Suspend or Activation

</> See also API reference for NAD   **Check API** ›

This request is initiated when the Customer wants to suspend or activate his registered proxy within NAD. Only the following status can be changed:

- From Suspended by Customer to Active

- From Active to Suspended by Customer

In NAD Suspend/Activate, Enquiry by Secondary ID request is initiated first to retrieve all the Customer's registered proxies across NAD. Participant will display the list of proxies for the Customers – proxies where status are Active, Suspended (by the Customer) and Suspended (by the Participant)

If there is no record to be displayed, Participant will display a message to the Customer

Please note that Customer should not be able to modify a proxy that is registered with another Participant, and status is Suspended by either the Customer or Participant

Sample Use Cases

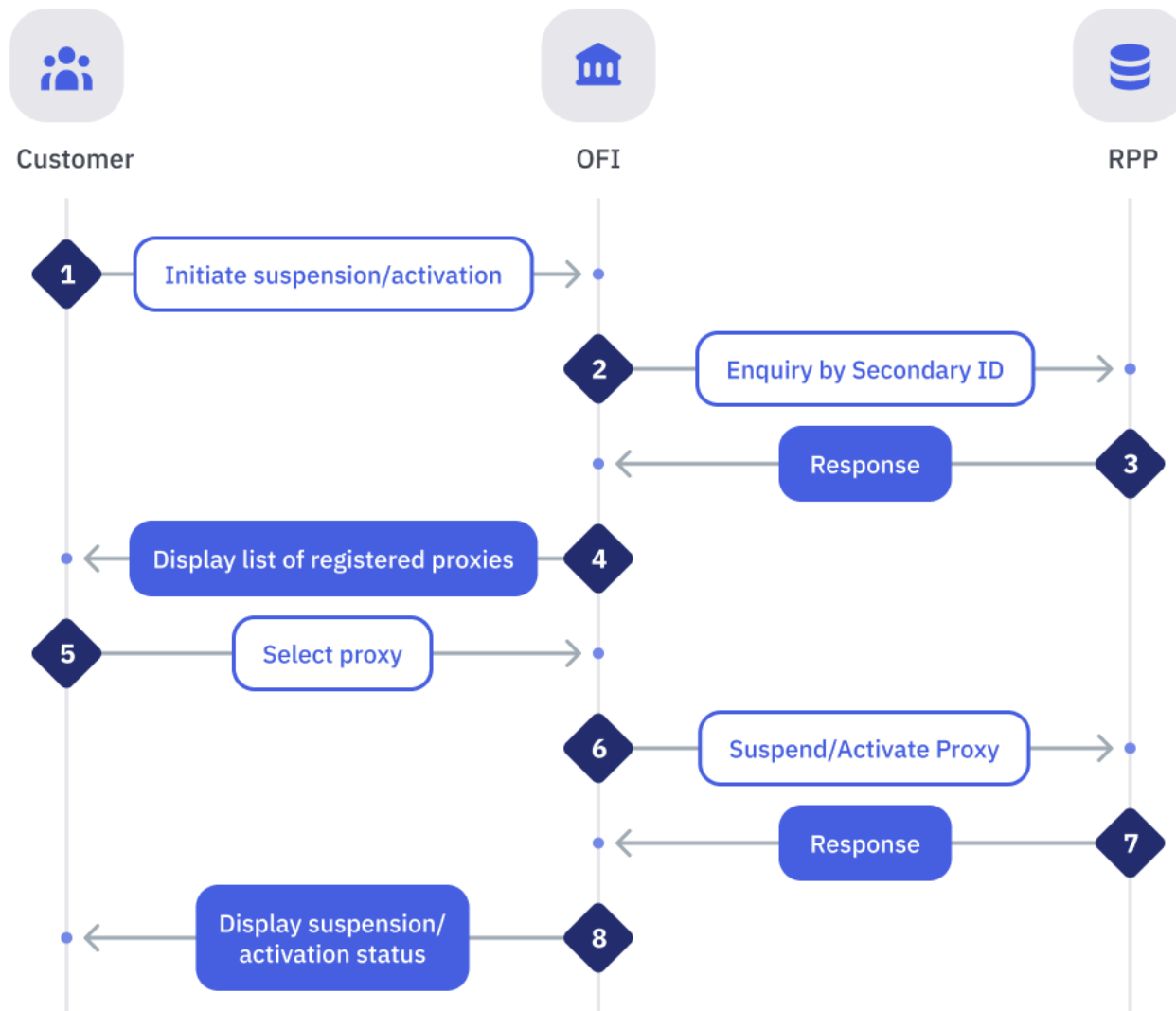**Sample Participant Proxy Suspension/Activation**

