



# SEPA Direct Debit Core Scheme Rulebook

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# SEPA Direct Debit Core Scheme Rulebook



European  
Payments Council

EPC016-06  
2021 Version 1.3  
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## 0 Document Information

### 0.1 References

This section lists documents referred to in the Rulebook. The convention used throughout is to provide the reference number only, in square brackets. Use of square brackets throughout is exclusively for this purpose.

	Document Number	Title	Issued by:
[1]	ISO 13616	Financial services - International bank account number (IBAN) -- Part 1: Structure of the IBAN	ISO
[2]	ISO 3166	Country Codes	ISO
[3]	ISO 9362	Business Identifier Codes (BIC)	ISO
[4]	May 2002 White Paper	Euroland: Our Single Payment Area!	EPC
[5]	EPC114-06	SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines	EPC
[6]	ISO 20022	Financial Services – Universal Financial Industry Message Scheme	ISO
[7]	EPC222-07	SEPA Direct Debit Business-to-Business Scheme Rulebook	EPC
[8]	EPC130-08	SEPA Direct Debit Core Scheme C2B Implementation Guidelines	EPC
[10]	EPC114-08	SEPA Direct Debit Core Scheme e-Mandates Inter-PSP Implementation Guidelines	EPC
[11]	EPC012-17	Guide to the SEPA Schemes Adherence Process	EPC
[12]	EPC002-09	SEPA Direct Debit Core Scheme E-Mandate Service Implementation Guidelines	EPC
[14]	EPC409-09	EPC list of countries and territories included in the SEPA Schemes' geographical scope	EPC
[15]	EPC392-08	Guidelines for the Appearance of Mandates (SEPA Direct Debit Core Scheme)	EPC
[16]	EPC 173-14	EPC Guidance on Reason Codes for SEPA Direct Debit R-transactions	EPC

#### 0.1.1 Defined Terms

This Rulebook makes reference to various defined terms which have a specific meaning in the context of this Rulebook. In this Rulebook, a defined term is indicated with a capital letter. A full list of defined terms can be found in Chapter 7 of this Rulebook. The Rulebook may make reference to terms that are also used in the Payment Services Directive. The terms used in this Rulebook may not in all cases correspond in meaning with the same or similar terms used in the Payment Services Directive.

##### 0.1.1 Rules specific to e-Mandate Service

The rules specific to the e-Mandate service are described in [12]. Sections of the main body of the Rulebook impacted by the e-Mandate service are identified with the indication: '☐ e-Mandates' next to the title of the section.





## 0.2 Change History

Issue number	Dated	Reason for revision
V1.0	01/09/2005	First reading at September 2005 Plenary, and national consultation thereafter.
V2.0	22/02/2006	Approved at 8 March 2006 Plenary.
V2.1	15/09/2006	Approved at 27 September 2006 Plenary.
V2.2	13/12/2006	Approved at 13 December 2006 Plenary.
V2.3	19/06/2007	Approved by the 19 June 2007 Plenary. Major changes: <ul style="list-style-type: none"> <li>• Scheme management provisions, affecting Chapters 0, 5 and 6 to bring Rulebook in line with the Scheme Management Internal Rules.</li> <li>• Section 2.3 on Additional Optional Services amended to make disclosure of community AOS mandatory</li> <li>• Addition of Annex IV, the SEPA Scheme Management Internal Rules</li> <li>• Other lesser changes</li> <li>• Risk Mitigation Annex updated for references to Chapter 6 and Annex IV.</li> </ul>
V3.1	24/06/2008	Major changes: <ul style="list-style-type: none"> <li>• Addition of Creditor Reference Party</li> <li>• Addition of names/identification codes for the Creditor Reference Party and the Debtor Reference Party</li> <li>• Amendments due to Payment Services Directive alignment</li> <li>• Two new processes: a procedure for refund claims for unauthorised collections and a procedure for requesting a copy of a Mandate</li> </ul>
V3.2	18/12/2008	Major changes: <ul style="list-style-type: none"> <li>• Addition of the e-Mandate service</li> <li>• Addition of NDA for Risk Mitigation Annex</li> </ul>
V3.3	19/3/2009	Legal changes/clarifications and other changes
V3.4	30/10/2009	Changes for clarification, updating and correction of errors
V4.0	30/10/2009	Changes for clarification, updating and correction of errors
V4.1	01/11/2010	SEPA Scheme Management Internal Rules v2.0 replaced by v2.1 in Annex IV
V5.0	01/11/2010	Inclusion of new Annex IX (AMI).
V5.1	17/11/2011	SEPA Scheme Management Internal Rules v2.1 replaced by v3.0 in annex IV
V6.0	17/11/2011	Inclusion of new option for shorter execution time cycle (D-1).
V6.1	06/11/2012	Inclusion of version 4.0 of the SEPA Scheme Management Internal Rules in Annex II. No other changes.
V7.0	30/11/2012	Version 7.0 approved by Plenary on 26 September 2012 Major Changes: <ul style="list-style-type: none"> <li>• Adaptation to the SEPA Regulation</li> <li>• Inclusion of new reject codes</li> </ul> All changes compared to version 6.1 are listed in Annex III.



Issue number	Dated	Reason for revision
V7.1	12/12/2013	<p>Version 7.1 approved by Plenary on 12 December 2013</p> <p>Changes made having no operational impact:</p> <ul style="list-style-type: none"> <li>• Removal of the references to PE-ACH and PE-ACH/CSM Framework.</li> <li>• The SDD Core mandate illustration under Figure 12 has been replaced by the SDD Core mandate illustration under SDD Core Rulebook version 6.1.</li> </ul> <p>No other content changes have been done.</p> <p>All changes compared to version 6.1 and 7.0 are listed in Annex III.</p>
V8.0	08/10/2014	<p>Version 8.0 approved by Plenary on 08 October 2014</p> <p>Major Changes:</p> <ul style="list-style-type: none"> <li>• Update in the category descriptions of Scheme applicants that are deemed automatically to be eligible under Rulebook section 5.4 on eligibility for participation.</li> <li>• The removal of the notion 'qualified electronic signature'</li> <li>• Corrections on the definition of 'refusal by the Debtor' in section 4.4</li> <li>• Clarification on the use of attribute AT-25</li> <li>• Removal of the SDD Mandate illustration in dataset DS-01</li> <li>• Extension of mandate amendment combinations in attribute AT-24</li> <li>• Announcement in the relevant Rulebook sections that</li> <li>• As of the effective date in November 2016 of the Rulebook version 9.0, all Collections presented for the first time, on a recurrent basis or as a one-off Collection can be presented up to D-1 Inter-Bank Business Day ( D-1)</li> </ul>
V8.0	08/10/2014	<ul style="list-style-type: none"> <li>• The current requirement to use the sequence type 'First' in a first of a recurrent series of Collections is no longer mandatory as of the effective date in November 2016 of the Rulebook version 9.0</li> </ul> <p>All changes (including minor changes) compared to version 7.1 are listed in Annex III.</p>
V9.0	26/01/2015	<p>Changes approved by Plenary on 11 December 2014</p> <ul style="list-style-type: none"> <li>• All Collections presented for the first time, on a recurrent basis or as a one-off Collection can be presented up to D-1 Inter-Bank Business Day (D-1)</li> <li>• The use of the sequence type 'First' in a first of a recurrent series of Collections is no longer mandatory (i.e. a first Collection can be identified in the same way as a subsequent Collection with the sequence type 'RCUR')</li> </ul>



Issue number	Dated	Reason for revision
V9.1	04/03/2015	Approval by the EPC Board on 4 March 2015 of the new Scheme Management Internal Rules (SMIRs) (EPC207-14 v1.0) replacing the previous SMIRs (EPC207-07 v4.0) following a 90 day public consultation on the drafted new SMIRs that ended on 31 January 2015. References to various EPC bodies have been adapted according to the new SMIRs.
V9.2	02/03/2016	Approval by the EPC Board on 02 March 2016 of the new Scheme Management Internal Rules (SMIRs) (EPC207-14 v2.0) replacing the previous SMIRs (EPC207-14 v1.0) following a 90 day public consultation on the drafted new SMIRs that ended on 31 December 2015. The aim of new SMIRs is to increase the transparency of the evolution of the EPC SEPA scheme rulebooks and to enhance the involvement from end-users and technical players in the change management process. A substantial number of major amendments have been made in Chapter 4 and Chapter 5 of the SMIRs.
V9.3	24/11/2016	Approval by the Scheme Management Board on 3 November 2016 of the new Scheme Management Internal Rules (SMIRs) (EPC207-14 v3.0) replacing the previous SMIRs (EPC207-14 v2.0) following a 90 day public consultation on 2016 change requests that ended on 4 July 2016. One approved change request covered additional wording in section 2.1 of the SMIRs. A second approved change request contained wording additions in section 3.2.3.5 in the SMIRs and in the Rulebook section 5.6. These changes have no impact on the business and operational rules.
2017 v1.0	24/11/2016	Changes following a 90 day public consultation on 2016 change requests that ended on 4 July 2016. Inclusion of regulatory changes linked to PSD 2 and the Eurosystem oversight assessment.
2017 v1.1	18/10/2017	Inclusion of regulatory changes in the sections 5.7 and 5.8 linked to the Eurosystem oversight assessment as approved by the September 2017 SMB meeting. Editorial change by changing the term 'Risk Mitigation' into 'Risk Management'. These changes have no impact on the business and operational rules.
2017 v1.2	22/11/2018	Approval by the October 2018 Scheme Management Board meeting of The new Scheme Management Internal Rules (SMIRs) (EPC207-14 v4.2) replacing the previous SMIRs (EPC207-14 v4.1). The updated definition of the term 'Major Incidents' in the Rulebook. This update results from the Major incident reporting framework for payment schemes and retail payment systems of the ECB/ Eurosystem. This framework was finalised in September 2018 and enters into force on 01 January 2019. The two sets of changes have no impact on the business and operational rules.



Issue number	Dated	Reason for revision
2019 v1.0	22/11/2018	Inclusion of regulatory changes as approved by the October 2018 SMB meeting. Changes following a 90-day public consultation on 2018 change requests that ended on 10 June 2018.
2019 v1.1	05/03/2020	Updates related to the transformation of the Compliance and Adherence Committee (CAC) and Appeals Committee into a “Dispute Resolution Committee” (DRC), with a dedicated mandate and reporting directly to the EPC Board. The DRC is responsible for complaints management and appeals across all EPC Modules, for all EPC-managed payment and payment-related schemes. The adherence process of the various schemes is now managed by the EPC Secretariat, whereby complaints can be raised with the DRC. All these changes affect certain sections in the Rulebook, the SMIRs (now called ‘SEPA Payment Scheme Management Rules’) and the relevant Rulebook Annexes. These changes have no impact on the business and operational rules.
2019 v1.2	30/10/2020	Reformulation (i.e. shortening) of the list of countries or jurisdictions from which applicants are deemed automatically to be eligible to participate to the scheme in section 5.4. The list of relevant articles of the national legislations in the concerned <b>non-EEA</b> countries to which the scheme has been extended, has been replaced by a reference to the document EPC409-09 ( <u>[14]</u> ). The title of [14] has also been slightly amended in section 0.1. These changes have no impact on the business and operational rules of the scheme. No other changes have been made.
2021 v1.0	26/11/2020	Inclusion of major and regulatory changes as approved by the September 2020 SMB meeting following a 90-day public consultation on submitted 2020 change requests that ended on 09 June 2020.
2021 v1.1	13/12/2021	Inclusion of the new SEPA Payment Scheme Management Rules (EPC207-14 v4.4) replacing the previous version (EPC207-14 v4.3). This change has no impact on the business and operational rules.
2021 v1.2	25/05/2022	Inclusion of the new SEPA Payment Scheme Management Rules (EPC207-14 v4.5) replacing the previous version (EPC207-14 v4.4). Change of the names of the EPC Bodies Scheme Management Board (SMB) and Scheme Evolution and Maintenance WG (SEM WG) into Payment Scheme Management Board (PSMB) and Payment Scheme Evolution and Maintenance WG (PSEM WG) throughout the Rulebook. These changes have no impact on the business and operational rules.



Issue number	Dated	Reason for revision
2021 v1.3	14/11/2023	<p>Inclusion of the new <b>EPC</b> Payment Scheme Management Rules (EPC 207-14 v5.0) replacing the version (EPC207-14 v4.5) previously called <b>SEPA</b> Payment Scheme Management Rules.</p> <p>This has been done in light of the One-Leg Out Instant Credit Transfer (OCT Inst) Scheme Rulebook (EPC158-22) being overseen by the Payment Scheme Management Board (PSMB) as of 28 November 2023.</p> <p>These changes have no impact on the business and operational rules.</p>

### 0.3 Purpose of Document

A SEPA Payment Scheme is a common set of rules, practices and standards for the provision and operation of a SEPA payment instrument agreed at inter-PSP level in a competitive environment.

The objectives of the Rulebook are:

- To be the primary source for the definition of the rules and obligations of the Scheme
- To provide authoritative information to Participants and other relevant parties as to how the Scheme functions
- To provide involved parties such as Participants, Clearing and Settlement Mechanisms (“CSMs”), and technology suppliers with relevant information to support development and operational projects

### 0.4 About the EPC

The purpose of the EPC, as one representative of the European Payment Service Providers’ sector, is to support and promote European payments integration and development, notably the Single Euro Payments Area (“SEPA”).

The mission of the EPC is to contribute to safe, reliable, efficient, economically balanced and sustainable, convenient payments supporting an integrated European economy, its end-users’ needs as well as its competitiveness and innovation goals:

- through the development and management of pan-European payment and payment-related schemes and the formulation of positions and proposals on European payment issues;
- in constant dialogue with other Stakeholders and regulators at European level; and
- taking a strategic and holistic perspective.

The EPC offers one focal point and voice for the Payment Service Providers’ sector on all European payment and payment-related issues, driven by a single vision.

The EPC shall, among other things, be responsible for the performance of functions relating to Scheme Management, as set out in the relevant governance documents, including amongst others the present Rulebook. The EPC is the owner and manager of various payment and payment-related Schemes.



## 0.5 Other Related Documents

The Rulebook is primarily focused on stating the business requirements and inter-PSP rules for the operation of the Scheme. In addition to the Rulebook there are a number of key documents which support the Scheme operationally:

### 0.5.1 SEPA Direct Debit Scheme Implementation Guidelines

The complete data requirements for the operation of the Scheme are classifiable according to the following data model layers:

- The business process layer in which the business rules and requirements are defined and the related data elements specified
- The logical data layer which specifies the detailed datasets and attributes and their inter-relationships
- The physical data layer which specifies the representation of data in electronic document formats and messages

This Rulebook focuses on the business process layer and appropriate elements of the logical layer.

The SEPA Direct Debit Core Scheme Implementation Guidelines are available as two complementary documents:

- the guidelines regarding the inter-PSP Collection messages (SEPA Direct Debit Core Scheme inter-PSP Implementation Guidelines) and
- the guidelines regarding the Customer-to-PSP Collection messages (SEPA Direct Debit Core Scheme Customer-to-PSP Implementation Guidelines) which each participant is obliged to support at the request of the Creditor.

The SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines (reference [5]) and the SEPA Direct Debit Core Scheme Customer-to-PSP Implementation Guidelines (reference [8]) which set out the rules for implementing the direct debit ISO 20022 XML Standards; constitute **binding** supplements to the Rulebook.

Important specification to reference [8]: only when the Creditor PSP offers to its Creditors the service of accepting and processing electronically bundled Customer-to-PSP Collections, the Creditor PSP is obliged to accept at least but not exclusively Customer-to-PSP Collections which follow the specifications defined in [8] at the request of the Creditor.

### 0.5.2 Adherence Agreement

The Adherence Agreement, to be signed by Participants, is the document which binds Participants to the terms of the Rulebook. The text of the Adherence Agreement is available in ANNEX I. The Rulebook and Adherence Agreement entered into by Participants together constitute a multilateral contract among Participants and the EPC. The rules and procedures for joining the Scheme are set out in the EPC Payment Scheme Management Rules (the "**Internal Rules**"). In addition, a guidance document (Guide to the SEPA Schemes Adherence Process [11]) is available.





## 1 Vision & Objectives

This chapter provides an introduction to the Scheme, setting out the background to the Scheme as well as its aims and objectives.

### 1.1 Vision

The Scheme provides a set of inter-PSP rules, practices and standards to be complied with by Participants who adhere to the Scheme. It allows payment service providers in SEPA to offer a SEPA-wide core and basic euro direct debit product to customers. The Scheme also provides a common basis on which Participants are able to offer new and innovative services.

The euro direct debit products based on the Scheme provide customers (e.g., individuals, small and medium-sized enterprises, corporates and government entities) with a straightforward instrument possessing the necessary reliability, predictable execution time and reach.

Direct debits within SEPA will be able to be processed in accordance with the rules and standards of this Scheme.

SEPA Direct Debits are fully automatable and based on the use of open standards and the best practices of straight through processing ('STP') without manual intervention.

### 1.2 Objectives

#### (☐ e-Mandates)

- To maintain a scheme with no disparities between national and cross-border euro direct debits and with full Reachability throughout SEPA in accordance with the 'SEPA Regulation'.
- To meet the actual and future needs of parties via a simple, well-controlled, fully dematerialised, secure, reliable, transparent and cost-efficient instrument.
- To enable the achievement of best-in-class security, low risk and improved cost efficiency for all participants in the payments process.
- To allow the further development of a healthy and competitive market for payment services.
- To improve the current level of service provided to customers towards the highest existing service level experienced in SEPA today.
- To provide a framework for the removal of local inhibitors and the harmonisation of standards and practices.
- To maintain a core scheme that is flexible enough to be adapted to various kinds of future market requirements and processes.

### 1.3 Binding Nature of the Rulebook

Becoming a Participant in the Scheme involves signing the Adherence Agreement. By signing the Adherence Agreement, Participants agree to respect the rules described in the Rulebook. The Rulebook describes the liabilities and responsibilities of each Participant in the Scheme.

Participants are free to choose between operating processes themselves, or using intermediaries or outsourcing (partially or completely) to third parties. However, outsourcing or the use of intermediaries does not relieve Participants of the responsibilities defined in the Rulebook.

The Rulebook covers in depth the main aspects of the inter-PSP relationships linked to the Scheme. For the relationships between a **Participant** and its **customer**, the Rulebook specifies the



minimum requirements imposed by the Scheme. For the relationships between a **Creditor** and a **Debtor**, the Rulebook also specifies the minimum requirements of the Scheme.

#### 1.4 Separation of the Scheme from the Infrastructure

It is a key feature of the Scheme that it provides a single set of rules, practices and standards which are then operated by individual Participants and potentially multiple infrastructure providers. Infrastructure providers include CSMs of various types and the technology platforms and networks that support them. Infrastructure is an area where market forces operate based on the decisions of Participants.

The result is that the direct debit instrument based on a single set of rules, practices and standards is operated on a fully consistent basis by CSMs chosen by individual Participants as the most appropriate for their needs.

#### 1.5 Other Features of the Scheme

- The rights and obligations of Participants, and, as appropriate, their customers, will be clear and unambiguous
- Direct debit messages use open, industry-recognised standards
- The Scheme ensures full interoperability between Participants
- Individual Participants are free to innovate and satisfy customer needs in a competitive market place, as long as these innovations do not conflict with the Rulebook

#### 1.6 The Business Benefits of the Scheme

##### 1.6.1 Advantages for and Expectations of Creditors

##### (☐ e-Mandates)

For Creditors, the Scheme identifies all issuers of recurrent and one-off bills as potential customers.

The most important advantages offered by the Scheme to a Creditor are:

- a. A simple and cost-efficient way to collect Funds
- b. The ability to determine the exact date of Collection
- c. The certainty of payment completion within a predetermined time-cycle
- d. The opportunity to optimise cash-flow and treasury management
- e. Straightforward reconciliation of received payments
- f. The ability to automate exception handling such as: Returned, Rejected, or Refunded Collections and Reversals
- g. One payment instrument throughout SEPA for Creditors holding a payment account in SEPA
- h. The opportunity to collect Funds from Debtors through the use of a single payment instrument
- i. The reduction of administrative costs and the enhancement of security due to the optional use of digital signatures for signing Mandates, once electronic signatures become available.



### 1.6.2 Advantages for and Expectations of Debtors

#### (☐ e-Mandates)

For Debtors, the Scheme caters for both businesses and private individuals as potential users. The most important advantages offered by the Scheme to a Debtor are:

- a. A simple means of paying bills, without the risk of late payment and its consequences
- b. The Debtor is easily reachable for SEPA-wide business offers since the Scheme is a single, trusted payment service for all Creditors in SEPA.
- c. Straightforward reconciliation of debits on account statements
- d. The possibility to sign a Mandate on paper or in a fully electronic way once electronic signatures become available.
- e. A no-questions-asked, fast and simple Refund procedure available within eight weeks of the debit date.

### 1.6.3 Advantages for and Expectations of Participants

#### (☐ e-Mandates)

The most important advantages offered by the Scheme to Participants are:

- a. Processes are highly automated and cost-effective, with end-to-end dematerialisation
- b. The processing cycle is clear, transparent and reliable
- c. Enable the proper management of liabilities and risks
- d. Risk management in inter-PSP Settlement and at inter-PSP level in general
- e. Creditors must show evidence of properly executed Mandates whenever requested
- f. The Scheme enables the achievement of full STP of all transactions, including, with clear reference to the original transaction, Rejects, Returns, Refunds and Reversals
- g. The Scheme is intended to create conditions which will allow each Participant to build products that can generate reasonable economic returns sufficient to ensure the safety, security, and risk integrity of the Scheme
- h. Ease of implementation
- i. Use of open standards such as ISO BIC and European IBAN as bank and account identifiers
- j. Unambiguous identification of all SEPA Direct Debit Creditors
- k. Application of a set of harmonised rules and standards

### 1.6.4 Advantages for CSMs

The separation of scheme from infrastructure will permit the operation of the Scheme by multiple CSMs, provided that the rules, practices and standards of the Scheme are fully met; the service providers may add Additional Optional Services ("AOS") to the benefit of choice and competition (see section 2.4).

## 1.7 Common Legal Framework

It is a prerequisite for the launch of the Scheme that the Payment Services Directive (or provisions or binding practice substantially equivalent to those set out in Titles III and IV of the Payment Services Directive) is implemented or otherwise in force in the national law of SEPA countries.

This Scheme is a 'payment scheme' within the meaning of the SEPA Regulation; it is equally relevant for Participants from countries or territories which are listed in the EPC List of SEPA Scheme Countries (reference [14]).

The further details as to the requirements for a common legal framework for this Scheme are spelled out in Chapter 5 of this Rulebook.



## 2 Scope of the Scheme

### 2.1 Application to SEPA

The Scheme is applicable in the countries listed in the EPC List of SEPA Scheme Countries<sup>1</sup>.

### 2.2 Nature of the Scheme

#### (☐ e-Mandates)

A SEPA Direct Debit is a payment instrument governed by the Rulebook for making Collections in euro throughout SEPA from accounts designated to accept Collections.

Transactions for the Collection of Funds from a Debtor's account with a Debtor PSP are initiated by a Creditor via the Creditor PSP as agreed between Debtor and Creditor. This is based on an authorisation for the Creditor and the Debtor PSP given to the Creditor by the Debtor for the debit of its account: this authorisation is referred to as the 'Mandate'. The Debtor and Creditor must each hold an account with a Participant located within SEPA.

The Collections executed in accordance with the Rulebook are separate transactions from the underlying contract on which they are based. The underlying contract is agreed on between the Debtor and the Creditor. The Creditor PSP and the Debtor PSP are not concerned with or bound by such contract. They are only involved in the agreement with their respective customers on the Terms and Conditions of the delivery of direct debit related services.

The following key elements are included within the scope of the Scheme: a set of inter-PSP rules, practices and standards for the execution of direct debit payments in euro within SEPA by Participants.

