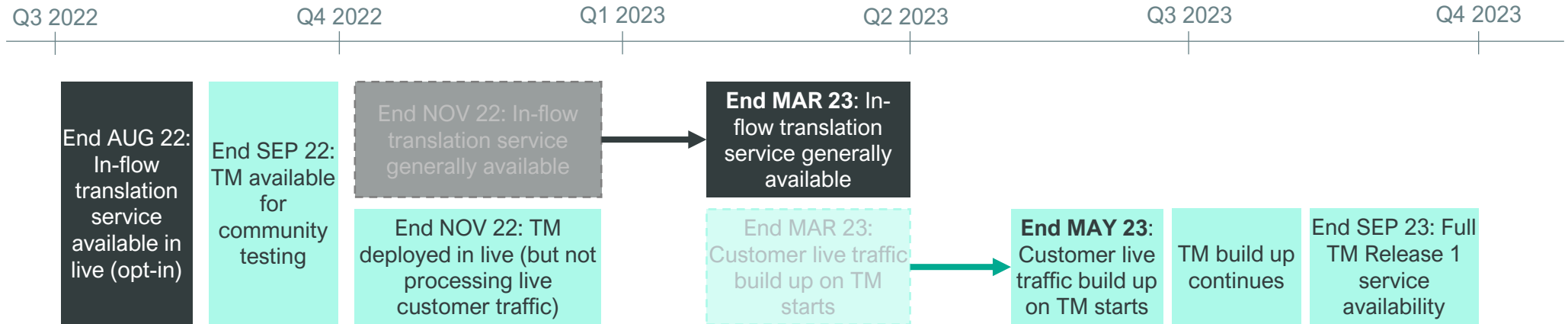
On the 20th of March, RTGSs in several key domestic markets – Australia (RITS), Canada (LYNX), Europe (EURO 1 and T2), and New Zealand (ESAS) – also started their migration to ISO 20022, with others set to go live over the coming months and years.

Swift

A couple of things to look out for…

At a network and connectivity level, our monitoring activities highlighted two areas:

- A small number of ISO 20022 CBPR+ messages addressed to institutions – most likely payment instructions – resulted in failed deliveries. This means messages get aborted after attempting to deliver to queue(s), possibly due to a local configuration issue on Alliance Gateway.

- A build-up of traffic in FINplus queues. FINplus participants are required to empty all queues at least once each working day, as documented in the FINplus Service Description. To fix:
  - Grant the **SnFRequestor RBAC role** under the swift.snf.control service to the application certificate used to acquire the FINplus store-and-forward queue(s)

  - Configure your **FINplus live connectivity** to ensure FINplus queues are drained every working day.

  - Verify the **bootstrapped records in the RMA Portal**, comply with the central consistency checks and import the distribution file containing the bootstrapped records into your local interface. For more details, see the RMA Portal Getting Started document.

Swift

Recap: ISO 20022 and Transaction Manager activation timeline

Q3 2022 | Q4 2022 | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023

End AUG 22: In-flow translation service available in live (opt-in)

End SEP 22: TM available for community testing

End NOV 22: In-flow translation service generally available

End NOV 22: TM deployed in live (but not processing live customer traffic)

End MAR 23: In-flow translation service generally available

End MAR 23: Customer live traffic build up on TM starts

End MAY 23: Customer live traffic build up on TM starts

TM build up continues

End SEP 23: Full TM Release 1 service availability

Activation summary for CBPR+

- FINplus CBPR+ service live for opted-in institutions remains available since 21 August 2022
- Global roll-out of CBPR+ live with In-flow translation service moves
    - from 20 November 2022
    - to 20 March 2023
- ISO 20022 cross-border migration ends on 23 November 2025. MTs for payments and reporting messages will retire from the FIN many-to- many service

Activation summary for Transaction Manager

- Transaction Manager is in live as of November 2022
- Activation of Transaction Manager traffic build-up moves
    - from end of March 2023
    - to end of May 2023
- Completion of the Transaction Manager traffic build-up remains by the end of September 2023. Observation and monitoring period reduced to still allow complete traffic build up as originally planned

⬛ CBPR+ live (including In-flow translation) related milestones

🟩 Transaction Manager related milestones

🌐 **Swift**

Link to Swift statement

CBPR+ release of November 2023 – Deployment plan

Global webinar for third-party providers

Dec 2022	24 Feb 2023	6 May 2023	23 July 2023	19 Nov 2023
Initial Usage Guidelines published on MyStandards	Final Usage Guidelines published on MyStandards	Deployed in ITB Pilot Future	Deployed in FINplus Pilot Future	Generally available in FINplus Live and Pilot Current

