

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 Complementors



November 2023

Complementors Team

# 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

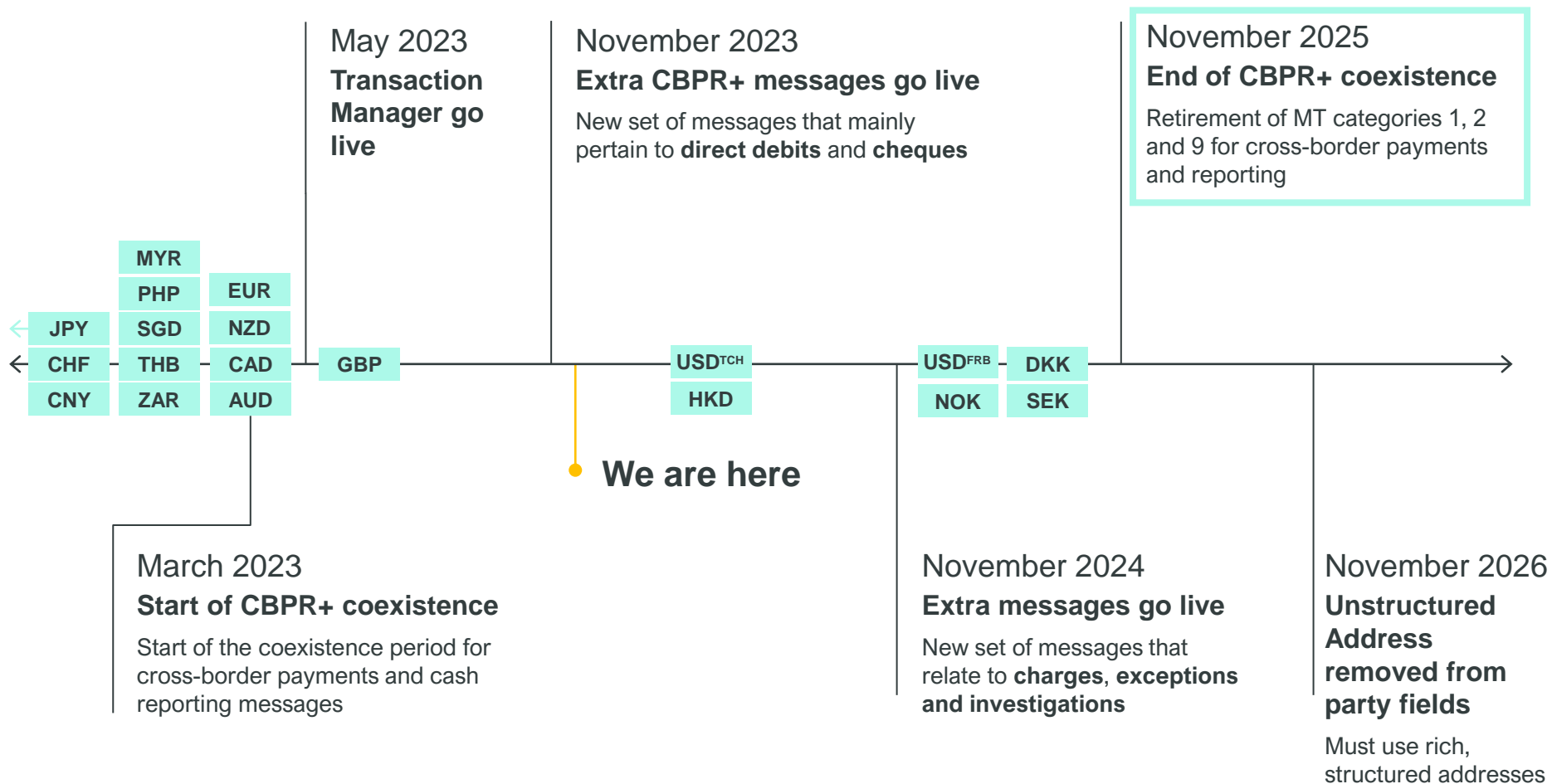
- This presentation is being recorded
- The content will be published on swift.com (<https://www.swift.com/standards/iso-20022/iso-20022-past-webinars>)
- Global webinar for Complementors occur the last Thursday of every month and you can register 2 weeks before each event here: [Global Webinar for Complementors](#)
- 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