The objective is to provide full electronic end-to-end STP processing of transactions. This will also apply to the various processes for exception handling like Rejects, Returns, Reversals, Refunds, Refusals and Revocations. Only electronic handling of Mandate information is permitted between Participants. Between Debtor and Creditor, a Mandate can be exchanged in either paper or electronic form.

The Scheme leaves room for competition between Participants. It will allow Participants and groups of Participants to develop their own products and offer AOS (see section 2.4) based on the Scheme to their customers to meet particular objectives.

The Scheme gives full discretion to Debtors to accept or refuse a Mandate.

### 2.3 Recurrent and One-off Direct Debits

The Scheme caters for both recurrent and one-off Collections. Recurrent direct debits are those where the authorisation by the Debtor is used for regular direct debits initiated by the Creditor. One-off direct debits are those where the authorisation is given once by the Debtor to collect only one single direct debit, an authorisation which cannot be used for any subsequent transaction.

There is no difference in the legal nature of these two types.

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<sup>1</sup> See reference [14]



## 2.4 Additional Optional Services

The Scheme recognises that individual Participants and communities of Participants can provide complementary services based on the Scheme so as to meet further specific customer expectations. These are described as Additional Optional Services (“AOS”).

The following two types of AOS are identified:

- Additional Optional Services provided by Participants to their customers as value-added services which are nevertheless based on the core payment schemes. These AOS are purely a matter for Participants and their customers in the competitive space.
- Additional Optional Services provided by local, national and pan-European communities of Participants, such as the use of additional data elements in the ISO 20022 XML Standards. Any community usage rules for the use of the SEPA core mandatory subset of the ISO 20022 XML Standards should also be mentioned in this context, although they are not per se AOS. Other AOS may be defined, for example relating to community-provided delivery channels for customers.

Participants may only offer AOS in accordance with the following principles:

- All AOS must not compromise interoperability of the Scheme nor create barriers to competition. The Payment Scheme Management Board (“PSMB”) should deal with any complaints or issues concerning these requirements brought to its attention in relation to compliance with the Rulebooks as part of its normal procedures, as set out in the Internal Rules.
- AOS are part of the market space and should be established and evolve based on market needs. Based on these market needs, the EPC may incorporate commonly used AOS features into the Scheme through the change management processes set out in the Internal Rules.
- There should be transparency in relation to community AOS. In particular, details of community AOS relating to the use of data elements present in the ISO 20022 XML Standards (including any community usage rules for the SEPA core mandatory subset) should be disclosed on a publicly available website (in both local language(s) and English).

These AOS are not further described in the Rulebook as they are generally to be considered as competitive offerings provided by both individual Participants and communities of Participants and are out of scope.

## 2.5 Currency

The Scheme operates in euro.

All transactions will be in euro at the inter-PSP level in all process stages, including all exception handling, covering Rejects, Returns, Reversals, Refunds and Revocations.

The accounts of the Debtor and of the Creditor may be in euro or any other currency. Any currency conversion is executed in the Debtor PSP or Creditor PSP. Any such currency conversion, including the related risks for PSPs, is not governed by the Scheme.

All Returns, Reversals, Refunds and Revocations must be based on the exact euro amount of the originating direct debit.



## 2.6 Reachability

### (☐ e-Mandates)

Participants commit to receive payments under the Scheme and to process them according to the rules of the Scheme.

Reachability is a major assumption on which the Scheme is based and is therefore a key success factor for the Scheme.

The additional e-Mandate service is an optional service for Participants in the role of both Creditor PSP and Debtor PSP. The fact that a Participant offers e-Mandate services as a Creditor PSP and/or as a Debtor PSP does not change the obligation to be reachable as a Debtor PSP for Collections initiated under a paper Mandate.

## 2.7 Rules for Managing the Erroneous use of the Core Scheme

In principle, Participants are only bound, either in the role of a Creditor PSP, or of a Debtor PSP, or in both roles, by the Rules of the Scheme(s) to which they adhere.

The Core Scheme and the B2B Scheme are defined as two separate Schemes, each being described in a separate Rulebook. As some Participants will adhere to and operate both Schemes, as the messages used in both Schemes are based on the same standards and contain almost identical attributes, and as both Schemes are supported by very comparable business processes, errors in automated and manual processes might result in undesired and unintended interference between the two Schemes.

The general principle is that a Participant adhering to the Core Scheme as a Debtor PSP is allowed to reject or return, under the rules of the Core Scheme, collections that are presented by a Creditor PSP as initiated under the B2B Scheme. To support their clients, Debtor PSPs may however wish to check the status of the actual Mandate signed by their Debtors.





### 3 Roles of the Scheme Actors

This chapter describes the roles of the actors in the Scheme.

#### 3.1 The Actors

##### (☐ e-Mandates)

The execution of a SEPA Direct Debit involves four main actors:

- The **Creditor**: receives and stores the Mandate from the Debtor to initiate Collections. On the basis of this Mandate, the Creditor collects the direct debits.
- The **Creditor PSP**: is the PSP where the Creditor's account is held and which has concluded an agreement with the Creditor about the rules and conditions of a product based on the Scheme. On the basis of this agreement it receives and executes instructions from the Creditor to initiate the Direct Debit Transaction by forwarding the Collection instructions to the Debtor PSP in accordance with the Rulebook.
- The **Debtor PSP**: is the PSP where the account to be debited is held and which has concluded an agreement with the Debtor about the rules and conditions of a product based on the Scheme. On the basis of this agreement, it executes each Collection of the direct debit originated by the Creditor by debiting the Debtor's account, in accordance with the Rulebook.
- The **Debtor**: gives the Mandate to the Creditor to initiate Collections. The Debtor's PSP account is debited in accordance with the Collections initiated by the Creditor. By definition, the Debtor is always the holder of the account to be debited.

Creditor PSPs and Debtor PSPs are Participants in the Scheme. The operation of the Scheme also involves other parties indirectly:

- **CSMs**: CSMs such as an automated clearing house or other mechanisms such as intra-PSP and intra-group arrangements and bilateral or multilateral agreements between Participants. The term "CSM" does not necessarily connote one entity. For example, it is possible that the Clearing function and the Settlement functions will be conducted by separate actors.
- **Intermediary PSPs**: PSPs offering intermediary services to Debtor PSPs and/or Creditor PSPs, for example in cases where they are not themselves direct participants in a CSM.



### 3.2 Four Corner Model

#### (□ e-Mandates)

The following diagram gives an overview of the contractual relationships and interaction between the main actors.

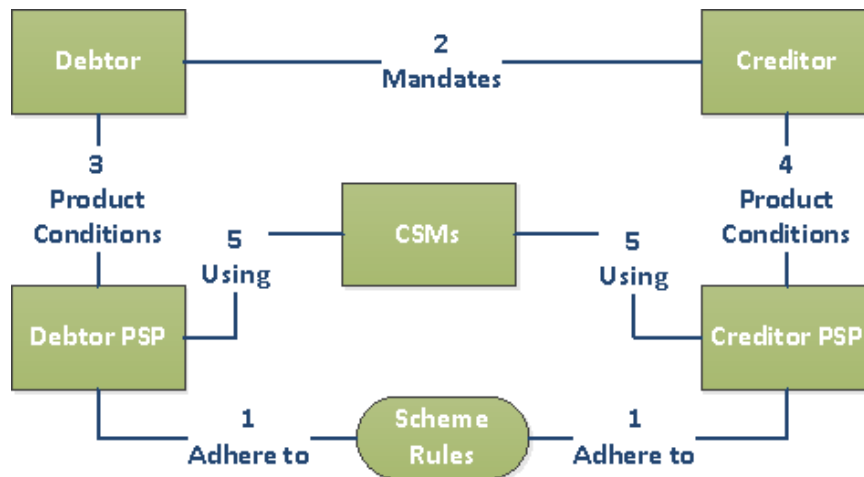


Figure 1: 4-Corner Model – Contractual

The actors are bound together by a number of relationships, identified on the diagram by numbers:

1. The contractual relationships underlying the Scheme to which all Participants are bound through the Adherence Agreement.
2. Between the Creditor and the Debtor, regarding the requirement to make a payment. This will result in a Mandate, agreed between Creditor and Debtor, and signed by the Debtor. Whilst the data elements required for the Mandate are specified by the Scheme, the underlying relationship is outside the Scheme.
3. Between the Debtor PSP and the Debtor concerning the direct debit service to be provided and related Terms and Conditions. Provisions for this relationship are not governed by the Scheme, but will, as a minimum, cover elements relevant to the execution of a SEPA Direct Debit as required by the Scheme.
4. Between the Creditor PSP and the Creditor concerning the direct debit service to be provided and the related Terms and Conditions. Provisions for this relationship are not governed by the Scheme, but will, as a minimum, cover elements relevant to the execution of a SEPA Direct Debit as required by the Scheme.
5. Between the Creditor PSP and the Debtor PSP and the selected CSM concerning the Terms and Conditions of the services delivered. Provisions for these relationships are not governed by the Scheme, but will, as a minimum, cover elements relevant to the execution of a SEPA Direct Debit.
6. As applicable, between the Creditor PSP and/or the Debtor PSP and any Intermediary PSP. Provisions for these relationships are not governed by the Scheme. This relationship is not illustrated above.



### 3.3 Clearing and Settlement Mechanisms

CSMs are responsible to the Creditor PSPs and Debtor PSPs that use their services. As a matter of normal practice, these mechanisms:

- Receive direct debit transactions for Clearing from the Creditor PSP who participates in the relevant CSM;
- Clear and forward them to the Debtor PSP who participates in the relevant CSM, ensuring that all data intended by the Creditor and the Creditor PSP to reach the Debtor PSP and the Debtor is forwarded in full and without alteration;
- Handle exceptions such as Rejects, Returns and Refunds;
- Make arrangements such that Settlement can be achieved between the Creditor PSP and Debtor PSP;
- Provide any required risk management procedures and other related services.

### 3.4 Intermediary PSPs

If any actor uses the services of an Intermediary PSP to perform any function in relation to a direct debit, this should:

- Be transparent to the Scheme and in no way affect or modify the obligations of the Participants;
- Be the subject of a separate bilateral agreement between the intermediary and its customer (i.e. the Creditor PSPs or Debtor PSPs);

### 3.5 Governing laws

The governing laws of the agreements in the four-corner model are as follows:

- The Rulebook is governed by Belgian law;
- The Adherence Agreements are governed by Belgian law;
- The Mandate must be governed by the law of a SEPA country.

### 3.6 Relationship with customers

In accordance with Chapter 5, Participants must ensure that the Terms and Conditions are effective so as to enable Participants to comply with their obligations under the Scheme.



## 4 Business and Operational Rules

This chapter describes the business and operational rules of the Scheme which must be observed by Participants and by other actors as necessary such that the Scheme can function properly. It also describes the datasets used in the Scheme, and the specific data attributes within these datasets.

Datasets and attributes will be represented and transmitted using generally accepted, open, interoperable standards wherever possible (see section 0.5).

### 4.1 The Mandate

#### (☐ e-Mandates)

The following diagram gives a schematic overview of the main actors and their interaction in the issuing of the Mandate.

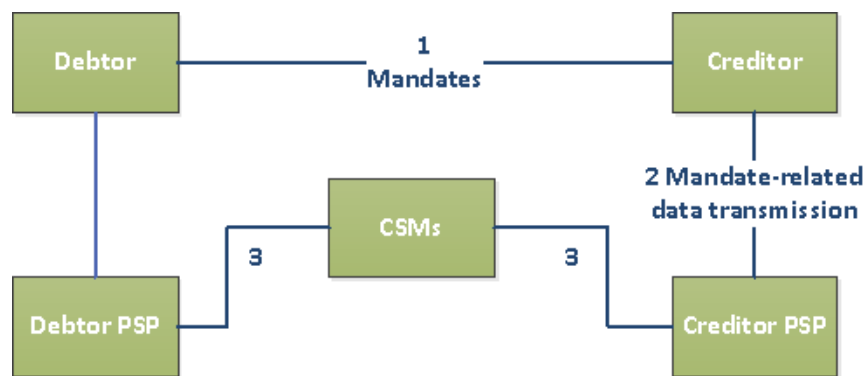


Figure 2: 4-Corner Model - Mandate

The Mandate (1) is the expression of consent and authorisation given by the Debtor to the Creditor to allow such Creditor to initiate Collections for debiting the specified Debtor's account and to allow the Debtor PSP to comply with such instructions in accordance with the Rulebook.

The Debtor completes the Mandate and sends it to the Creditor. A Mandate may exist as a paper document which is physically signed by the Debtor. The paper mandate can be stored either as the original document or in any digitalised format subject to the national legal requirements. Alternatively, the Mandate may be an electronic document which is signed using a legally binding method of signature.

The Mandate, whether it be in paper or electronic form, must contain the necessary legal text, and the names of the parties signing it. The requirements for the contents of the Mandate are set out in Section 4.7.2 of the Rulebook.

The Mandate must always be signed by the Debtor as account holder or by a person in possession of a form of authorisation (such as a power of attorney) from the Debtor to sign the Mandate on his behalf. The Creditor may offer the Debtor an automated means of completing the Mandate, including the use of an electronic signature. After signing, the Debtor must send the Mandate to the Creditor.

The signed Mandate, whether it be paper-based or electronic, must be stored by the Creditor for as long as the Mandate exists. The Mandate, together with any related amendments or information concerning its cancellation or lapse, must be stored intact by the Creditor according to national legal requirements and its Terms and Conditions with the Creditor PSP. After cancellation, the Mandate must be stored by the Creditor according to the applicable national legal



requirements, its Terms and Conditions with the Creditor PSP and as a minimum, for as long as may be required under section 4.6.4 of the Rulebook for a Debtor to obtain a Refund for an Unauthorised Transaction under the Scheme.

When paper-based, the data elements of the signed Mandate must be dematerialised by the Creditor without altering the content of the paper Mandate; when electronic, the data elements must be extracted from the electronic document without altering the content of the electronic Mandates.

The Mandate-related data must be transmitted to the Creditor PSP (2), along with each Collection of a recurrent SEPA Direct Debit or with the one-off Collection. The dematerialised Mandate-related information must be transmitted (3) by the Creditor PSP to the Debtor PSP as part of the Collection in one single flow, using the selected CSM. The Debtor PSP may choose to offer AOS to the Debtor based on the Mandate content. The Creditor PSP may also choose to offer AOS to the Creditor based on the Mandate content.

## 4.2 Collections

### (☐ e-Mandates)

The following diagram gives a schematic overview of the main actors and their interaction in the process for handling Collections.

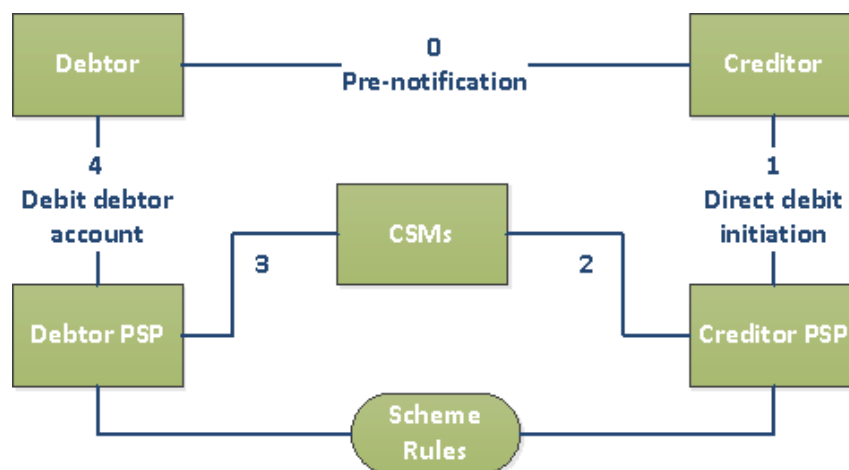


Figure 3: 4-Corner Model – Collections

The Creditor must send a Pre-notification (0) to the Debtor according to the time frame defined in Section 4.3.

After receiving the signed Mandate, the Creditor may initiate Collections (1).

The Creditor must conform to the stipulated period for the submission of Collections in advance of the Settlement Date. The period between Due Date and the day on which the Debtor PSP must receive the Collection has to be at least 1 Inter-PSP Business Day (D-1) irrespective of whether the Collection is presented as an one-off or a recurrent Collection. Further information about the time cycle of the processing flow is specified in Section 4.3.

The Creditor PSP will send Collections to the Debtor PSP through a selected CSM (2).

The relevant CSM will process the transaction, send the necessary Collections in accordance with the Settlement Cycle (3), and make the necessary arrangements for Settlement.

The Debtor PSP must debit the Debtor's account if the account status allows this. It may also choose to offer AOS (4) to its Debtors, but it is not obliged to do so by the Scheme.



The Debtor has the right to instruct the Debtor PSP to completely prohibit his payment account to be debited for any Collection or to ask for certain limitations as defined in Article 5 of the SEPA Regulation. The Debtor PSP must offer these services to its customers.

The Debtor PSP may reject a Collection prior to Settlement, either for technical reasons or because the Debtor PSP is unable to accept the Collection for other reasons, e.g. account closed, Customer deceased, account does not accept direct debit, or for reasons pursuant to Article 93 of the Payment Services Directive, or because the Debtor wishes to refuse the debit.

The Debtor PSP may return a Collection after Settlement up to five Inter-PSP Business Days after the Settlement Date, either for technical reasons or because the Debtor PSP is unable to accept the Collection for other reasons, e.g. account closed, Customer deceased, account does not accept direct debit, or for reasons pursuant to Article 93 of the Payment Services Directive, or because the Debtor wishes to refuse the debit. The Scheme rules provide a contractual entitlement for the Debtor PSP to recover the amount of this Return from the Creditor PSP. The Creditor PSP is entitled to recover the amount of this Return from the Creditor in accordance with its Terms and Conditions with the Creditor.

Accordingly, the point in time of receipt in relation to a Collection coincides with the Due Date, taking into account section 4.3.2 of the Rulebook, and as permitted by and pursuant to Article 78 of the Payment Services Directive.

The Debtor is entitled to obtain a Refund by request to the Debtor PSP in accordance with sections 4.3 and 4.4 of the Rulebook. Where a Debtor is entitled to a Refund under the Rulebook, the Debtor PSP must refund the Debtor. The Scheme rules provide a contractual entitlement for the Debtor PSP to recover the amount of this Refund from the Creditor PSP. The Creditor PSP is entitled to recover the amount of this Refund from the Creditor in accordance with its Terms and Conditions with the Creditor. This Refund does not relieve the Debtor of its responsibility to resolve any issues in respect of the disputed Collection with the Creditor, nor does the payment of a Refund by the Debtor PSP prejudice the outcome of such a dispute. Issues in respect of any disputes or discussions between a Debtor and a Creditor in relation to a Collection are outside the scope of the Scheme.

For a recurrent direct debit, and in line with the Mandate, the Creditor may generate subsequent Collections. In turn, these will be submitted by the Creditor PSP to the CSM, which will then submit them to the Debtor PSP for debiting of the account of the Debtor.

If a Creditor does not present a Collection under a Mandate for a period of 36 months (starting from the date of the latest Collection presented, even if rejected, returned or refunded), the Creditor must cancel the Mandate and is no longer allowed to initiate Collections based on this cancelled Mandate. If there is a further requirement for a direct debit, a new Mandate must be established. The Rulebook does not oblige the Debtor PSP or the Creditor PSP to check the correct application of this rule; it is only an obligation for the Creditor.





### 4.3 Time Cycle of the Processing Flow

#### (☐ e-Mandates)

The processing flow of a Collection is described as follows:

- Key dates for normal flow
- Key dates for exceptions
- Cut-off Times
- Time Cycle

An Inter-PSP Business Day is a day on which PSPs generally are open for inter-PSP business. The TARGET Days Calendar is used to identify Inter-PSP Business Days. TARGET is the Trans-European Automated Real-time Gross Settlement Express Transfer System. To avoid frequent changes to TARGET closing days and thus the introduction of uncertainties into financial markets, a long-term calendar for TARGET closing days has been established and applied since 2002. It is published by the European Central Bank.

A Banking Business Day means, in relation to a Participant, a day on which that Participant is open for business, as required for the execution of a SEPA Direct Debit. A Calendar Day is any day of the year.

#### 4.3.1 Standard Relation between Key dates

The day on which Settlement takes place is called the **Settlement Date**.

The day on which the Debtor's account is debited is called the **debit date**.

The **Due Date (day 'D')** of the Collection is the day when the payment of the Debtor is due to the Creditor. It must be agreed on in the underlying contract or in the general conditions agreed between the Debtor and the Creditor.

The general rule is that the key dates:

**Due Date, Settlement Date, and debit date are the same date.**

The general rule is achieved when the following assumptions are true:

- The Collection contains a Due Date in accordance with the Scheme rules
- The Debtor PSP and the Creditor PSP are able to settle on Due Date
- The CSM is open for Settlement on Due Date
- The Debtor PSP is willing to debit the Debtor's account by the amount of the Collection on Due Date



#### 4.3.2 Non-Standard Relation between Key Dates

There are several conditions under which the standard relation between key dates cannot be respected, as follows:

- If for any reason, the Collection is delayed and has a Due Date that does not allow the Collection to be received by the Debtor PSP according to the rule described in Section 4.3.4, then this Due Date must be replaced by the earliest possible new Due Date by the Creditor or the Creditor PSP as agreed between them. At inter-PSP level, a given Due Date may never be changed.
- If the Due Date falls on a day which is not an Inter-PSP Business Day, then the Settlement Date will be the next Inter-PSP Business Day.
- If the Settlement Date falls on a day which is not a Banking Business Day for the Debtor PSP, then the debit date will be the next Banking Business Day.
- If the Debtor PSP cannot debit the Debtor's account on the Due Date (for example, insufficient Funds available or the need to carry out additional checks, as agreed with the customer) the debit can be executed later. The Debtor PSP must always carry out the Return in time, in order to respect that the Returns can be settled on D+5 Inter-PSP Business Days at the latest.



#### 4.3.3 Cut-off Times

The Scheme only covers the time cycle expressed in days. Cut-off Times at specific times of the day must be agreed upon between the CSM and the Participants, as well as between the Creditor PSPs and Debtor PSPs and Creditors and Debtors.

#### 4.3.4 Time Cycle

The diagram on the following page portrays the transaction as a set of steps in the order in which they occur, except for the detailed description of the Refund for an Unauthorised Transaction. It only shows the steps needed for the understanding of the time cycle.