Vendor Testing on ITB

Customer Testing on Pilot

• **The initial CBPR+ Usage Guidelines for November 2023** can be found **here** in MyStandards, along with a new, dedicated **Readiness Portal**.
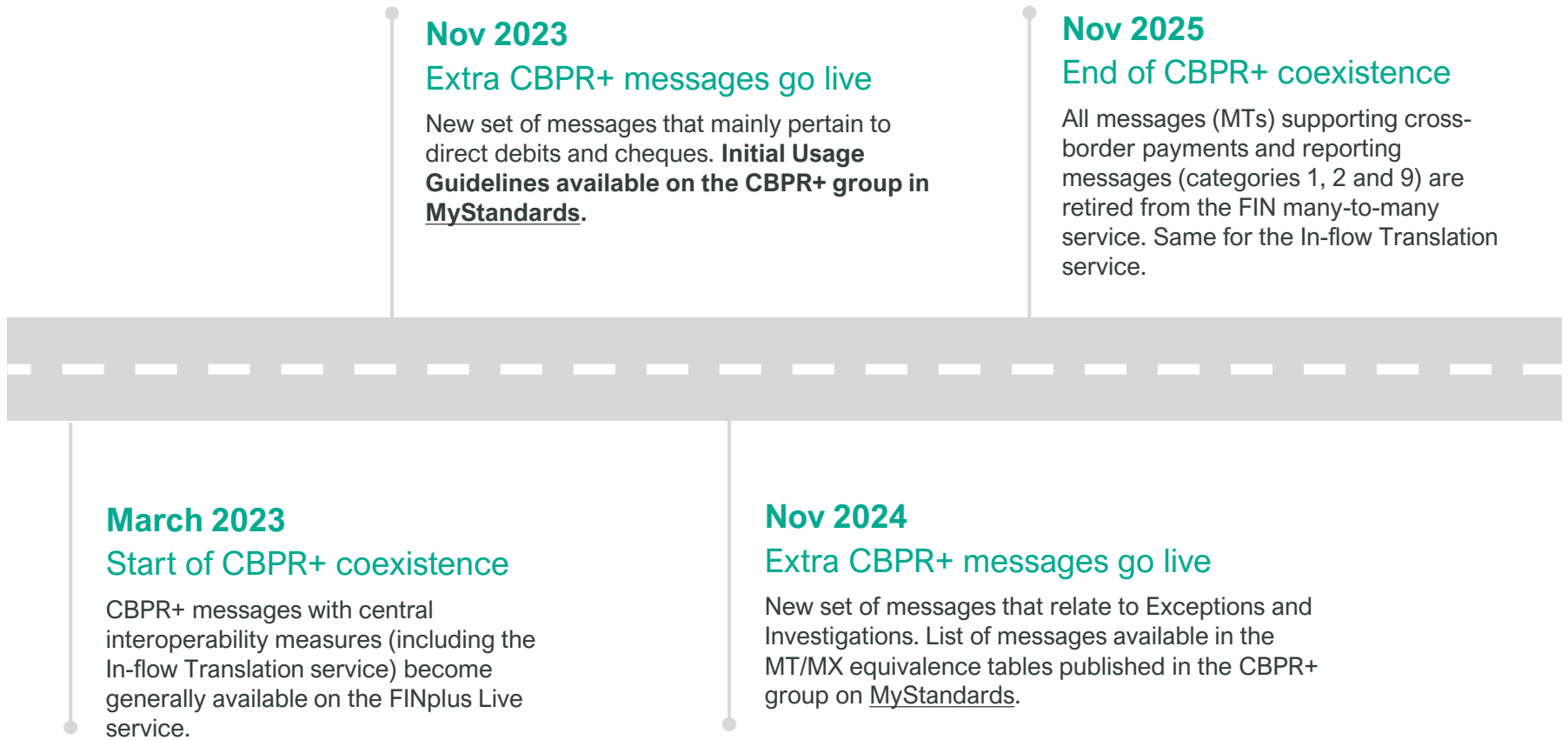
Scope			
camt.055	Customer Payment Cancellation Request	New	-
camt.058	Notification to Receive Cancellation Advice	MT 292	In-flow
camt.107	Cheque Presentment Notification	MT 110	In-flow
camt.108	Cheque Cancellation or Stop Request	MT 111	In-flow
camt.109	Cheque Cancellation or Stop Report	MT 112	In-flow
pacs.003	FI to FI Customer Direct Debit	MT 107	-
pacs.010	Financial Institution Direct Debit (*)	MT 204	- (**)
pain.008	Customer Direct Debit Notification	MT 104	-