Proxy Suspension or Activation Conditions

Proxy Exists	Exists in the same Participant	Same Account	Proxy Status	Action By RPP	Action by Participant
No	-	-	-	Scenario is not applicable	-

Proxy Exists	Exists in the same Participant	Same Account	Proxy Status	Action By RPP	Action by Participant
Yes	Yes	-	INACTIVE	Scenario is not applicable	-
Yes	Yes	-	SUSPENDED (by Customer)	Activate Proxy	Display Proxy Activation accepted
Yes	Yes	-	SUSPENDED (by Participant)	Scenario is not applicable. Record can only be viewed	-
Yes	Yes	-	ACTIVE	Suspend Proxy	Display Proxy Suspension accepted
Yes	No	-	INACTIVE	Scenario not applicable	-
Yes	No	-	SUSPENDED (by Customer)	Scenario is not applicable. Record can only be viewed	-
Yes	No	-	ACTIVE	Scenario is not applicable.	-

Proxy Exists	Exists in the same Participant	Same Account	Proxy Status	Action By RPP	Action by Participant
				Record can only be viewed	

Successful End-to-End Proxy Suspension or Activation Flow

Step	Sender	Receiver	Processes
1	Customer	OFI	Customer logs into Online Banking or Mobile Banking app and initiates a Proxy Suspension or Activation

Step	Sender	Receiver	Processes
2	OFI	RPP	OFI performs the following: • Authorize and validate the Proxy menu request • Any other validations If all validations are successful: • Send Enquiry by Secondary Id message request
3	RPP	OFI	RPP performs the following: • **Message Validations** • **Business Validations** • **Proxy Validations** If any of the validations are not successful: • Send a **NEGATIVE/REJECT** response If all validations are successful: • Send all the proxies registered and other related account information
4	OFI	Customer	OFI performs the following: • **Message Validations** • **Business Validations** If all validations are successful: • If **SUCCESSFUL** response is received: ○ Display a successful message to the Customer • If **UNSUCCESSFUL** response is received:

Step	Sender	Receiver	Processes
			○ Display an error message to the Customer **Notes:** • OFI will not be able to modify proxy under Suspended status. This will only be displayed for Customer to view • OFI will not be able to modify proxy belonging to another Participant. This will only be displayed for Customer to view
5	Customer	OFI	Customer performs the following • Review the proxy and the accounts linked to the proxies • Select which proxy to modify
6	OFI	RPP	OFI performs the following: • Authorize and validate the Proxy Deregistration request • Any **internal validations** If all validations are successful: • Send Proxy Suspension/Activation message request
7	RPP	OFI	RPP performs the following: • **Message Validations** • **Business Validations** • **Proxy Validations** If any of the validations are not successful: • Send a **NEGATIVE/REJECT** response

Step	Sender	Receiver	Processes
			If all validations are successful: • Update details with the new information • Send Proxy Suspension/Activation message response
8	OFI	Customer	OFI performs the following: • **Message Validations** • **Business Validations** If all validations are successful: • If **SUCCESSFUL** response is received: ○ Display a successful message to the Customer • If **UNSUCCESSFUL** response is received: ○ Display an error message to the Customer

Notes:

- The exception scenarios will be handled similarly to Account Enquiry flows

See also

- **Recommended validation**

- **How to deregister proxy from NAD**