In the diagram, the following abbreviations are used:

Legend:	
	Black – data flows
	Red and/or broken line – financial flows
CB	Creditor PSP
DB	Debtor PSP
CSM	Clearing and Settlement Mechanism
*TD	Counted in Inter-PSP Business Days (TARGET Days)
**CD	Counted in Calendar Days
***BD	Counted in Banking Business Days

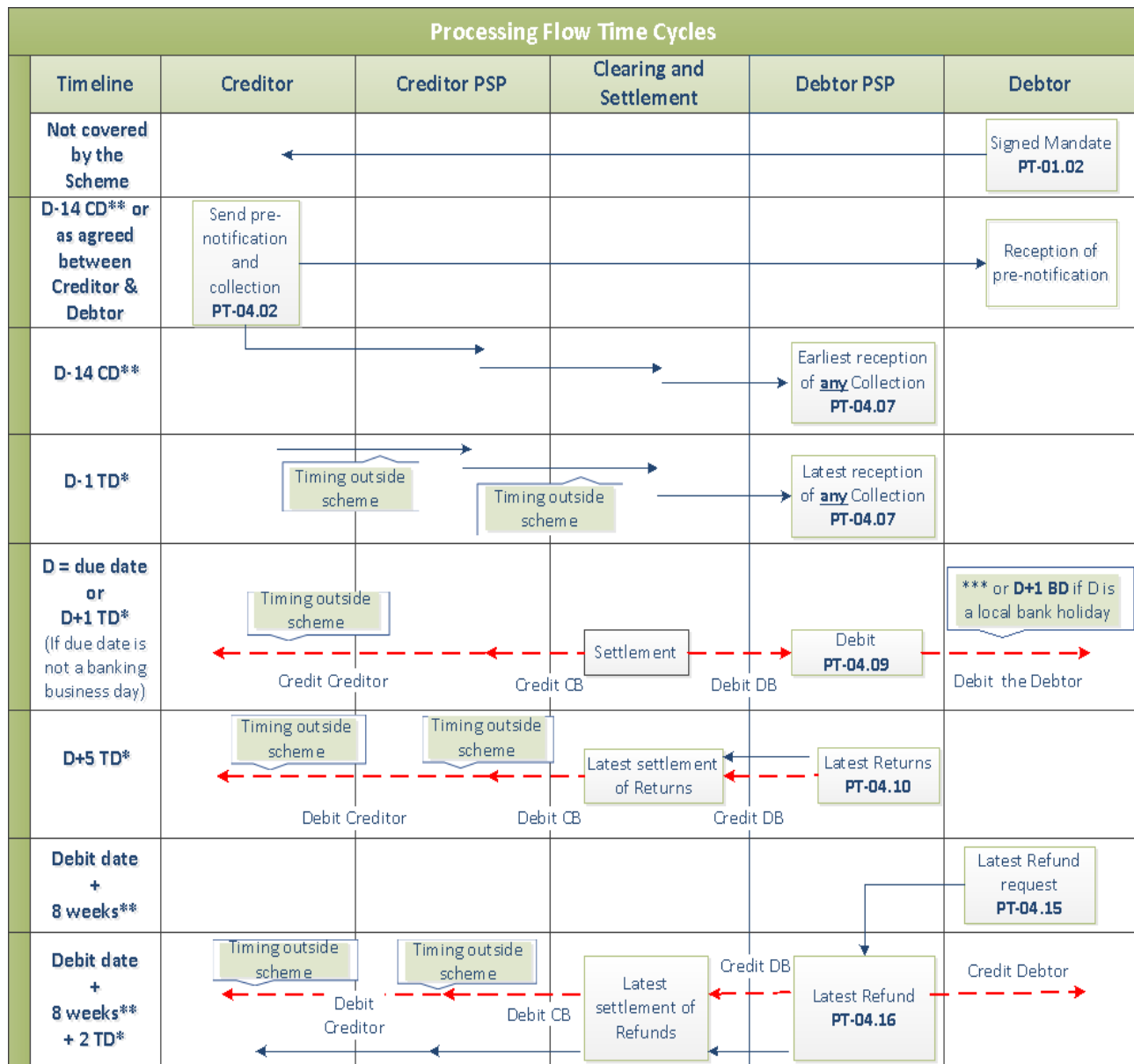


Figure 4: Processing Flow Time Cycles

The direct debit processes respect the following time-cycle rules:

- The Pre-notification must be sent by the Creditor at the latest 14 Calendar Days before the Due Date unless another time-line is agreed between the Debtor and the Creditor.
- The Creditor is allowed to send the Collection to the Creditor PSP after the Pre-notification is sent to the Debtor, but not earlier than 14 Calendar Days before the Due Date, unless otherwise agreed between the Creditor and the Creditor PSP.
- The Creditor PSP must send a Collection to the Debtor PSP so that the Debtor PSP receives the Collection from the Creditor PSP via the CSM at the latest one Inter-PSP Business Day (D-1) before Due Date and not earlier than 14 Calendar Days before the Due Date.
- The latest date for Settlement of the Returns is five Inter-PSP Business Days after the Settlement Date of the Collection presented to the Debtor PSP.
- Debtors are entitled to request a Refund for any SEPA Direct Debit within eight weeks from the date on which the amount of the SEPA Direct Debit was debited from the account of



the Debtor. Within this eight-week period, Refunds will be provided to the Debtor by the Debtor PSP on a no-questions-asked basis.

- If the request for a Refund concerns an Unauthorised Transaction (see definition in section 4.4 under **Refunds**), a Debtor must present its claim to the Debtor PSP within 13 months of the debit date in accordance with Article 71 of the Payment Services Directive. Section 4.6.4, PT-04.21 provides guidance for Participants to determine whether a transaction may be considered as being unauthorised.
- The latest day for the Settlement of a Refund for authorised transactions is two Inter-PSP Business Days after the date on which the deadlines specified in paragraph (6) above come to an end. Rules as to any claims between the Creditor and the Creditor PSP in respect of the Refund payments under the Rulebook are outside the scope of the Scheme.
- The latest day for the Settlement of a Refund for Unauthorised transaction is at the latest 30 calendar days + four Inter-BPSP Business Days after the date on which the deadlines specified in paragraph (7) above come to an end. Rules as to any claims between the Creditor and the Creditor PSP in respect of the Refund payments under the Rulebook are outside the scope of the Scheme.
- The Creditor PSP must ensure that Returns or Refunds that are presented for Settlement later than the latest day allowed by these rules are not processed by the Creditor PSP or by the CSM mandated to act as such and that the Debtor PSP is informed of this.
- Reversals may only be processed from Settlement date and within the five Inter-PSP Business Days following the Due Date requested in the original Collection. Later presentations must not be processed by the Creditor PSP or CSMs mandated to act as such and the Debtor PSP must be so informed.

The timing for crediting the Creditor for the Collections is outside of the scope of the Scheme.

#### 4.3.5 Charging Principles

Charges to Customers will be based on the shared principle such that the Creditor and Debtor are charged separately and individually by the Creditor PSP and Debtor PSP respectively. The basis and level of charges to Customers are entirely a matter for individual Participants and their Customers.

#### 4.4 Exception Handling

##### (☐ e-Mandates)

The processing of a Direct Debit Collection is handled according to the time frame described in the Rulebook. If for whatever reason, any party cannot handle the Collection in the normal way, the process of exception handling starts at the point in the process where the problem is detected. Direct Debit Transactions that result in exception processing are referred to as 'R-transactions'. R-transactions presented within the Scheme rules must be processed.

The messages resulting from these situations are handled in a standard manner at both process and dataset level.

**Rejects** are Collections that are diverted from normal execution, prior to inter-PSP Settlement, for the following reasons:



- Technical reasons detected by the Creditor PSP, the CSM, or the Debtor PSP, such as invalid format, wrong IBAN check digit
- The Debtor PSP is unable to process the Collection for such reasons as are set out in Article 93 of the Payment Services Directive.
- The Debtor PSP is unable to process the Collection for such reasons as are set out in section 4.2 of the Rulebook (e.g. account closed, Customer deceased, account does not accept direct debits).
- The Debtor made a Refusal request to the Debtor PSP. The Debtor PSP will generate a Reject of the Collection being refused.

**Refusals** are claims initiated by the Debtor before Settlement, for any reason, requesting the Debtor PSP not to pay a Collection. This Refusal must be handled by the Debtor PSP in accordance with the conditions agreed with the Debtor. If the Debtor PSP decides to handle the claim prior to inter-PSP settlement, which should be preferred, the Refusal results in the Debtor PSP rejecting the associated Collection. (Note: In addition to this ability to refuse individual transactions, the Debtor has the right to instruct the Debtor PSP to prohibit any direct debits from his payment account). When handled after Settlement, this Refusal is processed as a Return.

**Returns** are Collections that are diverted from normal execution after inter-PSP Settlement and are initiated by the Debtor PSP.

**Reversals:** When the Creditor concludes that a Collection should not have been processed a Reversal may be used after the Clearing and Settlement by the Creditor to reimburse the Debtor with the full amount of the erroneous Collection. The Rulebook does not oblige Creditor PSPs to offer the Reversal facility to the Creditors. For Debtor PSPs, it is mandatory to handle Reversals initiated by Creditors or Creditor PSPs. Creditors are not obliged to use the Reversal facility but if they do so, a Reversal initiated by the Creditor must (if the Creditor PSP offers a Reversal service) be handled by the Creditor PSP and the Debtor PSP. Reversals may also be initiated by the Creditor PSP for the same reasons. Debtor PSPs do not have to carry out any checks on Reversals received.

**Revocations** are requests by the Creditor to recall the instruction for a Collection until a date agreed with the Creditor PSP. This forms part of the bilateral agreement between Creditor and Creditor PSP and is not covered by the Scheme.

**Requests for cancellation** are requests by the Creditor PSP to recall the instruction for a Collection prior to Settlement. This forms part of the bilateral agreement between Creditor PSP and CSM and is not covered by the Scheme.

**Refunds** are claims by the Debtor for reimbursement of a direct debit. A Refund is available for authorised as well as for unauthorised direct debit payments in accordance with the rules and procedures set out in the Rulebook. A request for a Refund must be sent to the Debtor PSP after Settlement and within the period specified in section 4.3.

The Debtor PSP has the right to receive compensation, called the Refund compensation, from the Creditor PSP for the related interest loss incurred by the Debtor PSP. See PT-04.16 for the detailed description.

Rejects, Returns and Refunds of Collections must be cleared and settled via the CSM used for the Clearing and Settlement of the initial Collection, unless otherwise agreed between Participants. A process for Reject, Return and Refund must be offered by any CSM which is to offer services relating to the Scheme.



## 4.5 Process Descriptions

The naming conventions used in the following sections are described below:

The descriptions are based on the concepts of Process (Section 4.5), Process-step (Section 4.6), Dataset (Section 4.7) and Attribute (Section 4.8):

- A **Process** is defined as the realisation in an end-to-end approach of the major business functions executed by the different parties involved
- A **Process-step** is defined as the realisation of each step of one process executed by the parties involved in that step
- A **Dataset** is defined as a set of attributes required by the Rulebook
- An **Attribute** is defined as specific information to be used in the Rulebook
- For facilitating the reading and the use of the Rulebook, structured identification-numbers are used as follows:

**Processes:** PR-xx, where xx represents the unique sequence number

**Process-steps:** PT-xx.yy, where yy is the unique sequence number of the Process-step inside Process xx

**Datasets:** DS-xx, where xx represent the unique sequence number

**Attributes:** AT-xx, where xx represents the unique sequence number

The values used above are only intended as an identifier. In any series of sequence numbers some values might not be present, as during the development of the Rulebook, some items were deleted and the remaining items were not renumbered.

The various processes and their steps are described with the aid of diagrams.

The following processes constitute the Scheme:

(☐ e-Mandates)

<b>PR-01</b>	Issuing the Mandate
<b>PR-02</b>	Amendment of the Mandate
<b>PR-03</b>	Cancellation of the Mandate
<b>PR-04</b>	Collection of the Direct Debit Collection (covering both correct transactions and R-transactions arising from the processing of a Collection)
<b>PR-05</b>	Reversal of a Collection
<b>PR-06</b>	Obtain a copy of a Mandate





## 4.5.1 Issuing the Mandate (PR-01)

<b>PT01.01/ 02</b>	The process for issuing and signing a Mandate is handled between the Creditor and the Debtor. It can be executed in a paper-based process (PT-01.01) or, by an electronic process (PT-01.02).
<b>PT-01.03</b>	After acceptance by the Creditor, the Creditor must dematerialise the Mandate-related information, archive the document according to legal regulations for a period of time which is as a minimum as long as the Refund period defined for an Unauthorised Transaction and send the information on the Mandate to the Creditor PSP, as part of each Collection, as described in PT-04.03 (see section 4.5.4).
<b>PT-01.06</b>	After PT-04.07, the Debtor PSP (optionally) may use this information for AOS for the Debtor (see section 4.5.4).

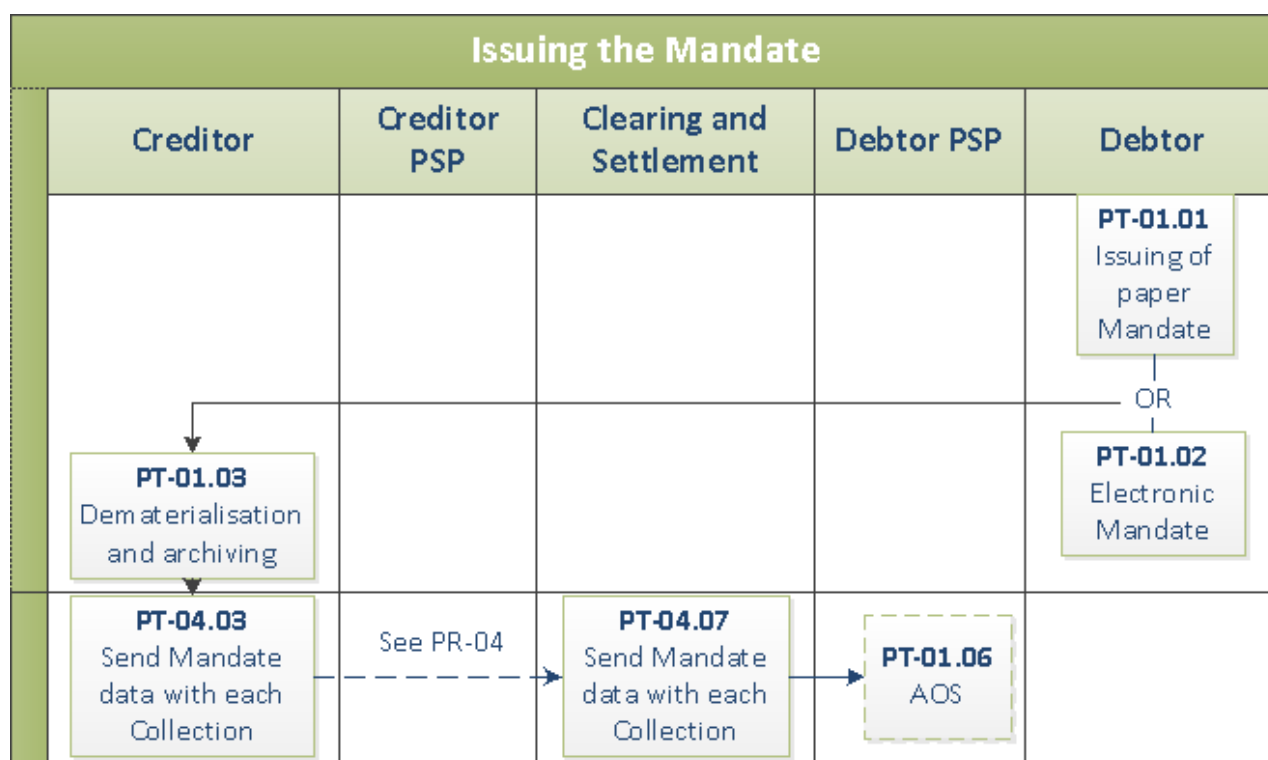


Figure 5: PR01 - Issuing the Mandate



## 4.5.2 Amendment of the Mandate (PR-02)

(□ e-Mandates)

<b>PT-02.01</b>	The amendment of the Mandate is handled between the Creditor and the Debtor. AT-24 (in Section 4.8) contains the list of circumstances for amendment of a Mandate.
<b>PT-02.02</b>	After acceptance by the Creditor, the Creditor must dematerialise the amended Mandate, archive the document, and send the information on the Mandate to the Creditor PSP as part of the next Collection, as described in PT-04.03.

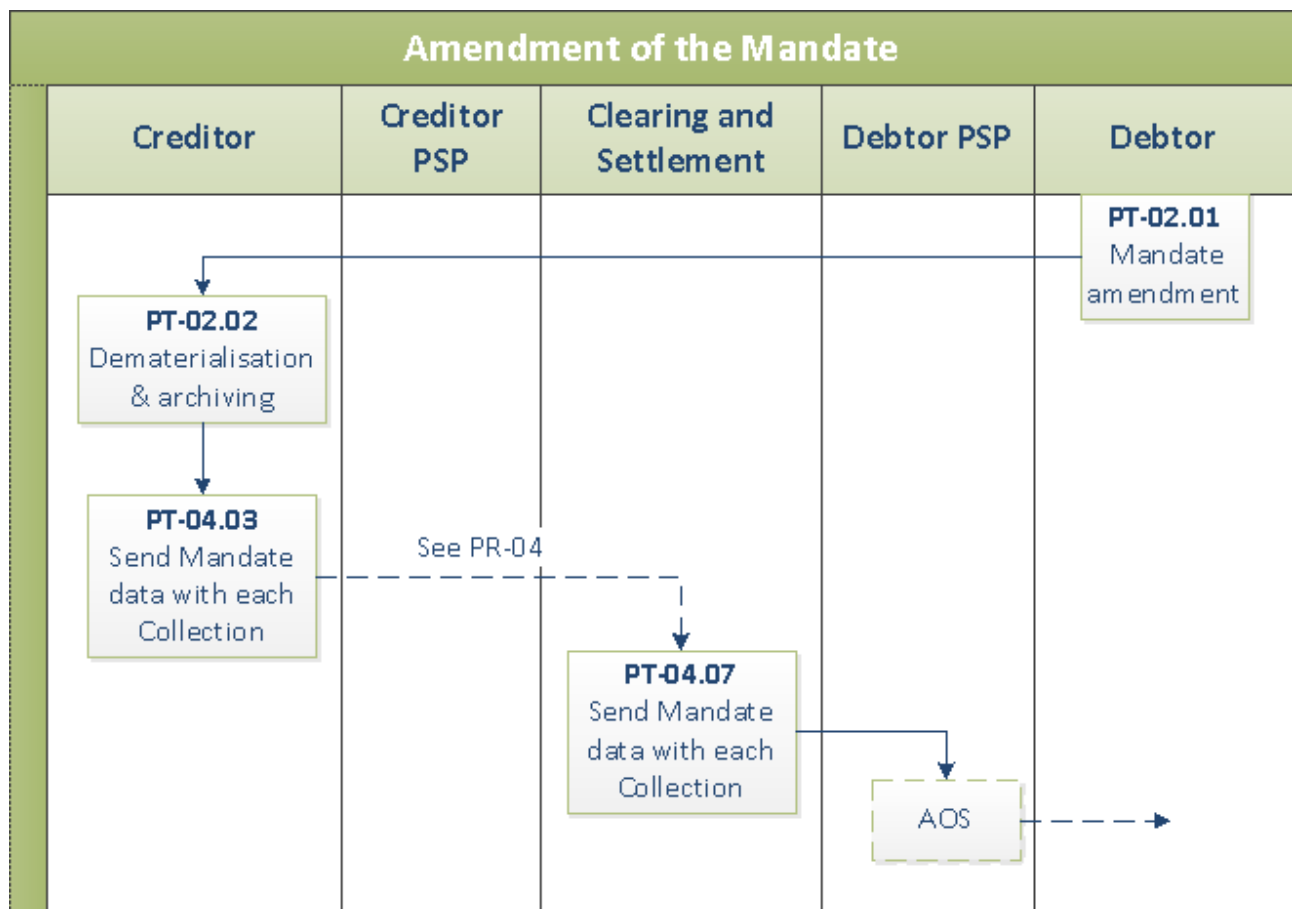


Figure 6: PR02 - Amendment of the Mandate



#### 4.5.3 Cancellation of the Mandate (PR-03)

(☐ e-Mandates)

<b>PT-03.01</b>	The cancellation of the Mandate is carried out between the Creditor and the Debtor without the involvement of either of their PSPs.
<b>PT-03.02</b>	The archiving of the document confirming the cancellation is done by the Creditor.
<b>PT-03.03</b>	The cancellation of the Mandate may be forwarded in the last Collection initiated by the Creditor under the Mandate involved in the cancellation, as described in PT-04.03.

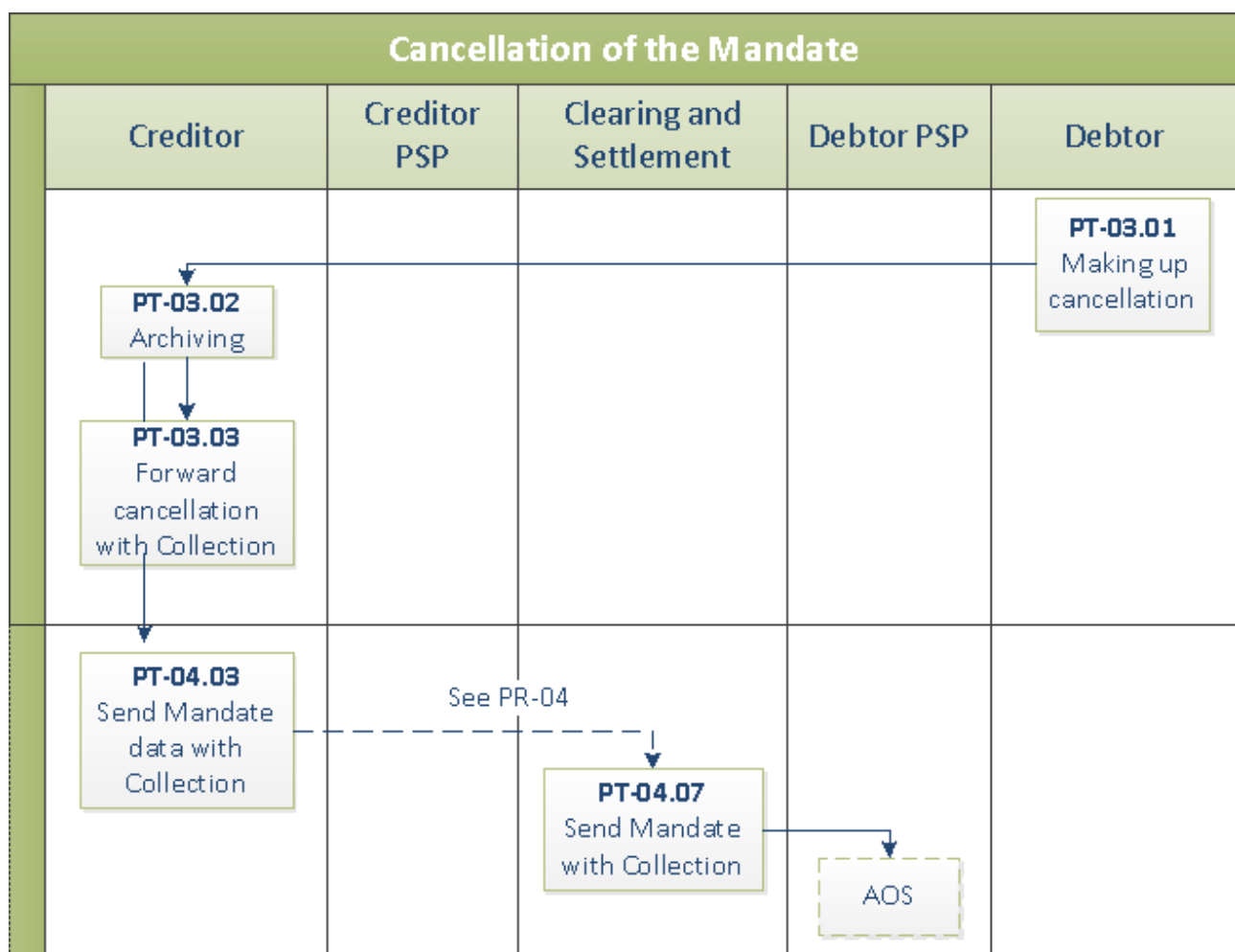


Figure 7: PR03 Cancellation of the Mandate



#### 4.5.4 Collection of the Direct Debit Transaction (PR-04)

This process covers both correct transactions and R-transactions arising from the processing of a Collection.