30 November 2023

30 November 2023

## ISO 2022 for CBPR+ and coexistence roadmap



30 November 2023

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

Live on ISO 20022

21

In 2023:

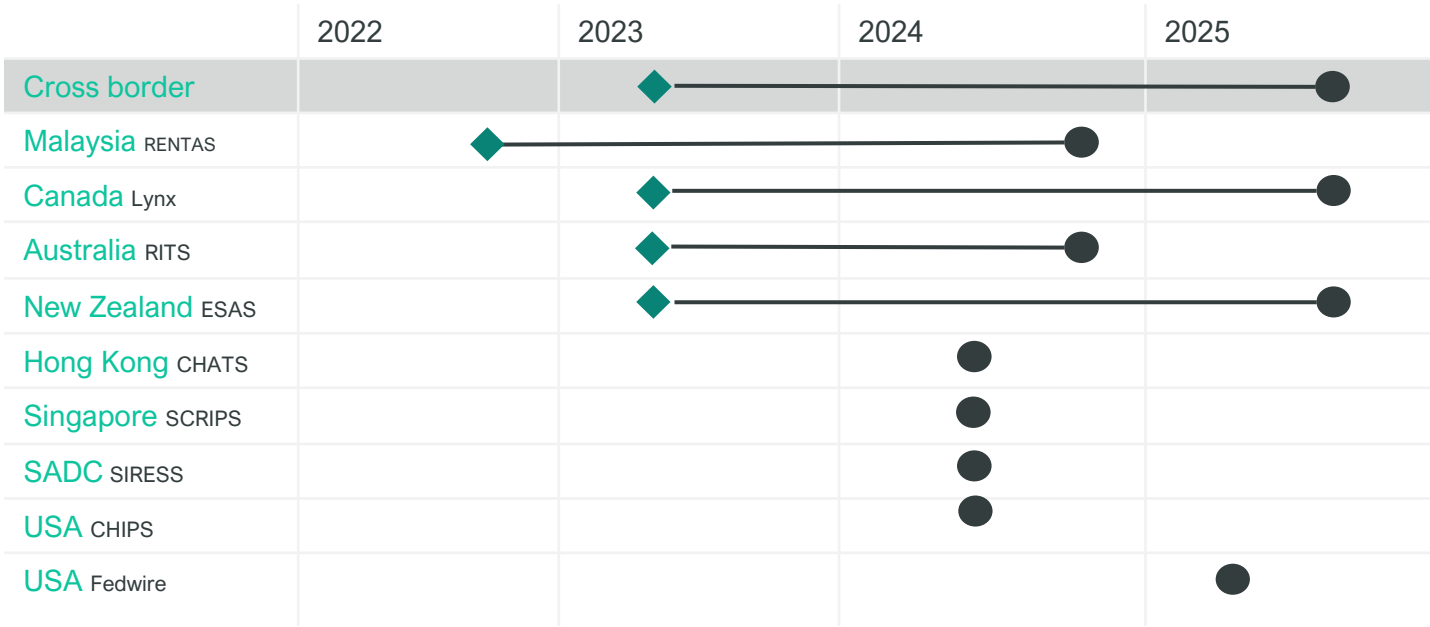
Europe  
EURO1

Europe  
Target 2

United Kingdom  
CHAPS

Zambia  
ZIPSS

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



Start of migration  
Migration Complete

30 November 2023



Highlights on CBPR+  
October 1<sup>st</sup>, 2023 – October 31<sup>st</sup>, 2023

Average Daily ISO:

Daily Average of 734,000+ ISO 20022 message are sent and received on FINplus service globally

734,000+

Sender BIC8s:

900+ BIC8s sending domestic or international ISO 20022 messages on FINplus service globally

900+

Receiver BIC8s:

5350+ BIC8s receiving domestic or international ISO 20022 messages on FINplus service globally

5350+

Sending Countries:

110+ countries sending ISO 20022 messages on FINplus service

110+

Receiving Countries:

