

Paris and Dubai, 17th September 2013

SEPA Migration Action Round Table issues practical guidance on SEPA Direct Debit exception handling

Best practices recommended by banks for banks were presented today at the Sibos conference

The SEPA Migration Action Round Table (SMART) has published a guidance document providing explanations and best practices on the handling of SEPA Direct Debit-related R-transactions, i.e. rejects, refusals, returns, refunds, reversals, revocations and requests for cancellation. The key recommendations of *Guidance on the handling of SDD R-transactions and related charging principles* were presented today at Sibos, SWIFT's annual financial services event, during the expert panel session of the Euro Banking Association, "The future payments and transaction banking landscape".

"Putting in place efficient processes for SDD exception handling is one major challenge that banks and their customers have to face as part of their migration to SEPA," said Jan Paul van Pul, Head of Market Infrastructures, ABN AMRO Bank, and Chairman of the SEPA Migration Action Round Table. *"We hope that the practical guidance provided by our forum will help banks across Europe to further increase the straight-through processing rate of R-transactions and – where possible – to reduce their occurrence. Improvements in this area are important because they directly contribute to a positive customer experience and enable a smoother migration to SEPA."*

Guidance on the handling of SDD R-transactions and related charging principles concentrates on key topics around the issuing and operational processing of R-transactions related to SDD collections. The charging and handling of any fees related to these R-transactions in accordance with the SEPA Regulation are another central focus of the document.

The document has been delivered by payment practitioners participating in the SEPA Migration Action Round Table and has been endorsed by close to 20 major payment banks across Europe (see *list of endorsing banks on page 2*).

The SEPA Migration Action Round Table is a forum for banks and by banks, which is logistically supported by the Euro Banking Association. The mission of this forum is to deal with open issues and uncertainties in relation to the implementation in practice of the SEPA Regulation requirements and to the day-to-day execution of SEPA payments, especially in the cross-border space. Its work is geared at bringing clarification to SEPA migration-related issues and defining industry best practices to support banks in their interbank and intra-bank handling of SEPA payments, independently of the payment infrastructure they use.

The document *Guidance on the handling of SDD R-transactions and related charging principles* is available for download at www.abe-eba.eu/N=SMART.aspx. Paper copies of the

SEPA Migration Action Round Table

facilitated by the Euro Banking Association

1 Feb 2014

publication can be picked up at the Sibos stand of the Euro Banking Association (C108) or requested via e-mail (association@abe-eba.eu).

List of endorsing banks:

Guidance on the handling of SDD R-transactions and related charging principles: Explanatory document with recommendations has been endorsed by representatives of the following banks participating in the SEPA Migration Action Round Table (SMART):

ABN AMRO Bank
Aktia Bank
Banco Comercial Português
Bank of America Merrill Lynch
Bank of Ireland
BCEE Luxembourg
BNP Paribas
Citibank
Deutsche Bank
Helaba – Landesbank Hessen-Thüringen
HSBC
J.P. Morgan
Lloyds Banking Group
Nordea Bank
Rabobank
SEB
Svenska Handelsbanken
Swedbank
The Royal Bank of Scotland

Contact:

Annick Moes, Head of Communications, Euro Banking Association
Tel: +49 151 1631 1526
E-mail: a.moes@ebaclearing.eu