<b>PT-04.01</b>	The Creditor generates the data for the Collection of the transactions.
<b>PT-04.02</b>	The Creditor pre-notifies the Debtor of the amount and date on which the Collection will be presented to the Debtor PSP for debit.
<b>PT-04.02 bis</b>	The Debtor may instruct a Refusal to the Debtor PSP.
<b>PT-04.03</b>	The Creditor sends the Collections, including the Mandate-related information, to the Creditor PSP.
<b>PT-04.04</b>	The Creditor PSP Rejects some Collections received from Creditors.
<b>PT-04.05</b>	The Creditor PSP sends the Collections to the CSM.
<b>PT-04.06</b>	The CSM Rejects some Collections received from the Creditor PSP.
<b>PT-04.07</b>	The CSM sends the Collections to the Debtor PSP in accordance with the Settlement Cycle.
<b>PT-04.08</b>	The Debtor PSP Rejects some Collections before Settlement.
<b>PT-04.09</b>	The Debtor PSP debits the Debtor's account with the amount of the transaction.
<b>PT-04.10</b>	The Debtor PSP sends the returned Collection back to the CSM after Settlement.
<b>PT-04.11</b>	The CSM sends the returned Collection back to the Creditor PSP.
<b>PT-04.12</b>	The Creditor PSP debits the Creditor with the amount of the returned Collection.
<b>PT-04.13</b>	The Creditor must handle the disputed Collection with the Debtor, without involvement of the PSPs.
<b>PT-04.15</b>	If a transaction is disputed, the Debtor may instruct his PSP to reimburse the debited amount for a Refund.
<b>PT-04.16</b>	The Debtor PSP credits the Debtor's account and sends the Refund messages to the CSM.
<b>PT-04.17</b>	The CSM sends the Collection Refunds to the Creditor PSP.
<b>PT-04.18</b>	The Creditor PSP debits the Creditor with the amount of the Refunded Collections.
<b>PT-04.19</b>	The Creditor must handle the disputed Collection directly with the Debtor, without involvement of the PSPs.
<b>PT-04.20</b>	The Debtor initiates a request for a Refund (after the eight weeks Refund period) for an Unauthorised Transaction.
<b>PT-04.21</b>	The Debtor PSP accepts or rejects the Request for Refund - requests Mandate Copy from Creditor PSP.
<b>PT-04.22</b>	The Creditor PSP forwards the request for Refund to the Creditor.



<b>PT-04.23</b>	The Creditor investigates the request for Refund and provides a response.
<b>PT-04.24</b>	The Debtor PSP decides on the claim, sends the Refund of an Unauthorised Transaction to the CSM.
<b>PT-04.25</b>	The CSM sends the Refund of an Unauthorised Transaction to the Creditor PSP.
<b>PT-04.26</b>	The Creditor PSP debits the Creditor with the amount of the refunded Unauthorised Transaction.
<b>PT-04.27</b>	The Creditor handles the dispute of a Refund for an Unauthorised Transaction (out of scope of the Scheme).

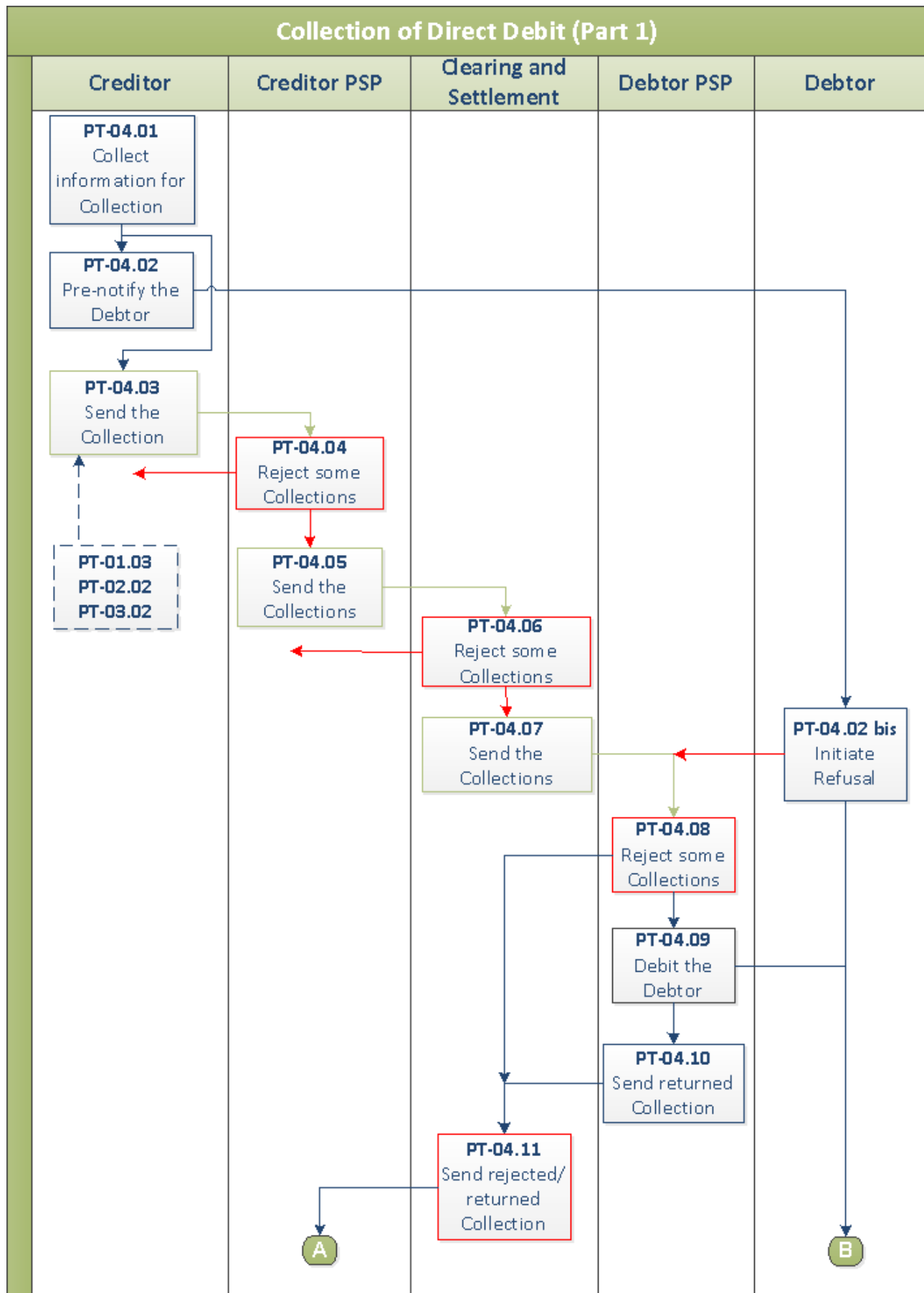


Figure 8: PR04 - Collection of Direct Debit (1)

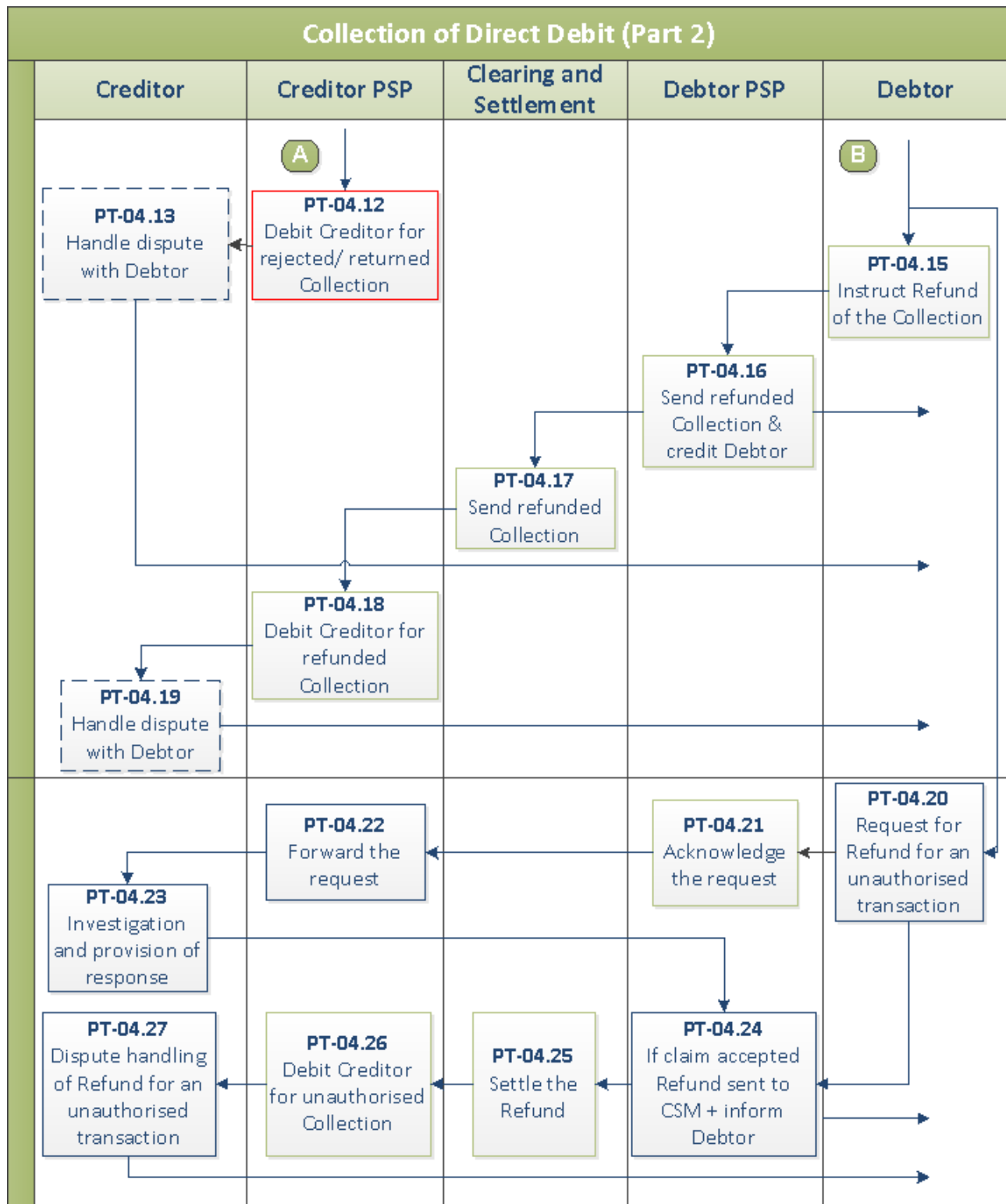


Figure 9: PR04 - Collection of Direct Debit (2)





#### 4.5.5 Reversal of a Direct Debit Transaction (PR-05)

<b>PT-05.01</b>	The Creditor initiates Reversals of settled Collections.
<b>PT-05.02</b>	The Creditor PSP submits Reversals to the CSM for transactions that were collected by the Creditor by mistake.
<b>PT-05.03</b>	The CSM forwards Reversals of settled Collections to the Debtor PSP.
<b>PT-05.04</b>	The Debtor PSP credits the Debtor with the amount of the Reversal of a settled Collection, without any obligation to check if the original Collection has been debited from the Debtor's account or has been rejected, returned or refunded.

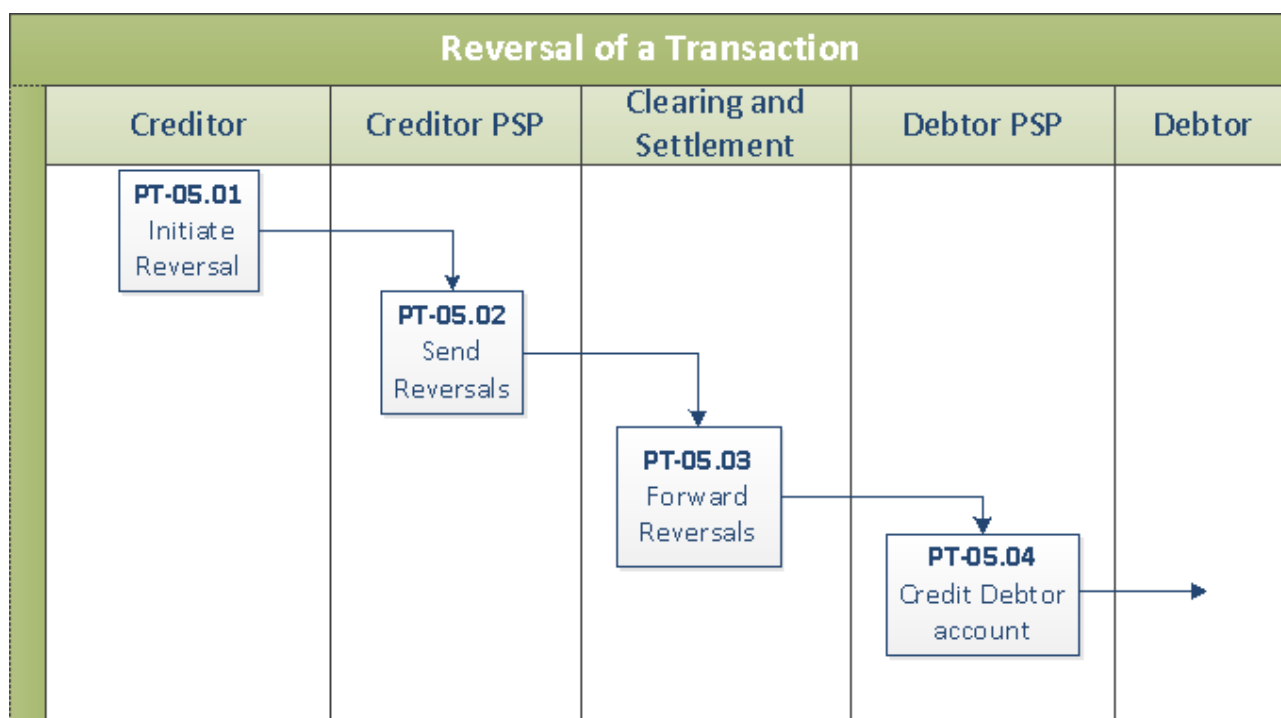


Figure 10: PR05 - Reversal of a Transaction



#### 4.5.6 Obtain a copy of a Mandate (PR-06)

<b>PT-06.01</b>	Debtor PSP sends a request to the Creditor PSP for obtaining a copy of a Mandate.
<b>PT-06.02</b>	Creditor PSP forwards the request to the Creditor.
<b>PT-06.03</b>	Creditor sends the copy of the Mandate requested to the Creditor PSP.
<b>PT-06.04</b>	Creditor PSP sends the copy of the Mandate requested to the Debtor PSP.

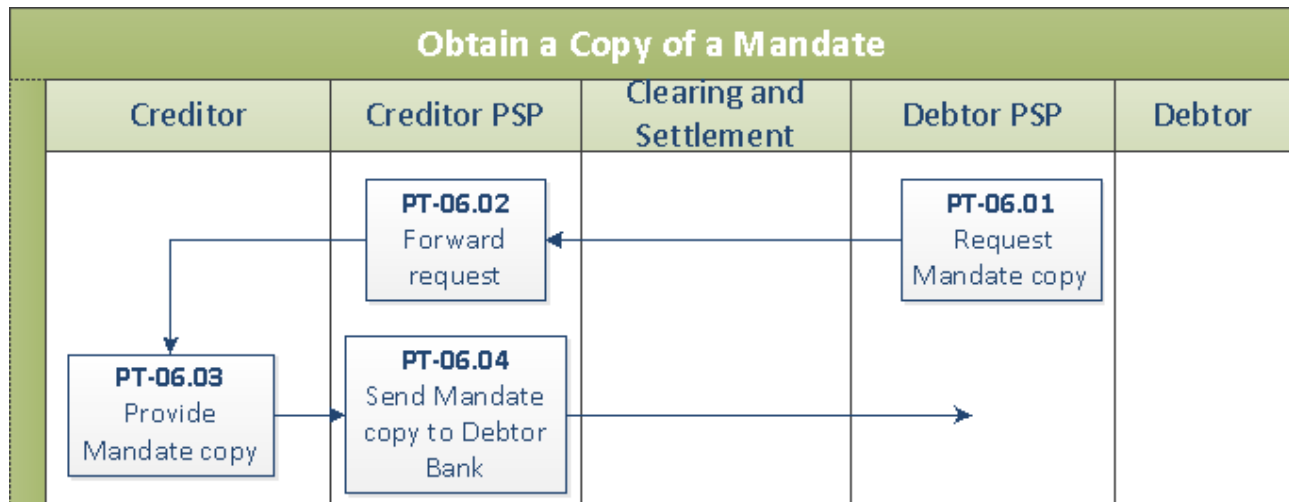


Figure 11: PR06 – Obtain a Copy of a Mandate



## 4.6 Description of the Process Steps

### 4.6.1 Issuing of the Mandate (PR-01)

#### PT-01.01 – The Issuing/Signing of a Paper Mandate

<b>Description</b>	<p>The initiative to issue a Mandate may be taken by either the Creditor or the Debtor.</p> <p>The Creditor must ensure that the Mandate document contains the mandatory legal wording and the mandatory set of information as specified in dataset DS-01: The Mandate.</p> <p>The Mandate document is standardised in content but not in layout.</p> <p>The Debtor must ensure that the mandatory set of information is filled in on the Mandate document. If the Unique Mandate Reference is not available at the point in time of signing of the Mandate, the Unique Mandate Reference must be provided by the Creditor to the Debtor before the first initiation of a Collection.</p> <p>The Debtor must sign the Mandate and give it to the Creditor.</p> <p>The Creditor is bound by his agreement with the Debtor, in the presentation of the instructions for Collection.</p>
<b>Starting day/time</b>	After Creditor registration and before the first initiation of a Collection.
<b>Duration</b>	No limit
<b>Information Output</b>	The signed Mandate on paper

#### PT-01.02 – The Signing of a Mandate Electronically

<b>Description</b>	Procedures for the electronic signature of Mandate are subject to agreement between Participants.
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## PT-01.03 – Dematerialisation/Archiving of Mandates

<b>Description</b>	<p>The Creditor dematerialises the paper Mandate. DS-02 describes the data to be dematerialised. The process of dematerialisation consists of the conversion of the written information on the paper Mandate into electronic data. It is strongly recommended that Creditors use proven techniques for this process, such as the double-keying of important information items, cross-checking between information items, etc.</p> <p>The paper version must be kept in a safe place during the existence of the Mandate. The paper mandate can be stored either as the original document or in any digitalised format subject to the national legal requirements. After cancellation, the Mandate must be stored by the Creditor according to the national legal requirements and as a minimum as long as the Refund period defined for an Unauthorised Transaction.</p> <p>The Creditor must send the information on the signed Mandates, after dematerialisation, to the Creditor PSP as part of each transaction based on this Mandate as described in PT04.03.</p>
<b>Starting day/time</b>	On receipt of the signed Mandate by the Creditor.
<b>Information Input</b>	The Mandate data.
<b>Information Output</b>	The dematerialised Mandate dataset (DS-02).

## 4.6.2 Amendment of the Mandate (PR-02)

## PT-02.01 – Mandate Amendment Handled Between Creditor and Debtor

<b>Description</b>	The amendment of the Mandate is agreed between the Creditor and the Debtor and may be necessary for various reasons. See the description of AT-24 in Section 0 for reasons.
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## PT-02.02 – Mandate Amendment Procedures

<b>Description</b>	<p>The Creditor must dematerialise the Mandate, archive the document, and send the information on the amended Mandate to the Creditor PSP if the changes in the Mandate are of any concern for the Creditor PSP or for the Debtor PSP, as part of the next Collection.</p> <p>The Creditor or the Debtor can amend the Mandate at any time.</p> <p>The amendments of the Mandate that are of concern for the Creditor PSP or for the Debtor PSP, are the following:</p> <ul style="list-style-type: none"> <li>• The Creditor needs to change the unique Mandate reference of an existing Mandate because of internal organisational changes (restructuring)</li> <li>• The Creditor Identifier has changed due to the merger, acquisition, spin-off or organisational changes</li> </ul>
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	<ul style="list-style-type: none"> <li>• The Creditor has changed his name</li> <li>• The Debtor decides to use another account within the same PSP or in another PSP</li> </ul> <p>The Creditor and the Debtor are responsible and liable for the amendment of the Mandate characteristics for which they are responsible should one or more of these characteristics change during the lifetime of the Mandate.</p> <p>When the identity of the Creditor has changed because of merger or acquisition, the 'new' Creditor must inform the Debtor of the related mandate amendments by any means (letter, mail ...) to avoid any further dispute by the Debtor on a Collection, not recognizing the Creditor name or identifier on his account statement.</p>
<b>Information Output</b>	The Mandate amendment data sent by the Creditor as part of the next Collection.

#### 4.6.3 Cancellation of the Mandate (PR-03)

##### PT-03.01 – Mandate Cancellation between Creditor and Debtor

<b>Description</b>	The cancellation of the Mandate is carried out by the Creditor and the Debtor without the involvement of either of their PSPs.
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##### PT-03.02 – Cancellation /Archiving by Creditor

<b>Description</b>	The archiving of the cancellation is executed by the Creditor. After the cancellation of the Mandate, the signed paper Mandate must be stored by the Creditor according to the applicable national legal requirements and as a minimum for a period as long as the Refund period defined for an Unauthorised Transaction.
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#### 4.6.4 Collection of the Direct Debit Transaction (PR-04)

##### (☐ e-Mandates)

##### PT-04.01 – Generation of Collection Data by Creditor

<b>Description</b>	The Creditor prepares the Collection of Direct Debit Transactions to be sent to the Creditor PSP. The data to be used in the Collection is described in DS-03.
<b>Starting day/time</b>	At any date
<b>Duration</b>	No limits
<b>Information Output</b>	The instruction for Collection, containing the data of DS-03.



## PT-04.02 – Creditor to Debtor Pre-notification

<b>Description</b>	<p>Prior to the sending of the Collection to the Creditor PSP, the Creditor notifies the Debtor of the amount and due date. This notification may be sent together with or as part of other commercial documents (e.g. an invoice) or separately.</p> <p>The Pre-notification could also include:</p> <ul style="list-style-type: none"> <li>• The schedule of payments for a number of repetitive direct debits for an agreed period of time</li> <li>• An individual advice of a Collection for collection on a specified Due Date</li> </ul> <p>The Creditor and the Debtor may agree on another time-line for the sending of the pre-notification.</p>
<b>Duration</b>	No limit.
<b>Closing day/time</b>	The Pre-notification must be sent by the Creditor at the latest 14 Calendar Days before the Due Date unless another timeline is agreed between the Debtor and the Creditor.
<b>Rules applied:</b>	See Section 4.3 for the general time cycle of the direct debit process.

## PT-04.02 bis – Debtor May Instruct Refusal to Debtor PSP

<b>Description</b>	<p>The Debtor may instruct the Debtor PSP to refuse any future Collection, based on information received through Pre-notification.</p> <p>This Refusal must be handled by the Debtor PSP, but only in accordance with the conditions sent to the Debtor:</p> <ul style="list-style-type: none"> <li>• If the Debtor PSP agrees to handle the claim prior to inter-PSP Settlement, the Refusal results in the Debtor PSP rejecting the associated Collection: see PT-04.08.</li> <li>• When handled after inter-PSP Settlement, the Refusal is handled as a Return: see PT-04.10.</li> </ul>
<b>Starting day/time</b>	After the receipt of the Pre-notification by the Debtor or any other source of information about the Collection to be presented by the Creditor.
<b>Duration</b>	For the Scheme: allowed up to and including Due Date, but the precise time limit is to be agreed between the Debtor PSP and the Debtor.