200+ countries receiving ISO 20022 messages on FINplus service

200+

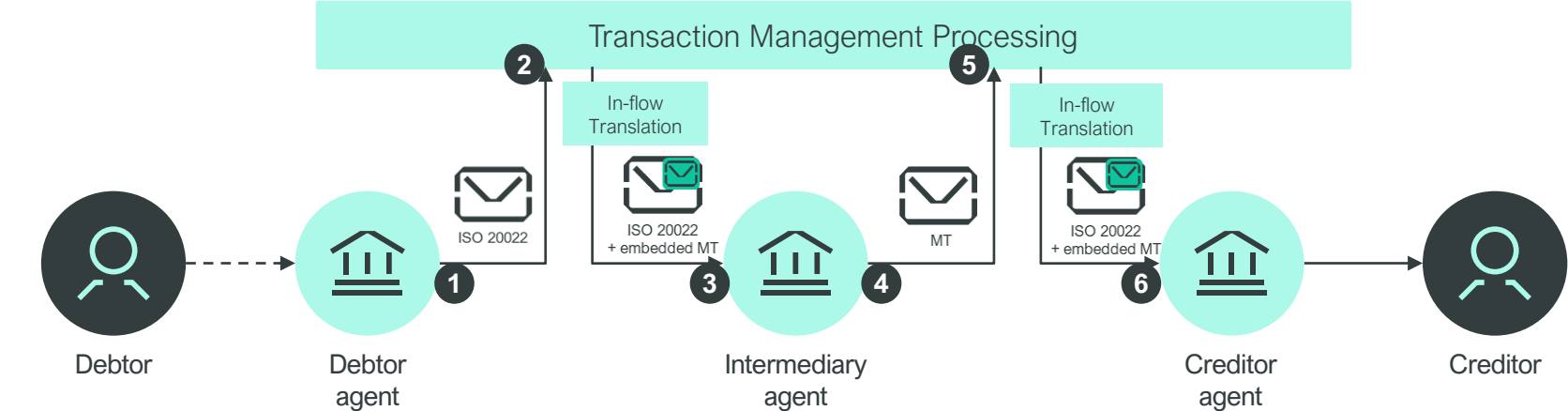
Adoption Rate:

18.3% of payments instructions traffic has already shifted from FIN to ISO 20022 messages (pacs.008, pacs.009, pacs.002 & pacs.004)

18.3%

# Transaction Manager processing example

Transaction management protects and propagates data for cross-border payments



Step	Description
1	The debtor agent initiates the credit transfer as ISO 20022, using pacs.008 sent over FINplus.
2	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.
3	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.
4	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.
5	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.
6	Creditor agent receives the message with the complete transaction data including, <ul style="list-style-type: none"><li>The additional data that the intermediary agent provided</li><li>The data that the intermediary agent omitted or truncated due to format limitations</li></ul>



## 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

30 November 2023

## Supercharge your payments business with ISO 20022

[Visit the hub on swift.com](https://www.swift.com/hub)

30 November 2023

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.

## ISO 20022 migration needs all your attention

### The time to act is now

[Visit the mini-hub on swift.com](https://www.swift.com/mini-hub)

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.

30 November 2023

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.

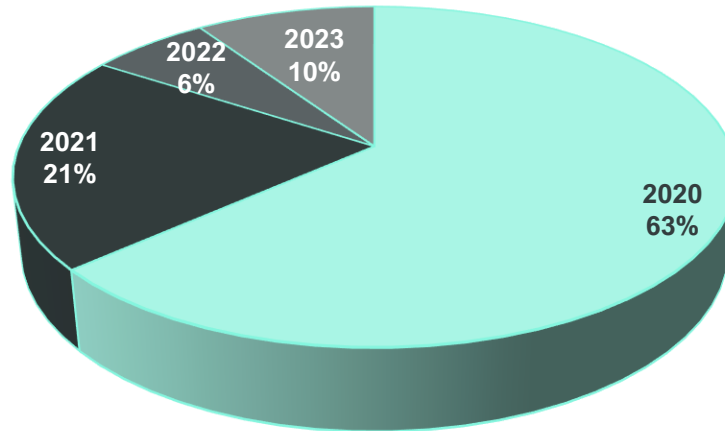
# Self Attestation

30 November 2023

## Self-attestation: Annual refresh

30 November 2023

Year of self-attestation



### 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

30 November 2023

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	-
pain.008	Customer Direct Debit Notification	MT 104	-
pacs.010	Financial Institution Direct Debit (*)	MT 204	-

