



Streamlined End-to-End Payments Management with High STP Rates

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SWIFTNET EXCEPTIONS AND INVESTIGATIONS

Banks are putting more and more pressure on their payments operations in their efforts to improve the competitive position of their Cash Management offering.

While – thanks also to the Incentage Family of Products - many processing units achieve impressive STP* rates, management of exceptions and investigations remain one of the most resource-intensive activities for a payments institution. The combination of new SWIFTStandards XML with a SWIFTNet messaging service and a rule book answer the need for a streamlined, automated exceptions and investigations process. It offers a baseline service to substantially reduce your costs.

Designed to manage enquiries related to all types of payments, the service can be used as such by your organisation or to develop new online services for your customers.

INCENTAGE SWIFTNET E & I

Incentage provides full E & I support for financial institutions. Incentage SWIFTNet E & I supports all current 16 ISO 20022 message types, the required business logic – defined by the integrated rule book delivered by SWIFT and client own enhancements, the integration into the payment applications (including eventually required transformations and triggering) and complete status management during the exception and investigation flow.

This gives to Incentage clients the possibility to completely benefit from highly automated payment enquiries, enquiry cost reduction (up to 38% in resources as experience showed), improved customer services, new customer services and the ability to expand the service into the banks corporate clients.

Incentage provides STP* to achieve:

- cost reduction
- increased processing speed
- reduced operational risk
- reduced total cost of ownership
- increased data quality
- increased time-to-market
- strategic business benefits

The key benefits of Incentage are:

- efficiency and maturity
- flexibility and experience
- people independence
- transparency
- automatically produced up-to-date documentation
- no coding expertise required
- easy to understand and learn
- reliability and performance
- combination of the product with expertise

* STP (Straight Through Processing) combines the strategy, processes and systems to enable applications to exchange business level information in formats and context that each unambiguously understands. STP is achieved with Incentage's expertise.

Incentage is an official SWIFT and SegalInterSettle Business Partner and also offers IMS based pre-defined business solutions to the financial industry. This includes solutions for:

- Business Process Supervision
- Straight Through Integration
- SWIFT Connectivity
- SWIFT FIN
- SWIFTNet SEPA / Ready MT-MX Transf.
- SWIFTNet Funds
- SWIFTNet Proxy Voting
- SWIFTNet Trade Service Utility (TSU)
- SWIFTNet Exceptions & Investigation
- SWIFTNet Cash Reporting
- Corporate Actions
- Matching & Reconciliation
- SWIFT XML Libraries
- FIX

and many more.

Incentage is an official reseller for SWIFT's Alliance product line.

For additional information on the Incentage SWIFTNet E & I solution, the Incentage's Product Suite, SWIFT's Alliance Family or customized solutions matching your detailed needs please contact us at:

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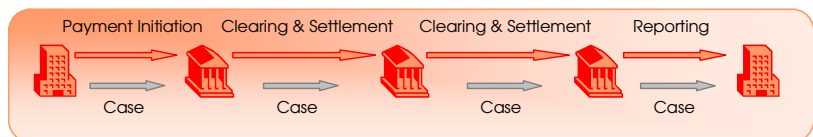
Incentage integrates all four query types and their related message types required for complete automation and over time replacement of the x92/x95/x96 and x99 MT's. The service uses Interact Store & Forward technology with non repudiation and authentication. The defined business practice like no by-pass or unique case ID is guaranteed with the Incentage SWIFTNet E & I solution for maximum Straight Through Processing.

The four query types include:

- Unable to apply
- Request To Cancel Payment
- Request To Modify Payment
- Claim Non Receipt

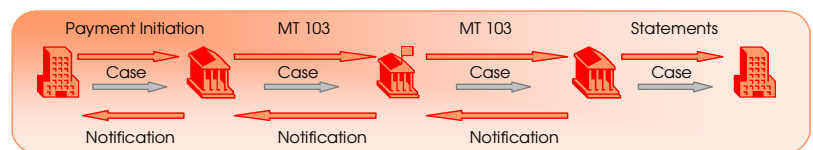
NO BY-PASS RULE

The no by-pass rule specifies that no parties involved in the original payment transaction can be by-passed in the investigation workflow. It also specifies that all parties involved in an investigation workflow must be kept informed of the status of the investigation at all times.



UNIQUE CASE ID

The identification of a case must be unique for the case creator. In order to make this identification unique for all the parties involved in a workflow, the BIC (or BEI) code of the case creator will always be repeated with the case identification.



BUSINESS PROTOCOL EXAMPLE