#### PT-04.03 – Creditor Sends Collection Data to Creditor PSP, Including the Mandate-Related Information

<b>Description</b>	<p>The Creditor prepares one or more Collections to send to its PSP, according to their bilateral agreement.</p> <p>The Mandate-related information for new Mandates or amended Mandates (if needed, see PR-02) must be sent as part of all the Collections. The cancellation-code, indicating that this is the last Collection (see PR-03) under the Mandate, due to the cancellation of the Mandate, may also be sent as part of the last Collection.</p> <p>The Creditor must transmit the mandatory set of information as described in detail in DS-03.</p>
<b>Starting day/time</b>	<p>14 Calendar Days before Due Date, unless defined in a bilateral agreement between the Creditor PSP and the Creditor, in line with the Scheme time cycle.</p> <p>The Creditor is allowed to send the Collection to the Creditor PSP once the Mandate has been signed and when the Pre-notification has been sent in time (see PT-04.02) to the Debtor.</p> <p>The Creditor PSP must inform the Creditor about the Cut-off Time and time-cycle to be respected for all Collections.</p>
<b>Duration</b>	14 Calendar Days unless otherwise agreed between the Creditor PSP and the Creditor.
<b>Closing day/time</b>	<p>At the latest on D-1 Inter-PSP Business Day for any Collection in order to allow the CSM used by the Creditor PSP to forward the Collection to the Debtor PSP on D-1 Inter-PSP Business Day at the latest.</p> <p>In the case of late presentment by the Creditor, the Creditor PSP must replace, subject to an agreement with the Creditor, the outdated Due Date by a new Due Date in order to respect the time-cycle requirement as defined in Section 4.3. If such agreement has not been established the file must be rejected.</p>
<b>Information Input</b>	The instruction for Collection, containing the data of DS-03.
<b>Information Output</b>	The instruction for Collection, containing the data of DS-03.

#### PT-04.04 – Reject of Collections Containing Errors

<b>Description</b>	<p>The Creditor PSP must check the syntax of the instructions on receipt of the File. If the Creditor PSP detects syntax errors in the instructions received, the instructions involved will be sent back to the Creditor for correction. The Creditor can make the necessary corrections and introduce the same instructions in another file.</p> <p>When a rejected Collection is a one-off direct debit, the Collection, when represented after correction, must be presented again as an one-off direct debit.</p> <p>When a rejected Collection is a recurrent direct debit, the Collection, when represented after correction, must be presented again as a recurrent direct debit.</p>
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<b>Starting day/time</b>	The day of receipt of the instructions from the Creditor, or in the following days as agreed between the Creditor PSP and the Creditor.
<b>Information Input</b>	The instruction for Collection containing the data of DS-03.
<b>Information Output</b>	The message for rejection of a Collection containing the data of DS-05.

## PT-04.05 – Creditor PSP Sends Collections to the CSM

<b>Description</b>	Based on the Collections received from the Creditor, the Creditor PSP must send the Collections containing the mandatory information to the CSM, as described in DS-04.
<b>Starting day/time</b>	After process step PT04.03.
<b>Duration</b>	No limit
<b>Closing day/time</b>	D-1 Inter-PSP Business Day at the latest for any Collection in order to allow the CSM used by the Creditor PSP to forward the Collection to the Debtor PSP on D-1 Inter-PSP Business Day at the latest.
<b>Information Input</b>	The instruction for Collection, containing the data of DS-04.
<b>Information Output</b>	The instruction for Collection, containing the data of DS-04.

## PT-04.06 – Rejection of Instructions by CSM to Creditor PSP

<b>Description</b>	<p>The CSM uses the rule on the unique Scheme format for inter-PSP Collections for the control of the instructions received from the Creditor PSP. It will reject instructions containing errors, returning such instructions to the Creditor PSP.</p> <p>When a rejected Collection is a one-off direct debit, the Collection, when represented after correction, must be presented as a one-off direct debit.</p> <p>When a rejected Collection is a recurrent direct debit, the Collection, when represented after correction, must be presented as a recurrent direct debit.</p>
<b>Starting Day/time</b>	Date of the reception of the instructions from the Creditor PSP, or in the following days as agreed in the rules of the CSM.
<b>Information Input</b>	The instruction for Collection, containing the data of DS-04.
<b>Information Output</b>	The message for rejection of a Collection, containing the data of DS-05.



## PT-04.07 – Collection Data is sent from CSM to the Debtor PSP

<b>Description</b>	<p>The CSM, after having checked and accepted the Files containing the Collections, sends the Collections received from all the Creditor PSPs to the Debtor PSP. The Settlement resulting from these Collections is executed on day D by crediting the Creditor PSP and debiting the Debtor PSP.</p> <p>The timing for crediting the Creditor for the Collections is outside of the scope of the Scheme.</p>
<b>Starting day/time</b>	D-14 Calendar Days
<b>Closing day/time</b>	D-1 Inter-PSP Business Day at the latest for any Collection.
<b>Information Input</b>	The instruction for Collection, containing the data of DS-04.
<b>Information Output</b>	The instruction for Collection, containing the data of DS-04.

## PT-04.08 – Debtor PSP Sends Rejected Collections back to the CSM

<b>Description</b>	<p>See attribute AT-R3 for the description of the reasons for Reject and the corresponding values of the reason code.</p> <p>When a rejected Collection is a one-off direct debit, the Collection, if represented by the Creditor after correction, must be presented again as a one-off direct debit.</p> <p>When a rejected Collection is a recurrent direct debit, the Collection, if represented by the Creditor after correction, must be presented again as a recurrent direct debit.</p>
<b>Starting day/time</b>	Day of reception.
<b>Closing day/time</b>	Before inter-PSP Settlement.
<b>Information Input</b>	The instruction for Collection, containing the data of DS-04.
<b>Information Output</b>	The message for rejection of a Collection, containing the data of DS-05.

## PT-04.09 – Debtor PSP Debits the Debtor

<b>Description</b>	The Debtor PSP debits the account of the Debtor for the amount of the instruction on the Due Date specified and makes the information on the direct debit executed available to the Debtor as agreed.
<b>Starting day/time</b>	Day D



<b>Duration</b>	5 Inter-PSP Business Days.
<b>Closing day/time</b>	Day D + 5 Inter-PSP Business Days at the latest, in order to respect the time-cycle, where the Settlement of the Returns must take place at the latest on D+5 Inter-PSP Business Days.
<b>Information Input</b>	The instruction for Collection, containing the data of DS-04, according to the description of DS-06.
<b>Information Output</b>	The information to the Debtor.

#### PT-04.10 – Debtor PSP Sends Returned Collection Back to the CSM

<b>Description</b>	<p>If for any reason which is likely to be reasonably acceptable to all Participants, the Debtor PSP cannot debit the account, the instruction must be returned to the CSM with the reasons for the Return. See AT-R3 described in section 4.8 for the definition of these reasons.</p> <p>The Debtor PSP sends the returned Collection back to the CSM.</p> <p>The Scheme does not impose any obligations on the Debtor PSPs to verify or otherwise check Collections received in respect of a Debtor's account, such as checking for the existence of Mandates for the Creditor who presents the instructions. Debtor PSPs may agree such obligations with Debtors outside the scope of the Scheme.</p> <p>PSPs may inform their CSM of such an agreement so that in the absence of agreement the transaction can be rejected by the CSM prior to routing it to the Debtor PSP.</p>
<b>Starting day/time</b>	Day D
<b>Duration</b>	5 Inter-PSP Business Days
<b>Closing day/time</b>	Day D + 5 Inter-PSP Business Days at the latest in order to respect the time cycle where the Settlement of the Returns must take place at the latest on D + 5 Inter-PSP Business Days.
<b>Information Input</b>	The instruction for Collection, containing the data of DS-04.
<b>Information Output</b>	The message for Return of a Collection, containing the data of DS-05.

#### PT-04.11 – CSM Sends Rejected or Returned Collection Back to Creditor PSPs

<b>Description</b>	The CSM sends the rejected or returned Collection back to the Creditor PSP. The Settlement takes place by debiting the Creditor PSP and crediting the Debtor PSP.
<b>Information Input</b>	The message for Reject/Return of a Collection, containing the data of DS-05.



<b>Information Output</b>	The message for Reject/Return of a Collection, containing the data of DS-05.
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#### PT-04.12 – Creditor PSP Debits Creditor with Rejected or Returned Collection

<b>Description</b>	The Creditor PSP must debit the rejected and returned Collections to the Creditor only if the Creditor's account has already been credited. If the account of the Creditor for whatever reason could not be debited, the unpaid Reject/Return becomes a credit risk for the Creditor PSP to be recovered from the Creditor, or the Creditor PSP must take the loss, as the Creditor PSP is not allowed to debit the Debtor PSP for the unpaid Reject/Return.
<b>Information Input</b>	The message for Reject/Return of a Collection, containing the data of DS-05.
<b>Information Output</b>	The information to the Creditor.

#### PT-04.15 – Debtor Requests Refund of Debited Amount

<b>Description</b>	The Debtor must instruct the Debtor PSP to refund the Collection, without being required to disclose the reason for initiating the Refund claim. The Debtor PSP must credit the Debtor's account for the amount of the Collection. The Debtor PSP is fully authorised by the Scheme to obtain a Refund from the Creditor PSP. This Refund does not relieve the Debtor of its responsibility to seek a resolution with the Creditor, nor does the payment of a Refund prejudice the outcome of the resolution.
<b>Starting day/time</b>	After the Debtor PSP has debited the Debtor's account.
<b>Duration</b>	Eight weeks
<b>Closing day/time</b>	Eight weeks after the debit date.
<b>Information Input</b>	The information to the Debtor.
<b>Information Output</b>	The message for Refund of a Collection, containing the data of DS-05.



## PT-04.16 – Debtor PSP Sends Collection Refund Instructions to the CSM

<b>Description</b>	<p>The Debtor PSP must credit the Debtor's account with the Original Amount of the initial Collection. The Debtor PSP sends the Collection Refund instruction to the CSM.</p> <p>The Debtor PSP has the right to receive compensation, called the Refund compensation, from the Creditor PSP for the related interest loss incurred by the Debtor PSP by the crediting of the Debtor's account with value date = Due Date of the initial Collection.</p> <p>This compensation is a variable amount, being the interest calculated for the number of Calendar Days between the Settlement Date of the original Collection (Settlement Date is included in the number of days) and the Settlement Date of the Refund instruction by the CSM after presentation by the Debtor PSP (Settlement day is not included in the number of days). The rate to be applied for each day in a month is the €STR Rate applicable on the first Banking Business Day of that month based on a 360 days year. The €STR Rate is a rate published by the ECB.</p> <p>The Debtor PSP must recover this compensation from the Creditor PSP by specifying the compensation amount in AT-R6 in the DS-05 for Refund.</p>
<b>Starting day/time</b>	Debit date (see also section 4.3.1 and 4.3.2)
<b>Duration</b>	Eight weeks + 2 Inter-PSP Business Days
<b>Closing day/time</b>	Debit date + eight weeks + 2 Inter-PSP Business Days
<b>Information Input</b>	The message for Refund of a Collection, containing the data of DS-05.
<b>Information Output</b>	The message for Refund of a Collection, containing the data of DS-05.

## PT-04.17 – CSM Sends Collection Refund Instructions to Creditor PSP

<b>Description</b>	The CSM sends the Collection Refund instructions to the Creditor PSP. The Settlement is executed by crediting the Debtor PSP and debiting the Creditor PSP for the initial amount of the Collection and for the Refund compensation calculated by the Debtor PSP.
<b>Starting day/time</b>	After PT-04.16
<b>Duration</b>	Eight weeks
<b>Closing day/time</b>	Debit date + eight weeks + 2 Inter-PSP Business Days
<b>Information Input</b>	The message for Refund of a Collection, containing the data of DS-05.



<b>Information Output</b>	The message for Refund of a Collection, containing the data of DS-05.
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#### PT-04.18 – Creditor PSP Debits Creditor with Amount of Refunded Collections

<b>Description</b>	<p>The Creditor PSP must debit the account of the Creditor for the amount of the instructions received for Refund. For the recovery of the Refund compensation, the Creditor PSP must make his own arrangements with the Creditor. The date for this debit is out of scope of the Scheme.</p> <p>This implies that a Creditor may be obliged by the Creditor PSP to maintain his account in the Creditor's PSP after the termination of the relevant business relationship, for a certain period, in order to be able to honour these Refund transactions.</p> <p>If the account of the Creditor for whatever reason could not be debited, the unpaid Refund becomes a credit risk for the Creditor PSP to be recovered from the Creditor, or the Creditor PSP must take the loss, as the Creditor PSP is not allowed to debit the Debtor PSP for the unpaid Refund.</p>
<b>Starting day/time</b>	After PT04.17.
<b>Information Input</b>	The message for Refund of a Collection, containing the data of DS-05.

#### PT-04.20 – Debtor Initiates a Request for a Refund for an Unauthorised Transaction (after the eight weeks Refund period)

<b>Description</b>	<p>This procedure only applies for unauthorised transactions that are brought to the attention of the Debtor PSP by the Debtor after the deadline for a no-questions-asked Refund has passed.</p> <p>The Debtor is allowed to send a request to the Debtor PSP to Refund a Collection that was not authorised by him. This means that the Debtor considers that the SEPA Direct Debit was unauthorised.</p> <p>The Debtor must submit a claim to the Debtor PSP together with any supporting evidence if available.</p> <p>Instructions for the Debtors should be provided by the Debtor PSPs and are out of scope of this document.</p> <p>If a claim is made for a Refund of an unauthorised SEPA Direct Debit within eight-weeks of the relevant debit date, Debtor PSPs may request a copy of the Mandate pursuant to the procedures set out in PT-06.01.</p>
<b>Starting day/time</b>	After the eight weeks Refund period applicable to any Collection.
<b>Duration</b>	Not later than 13 months after the debit date of the disputed Collection.
<b>Information Input</b>	The details of the executed Collection and any supporting evidence for the claim.



<b>Information Output</b>	The claim with the supporting evidence, if provided by the Debtor.
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PT-04.21 – The Debtor PSP accepts or rejects the Request for Refund - requests Mandate Copy from Creditor PSP. (☐ e-Mandates)

**Important:** the process steps PT 04.21 to PT-04.27 describe **only** the process and the timelines to be respected for the **inter-PSP** settlement of such Refund between the **Creditor PSP and the Debtor PSP**. The process steps are without prejudice to the delay to be applied in compliance with the Payment Services Directive in the case of Refunds for Unauthorized Transactions in the relationship between the Debtor PSP and the Debtor.

<b>Description</b>	The Debtor PSP must examine the request received and must decide to accept or to reject the request. The recommended guidance for determining whether or not to accept a request for a Refund of an unauthorised transaction is described below.
	<p>When accepted, the Debtor PSP must forward the claim (without any supporting evidence) to the Creditor PSP, who must forward it to the Creditor.</p> <p>Four types of request can be distinguished:</p> <ol style="list-style-type: none"> <li>1. A copy of the Mandate is requested by the Debtor PSP, the copy must be provided, except in cases where the Creditor accepts the claim without more.</li> <li>2. A copy of the Mandate is requested by the Debtor PSP, the copy must be provided, even if the Creditor accepts the claim.</li> <li>3. A copy of the Mandate is not requested by the Debtor PSP as, according to the Debtor, the Mandate has already been cancelled by the Debtor.</li> <li>4. A copy of the Mandate is not requested by the Debtor PSP as the Mandate should have been cancelled by the Creditor following 36 months of inactivity since the last Collection.</li> </ol>
	<p>These types of request are identified by a Refund type code which is part of the request data.</p> <p>The accepted technical channels for sending the request are the following:</p> <ol style="list-style-type: none"> <li>1. The suitable SWIFT message as the default option</li> <li>2. e-mail with formatted template</li> <li>3. Fax transmission with formatted template</li> <li>4. Any other means agreed between both parties, the Debtor PSP and the Creditor PSP</li> </ol> <p>The Debtor PSP may always use the SWIFT message, or one of the channels indicated by the Creditor PSP in reference and routing directories provided by CSMs or other providers of such routing information.</p>





<b>Recommended guidance for determining whether or not to accept a Refund claim for an unauthorised transaction</b>	<ol style="list-style-type: none"> <li>1. The Mandate agreed by the Debtor, as amended from time to time (i.e. the signed Mandate together with any other documents related to the amendment of the Mandate) should be compared with the Mandate data supplied by the Creditor as part of the Collection. The Mandate data from the Creditor can be obtained from the Mandate related data part of the Collection message for the Collection disputed in the Refund request, or through a copy of the Mandate, amended from time to time, received from the Creditor. The relevant data are the following:   <b>Attribute of the Mandate</b>  The Identification Code of the Scheme  The Unique Mandate Reference  The Identifier of the Creditor  The Name of the Creditor  The Account Number of the Debtor (IBAN)  The Name of the Debtor  BIC Code of the Debtor PSP  The Transaction Type  The Date of Signing of the Mandate  Signature(s) </li> <li>2. The Mandate should not have been cancelled by the Debtor or by the Creditor at the moment of the debiting for the disputed Collection.</li> <li>3. When the Mandate has been amended by one of the parties, the amended Mandate attributes should be taken into account.</li> <li>4. The Mandate should not fall under the rule of the 36 months inactivity period, resulting in an automatic cancellation, to be respected by the Creditor.</li> </ol>
<b>Starting day/time</b>	After PT-04.20
<b>Duration</b>	Maximum 4 Banking Business Days between receiving the request and sending the request to the Creditor PSP.
<b>Information Input</b>	The claim with the supporting evidence.
<b>Information output</b>	The claim as described in DS-08 when the SWIFT message is used and in DS-09 for the use of e-mail or fax.

## PT-04.22 – Creditor PSP Forwards the Request for Refund to the Creditor

<b>Description</b>	The Creditor PSP receives the request message from the Debtor PSP and forwards it to the Creditor.
<b>Starting day/time</b>	After PT-04.21.



<b>Duration</b>	Maximum 3 Banking Business Days
<b>Information Input</b>	The original request message from the Debtor PSP as described in DS-08 or in DS-09.
<b>Information Output</b>	The request message in any format agreed between the Creditor PSP and the Creditor.

PT-04.23 – The Creditor investigates the request for Refund and provides a response to the Creditor PSP. The Creditor PSP forwards the answer from the Creditor to the Debtor PSP.

<b>Description</b>	<p>The Creditor must investigate the request, and take one of the following actions:</p> <ol style="list-style-type: none"> <li>1. Accept the Refund claim of the Debtor (for all types of Refund requests). In this case, the Creditor does not have to send a copy of the Mandate for a Refund request of type 1. For type 2 Refund requests, the Creditor must always forward a copy of the Mandate.</li> <li>2. Dispute the claim of the Debtor. In this case, the Creditor must provide a copy of the Mandate (for types 1 and 2 Refund requests).</li> <li>3. Dispute the claim of the Debtor (for the types 3 and 4 of Refund requests). In this case, the Creditor may provide supporting information.</li> </ol> <p>The answer must be sent to the Creditor PSP by using a technical channel agreed between the Creditor PSP and the Creditor. The answer must contain sufficient information to allow the Creditor PSP to populate the Inter-PSP message to be forwarded to the Debtor PSP.</p> <p>The Creditor PSP must forward the answer received from the Creditor to the Debtor PSP, while using the channel indicated by the Debtor PSP in the request message.</p>
<b>Starting day/time</b>	On receipt of the Refund request.
<b>Duration</b>	Maximum 7 Banking Business Days
<b>Information Input</b>	The Refund request in a technical channel agreed with the Creditor PSP.
<b>Information Output</b>	Either the copy of the requested Mandate, or the response message answering to the request received, as described in DS-08 (while using the SWIFT message), or in DS-09 (while using email or fax), and any supporting information.

PT-04.24 – Debtor PSP decides on the claim, and when accepted, sends the Refund claim for an Unauthorised Transaction to the CSM and informs the Debtor.

<b>Description</b>	After receipt of the response from the Creditor PSP, or after 30 Calendar Days at the latest starting from the receipt of the claim by the Debtor PSP from the Debtor, the Debtor PSP must determine the Refund claim. The Debtor PSP may proceed in the following manner:
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	<ol style="list-style-type: none"> <li>1. Debtor PSP may accept the Refund claim when the Creditor accepts the claim (answer type codes 1 and 2 given by the Creditor)</li> <li>2. The Debtor PSP may accept the claim of the Debtor after having compared the claim made by the Debtor with the copy of the Mandate and the supporting information received from the Creditor PSP and the Creditor.</li> <li>3. The Debtor PSP may also reject the claim of the Debtor. This is a decision of the Debtor PSP, which is final for all Participants in the Scheme. The Creditor/Debtor may always use all possible means to reopen the dispute with the Debtor/Creditor, but this is out of scope of the Scheme.</li> <li>4. If the Debtor PSP does not receive an answer from the Creditor PSP within 30 Calendar Days of receiving the Refund request from the Debtor, the Debtor PSP may determine the claim and proceed in a manner that it considers appropriate, taking into account the evidence presented by the Debtor.</li> </ol>
	<p>Where the Debtor PSP agrees to refund the Debtor, it may claim the amount of the Refund from the Creditor PSP.</p> <p>If the Debtor PSP decides not to accept and not to execute the Refund claim, the Debtor needs to be informed without delay, and relevant supporting evidence received from the Creditor must be supplied to the Debtor.</p> <p>The decision of the Debtor PSP is final for all participants in the Scheme.</p> <p>The Debtor PSP must request the copy of a Mandate as described in PT-04.21 before claiming the amount of the Refund from the Creditor PSP, except in cases where the Mandate has been cancelled by the Debtor or is no longer valid due to a period of 36 months inactivity since the latest Collection presented.</p> <p>In case of execution of the Refund claim, the same Refund compensation as described in PT-04.16 may be recovered from the Creditor PSP by using the same rule.</p> <p>Participants are also referred to ANNEX VI of this Rulebook: Instructions for the Refund Procedure for Unauthorised Transactions.</p>
<b>Starting day/time</b>	After the receipt of the response to the request from the Creditor PSP, or at the latest after 30 Calendar Days starting from the receipt of the request of the Debtor (PT-04.20).
<b>Duration</b>	Maximum 4 Inter-PSP Business Days after PT-04.23.
<b>Information Input</b>	The initial claim, the response with the copy of the signed Mandate or other supporting information received from the Creditor.
<b>Information Output</b>	<p>The message for Refund of an unauthorised Collection, containing the data of DS-05.</p> <p>The reference of the request given by the Debtor PSP and the reference of the answer of the Creditor to the request (if provided in the answer) must be sent back as mandatory elements in the message DS-05 – in attribute AT-R5.</p>



**PT-04.25 – CSM sends the Instructions for a Refund of an Unauthorised Transaction to the Creditor PSP**

<b>Description</b>	The CSM sends the Refund instructions to the Creditor PSP. The Settlement is executed by crediting the Debtor PSP and debiting the Creditor PSP for the initial amount of the Collection and for the Refund compensation calculated by the Debtor PSP.
<b>Starting day/time</b>	After PT-04.24
<b>Duration</b>	CSM Settlement Cycle.
<b>Information Input</b>	The message for an Unauthorised Transaction received from the Debtor PSP as described in DS-05.
<b>Information Output</b>	The message for an Unauthorised Transaction received from the Debtor PSP as described in DS-05.

**PT-04.26 – Creditor PSP Debits Creditor with Amount of Refunded Unauthorised Transaction**

<b>Description</b>	<p>The Creditor PSP must debit the account of the Creditor for the amount of the instructions received for Refund. For the recovery of the Refund compensation, the Creditor PSP must make his own arrangements with the Creditor. The date for this debit is out of scope of the Scheme.</p> <p>This implies that a Creditor may be obliged by the Creditor PSP to maintain his account in the Creditor's PSP after the termination of the relevant business relationship, for a certain period, in order to be able to honour these Refund transactions.</p> <p>If the account of the Creditor, for whatever reason, could not be debited, the unpaid Refund becomes a credit risk for the Creditor PSP to be recovered from the Creditor, or the Creditor PSP must take the loss, as the Creditor PSP is not allowed to debit the Debtor PSP for the unpaid Refund.</p>
<b>Starting day/time</b>	After PT-04.25
<b>Duration</b>	Out of scope of the Scheme
<b>Information Input</b>	The message for an Unauthorised Transaction received from the Debtor PSP as described in DS-05.