(*) Scenario specific to Central Counterparty (CCP) for margin payments
(**) No change to pacs.010 translation as defined in CBPR+ 2.1 release

Swift

Key message to the Swift community: March 2023 is only the start!

Global webinar for third-party providers

Nov 2023
Extra CBPR+ messages go live

New set of messages that mainly pertain to direct debits and cheques. **Initial Usage Guidelines available on the CBPR+ group in MyStandards**.

Nov 2025
End of CBPR+ coexistence

All messages (MTs) supporting cross-border payments and reporting messages (categories 1, 2 and 9) are retired from the FIN many-to-many service. Same for the In-flow Translation service.

March 2023
Start of CBPR+ coexistence

CBPR+ messages with central interoperability measures (including the In-flow Translation service) become generally available on the FINplus Live service.

Nov 2024
Extra CBPR+ messages go live

New set of messages that relate to Exceptions and Investigations. List of messages available in the MT/MX equivalence tables published in the CBPR+ group on MyStandards.

Swift

Case Management

Swift

Anaïs Vincent

Global webinar for third-party providers

Swift Case Management

On average 2-5% of payments encounter friction, costing financial institutions **2B euro every year*** in enquiries only.
These payments will usually be **manually investigated**, introducing different processes among correspondents, lack of transparency impacting end-customers satisfaction.

With Case Management, Swift helps banking operations teams
Who need to efficiently enquire and follow-up on payment transactions with a single process and structured requests across correspondents;
By introducing a central E&I solution for the entire swift community, fully integrated (or through ready-to-use user interface);
Which can help them to reach the most appropriate party in the chain, reduce manual interventions and associated cost.
To enable visibility and transparency resulting in **end-customers satisfaction**