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

## **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.




30 November 2023

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:

- The application complies with the live ISO 20022 CBPR+ usage guidelines published on [MyStandards](#).
- The application's ISO 20022 CBPR+ compliance
  - has been tested using [The Vendor Readiness Portal \(CBPR+ SR2023 Combined\)](#)
  - has produced valid message types in line with all the available usage guidelines for that message type; and
  - 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 \(CBPR+ SR2023 Combined\)](#) the message types you specify in this form.

Payment Initiation	<input type="checkbox"/> pain.001.001(interbank)	<input type="checkbox"/> pain.002.001(interbank)
Credit Transfer	<input type="checkbox"/> pacs.008.001	<input type="checkbox"/> pacs.009.001
Payment Status & Return	<input type="checkbox"/> pacs.002.001	<input type="checkbox"/> pacs.004.001
Cash Management Reporting/Reconciliation	<input type="checkbox"/> camt.052.001	<input type="checkbox"/> camt.053.001
	<input type="checkbox"/> camt.054.001	<input type="checkbox"/> camt.057.001
	<input type="checkbox"/> camt.060.001	

- 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

30 November 2023

## Self-attestation: changes to webpage “Is your partner CBPR+ ready?”

### Is your partner CBPR+ ready?

Providers of the applications listed below have confirmed and shared their commitment to support the CBPR+ message collection, in addition to the equivalent MTs.

Please note that this is an indicative guide only; Swift does not test or audit the product's readiness, resilience, performance, overall quality, usability, scalability, supportability, or other generic commercial features.

For more information on how support will be offered, please reach out to your respective application provider. If your application provider is not on the list, please share their details with Swift. We will reach out to ensure they are aware of the self-attestation framework and the verifications required in order to be listed.

Company name	Application name	Date of attestation	Application type	Compliant application version
ACI Worldwide	ACI Money Transfer System	November 2022	High Value Real Time Payments System	MTS Version 5.8 (Unix AIX), 6.8 (Linux) ▼

- 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

30 November 2023

## 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 1<sup>st</sup> 2023 and Swift Partners are invited to reach out to [provider.readiness@swift.com](mailto:provider.readiness@swift.com) to register their interest or request further information.