**PT-04.27 – Creditor Handles the Dispute on a Refund for an Unauthorised Transaction**

<b>Description</b>	If the Creditor does not agree with the Refund, he must contact the Debtor to handle the claim, outside the Scheme.
<b>Starting day/time</b>	After PT-04.26
<b>Duration</b>	Out of scope of the scheme



<b>Information Input</b>	The message for an Unauthorised Transaction received from the Debtor PSP as described in DS-05.
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#### 4.6.5 Payment of a Reversal (PR-05)

##### PT-05.01 – Creditor Initiates Reversals of Settled Transactions

<b>Description</b>	Reversals are initiated by the Creditor after Settlement of the original Scheme instruction, when the Creditor notices that the instructions should not have been presented for one of the reasons described in section 4.8 AT-31.
<b>Starting day/time</b>	Date D = Due Date = Settlement Date.
<b>Closing day/time</b>	Date D+5 Inter-PSP Business Days (to be counted end-to-end from PT-05.01 to PT-05.03 inclusive)
<b>Information Output</b>	The Reversals for the payment by the Creditor in order to allow the Creditor PSP to populate DS-07 on inter-PSP level. The Reversal contains the reference of the original Collection to allow the Debtor to make the reconciliation between the Reversal and the original Collection.

##### PT-05.02 – Creditor PSP Submits Reversals to the CSM and Debits the Creditor's Account

<b>Description</b>	The Creditor PSP forwards Reversals to the CSM. As the Reversal process is based on an exception handling and should stay an exceptional process, Creditor PSPs should carefully monitor the use of this process, in order to avoid abuse of the exception handling system by Creditors for reasons other than those set out in section 4.3.5.
<b>Starting day/time</b>	Date D, after PT-05.01
<b>Closing day/time</b>	D+5 Inter-PSP Business Days (to be counted end-to-end from PT-05.01 to PT-05.03 inclusive)
<b>Information Input</b>	The Reversals for the payment (DS-03)
<b>Information Output</b>	The Reversals for the payment (DS-07)

##### PT-05.03 – CSM Forwards Reversals to Debtor PSP

<b>Description</b>	The CSM settles the Reversals (by debiting the Creditor PSP and crediting the Debtor PSP) and forwards Reversals to the Debtor PSP
<b>Starting day/time</b>	Date D, after PT-05.02



<b>Closing day/time</b>	Date D+5 Inter-PSP Business Days + the time needed for the CSM to handle (forward and settle) the Reversals (counted end-to-end from PT-05.01 to PT-05.03 inclusive)
<b>Information Input</b>	The Reversals for the payment (DS-07)
<b>Information Output</b>	The Reversals for the payment (DS-07)

#### PT05.04 – Debtor PSP Credits Debtor for Reversal of a Transaction

<b>Description</b>	The Debtor PSP credits the account of the Debtor. The Scheme does not oblige the Debtor PSP to check whether the original Collection has been debited to the Debtor's account or has been rejected, returned or refunded
<b>Starting day/time</b>	Date D, after PT05.03
<b>Closing day/time</b>	Date D+n (unlimited for the Scheme)
<b>Information Input</b>	The Reversals for the payment (DS-07)
<b>Information Output</b>	The information to the Debtor, according to the description of DS-06

#### 4.6.6 Obtain a copy of a Mandate (PR-06)

##### (☐ e-Mandates)

#### PT-06.01 – Debtor PSP sends a request to the Creditor PSP to obtain a copy of a Mandate and any associated amendments

<b>Description</b>	<p>The Debtor PSP sends a request to the Creditor PSP to obtain from the Creditor a copy of a Mandate and of relevant associated amendments. The accepted technical channels for sending the request are following:</p> <ol style="list-style-type: none"> <li>1. The suitable SWIFT message as the default option</li> <li>2. E-mail with formatted template</li> <li>3. Fax transmission with formatted template</li> <li>4. Any other means agreed between both parties, the Debtor PSP and the Creditor PSP</li> </ol> <p>The Debtor PSP may always use the SWIFT message, or one of the channels indicated by the Creditor PSP in Reference and Routing Directories provided by CSMs or other providers of such routing information</p>
<b>Starting day/time</b>	At any moment, when a Debtor and/or a Debtor PSP identify the need to receive a copy of a Mandate
<b>Duration</b>	No limit for the Scheme



<b>Information Input</b>	<p>The request as described:</p> <p>For the SWIFT message: in DS-10</p> <p>For the e-mail and for the fax: in DS-11</p>
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#### PT-06.02 – Creditor PSP forwards the request to the Creditor

<b>Description</b>	The Creditor PSP receives the request for a Mandate copy and forwards it to the Creditor
<b>Starting day/time</b>	After the previous step
<b>Duration</b>	Maximum 3 Banking Business Days
<b>Information Input</b>	The original request message from the Debtor PSP as described in DS-10 or in DS-11
<b>Information Output</b>	The request message in any format agreed between the Creditor PSP and the Creditor

#### PT-06.03 – Creditor provides the copy of the Mandate requested to the Creditor PSP

<b>Description</b>	<p>The Creditor provides a copy of the requested Mandate, and takes one of the following actions:</p> <ol style="list-style-type: none"> <li>1. Send a copy of the requested Mandate</li> <li>2. Indicate why a copy cannot be provided</li> </ol> <p>The response must be sent to the Creditor PSP by using a technical channel agreed between the Creditor PSP and the Creditor</p> <p>The Creditor PSP must forward the response received from the Creditor to the Debtor PSP, while using the channel indicated by the Debtor PSP in the request message</p>
<b>Starting day/time</b>	On receipt of the request.
<b>Duration</b>	Maximum 7 Banking Business Days
<b>Information Input</b>	The request in a technical channel agreed with the Creditor PSP
<b>Information Output</b>	<p>Either the copy of the requested Mandate,</p> <p>Or the response request message explaining why the request cannot be satisfied as described in DS-10 (while using the SWIFT message), or in DS-11 (while using email or fax)</p>

#### PT-06.04 – Creditor PSP sends the copy of the Mandate requested to the Debtor PSP

<b>Description</b>	After the receipt of the response from the Creditor, the Debtor PSP may use the Mandate copy for the intended use
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<b>Starting day/time</b>	After the receipt of the response to the request for a copy of a Mandate
<b>Information Input</b>	The response containing the copy of the Mandate or other supporting information received from the Creditor
<b>Information Output</b>	The response in any format accepted by the Debtor PSP



## 4.7 Business Requirements for Datasets

This section is focussed on stating the business requirements for the data elements used by the Scheme

### 4.7.1 List of Sets of Data Requirements

#### (☐ e-Mandates)

<b>DS-01</b>	The Mandate
<b>DS-02</b>	The dematerialised Mandate
<b>DS-03</b>	Customer to PSP Collection
<b>DS-04</b>	The inter-PSP Collection
<b>DS-05</b>	Direct debit Rejection, Return or Refund of a Collection or a Reversal
<b>DS-06</b>	PSP to customer Direct Debit Information
<b>DS-07</b>	The inter-PSP Reversal for a Collection by the Creditor.
<b>DS-08</b>	The request and response message for a claim for the Refund of an unauthorised transaction
<b>DS-09</b>	The request and response template for a claim for the Refund of an unauthorised transaction
<b>DS-10</b>	The request message for obtaining a copy of a Mandate
<b>DS-11</b>	The template for the request and the response for obtaining a copy of a Mandate

### 4.7.2 DS-01 - The Mandate

<b>Description</b>	<p>The Mandate is defined in section 4.1. EPC guidance on the visual presentation of Mandates is provided in the Guidelines for the Appearance of Mandates [15].</p> <p>The Mandate document must contain the field identifiers, followed by the necessary blank space in which to fill the required data items. The identifiers on the Mandates must be in at least one and up to three languages of the country of residence of the Debtor, together with English if the Creditor is not able to determine with reasonable certainty the language of the Debtor in advance of the Mandate being created. It can be issued in a personalised way by the Creditor, already containing the data items specific for the Creditor.</p> <p>The design of Mandates must comply with the requirements set out below.</p> <p>The Scheme does not standardise the font or colours or format of the Mandate or the order of the attributes used for the Mandate, although the Creditor should always ensure that the Mandate information is clearly legible. The reverse side of a Mandate must not set out any information that might be misunderstood by the Debtor to be part of the Mandate.</p> <p>The Scheme requires the Mandate to have a clear heading entitled “SEPA Direct Debit Mandate”. The presence of the word “SEPA” is mandatory in the heading</p>
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The following attributes are to be contained within the Mandate:

**Mandate attributes:**

- Unique Mandate reference
- Name of the Debtor
- Address of the Debtor (only mandatory when the Creditor PSP or the Debtor PSP is located in a non-EEA SEPA country or territory)
- Postal code/city of the Debtor
- Debtor's country of residence
- Debtor's account number IBAN
- The BIC code of the Debtor PSP (only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)
- Creditor company name
- Creditor's identifier
- Creditor's address street and number
- Creditor's postal code and city
- Country of the Creditor
- Type of payment
- Signature place and time
- Signature(s)

**Additional attributes for information only:**

- Debtor identification code
- Name of the Debtor Reference Party
- Identification code of the Debtor Reference Party
- Name of the Creditor Reference Party
- Identification code of the Creditor Reference Party
- Underlying contract identifier
- Contract description

The name of these fields in order to assist the Debtor while filling in the Mandate.

The legal text in the heading (the authorisation and the Refund right) and for the two-signature field.

For Creditors who include a Mandate within a publication i.e. magazine / journal the Mandate must still hold the above information.



<b>'Creditor's use only' box</b>	The only additional information permitted on the Mandate is an optional area for a Creditor's "Creditor's Use only", and the Creditor's company logo. The Creditor's "Creditor's Use only" area is provided solely for the internal use of the Creditor, may only be used after the signing by the Debtor for internal purposes, and must not be forwarded to the Creditor PSP in the dematerialised format of the Mandate
<b>Attributes contained</b>	<p>The attributes in the Mandate document must be completed, unless otherwise indicated:</p> <ul style="list-style-type: none"> <li>• By the Creditor: 20 The identification Code of the SEPA Direct Debit Scheme, represented by the wording 'SEPA Direct Debit Mandate'</li> <li>• By the Creditor: 01 The unique Mandate reference (optional when the Mandate is made available to the Debtor)</li> <li>• By the Debtor: 14 The name of the Debtor</li> <li>• By the Debtor: 09 The address of the Debtor (only mandatory when the Creditor PSP or the Debtor PSP is located in a non-EEA SEPA country or territory)</li> <li>• By the Debtor: 15 The name of the Debtor Reference party (optional)</li> <li>• By the Debtor: 37 The identification code of the Debtor Reference Party (optional)</li> <li>• By the Debtor: 07 The account number (IBAN) of the account of the Debtor to be debited</li> <li>• By the Debtor: 13 The BIC code of the Debtor PSP (only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)</li> <li>• By the Debtor: 27 Debtor identification code (optional)</li> <li>• By the Creditor: 02 The identifier of the Creditor</li> <li>• By the Creditor: 03 The name of the Creditor</li> <li>• By the Creditor: 38 Name of the Creditor Reference Party (optional)</li> <li>• By the Creditor: 39 Identification code of the Creditor Reference Party (optional)</li> <li>• By the Creditor: 05 The address of the Creditor</li> <li>• By the Debtor: 25 The date of signing</li> <li>• By the Debtor(s): 33 The signature(s) of the Debtor(s)</li> <li>• By the Creditor: 21 The Transaction Type (only the values 'one-off' and 'recurrent' are allowed)</li> <li>• By the Creditor: 08 The identifier of the underlying contract (optional)</li> </ul>



<b>Guidelines for the design of the SEPA Direct Debit Mandate</b>	<ul style="list-style-type: none"> <li>• The standard heading ‘SEPA Direct Debit Mandate’ is mandatory.</li> <li>• The text on the Mandates must be in one or two or more languages of the country of the Debtor, plus in English if the Creditor is not able to determine with reasonable certainty the language of the Debtor.</li> </ul> <p>The heading of the mandate must contain the following mandatory legal text with the following meaning (translations in SEPA languages are available on the <a href="#">EPC website</a>):</p> <p>“By signing this mandate form, you authorise (A) {NAME OF CREDITOR} to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from {NAME OF CREDITOR}.</p> <p>As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.”</p> <ul style="list-style-type: none"> <li>• Furthermore, the mandate must contain the following legal wording: “Your rights are explained in a statement that you can obtain from your bank.”</li> <li>• The reverse side of the Mandate document may contain the same wording as the front side in a second language when this is appropriate.</li> <li>• The Mandate must be clearly separated from any other text. No additional material can appear within the boundary of the Mandate</li> <li>• Clear instructions to the Debtor for the Return of the form must be shown on the face of the Mandate.</li> <li>• Creditor’s name, address and identifier number may be pre-printed or stamped on the Mandate.</li> </ul>
<b>Creditor’s responsibilities</b>	<p><b>The Creditor must:</b></p> <ul style="list-style-type: none"> <li>• ensure that all Mandates and literature in respect of its SEPA Direct Debit application complies with these guidelines and should approach its PSP if it needs any clarification</li> <li>• ensure that the unique Mandate reference is completed before sending the Mandate to the Debtor, or after the Debtor having returned the completed Mandate to the Creditor</li> <li>• ensure that the Mandate is correctly completed prior to sending any dematerialised information to any other party</li> </ul>



## 4.7.3 DS-02 - The Dematerialised Mandate

☐ e-Mandates)

<b>Description</b>	This dataset contains all the mandatory attributes that must be registered in an electronic File to be kept by the Creditor, for the needs of the execution of the SEPA Direct Debit processes, like preparing the Collections according to DS-03. Attributes are mandatory unless otherwise indicated
<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• 01 The unique mandate reference</li> <li>• 14 The name of the Debtor</li> <li>• 09 The address of the Debtor (if present in DS-01)</li> <li>• 27 Debtor identification code (if present in DS-01)</li> <li>• 15 The name of the Debtor Reference Party, (if present in DS-01)</li> <li>• 37 The identification code of the Debtor Reference Party (if present in DS-01)</li> <li>• 07 The account number (IBAN) of the Debtor to be debited</li> <li>• 08 The identifier of the underlying contract (if present in DS-01)</li> <li>• 13 The BIC code of the Debtor PSP (if present in DS-01)</li> <li>• 02 The identifier of the Creditor</li> <li>• 03 The name of the Creditor</li> <li>• 38 The name of the Creditor Reference Party (if present in DS-01)</li> <li>• 39 The identification code of the Creditor Reference Party (if present in DS-01)</li> <li>• 05 The address of the Creditor</li> <li>• 25 The date of signing of the Mandate</li> <li>• 16 The placeholder for the electronic signature data (if applicable)</li> <li>• 21 The Transaction Type (only the values 'one-off' and 'recurrent' are allowed)</li> <li>• 24 The reason for amendment of the Mandate (mandatory for amendments)</li> <li>• 36 The signing date of the cancellation of the Mandate</li> </ul>

## 4.7.4 DS-03 – Customer to PSP Collection

☐ e-Mandates)

<b>Description:</b>	<p>The Creditor must supply the following attributes. Attributes known by the Creditor PSP may be filled in by the Creditor PSP. This is a matter between the Creditor and the Creditor PSP. Attributes are mandatory unless otherwise indicated.</p> <p>Only when the Creditor PSP offers to its Creditors the service of accepting and processing electronically bundled Customer-to-PSP Collections, the Creditor PSP is</p>
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	obliged to accept at least but not exclusively Customer-to-PSP Collections which follow the specifications defined in the SEPA Direct Debit Core Scheme Customer-to-PSP Implementation Guidelines as defined in section 0.5 at the request of the Creditor.
<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• 20 The Identification Code of the Scheme</li> <li>• 21 The transaction type</li> <li>• 10 The Creditor's reference of the Collection</li> <li>• 03 The name of the Creditor</li> <li>• 05 The address of the Creditor (optional)</li> <li>• 02 The identifier of the Creditor</li> <li>• 38 The name of the Creditor Reference Party (if present in DS-02)</li> <li>• 39 The identification code of the Creditor Reference Party (if present in DS-02)</li> <li>• 04 The account number (IBAN) of the account of the Creditor to be credited for the Collection</li> <li>• 12 The BIC code of the Creditor PSP (only to be provided if the Creditor PSP explicitly requests this BIC and this Creditor PSP is located in a non-EEA SEPA country or territory)</li> <li>• 14 The name of the Debtor</li> <li>• 09 The address of the Debtor (only mandatory when the Creditor PSP or the Debtor PSP is located in a non-EEA SEPA country or territory)</li> <li>• 27 Debtor identification code (optional)</li> <li>• 15 The name of the Debtor Reference Party (if present in DS-02)</li> <li>• 37 The identification code of the Debtor Reference Party (if present in DS-02)</li> <li>• 07 The account number (IBAN) of the account of the Debtor to be debited for the Collection</li> <li>• 13 The BIC code of the Debtor PSP (only to be provided when the Creditor PSP explicitly requests the BIC of the Debtor PSP whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)</li> <li>• 01 The unique Mandate reference</li> <li>• 25 The date of signing of the Mandate</li> <li>• 16 The placeholder for the electronic signature data (if applicable)</li> <li>• 06 The amount of the Collection in euro</li> <li>• 11 The Due Date of the Collection</li> <li>• 24 The reason for amendment of the Mandate (mandatory if the Mandate has been amended)</li> </ul>



	<ul style="list-style-type: none"> <li>• 18 The identifier of the original Creditor who issued the Mandate (mandatory if the Mandate has been taken over by another Creditor than the Creditor who issued the Mandate)</li> <li>• 19 The unique Mandate reference as given by the original Creditor who issued the Mandate (mandatory if the Mandate has been taken over by another Creditor than the Creditor who issued the Mandate)</li> <li>• 22 The Remittance Information from the Creditor to the Debtor such as the identification number of the underlying contract, the reference number of the Pre-notification, etc. (optional)</li> <li>• 58 The purpose of the Collection (optional)</li> <li>• 59 The category purpose of the Collection (optional)</li> <li>• 17 The type of Mandate (for the Core scheme, the value 'paper' always applies)</li> </ul>
<b>Remarks</b>	These attributes reflect business requirements and do not prescribe fields in the SEPA Direct Debit Core Scheme C2B Implementation Guidelines as defined in section 0.5 (reference [8]).

#### 4.7.5 DS-04 – The Inter-PSP Collection

##### (☐ e-Mandates)

<b>Description</b>	This dataset contains all the mandatory information items imposed by the Scheme for the Creditor PSP to send this instruction to the Debtor PSP through the CSM. It is also called "Collection" in the Rulebook. This dataset will be present in the successive process steps of Process 04, starting from step 03 and must be forwarded by all actors up to the Debtor PSP. Attributes are mandatory unless otherwise indicated
<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• 20 The identification code of the Scheme</li> <li>• 21 The transaction type</li> <li>• 10 The Creditor's reference of the Collection</li> <li>• 03 The name of the Creditor</li> <li>• 38 The name of the Creditor Reference Party (if present in DS-03)</li> <li>• 39 The identification code of the Creditor Reference Party (if present in DS-03)</li> <li>• 05 The address of the Creditor (if present in DS-03)</li> <li>• 02 The identifier of the Creditor</li> <li>• 04 The account number (IBAN) of the account of the Creditor to be credited for the Collection</li> <li>• 12 The BIC code of the Creditor PSP</li> <li>• 14 The name of the Debtor</li> </ul>





	<ul style="list-style-type: none"> <li>• 09 The address of the Debtor (if present in DS-03) (only mandatory when the Creditor PSP or the Debtor PSP is located in a non-EEA SEPA country or territory)</li> <li>• 27 Debtor identification code (if present in DS-03)</li> <li>• 15 The name of the Debtor Reference Party (if present in DS-03)</li> <li>• 37 The identification code of the Debtor Reference Party (if present in DS-03)</li> <li>• 07 The account number (IBAN) of the account of the Debtor to be debited</li> <li>• 13 The BIC code of the Debtor PSP</li> <li>• 01 The unique Mandate reference</li> <li>• 25 The date of signing of the Mandate</li> <li>• 16 The placeholder for the electronic signature Data (if present in DS-03)</li> <li>• 06 The amount of the Collection in euro</li> <li>• 11 The Due Date of the Collection</li> <li>• 26 The Settlement Date of the Collection</li> <li>• 24 The reason for amendment of the Mandate (if present in DS-03)</li> <li>• 18 The identifier of the original Creditor who issued the Mandate (if present in DS-03)</li> <li>• 19 The unique Mandate reference as given by the original Creditor who issued the Mandate (if present in DS-03)</li> <li>• 22 The Remittance Information from the Creditor to the Debtor such as the identification number of the underlying contract, the reference number of the Pre-notification, etc. (if present in DS-03)</li> <li>• 43 The Creditor PSP's reference of the Collection</li> <li>• 58 The purpose of the Collection (if present in DS-03)</li> <li>• 59 The category purpose of the Collection (see underneath in 'Rules applied')</li> <li>• 17 The type of Mandate (for the Core scheme, the value 'paper' always applies)</li> </ul>
<b>Rules applied</b>	Regarding AT-59, when the agreement between Creditor and Creditor PSP only involves a specific processing at Creditor PSP level, said Creditor PSP is not obliged to send AT-59 to the Debtor PSP as part of DS-04.
<b>Remarks</b>	These attributes reflect business requirements and do not prescribe fields in the SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).



#### 4.7.6 DS-05 – The Message for the Rejection, Return or Refund of a Collection or a Reversal

<b>Description</b>	This dataset describes the content of a Reject, Return or Refund of a Collection or a Reversal. Attributes are mandatory unless otherwise indicated
<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• R1 The type of “R” message</li> <li>• R2 Identification of the type of party initiating the “R” message</li> <li>• R3 The reason code for non-acceptance of the Collection</li> <li>• R4 The Settlement Date for the Return or Refund instruction</li> <li>• R5 Specific reference of the PSP initiating the Reject/Return/Refund for Reject/Return/Refund</li> <li>• R6 The Refund compensation recovered by the Debtor PSP from the Creditor PSP (optional, applies only for a Refund)</li> <li>• R8: The amount of the Interchange Fee (optional)</li> <li>• An exact copy of all the attributes of the received DS-04 which is being returned/rejected/refunded or the received DS-07, except attribute AT-31 of DS-07 which is being returned</li> </ul>
<b>Remarks</b>	These attributes reflect business requirements and do not prescribe fields in the SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).

#### 4.7.7 DS-06 - PSP to Customer Direct Debit Information

<b>Description</b>	This dataset contains the information on the Collection debited on the account of the Debtor to be made available to the Debtor. Communication of this information is mandatory. All the other attributes received in the inter-PSP Collection (DS-04) may be made available depending upon the terms of the agreement with the Debtor.
<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• 20 The identification code of the Scheme or an equivalent debit PSP specific - SEPA Direct Debit based - direct debit product identification</li> <li>• 03 The name of the Creditor</li> <li>• 02 The Identifier of the Creditor</li> <li>• 01 The unique Mandate reference</li> <li>• 06 The amount of the Collection in euro</li> <li>• 22 The Remittance Information from the Creditor to the Debtor such as the identification number of the underlying contract, the reference number of the Pre-notification, etc. (if present in DS-03)</li> <li>• 10 The Creditor’s reference of the Direct Debit Transaction</li> </ul>
<b>Remarks</b>	These attributes reflect only business requirements and the logical and physical representation is left to the Debtor PSP.



#### 4.7.8 DS-07 – The Inter-PSP Reversal for the Collection

<b>Description</b>	This dataset contains all the Scheme-imposed attributes for the sending of a Reversal for a Collection. See also section 4.4 for the exact definition of a Reversal. Attributes are mandatory unless otherwise indicated.
<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• 04 The account number (IBAN) of the Creditor to be debited for the message</li> <li>• 12 The BIC code of the Creditor PSP</li> <li>• R2 Identification of the type of party initiating the “R” message</li> <li>• R4 The Settlement Date for the Reversal</li> <li>• 44 The amount of the Reversal in euro</li> <li>• 31 The Reversal reason code</li> <li>• 43 The Creditor PSP’s reference of the Collection</li> <li>• R7 The specific reference of the Creditor PSP for the Reversal</li> <li>• An exact copy of all the attributes of the original DS-04 which is being reversed.</li> </ul>
<b>Remarks</b>	These attributes reflect business requirements and do not prescribe fields in the SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).