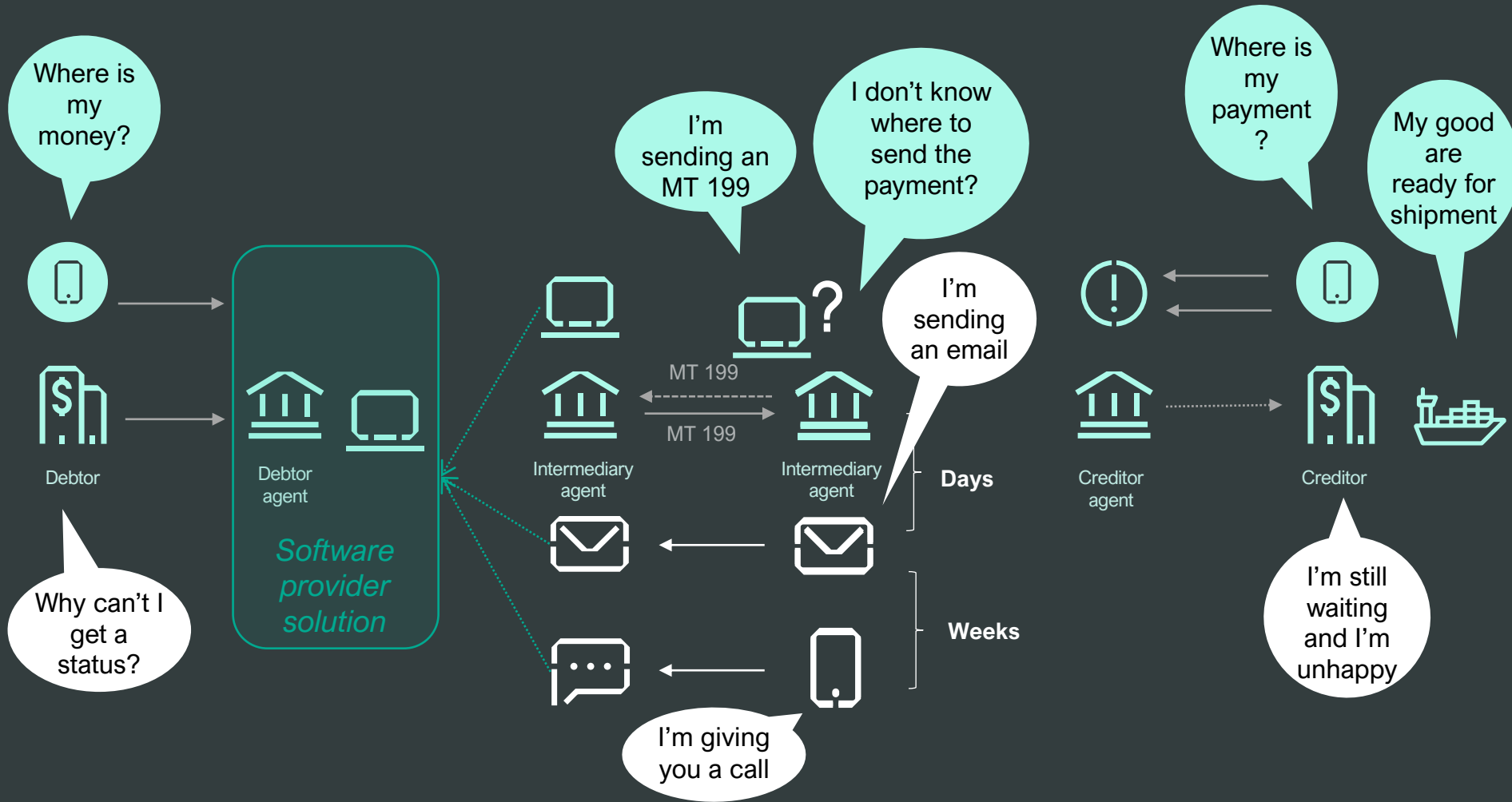**Today,** participant banks can reach over 200 banking groups through Case Management.
Tomorrow, the reach will cover the entire financial institutions community.
Case will introduce one single process to manage Exceptions and Investigations on Swift, building on transaction management capabilities and ISO 20022 while covering more use cases.
This will also facilitate the migration of banks that won't be able to support MT messages after the end of the migration.
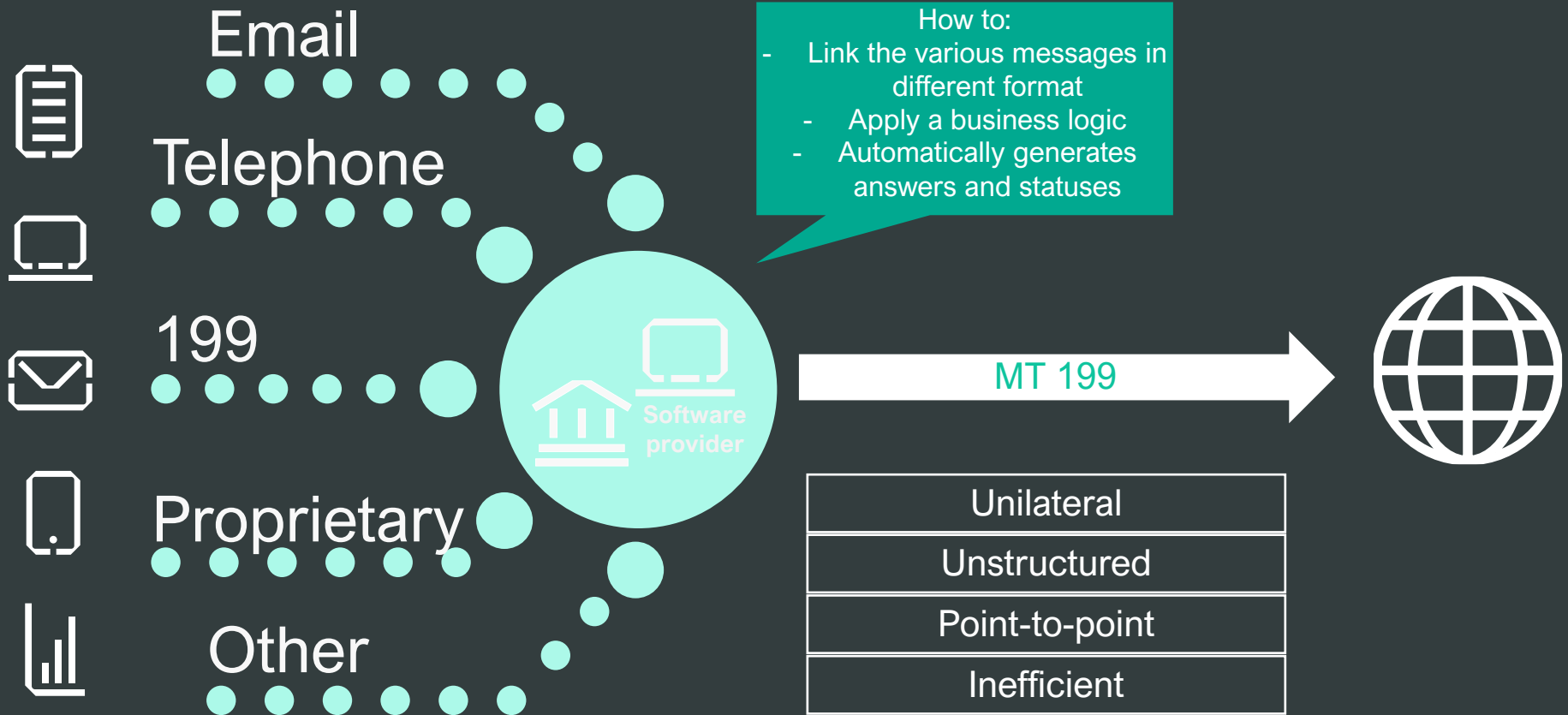
Swift