30<sup>th</sup> November 2023

## 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.



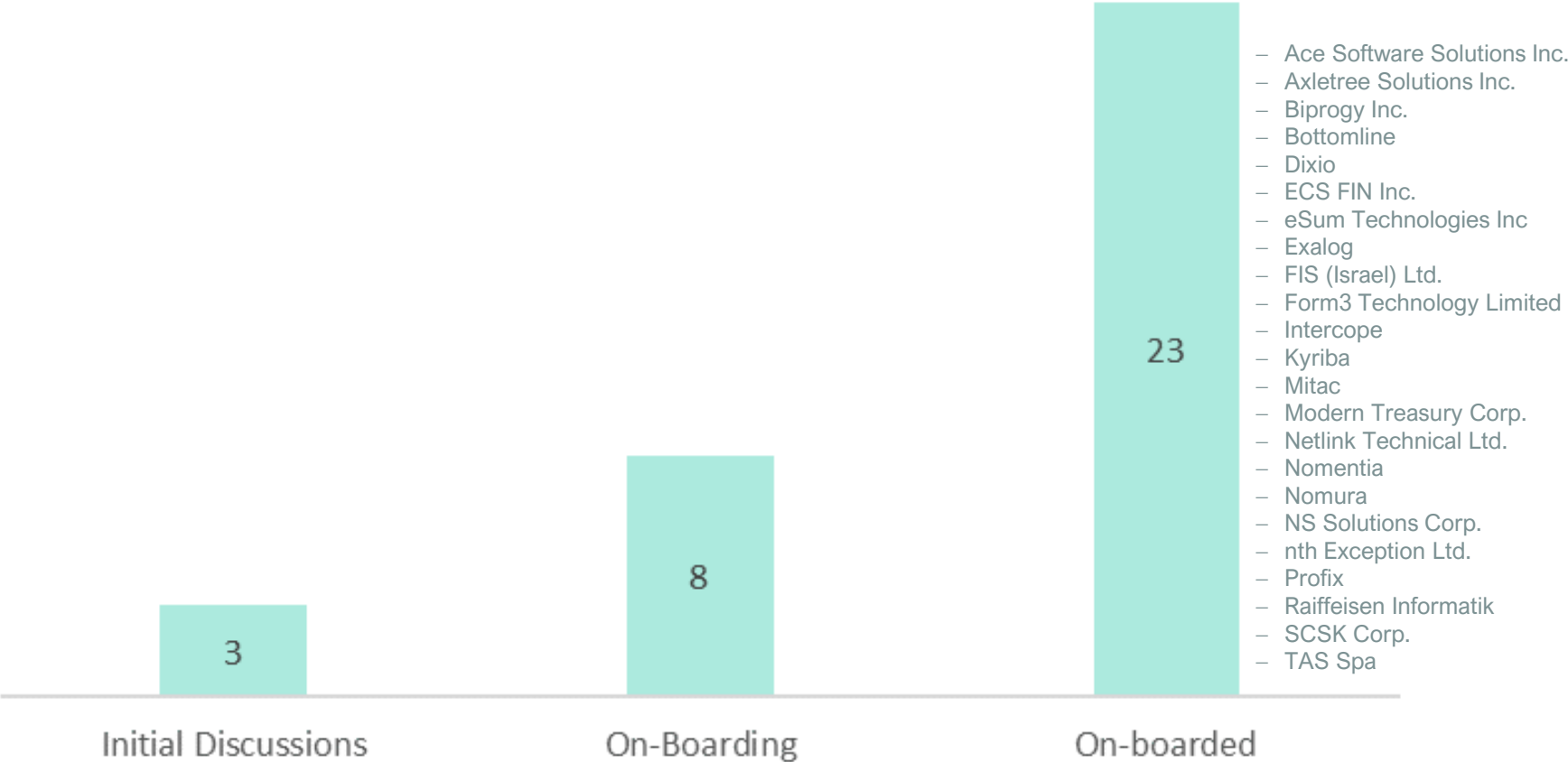
### Success

- 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.

30<sup>th</sup> November 2023

# Partners Leveraging ETS

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



# RMA Portal

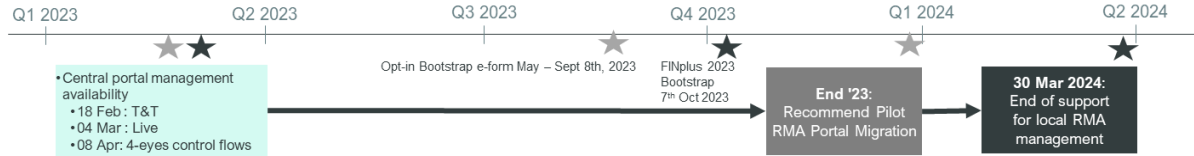
November 2023





# RMA Portal

## Timeline



## Evolution

### Drivers for change – current limitations

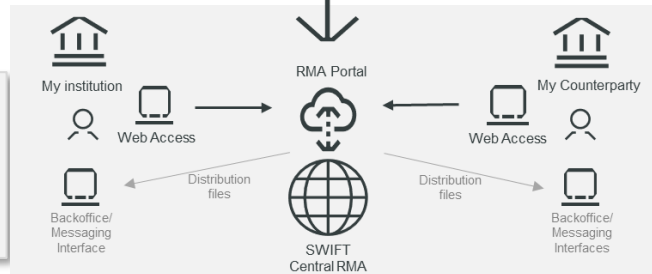
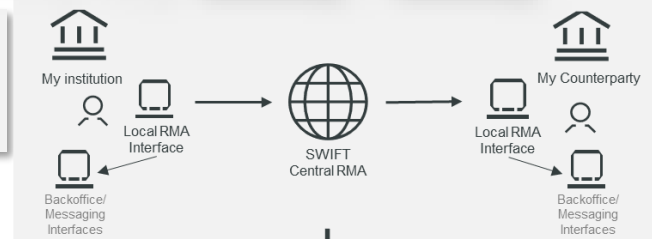
- Distributed nature leads to de-synchronisations
- Technical authorisations limit business interop (e.g. ISO)
- Limited ability to enable new interactions (e.g. api)