#### 4.7.9 DS-08 – The request and response message for a claim for the Refund of an unauthorised transaction

<b>Description</b>	<p>This dataset contains the message:</p> <ol style="list-style-type: none"> <li>1. For sending a request for Refund of an Unauthorised Transaction from the Debtor PSP up to the Creditor PSP. The Creditor PSP must forward these elements to the Creditor.</li> <li>2. And for sending the response on the request for Refund from the Creditor PSP to the Debtor PSP.</li> </ol> <p>Attributes are mandatory unless indicated otherwise.</p>
<b>Attributes contained</b>	<p><b>Regarding the request procedure:</b></p> <ul style="list-style-type: none"> <li>• 45 The Debtor PSP’s Reference of the request</li> <li>• 46 The Refund request type code</li> <li>• 47 The Date of receipt of the request by the Debtor PSP</li> <li>• 48 The Date of sending the request by the Debtor PSP</li> <li>• 49 The Name of the Debtor PSP</li> <li>• 50 The Debtor PSP contact details</li> <li>• 51 The e-mail address or fax number of the Debtor PSP where the copy of the Mandate should be sent to</li> <li>• 12 BIC code of the Creditor PSP (optional)</li> </ul>



	<ul style="list-style-type: none"> <li>• 04 The Account Number (IBAN) of the Creditor (optional)</li> <li>• 52 The indication that a confirmation of the receipt of the request by the Creditor PSP is requested (yes/no)</li> </ul> <p><b>Regarding the Collection disputed:</b></p> <ul style="list-style-type: none"> <li>• 20 The Identification Code of the SEPA Direct Debit Scheme</li> <li>• 02 The Identifier of the Creditor</li> <li>• 03 The Name of the Creditor</li> <li>• 10 The Creditor's Reference of the Collection</li> <li>• 43 The Creditor PSP's Reference of the Collection</li> <li>• 01 The Unique Mandate Reference</li> <li>• 06 The Amount of the Collection in Euro</li> <li>• 13 BIC code of the Debtor PSP</li> <li>• 07 The Account Number (IBAN) of the Debtor</li> <li>• 14 The Name of the Debtor</li> <li>• 53 The Debit date of the Collection (if different from the Settlement date of the Collection)</li> <li>• 26 Settlement Date of the Collection</li> <li>• 54 Latest Collection Date (or the next attribute, or this one)</li> <li>• 55 The Cancellation Date (applicable for Refund type = 3)(or the previous attribute, or this one)</li> <li>• 17 The type of Mandate (paper, e-mandate)</li> </ul> <p><b>For sending the response by the Creditor PSP to the Debtor PSP, the following additional attributes must be completed:</b></p> <ul style="list-style-type: none"> <li>• 56 The Reference of the response of the Creditor (optional)</li> <li>• 57 The Response type codes (the values 1 and 2, and 2 and 3 can apply together in a valid answer)</li> </ul>
<b>Remarks</b>	These attributes reflect business requirements and do not prescribe fields in the SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5])



#### 4.7.10 DS-09 – The request and response template for a claim for the Refund of an unauthorised transaction

SEPA Direct Debit	Claim for REFUND of an unauthorised collection
<b>The Debtor:</b>	- Name(*) _____ - BIC of the Debtor PSP (*) _____ - IBAN (*) _____
<b>The Creditor:</b>	- Name (*) _____ - Identifier: (*) _____ - BIC of the Creditor PSP: (*) _____ - IBAN (O) _____
<b>Information on the collection:</b>	- Amount in euro: (*) _____, - Debit date of the Debtor: (*) ____/____/____ - Settlement date: (*) ____/____/____ - Latest collection date: (*) ____/____/____ - Cancellation date: (O) ____/____/____ - Refund request type code (*): Mandate copy requested, even if claim accepted: _____ Mandate cancelled: _____ No Mandate copy requested if claim accepted: _____ Mandate terminated: _____ - Unique mandate reference: (*) _____ - Creditor's reference: (*) _____ - Creditor PSP's reference: (*) _____
<b>Request sent by Debtor PSP:</b>	- Date: (*) ____/____/____ Confirmation of receipt requested: - Name Debtor PSP: (*) _____ - Debtor PSP contact details: (*) _____ _____ - Reference of the request: (*) _____ - Date of receipt of Debtor's request (*) ____/____/____ - Response of Creditor PSP to be sent by (*) SWIFT message ____ E-mail ____ Fax ____ To e- mail address: (O) _____ Or to fax number: (O) _____



<b>Response of the Creditor (**):</b>	- Date of sending the response: (*) ____/____/_____ - Reference of the response: (*) _____ - Answer type code: (*) - Claim accepted ____ No Mandate, claim accepted ____ - Copy of Mandate provided ____ Claim disputed ____
	(*): Mandatory fields                      (**): to be completed by the Creditor (O): optional

<b>Description</b>	<p>This dataset describes the standard template for initiating a Refund request from the Debtor PSP to the Creditor PSP up to the Creditor. It must also be used to send the reply from the Creditor PSP to the Debtor PSP. It must be used in the channels e-mail and fax accepted by the Refund procedure. This template may also be used in the first step, the registration of the Claim by the Debtor PSP. In the following steps, it must be forwarded as described in the procedure description.</p> <p>The template document must contain the field identifiers, followed by the necessary blank space in which to fill the required data items. The identifiers on the template must be in at least one and up to three languages of the country of residence of the Debtor, together with English.</p> <p>The design of the templates must comply with the requirements set out below.</p> <p>The Scheme does not standardise the font or colours used in the template.</p> <p>The Scheme requires the template to have a clear heading entitled “SEPA Direct Debit -Claim for REFUND of an unauthorised collection” and the following attributes are to be contained within the Mandate in the line order shown:</p>
<b>Attributes contained</b>	<p>Template attributes: (to be completed with the line number on the template model for each attribute)</p> <ul style="list-style-type: none"> <li>• 45 The Debtor PSP’s Reference of the request</li> <li>• 46 The Refund request type code</li> <li>• 47 The Date of receipt of the request by the Debtor PSP</li> <li>• 48 The Date of sending the request by the Debtor PSP</li> <li>• 49 The Name of the Debtor PSP</li> <li>• 50 The Debtor PSP contact details</li> </ul>



	<ul style="list-style-type: none"> <li>• 51 The e-mail address or fax number where the copy of the Mandate should be sent to at the Debtor PSP</li> <li>• 12 BIC code of the Creditor PSP (optional)</li> <li>• 04 The Account Number (IBAN) of the Creditor (optional)</li> <li>• 52 The Indication that a confirmation of the receipt of the request by the Creditor PSP requested (yes/no)</li> <li>• 20 The Identification Code of the Scheme</li> <li>• 02 The Identifier of the Creditor</li> <li>• 03 The Name of the Creditor</li> <li>• 10 The Creditor's Reference of the Collection</li> <li>• 43 The Creditor PSP's Reference of the Collection</li> <li>• 01 The Unique Mandate Reference</li> <li>• 06 The Amount of the Collection in euro</li> <li>• 13 BIC code of the Debtor PSP</li> <li>• 07 The Account Number (IBAN) of the Debtor</li> <li>• 14 The Name of the Debtor</li> <li>• 53 The Debit date of the Collection (if different from the Settlement date of the Collection)</li> <li>• 26 Settlement date of the Collection</li> <li>• 54 Latest Collection Date (or the next attribute, or this one)</li> <li>• 55 The Cancellation Date (applicable for Refund type = 3)(or the previous attribute, or this one)</li> <li>• 56 The Reference of the response of the Creditor (optional)</li> <li>• The Date of sending the response of the Creditor</li> <li>• 57 The Response type codes (the values 1 and 2, and the values 2 and 3 can apply together in a valid response) + choice to be selected</li> </ul>
<b>Remarks</b>	<p>The name of these fields must be present on the template, in order to assist the Debtor PSP while filling in the template, as presented in the illustration.</p> <p>The attributes in the template document must be completed, unless otherwise indicated.</p>



## 4.7.11 DS-10 – The request message for obtaining a copy of a Mandate

<b>Description</b>	<p>This dataset contains the message:</p> <ol style="list-style-type: none"> <li>1. for sending a request for obtaining a copy of a Mandate from the Debtor PSP up to the Creditor PSP. The Creditor PSP must forward these elements to the Creditor.</li> <li>2. and for sending the answer on the request for a copy of a Mandate from the Creditor PSP to the Debtor PSP</li> </ol> <p>Attributes are mandatory unless indicated otherwise.</p>
<b>Attributes contained</b>	<p><b>Regarding the request procedure:</b></p> <ul style="list-style-type: none"> <li>• 45 The Debtor PSP's Reference of the request</li> <li>• 48 The Date of sending the request by the Debtor PSP</li> <li>• 49 The Name of the Debtor PSP</li> <li>• 50 The Debtor PSP contact details</li> <li>• 51 The e-mail address or fax number where the copy of the Mandate should be sent to at the Debtor PSP</li> <li>• 12 BIC code of the Creditor PSP (optional)</li> <li>• 20 The Identification Code of the Scheme</li> <li>• 02 The Identifier of the Creditor</li> <li>• 03 The name of the Creditor</li> <li>• 01 The Unique Mandate Reference</li> <li>• 14 The Name of the Debtor</li> <li>• 17 The type of Mandate (paper, e-mandate)</li> </ul> <p><b>For sending the response by the Creditor PSP to the Debtor PSP, the following additional attributes must be completed:</b></p> <ul style="list-style-type: none"> <li>• 56 The Reference of the response of the Creditor (optional)</li> <li>• 57 The Response type code</li> </ul>
<b>Remarks</b>	<p>These attributes reflect business requirements and do not prescribe fields in SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).</p>





## 4.7.12 DS-11 - The template for the request and the response for obtaining a copy of a Mandate

SEPA Direct Debit	Claim for a copy of a Mandate
<b>The Debtor:</b>	- Name (*) _____
<b>The Creditor:</b>	- Name (*) _____ - Identifier: (*) _____ - BIC of the Creditor PSP: (*) _____
<b>The Mandate:</b>	- Unique mandate reference: (*) _____
<b>Request sent by Debtor PSP:</b>	- Date: (*) ____/____/_____ - Name Debtor PSP: (*) _____ - Debtor PSP contact details: (*) _____ _____ - Reference of the request: (*) _____ - Answer of Creditor PSP to be sent by (*) SWIFT message ____ E-mail ____ Fax ____ to e-mail address: (O) _____ or to fax number: (O) _____
<b>Response of the Creditor (**):</b>	- Reference of the answer (*) _____ - Answer type code: (*) Copy provided ____ No Mandate available ____
	(*): mandatory fields    (**): to be completed by the Creditor (O): optional

<b>Description</b>	<p>This dataset describes the standard template for initiating a request for obtaining a copy of a Mandate from the Debtor PSP to the Creditor PSP up to the Creditor. It must also be used to send the reply from the Creditor PSP to the Debtor PSP. It must be used in the channels e-mail and fax accepted by the procedure.</p> <p>The template document must contain the field identifiers, followed by the necessary blank space in which to fill the required data items. The identifiers on the template must be in at least one and up to three languages of the country of residence of the Debtor, together with English.</p> <p>The design of the templates must comply with the requirements set out below.</p> <p>The Scheme requires the template to have a clear heading entitled “SEPA Direct Debit -Claim for a copy of a Mandate” and the following attributes are to be contained within the Mandate in the line order shown:</p>
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<b>Attributes contained</b>	<p>Template attributes: (to be completed with the line number on the template model for each attribute)</p> <ul style="list-style-type: none"> <li>• 45 The Debtor PSP's Reference of the request</li> <li>• 48 The Date of sending the request by the Debtor PSP</li> <li>• 49 The Name of the Debtor PSP</li> <li>• 50 The Debtor PSP contact details</li> <li>• 51 The e-mail address or fax number where the copy of the Mandate should be sent to at the Debtor PSP</li> <li>• 12 BIC code of the Creditor PSP (optional)</li> <li>• 20 The Identification Code of the Scheme</li> <li>• 02 The Identifier of the Creditor</li> <li>• 03 The Name of the Creditor</li> <li>• 01 The Unique Mandate Reference</li> <li>• 14 The Name of the Debtor</li> <li>• 56 The Reference of the response sent by the Creditor (optional)</li> <li>• The Date of sending the response by the Creditor</li> <li>• 57 The Response type codes</li> </ul>
<b>Remarks</b>	<p>The name of these fields must be present on the template, in order to assist the Debtor PSP while filling in the template, as presented in the illustration.</p> <p>The attributes in the template document must be completed, unless otherwise indicated.</p>



## 4.8 Business Requirements for Attributes

This section is focussed on stating the business requirements for the data elements used by the Scheme.

### 4.8.1 List of Attributes

#### (☐ e-Mandates)

- AT-01 The unique Mandate reference
- AT-02 The identifier of the Creditor
- AT-03 The name of the Creditor
- AT-04 The account number (IBAN) of the Creditor
- AT-05 The address of the Creditor
- AT-06 The amount of the Collection in euro
- AT-07 The account number (IBAN) of the Debtor
- AT-08 The identifier of the underlying contract
- AT-09 The address of the Debtor
- AT-10 The Creditor's reference of the Direct Debit Transaction
- AT-11 The Due Date of the Collection
- AT-12 BIC code of the Creditor PSP
- AT-13 BIC code of the Debtor PSP
- AT-14 The name of the Debtor
- AT-15 The name of the Debtor reference Party
- AT-16 The placeholder for the electronic signature data
- AT-17 The type of Mandate (paper, e-Mandate)
- AT-18 The identifier of the original Creditor who issued the Mandate
- AT-19 The unique Mandate reference as given by the original Creditor who issued the Mandate
- AT-20 The identification code of the Scheme
- AT-21 The transaction type
- AT-22 The Remittance Information sent by the Creditor to the Debtor in the Collection
- AT-24 The reason for amendment of the Mandate
- AT-25 The date of signing of the Mandate
- AT-26 The Settlement Date of the Collection
- AT-27 Debtor identification code
- AT-31 The Reversal reason code
- AT-33 The signature(s) of the Debtor(s)
- AT-36 The signing date of the cancellation of the Mandate
- AT-37 The identification code of the Debtor Reference Party



- AT-38 The name of the Creditor Reference Party
- AT-39 The identification code of the Creditor Reference Party
- AT-43 The Creditor PSP's reference of the Collection
- AT-44 The amount of the Reversal in euro.
- AT-45 The Debtor PSP's reference of the request
- AT-46 The Refund request type code
- AT-47 The Date of receipt of the request by the Debtor PSP
- AT-48 The Date of sending the request by the Debtor PSP
- AT-49 The Name of the Debtor PSP
- AT-50 The Debtor PSP contact details
- AT-51 The email address or fax number of the Debtor PSP where the copy of the Mandate should be sent
- AT-52 The indication that a confirmation of the receipt of the request by the Creditor PSP is requested (yes/no)
- AT-53 The Debit date of the Collection
- AT-54 The latest Collection Date
- AT-55 The Cancellation Date
- AT-56 The Reference of the response of the Creditor
- AT-57 The Response type codes
- AT-58 The purpose of the Collection
- AT-59 The category purpose of the Collection
- AT-R1 Type of "R" message
- AT-R2 Identification of the type of party initiating the "R" message
- AT-R3 The reason code for non-acceptance
- AT-R4 The Settlement Date for the Return or Refund instruction (DS-05) or the Reversal (DS-07)
- AT-R5 Specific reference of the PSP initiating the Reject/Return/Refund for Reject/Return/Refund
- AT-R6 The Refund compensation recovered by the Debtor PSP from the Creditor PSP
- AT-R7 The specific reference of the Creditor PSP for the Reversal
- AT-R8 The amount of the Interchange Fee

For each attribute specific for SEPA Direct Debit, there is a short description. Where appropriate there is also a related description of possible values (R-codes). The Rulebook does not define attribute format or field length, unless this is considered to be a business requirement.



#### 4.8.2 AT-01 –The Unique Mandate Reference

<b>Description:</b>	<p>This reference identifies for a given Creditor, each Mandate signed by any Debtor for that Creditor. This number must be unique for each Mandate in combination with the identifier of the Creditor (AT-02 without the extension, called Creditor Business Code). The Creditor must organize himself in such a way that the delivery by any third party of the elements AT-01 + AT-02 without the extension, called Creditor Business Code, must allow indefinite retrieval of the Mandate data.</p> <p>The Rulebook does not limit the length of the attribute. It is recommended to Creditors to limit the length to a number of positions needed for managing the business of the Creditor as the attribute is used in several processes as a key to be entered to access files containing Mandate information.</p>
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#### 4.8.3 AT-02 – The Identifier of the Creditor

<b>Description:</b>	<p><b>1 The Creditor Identifier</b></p> <p>The identifier of the Creditor is unique in the Scheme: each identifier allows the identification of one Creditor without ambiguity in SEPA. A Creditor may use more than one Identifier</p> <p>A Creditor can use the “Creditor Business Code” extension to identify different business activities</p> <p>This identifier identifies a legal entity, or an association that is not a legal entity, or a person assuming the role of the Creditor. This identification must be stable in time, to enable the Debtor and the Debtor PSP to Return to the Creditor for Refund and complaints and to check the existence of a Mandate at the presentation of Collections by the Creditor</p>
	<p><b>2 The Structure of the Identifier</b></p> <p>The Creditor identifier uses, wherever possible, information available in the public domain. Consequently, there is no need for a centralised database at Scheme level containing the identifiers of Creditors and other associated Creditor data</p>



	<p>The Creditor identifier contains the following elements:</p> <ul style="list-style-type: none"> <li><b>a. The ISO country code</b> (reference [2]) of the country where the national identifier of the Creditor has been issued</li> <li><b>b. The check digit</b> (covering a + d)</li> <li><b>c. The extension, called Creditor Business Code</b>, allowing the Creditor to identify different business lines or different services. This extension is not needed to identify a Mandate in a unique way, but contains useful information for the Creditor and for the Debtor. It can be used by the Creditor in a flexible way, not being part of the real identifying part of the Creditor Identifier. Creditors can change it over time for business reasons.</li> <li><b>d. The country-specific part</b> of the Creditor identifier being a national identifier of the Creditor, as defined by the National Community.</li> </ul> <p>The identifier of the Creditor as defined by the National Community contains, for most countries, a specific structure for the identification of the Creditors. The country-specific part is not unique on SEPA level, as the logic behind is totally different from country to country. These national rules might generate identical values for identifiers in different countries, which explains the necessity to add the ISO country code.</p> <p>The detailed specifications of this identifier are provided in detail in the SEPA Direct Debit Core Inter-PSP Implementation Guidelines (reference [5]).</p>
	<p><b>3 Implementation and Transition Period</b></p> <p>From the start of the Scheme, the structure of the Creditor Identifier as defined above and specified in the Implementation Guidelines (reference [5]) will be used in the Scheme. For countries using a national identifier, which has insufficient capacity or is unsatisfactory for the intended use, a new or adapted national identifier may be defined.</p>
	<p><b>4 SEPA-wide use of the Creditor Identifier</b></p> <p>The advantage of the Scheme is that the Creditor can use a single identifier for the whole SEPA region.</p> <p>A Creditor Identifier based on an identifier from any SEPA country can be used in all SEPA countries.</p>

#### 4.8.4 AT-03 – The Name of the Creditor

<b>Description:</b>	The name of the Creditor is information made available by the Debtor PSP to the Debtor to allow the Debtor to identify the Creditor having initiated the Collection.
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#### 4.8.5 AT-04 – The Account Number of the Creditor

<b>Description:</b>	<p>The account number (IBAN) of the account of the Creditor</p> <ul style="list-style-type: none"> <li>• To be credited for a Collection (DS-04)</li> <li>• To be debited for a Reject, Return, Refund (DS-05) and Reversal (DS-07) of a Collection</li> </ul>
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#### 4.8.6 AT-05 – The Address of the Creditor

<b>Description:</b>	The address of the Creditor as forwarded to the Debtor
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#### 4.8.7 AT-06 – The Amount of the Collection in Euro

<b>Description:</b>	<p>The amount contains two parts, the first is expressed in euro, and the second is expressed in euro cents.</p> <p>The first part must be larger than or equal to zero euro, and equal to or not larger than 999.999.999 euro. The second part must be larger than or equal to zero euro cent, and smaller than or equal to 99 euro cents.</p> <p>The combined value of 0,00 euro (zero euro and zero euro cent) is not allowed.</p>
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#### 4.8.8 AT-07 – The Account Number of the Debtor

<b>Description:</b>	<p>The account number (IBAN) of the account of the Debtor</p> <ul style="list-style-type: none"> <li>• To be debited for a Collection (DS-04)</li> <li>• To be credited for a Refund (DS-05) and for a Reversal (DS-07) of a Collection</li> </ul>
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#### 4.8.9 AT-08 - The Identifier of the Underlying Contract

<b>Description:</b>	The identifier is defined in terms of layout and content by the Creditor. It may contain elements for self-control such as check-digits, but the other parties in the Scheme are not required to do any checking on this attribute.
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#### 4.8.10 AT-09 - The Address of the Debtor

<b>Description:</b>	The address of the Debtor as registered by the Creditor. Only mandatory when the Creditor PSP or the Debtor PSP is located in a non-EEA SEPA country or territory
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#### 4.8.11 AT-10 - The Creditor's Reference of the Direct Debit Transaction

<b>Description:</b>	<p>This number identifies for a given Creditor, each Collection transaction presented to the Creditor's PSP, in a unique way. This number will be transmitted in the whole process of the handling of the Collections from the Process-step PT-04.01, until the finality of the Collection. It must be returned in any exception handling process-step by any party involved. The Creditor cannot request for any other referencing information to be returned to him, in order to identify a Collection. The Creditor must define the internal structure of this reference; it can only be expected to be meaningful to the Creditor.</p> <p>If no reference is provided by the creditor, the Creditor PSP has to fill in the default value "Not Provided".</p>
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#### 4.8.12 AT-11 – The Due Date of the Collection

<b>Description:</b>	See section 4.3.1
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#### 4.8.13 AT-12 - BIC Code of the Creditor PSP

<b>Description:</b>	<p>See Chapter 7, Defined Terms in the Rulebook</p> <p>For DS-03 (Customer-to-PSP Collection), this attribute has to be provided only when the Creditor PSP explicitly requests this BIC and this Creditor PSP is located in a non-EEA SEPA country or territory. This attribute remains mandatory in DS-04 (inter-PSP collection)</p>
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#### 4.8.14 AT-13 - BIC Code of the Debtor PSP

<b>Description:</b>	<p>See Chapter 7, Defined Terms in the Rulebook</p> <p>For DS-03 (Customer-to-PSP collection), this attribute has to be provided only when the Creditor PSP explicitly requests the BIC of the Debtor PSP whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory.</p> <p>This attribute remains mandatory in DS-04 (inter-PSP collection)</p>
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#### 4.8.15 AT-14 – The Name of the Debtor

<b>Description:</b>	<p>The name of the Debtor as registered by the Creditor.</p> <p><b>Specific scheme rule in case of Card Data Generated Mandate (CDGM) as per the SEPA Regulation Article 5 in conjunction with its Annex paragraph 3 (a)(iv):</b></p> <p>In case of a mandate generated using data from a payment card at the point of sale which results in a direct debit to and from a payment account, and where the name of the Debtor is not available, the attribute “name of Debtor” must be filled in with “CDGM”, followed by the card number, the sequence number and the expiry date of the card or, if these data elements are not available, by any other data element(s) that would uniquely identify the Debtor to the Debtor PSP.</p>
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#### 4.8.16 AT-15 - The Name of the Debtor Reference Party

<b>Description:</b>	<p>See section 3.1.</p> <p>Information relating to a Debtor Reference Party is included only for the purpose of assisting the Debtor and/or Creditor in managing their payments and is not required to be provided to or by the Debtor PSP and/or Creditor PSP for the purpose of effecting the payment to which the information relates.</p>
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#### 4.8.17 AT-16 – The Placeholder for the Electronic Signature Data

<b>Description:</b>	<p>This is a placeholder for the transmission of the information needed for the use of an electronic signature.</p>
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#### 4.8.18 AT-17 - The type of Mandate (paper, e-Mandate)

<b>Description:</b>	<p>The type of Mandate allows distinguishing between a Mandate issued in paper in accordance with the rules of the Core Scheme Rulebook and a Mandate issued as an e-Mandate under the rules of the optional e-Mandate service described in ANNEX VII of this Rulebook.</p>
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## 4.8.19 AT-18 - The Identifier of the Original Creditor who issued the Mandate

<b>Description:</b>	The Creditor Identifier of the Creditor who issued the Mandate before the Mandate and its underlying contract was taken over by another Creditor.
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## 4.8.20 AT-19 - The Unique Mandate Reference as given by the Original Creditor who issued the Mandate

<b>Description:</b>	In the case that a Mandate is taken over by another Creditor than the Creditor who initiated the Mandate, the original unique Mandate reference must be stored in this attribute.
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## 4.8.21 AT-20 –The Identification Code of the SEPA Direct Debit Scheme

<b>Description:</b>	This code allows instructions under the Scheme to be distinguished from those of other schemes.
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## 4.8.22 AT-21 – The Transaction / Sequence Type

<b>Description:</b>	This attribute allows different types of transaction to be identified.
<b>Value range:</b>	<ol style="list-style-type: none"> <li>1. One-off Collection</li> <li>2. Recurrent, not the last Collection of the recurrent Collections</li> <li>3. First Collection of the recurrent Collections (optional)</li> <li>4. Last Collection of the recurrent Collections</li> <li>5. Reversal</li> </ol>
<b>Remarks</b>	The values given for the codes are arbitrary for inventory purposes, not taken from an approved standard. A Collection with the optional transaction type 'first' is processed as a recurrent Collection.