*SWIFT data insight

Exceptions and investigations: previous challenges

Multiple channels and format make exceptions handling inefficient and complex to integrate

Email

Telephone

199

Proprietary

Other

Software provider

How to:
- Link the various messages in different format
- Apply a business logic
- Automatically generates answers and statuses

MT 199

Unilateral

Unstructured

Point-to-point

Inefficient

Swift

Exceptions and investigations with Case Management
Example: "unable-to-apply" requests (missing / incorrect / incomplete information)

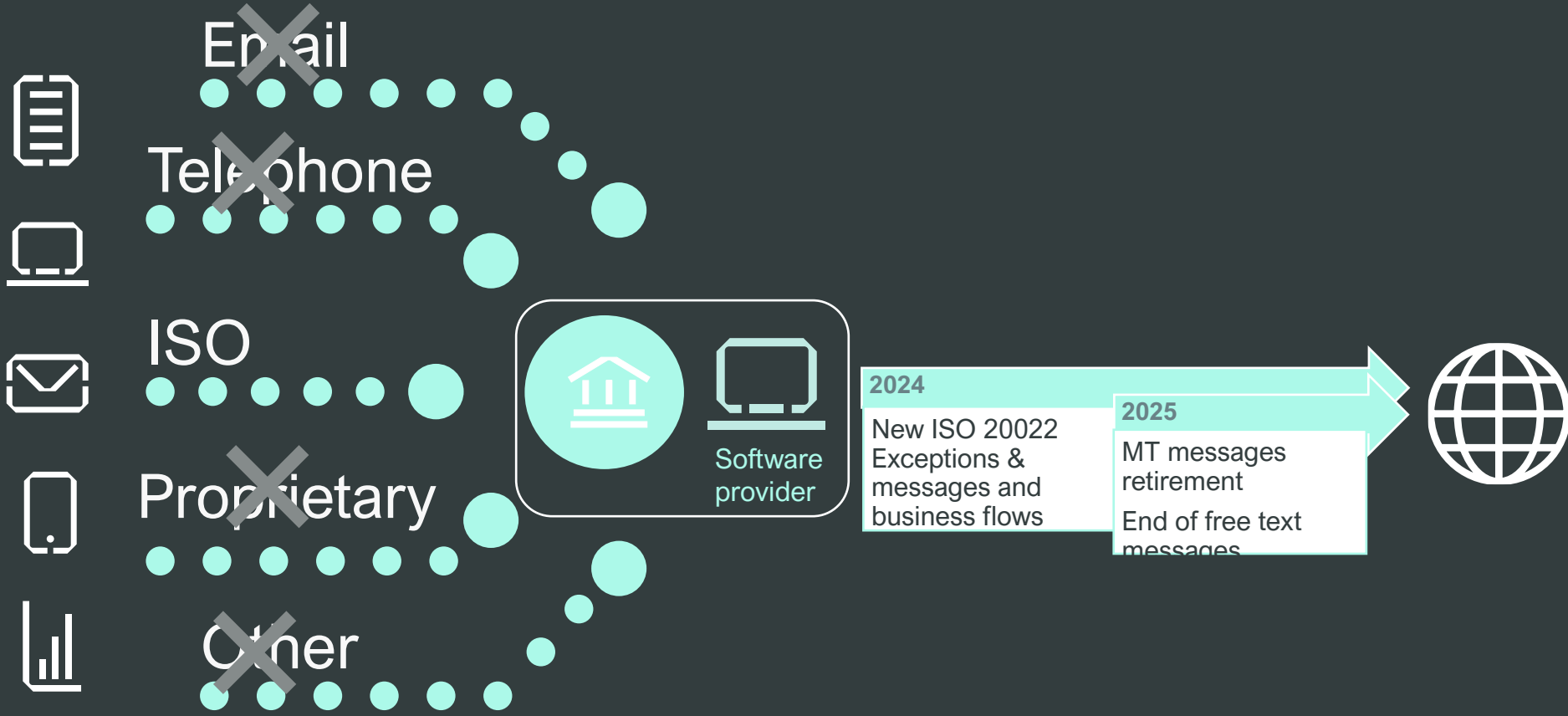Central visibility during the entire investigation's lifecycle