### 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

## Today: Local RMA



## Future: RMA via Portal

## Key Actions and Dates

- Customers must migrate to the RMA Portal by 30 Mar 2024
- 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

Reference: Customer Journey to RMA Portal migration

- Set-up Access to RMA Portal (Pilot and Live)
  - Set-up Portal access
  - Set-up Roles
  - Setup RMA Delegation
- 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
- Prepare for Migration to RMA Portal (Live)
  - Verify Central RMA authorisations
  - Define local filtering strategy/distribution files
- 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
- Use RMA Portal for all RMA management for all BICs
  - Discontinue use of Local RMA interface

## 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

- [Relationship Management Portal – Professional](#) (SWIFT Smart Training - multiple courses.)
- [RMA Evolution \(Introduction\)](#)
- For Instructor led paid 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?

30 November 2023

## what are the next steps during coexistence?: ISO 2022 for Payments for Financial Institutions

### Learn about ISO 2022 for payments for Financial Institutions

*Public, does not require any swift.com login*

- Overview
- Why we are migrating
- CBPR+ roadmap
- For partners

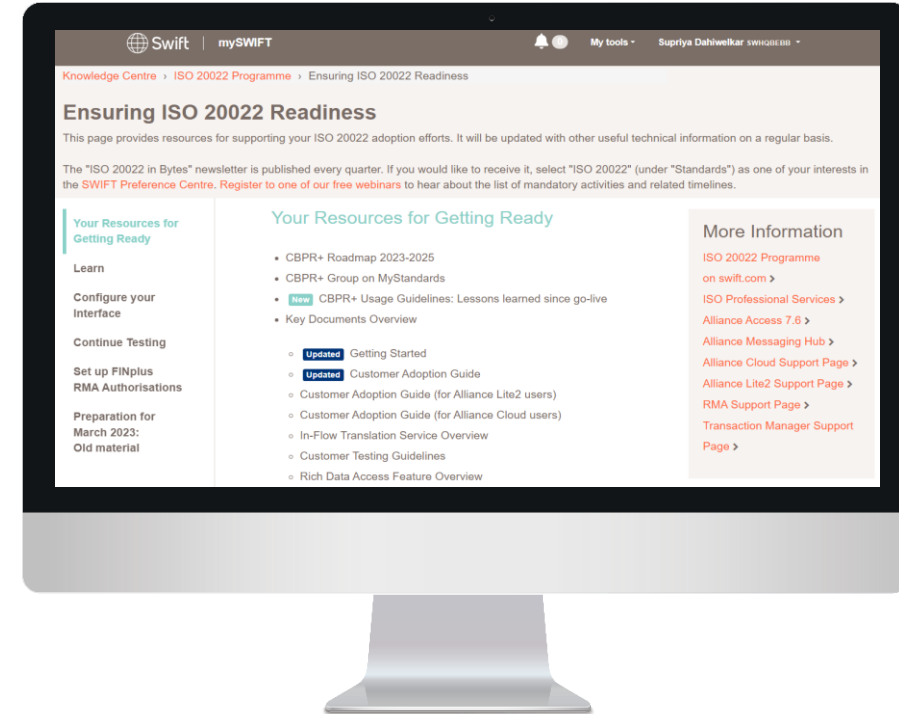


30 November 2023

## 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 2022 training portfolio

### Swift Smart: Supporting ISO 2022 readiness and adoption for CBPR+

Multiple learning opportunities available as part of your institution's annual fee



Build your foundational knowledge  
of ISO 2022 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 2022 Adoption Briefing Videos

Let the Swift experts guide you  
through the many standard and  
product-related changes that form  
part of ISO 2022 readiness and  
adoption

# Q&A





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