Case validates the request and assign to the right party (bank A)

② Case

Bank A receives the structured investigation request (ISO 20022)

③

④ Structured investigation response (ISO 20022)

① Structured investigation request (ISO 20022)

⑤ Structured investigation response (ISO 20022)

API

Debtor

Debtor agent

Intermediary agent

?

API

Intermediary agent

Intermediary agent

Creditor

Unable to Apply

Payment flow

Case flow

Swift

Case roadmap
Embracing ISO 20022 as a single communication standard for E&I

Email

Telephone

ISO

Proprietary

Other

Software provider

2024

New ISO 20022 Exceptions & messages and business flows
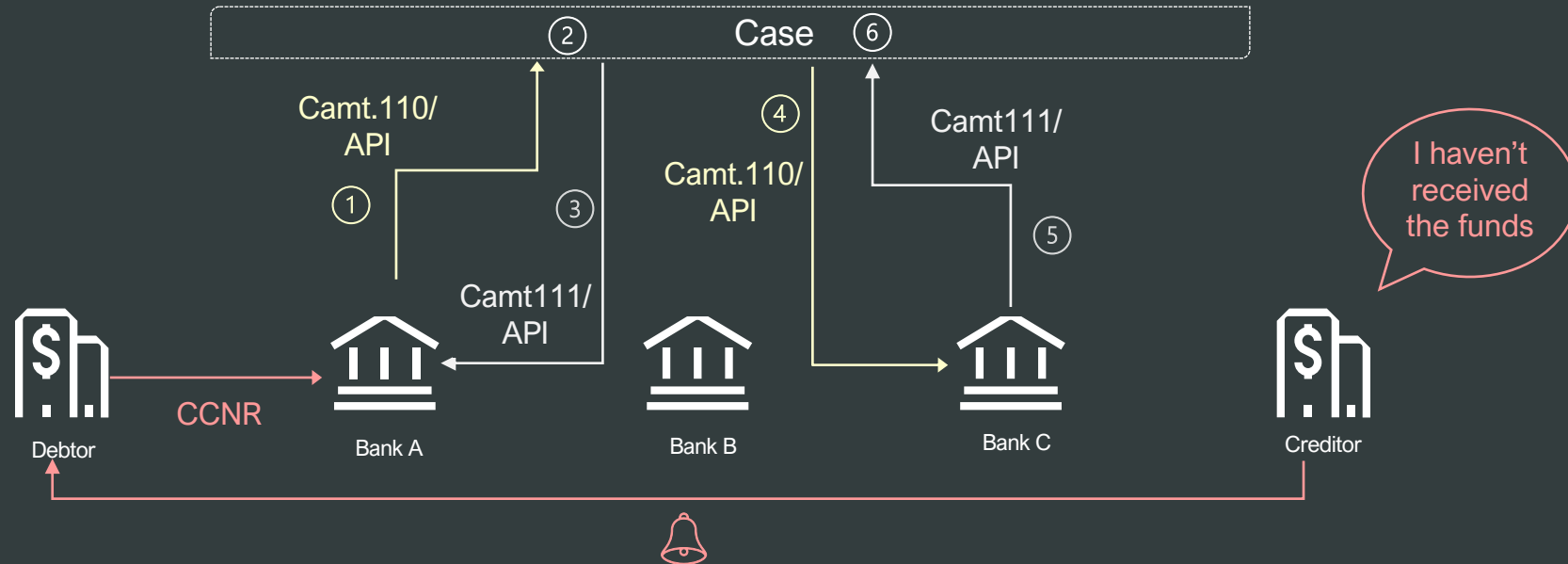
2025

MT messages retirement

End of free text messages

Swift

Same Case management, with universal use and enriched capabilities
Example: Creditor claims non receipt (CCNR)

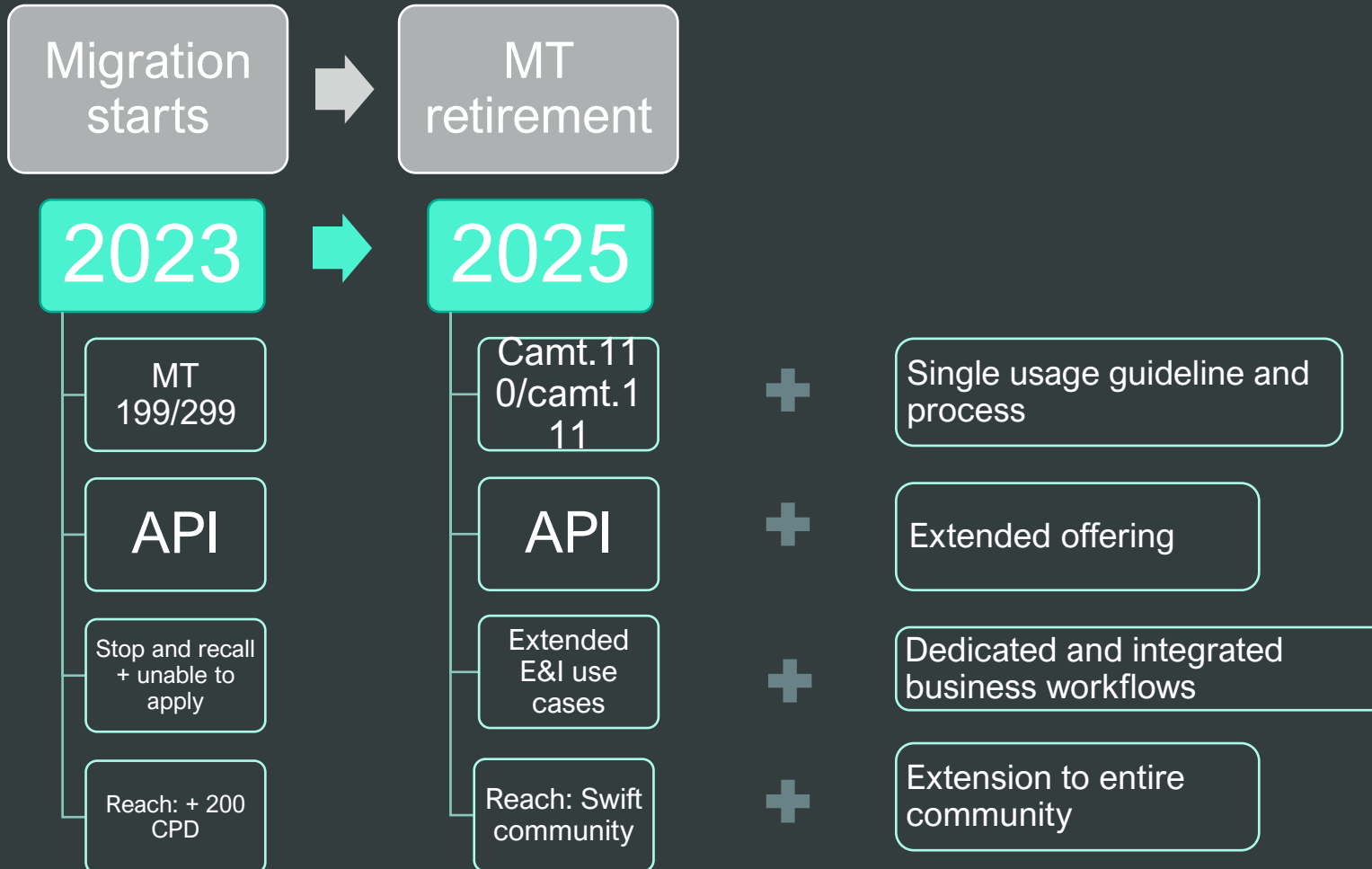1. Due to CCNR, debtor agent, Bank A, initiates a Camt110/API request.
2. Case initiates pre-check and provides automated answer
3. Answer via camt.111/API:
   ➔ If the transaction has been credited in the meantime, Case will reply to Bank A and auto closes the Case
4. If investigation is confirmed, Case sends the request to the owner of the transaction, Bank C
5. The owner of the transaction, Bank C, provides an answer with a Camt111/API.
6. Upon reception of the response, Case will orchestrate update of the status in Case while forwarding this response to the originating banks.

Swift

Same Case management, with universal use and enriched capabilities

| Migration starts | → | MT retirement |

2023 → **2025**

2023
- MT 199/299
- API
- Stop and recall + unable to apply
- Reach: + 200 CPD

2025
- Camt.110/camt.111
- API
- Extended E&I use cases
- Reach: Swift community

+ Single usage guideline and process

+ Extended offering

+ Dedicated and integrated business workflows

+ Extension to entire community

Swift

Co-design of new capabilities trough the Case Expert Group
Timeline

Kick Off Case Expert Group ⭐

Go live ⭐

Decommissioning MT19X and 29X messages ⭐

2023		2024		2025
H1	H2	H1	H2	H1
Phase 1	Phase 2	Phase 3	Phase 4	Return on Investment
PROTOTYPE	**IMPLEMENT**	**PILOT**	**GO LIVE**	**ESCALE**
Early access on draft new E&I messages and workflows	Iterate with group of end-users and Swift representatives		Early mover advantage	Offer ready-to-use embedded Case to all FIs without MT alternative

Swift

Want to join us?

Interested? | • Join with one of your customer

Contact us | • Swiftcasemanagement@swift.com

swift.com | • https://www.swift.com/news-events/news/cracking-case-how-were-simplifying-payment-exceptions-and-investigations

Swift

Swift Go

Global webinar for
third-party providers

Swift

Swift Go

Making simple, low-value cross-border payments as easy, predictable, transparent and low cost as domestic payments

Predictable, upfront, end-to-end
– Amount, time, fees and FX (if applicable) known before payment is sent
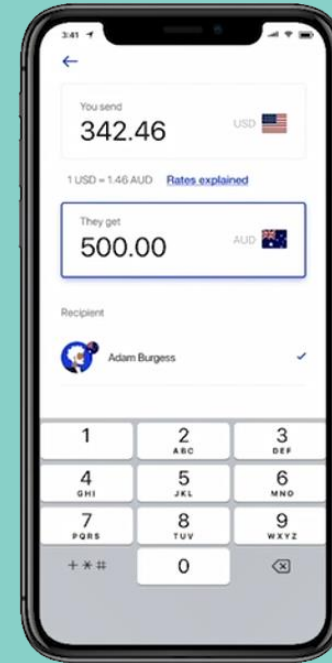– Status of the payment available to the end customer (through participant bank)

Easy
– Single format
– Rely on payment pre-validation capabilities and other strategic platform capabilities

Faster
– Improve current gpi service level on speed
– Instant where available

Competitive prices
– Competitive commercial conditions (fees, FX)

For illustration purposes only

✓ **SME**

✓ **Consumer users**

This initiative includes a legal stream to ensure compliance with EU competition laws

🌐 Swift

Swift Go: vendor readiness journey (messaging)

Step 1	**Step 2**	**Step 3**	**Step 4**	**Step 5**
Register with SWIFT by joining the Partner Programme	Download the SWIFT Go rulebook	Access MyStandards Swift Go for third-party providers and develop against the SWIFT Go Single Format specs	Test using SWIFT Go for third-party providers Readiness Portal	Self-attest as SWIFT Go 'ready' SWIFT Go ready declaration

Notes:

Required to gain access to Knowledge Centre	Available for all registered partners	Requires MyStandards registration (free)	User-to-application testing of SWIFT Go Single Format compliant MT 103 & 199, pacs.008 & Trck. 001 & 002	List of 'ready' Third party providers to be published on SWIFT.com after completing testing and self-attestation declaration

Swift

Note: for API based communication vendors can follow the established API readiness journey

If you have any questions, please contact your Account Manager
or raise a case via the **Support** page