## 4.8.23 AT-22 – The Remittance Information sent by the Creditor to the Debtor in the Collection

<b>Description:</b>	This information is defined by the Creditor and must be communicated by the Debtor PSP to the Debtor when debiting the account of the Debtor. It is recommended that it contains a reference to the pre notification. It may also contain the identifier of the underlying contract.
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## 4.8.24 AT-24 – The Reason for Amendment of the Mandate

<b>Description:</b>	This code describes the reason for the amendment by the Creditor and/or the Debtor
<b>Value range:</b>	<ul style="list-style-type: none"> <li>• Change of AT-01 (the Creditor defining a new unique Mandate reference)</li> <li>• Change of AT-02 (new Creditor Identifier Information)</li> <li>• Change of AT-03 (The Name of the Creditor)</li> <li>• Change of AT-07 (the Debtor specifying another account to be debited in the same PSP or in another PSP)</li> <li>• A combination of changes in the attributes AT-01, AT-02 and/or AT-03</li> </ul>



#### 4.8.25 AT-25 – The Date of Signing of the Mandate

<b>Description:</b>	The date on which the Mandate was signed by the Debtor, as registered by the Creditor in the dematerialisation of the Mandate document. The value of this attribute remains unchanged for the mandate lifecycle. For Mandates migrated from other direct debit schemes, this attribute might not be available. In such case, it is up to communities of Participants to define how to provide a valid substitute for this date
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#### 4.8.26 AT-26 – The Settlement Date of the Collection

<b>Description:</b>	The date on which the amount of the Collection is settled by the CSM.
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#### 4.8.27 AT-27 - Debtor Identification Code

<b>Description:</b>	This attribute identifies the Debtor by specifying a code determined by the Debtor in agreement with the Creditor to facilitate the identification of the Debtor. May be specified by the Debtor, is optional for the Scheme.
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#### 4.8.28 AT-31 – The Reversal Reason Code

<b>Description:</b>	This code explains the reason for the Reversal for a Collection. It is defined by the actor who initiates the Reversal, i.e. either the Creditor or the Creditor PSP. It can be used by the Debtor PSP to inform the Debtor about the reason for the credit of the account of the Debtor.
<b>Value range:</b>	Duplicate entry Reason not specified

#### 4.8.29 AT-33 – The Signature(s) of the Debtor(s)

<b>Description:</b>	The signature(s) on paper of the Debtor(s)
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#### 4.8.30 AT-36 – The Signing Date of the Cancellation of the Mandate

<b>Description:</b>	The date on which the cancellation of the Mandate was signed by the Debtor, as registered by the Creditor in the dematerialisation of the Mandate cancellation.
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#### 4.8.31 AT-37 – The identification code of the Debtor Reference Party

<b>Description:</b>	A code supplied by the Debtor and delivered to the Creditor as part of the completed Mandate. Information relating to a Debtor Reference Party is included only for the purpose of assisting the Debtor and/or Creditor in managing their payments and is not required to be provided to or by the Debtor PSP and/or Creditor PSP for the purpose of effecting the payment to which the information relates.
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#### 4.8.32 AT-38 – The name of the Creditor Reference Party

<b>Description:</b>	Information relating to a Creditor Reference Party is included only for the purpose of assisting the Debtor and/or Creditor in managing their payments and is not required to be provided to or by the Debtor PSP and/or Creditor PSP for the purpose of effecting the payment to which the information relates.
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#### 4.8.33 AT-39 – The identification code of the Creditor Reference Party

<b>Description:</b>	A code supplied by the Creditor and delivered unaltered to the Debtor. Information relating to a Creditor Reference Party is included only for the purpose of assisting the Debtor and/or Creditor in managing their payments and is not required to be provided to or by the Debtor PSP and/or Creditor PSP for the purpose of effecting the payment to which the information relates.
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#### 4.8.34 AT-43 – The Creditor PSP's Reference of the Collection

<b>Description:</b>	The reference of the Collection given by the Creditor PSP to be forwarded to the Debtor PSP.
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#### 4.8.35 AT-44 – The Amount of the Reversal in euro

<b>Description:</b>	The amount for the reversal of a Collection. This amount cannot be different from the amount of the Collection involved, as partial reversals are not allowed.
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#### 4.8.36 AT-45 - The Debtor PSP's Reference of the request

<b>Description:</b>	The reference of the request (for a claim for a Refund of an unauthorised transaction, or for obtaining a copy of a Mandate) given by the Debtor PSP to be forwarded to the Creditor PSP.
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#### 4.8.37 AT-46 - The Refund request type code

<b>Description:</b>	<p>This code identifies the type of request for a Refund of an unauthorised transaction.</p> <p>Four types of request can be distinguished:</p> <ol style="list-style-type: none"> <li>1. A copy of the Mandate is requested by the Debtor PSP, the copy must be provided, except if the Creditor accepts the claim.</li> <li>2. A copy of the Mandate is requested by the Debtor PSP, the copy must be provided, even if the Creditor accepts the claim.</li> <li>3. No copy of the Mandate is requested by the Debtor PSP as, according to the Debtor, the Mandate has already been cancelled by the Debtor.</li> <li>4. No copy of the Mandate is requested by the Debtor PSP as the Mandate should have been cancelled by the Creditor due to 36 months of inactivity after the latest collection presented.</li> </ol>
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#### 4.8.38 AT-47 - The Date of receipt of the request by the Debtor PSP

<b>Description:</b>	The date on which the request initiated by the Debtor, has been received by the Debtor PSP.
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#### 4.8.39 AT-48 – The Date of sending the request by the Debtor PSP

<b>Description:</b>	The date on which the request has been forwarded by the Debtor PSP to the Creditor PSP.
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#### 4.8.40 AT-49 – The Name of the Debtor PSP

<b>Description:</b>	The name of the Debtor PSP as specified in the request.
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## 4.8.41 AT-50 – The Debtor PSP contact details

<b>Description:</b>	The contact details of the Debtor PSP, to be used by the Creditor PSP or the Creditor, in the case that a contact is necessary to clarify the request made.
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## 4.8.42 AT-51 – The e-mail address or fax number of the Debtor PSP where the copy of the Mandate should be sent

<b>Description:</b>	The e-mail address or fax number of the Debtor PSP where the copy of the Mandate should be sent by the Creditor PSP.
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## 4.8.43 AT-52 – The indication that a confirmation of the receipt of the request by the Creditor PSP is requested (yes/no)

<b>Description:</b>	The indication that a confirmation of the receipt of the request by the Creditor PSP is requested by the Debtor PSP. When the confirmation is requested 'yes' should be specified.
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## 4.8.44 AT-53 – The Debit date of the Collection

<b>Description:</b>	See section 4.3.1
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## 4.8.45 AT-54 – The latest Collection Date

<b>Description:</b>	The due date of the latest Collection under the Mandate for which a claim for Refund for an unauthorised transaction is made
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## 4.8.46 AT-55 – The Cancellation Date

<b>Description:</b>	The date on which the Mandate has been cancelled by the Debtor or the Creditor.
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## 4.8.47 AT-56 – The Reference of the response of the Creditor

<b>Description:</b>	The reference of the response of the Creditor on the request made by the Debtor PSP.
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## 4.8.48 AT-57 - The Response type codes

<b>Description:</b>	<p>The Response type code(s) identify the type of response given by the Creditor PSP to the Debtor PSP. The values 1 and 2, and 2 and 3 can apply together in a valid response on a Refund request.</p> <p>The codes are the following:</p> <ol style="list-style-type: none"> <li>1. Creditor accepts the claim for Refund presented by the Debtor (applicable for Refund requests)</li> <li>2. Creditor provides a Mandate copy (applicable for Refund requests)</li> <li>3. Claim disputed by the Creditor (applicable for Refund requests)</li> <li>4. Creditor provides a Mandate copy (Default value applicable for Mandate copy requests)</li> <li>5. Creditor does not provide a Mandate copy (applicable for Mandate copy requests)</li> </ol>
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## 4.8.49 AT-58 – The purpose of the Collection

<b>Description:</b>	The purpose of the direct debit Collection is the underlying reason for the direct debit transaction, i.e. information on the nature of such transaction.
<b>Value range:</b>	All codes part of the ISO standard are accepted.

## 4.8.50 AT-59 – The category purpose of the Collection

<b>Description:</b>	The category purpose of the collection is information on the high level nature of the direct debit transaction. It can have different goals: allow the Creditor PSP to offer a specific processing agreed with the Creditor, or allow the Debtor PSP to apply a specific processing
<b>Value range:</b>	All codes part of the ISO standard are accepted.

## 4.8.51 AT-R1 – Type of “R” message

<b>Description:</b>	This code contains the code identifying the type of “R” message
<b>Value range:</b>	<ul style="list-style-type: none"> <li>• Reject of a Collection</li> <li>• Return of a Collection</li> <li>• Refund of a Collection</li> </ul>

## 4.8.52 AT-R2 – Identification of the type of party initiating the “R” message

<b>Description:</b>	<p>Types are:</p> <ul style="list-style-type: none"> <li>• Creditor PSP (for Reject, Reversal)</li> <li>• Debtor PSP (for Reject, Return)</li> <li>• CSM (for Reject only)</li> <li>• Creditor (for Reversal only)</li> <li>• Debtor (for Refund only)</li> </ul>
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## 4.8.53 AT-R3 – The Reason Code for Non-Acceptance (Reject, Return or Refund)

<b>Value range:</b>	<p>The reasons for a <b>Reject</b> by the Creditor PSP are left to a bilateral agreement between the Creditor PSP and the Creditor.</p> <p>The reasons for a <b>Reject</b> by the CSM or the Debtor PSP are as follows:</p> <ul style="list-style-type: none"> <li>• Operation code/transaction code/sequence type incorrect, invalid File format</li> <li>• PSP identifier incorrect (i.e. invalid BIC)</li> <li>• Debtor deceased</li> <li>• Account identifier incorrect (i.e. invalid IBAN)</li> <li>• Account closed</li> <li>• Direct debit forbidden on this account for regulatory reasons</li> <li>• Account blocked</li> <li>• Reason not specified</li> <li>• Insufficient Funds</li> <li>• Mandate data missing or incorrect</li> <li>• No Mandate</li> <li>• Regulatory reason</li> <li>• Account blocked for Direct Debit by the Debtor</li> <li>• Specific service offered by the Debtor PSP</li> <li>• Duplicate collection</li> <li>• Refusal by the Debtor</li> <li>• Identifier of the Creditor incorrect</li> <li>• Creditor PSP not registered under this BIC in the CSM</li> <li>• Debtor PSP not registered under this BIC in the CSM</li> <li>• Settlement of the Collection failed</li> </ul>
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	<p>The reasons for a <b>Return</b> by the Debtor PSP are as follows:</p> <ul style="list-style-type: none"> <li>• Operation code/transaction code/sequence type incorrect, invalid File format</li> <li>• Account identifier incorrect (i.e. invalid IBAN or account number does not exist)</li> <li>• Account closed</li> <li>• PSP identifier incorrect (i.e. invalid BIC)</li> <li>• Debtor deceased</li> <li>• Direct debit forbidden on this account for regulatory reasons</li> <li>• Duplicate collection</li> <li>• Account blocked</li> <li>• Reason not specified</li> <li>• Insufficient Funds</li> <li>• No Mandate</li> <li>• Account blocked for Direct Debit by the Debtor</li> <li>• Refusal by the Debtor</li> <li>• Regulatory reason</li> <li>• Specific service offered by the Debtor PSP</li> <li>• Identifier of the Creditor incorrect</li> </ul>
	<p>The reasons for a <b>Refund</b> are as follows:</p> <ul style="list-style-type: none"> <li>• Unauthorised Transaction</li> <li>• Disputed authorised transaction (can only be used within the eight-week no-questions-asked Refund period)</li> </ul>
	<p>The document 'EPC Guidance on Reason Codes for SEPA Direct Debit R-transactions' (document reference [16]) prescribes which ISO code should be used for each of the above-mentioned reasons under a Reject, a Return and a Refund.</p>

#### 4.8.54 AT-R4 – The Settlement Date for the Return or Refund instruction (DS-05) or the Reversal (DS-07)

<b>Description:</b>	The date on which the amount of the Return, Refund or Reversal is settled by the CSM.
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#### 4.8.55 AT-R5 – Specific reference of the PSP initiating the Reject/Return/Refund for a Reject/Return/Refund

<b>Description:</b>	The reference of the PSP/CSM initiating the 'R' message. This reference must be provided by the party receiving the message when requesting any complementary information about the 'R' message
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## 4.8.56 AT-R6 – The Refund Compensation Recovered by the Debtor PSP from the Creditor PSP

<b>Description:</b>	The Refund compensation is calculated by the Debtor PSP for a Refund message sent to the Creditor PSP through the CSM, according to the rule described in PT-04.16.
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## 4.8.57 AT-R7 – The Specific Reference of the Creditor PSP for the Reversal

<b>Description:</b>	The reference of the Reversal forwarded by the Creditor PSP to the Debtor PSP.
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## 4.8.58 AT-R8 – The amount of the Interchange Fee

<b>Description:</b>	This amount of the Interchange Fee is collected by the Debtor PSP.
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## 5 Rights and Obligations of all Participants

### 5.1 The Scheme

Participation in the SEPA Direct Debit Core Scheme is on the basis of compliance with the following guiding principles:

- Participants from all countries in SEPA participate on the basis that the level playing field principle is respected.
- All adhering Participants shall comply with the SEPA Direct Debit Core Scheme Rulebook on the same basis as all other Participants.
- Participants need to ensure that the Regulation on Information accompanying Transfers of Funds and the provisions of Title III and Title IV of the Payment Services Directive affecting direct debits enabled by the SEPA Direct Debit Core Scheme are effectively represented in law or substantially equivalent binding practice. For the avoidance of doubt, it is recognised that the compliance obligations for a Participant that is not subject to the Payment Services Directive under its national law and is operating outside the EEA shall not include the obligations resulting from Article 66 and related Articles of the Payment Services Directive as these Articles should only apply in combination with the authorisation framework within the EEA in accordance with Titles I and II of the Payment Services Directive.

### 5.2 Compliance with the Rulebook

A Participant shall comply with:

- the Rulebook, including amendments as and when they are made and properly communicated to Participants
- the SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines
- the SEPA Direct Debit Core Scheme Customer-to-PSP Implementation Guidelines when as Creditor PSP it offers to its Creditors the service of accepting and processing electronically bundled Customer-to-PSP Collections
- the EPC Payment Scheme Management Rules (the “Internal Rules”), as set out in ANNEX II to this Rulebook
- any validly made order or notice issued as part of the SEPA Scheme Management processes under the Rulebook and the Internal Rules.

The parties to the Rulebook are the EPC and each Participant.

The Rulebook is a multilateral agreement comprising contracts between:

- the EPC and each Participant; and
- each Participant and every other Participant.

A person who is not a party to the Rulebook shall have no rights or obligations under the Rulebook.

A Participant shall procure that its employees, its agents and the employees of its agents comply with all applicable obligations under the Rulebook.



### 5.3 Reachability

#### (□ e-Mandates)

Each Participant shall offer services relating to the Scheme in the capacity of Debtor PSP.

A Participant may also offer services relating to the Scheme in the capacity of Creditor PSP.

Each Participant needs to determine how to achieve full reachability for the SEPA Direct Debit Core Scheme. There are several ways for Participants to send and receive euro payment transactions to and from other Participants across SEPA.

A Participant can use the services of a CSM to assist in the provision of its services to Creditors and Debtors.

A Participant can use the services of an Intermediary PSP to perform any functions in relation to an obligation arising under the Rulebook. The Participant shall ensure that its arrangements with such Intermediary PSP are consistent with, and do not detract from, the requirements of the Rulebook and the other documents listed at section 5.2.

Participants can choose any solution or a combination of solutions, as long as reachability and compliance with the Scheme is effectively ensured. A Participant when using the services of a CSM or Intermediary PSP acts at its own risk.

### 5.4 Eligibility for Participation

In order to be eligible as a Participant, a Participant must at all times:

1. be active in the business of providing banking and/or payment services to customers
2. be active in the business of providing accounts used for the execution of payments, holding the Funds needed for the execution of payments or making the Funds received following the execution of payments available to customers
3. be either incorporated and licensed in a SEPA country or territory, or licensed by an appropriate EEA regulatory body
4. be able to pay its debts as they fall due, and not be insolvent as defined in accordance with any insolvency law applicable to the Participant
5. maintain a sufficient level of liquidity and capital in accordance with regulatory requirements to which it is subject
6. be able to meet rating or other criteria set under the terms of the Scheme from time to time for the purpose of establishing the Participant's ability to meet its financial obligations
7. comply fully with applicable regulations in respect of money laundering, sanctions restrictions and terrorist financing
8. participate, or be eligible to participate, directly or indirectly in one or more CSMs for the purpose of providing access to the Scheme throughout SEPA
9. develop and effect operational and risk control measures appropriate to the business undertaken by the Participant, such as the risk management provisions set out in the Rulebook and in ANNEX III to the Rulebook.

Applicants which fall within one of the following categories shall be deemed automatically to be eligible under this section:



1. a credit institution which is authorised in accordance with Article 8 (1) of Directive 2013/36/EU by a state which is a member of the European Economic Area;
2. the institutions referred to in points (2) to (23) of Article 2 (5) of Directive (EU) 2013/36/EU;
3. Institutions/entities/undertakings, incorporated in a non-EEA country to which the geographical scope of the SEPA payment schemes has been extended, that have been licensed by the relevant National Competent Authority in accordance with the applicable requirements, and are listed under the document [14].

An applicant which has been authorised as a payment institution under Article 11 of the Payment Services Directive, or any other payment service provider listed in Article 1.1 of the Payment Services Directive, shall be deemed automatically to have met the following eligibility criteria:

1. be active in the business of providing banking and/or payment services to Customers
2. be either incorporated and licensed in a SEPA country or territory or licensed by an appropriate EEA regulatory body
3. maintain a sufficient level of liquidity and capital in accordance with regulatory requirements to which it is subject
4. comply fully with applicable regulations in respect of money laundering, sanctions restrictions and terrorist financing
5. develop and effect operational and risk control measures appropriate to the business undertaken by the Participant.

Furthermore, an applicant which is the treasury of a sovereign state shall not be required to establish:

1. that it is able to pay its debts as they fall due or that it is not insolvent; or
2. that it meets rating or other criteria set under the terms of the Scheme for the purpose of establishing its ability to meet its financial obligations,
3. unless there are exceptional circumstances, or the applicant is not the treasury of an EEA member state or Switzerland.

However, the Secretariat may request such an applicant to demonstrate (in its legal opinion or otherwise) that it is the treasury of the state itself, and not the treasury of an organ or entity under the control of the state.

A Participant shall notify the Secretariat immediately of any matter that is material to the Participant's eligibility as a Participant under this section 5.4. The Secretariat shall take reasonable steps to bring such notifications to the attention of all other Participants and the PSMB.

### 5.5 Becoming a Participant

Any undertaking which is eligible under section 5.4 above may apply to become a Participant.

Applications shall be submitted to the EPC in accordance with its application procedures as set out in the Internal Rules.

To apply to become a Participant, an undertaking shall submit to the EPC an executed and original Adherence Agreement and submit Supporting Documentation to the EPC. A Participant may appoint an agent to complete an Adherence Agreement on its behalf. If the latter procedure is



adopted the Participant undertakes all rights and obligations under the Rulebook and the documents specified in section 5.2 above as if it had completed the Adherence Agreement itself.

The EPC may require additional information from the applicant in support of its application.

An applicant becomes a Participant on an admission date specified by the EPC in accordance with the Internal Rules. Names of applicants which will become Participants at a future date may be pre-published, and a date designated and published when they will become Participants.

In consideration of the mutual obligations constituted by the Rulebook, an applicant agrees to be bound by, becomes subject to and shall enjoy the benefits of, the Rulebook upon becoming a Participant.

If the application to become a Participant is rejected, the applicant shall receive notice of such in writing and be provided with a statement of the reasons for such rejection.

Upon receipt of such a written rejection, the applicant may appeal against the decision in accordance with the Internal Rules.

### 5.6 Direct Debit Scheme List of Participants

The Direct Debit Scheme List of Participants shall be maintained in good and up-to-date order and arrangements will be made for such list to be made available to Participants when issued or updated.

Such list shall contain:

- current contact details for each Participant for the purpose of enabling notices to be served on Participants in accordance with the Rulebook;
- the date on which each Participant attained Participant status;
- details of undertakings which have been removed from the list, including the date of their removal; and
- such other information as is considered appropriate in the interests of the effective management of the Scheme.

Any changes to operational, contacting or invoicing details will be notified by Participants, in accordance with the Scheme management process as stipulated in the EPC Payment Scheme Management Rules.

By submitting an application to become a Participant, an undertaking consents to publication of the details referred to in this section 5.6.

### 5.7 Obligations of a Creditor PSP

#### (☐ e-Mandates)

In respect of each of its Creditors, a Creditor PSP shall:

1. enter into an agreement governing the provision and use of services relating to the Scheme only after applying the principles of “Know Your Customer”;
2. ensure that such agreement is consistent with the Rulebook and that such agreement is complete, unambiguous and enforceable;
3. ensure that such agreement makes adequate provision in circumstances where a Creditor moves its account from one Creditor PSP to another Creditor PSP, as provided for in the Rulebook;



4. ensure that such agreement makes adequate provision for the Creditor PSP's succession (e.g. through merger or acquisition), in accordance with the Rulebook;
5. not restrict its Creditors from obtaining similar services relating to the Scheme from any other Creditor PSP;
6. provide Creditors and prospective Creditors with adequate information on their risks as well as the respective rights and obligations of the Debtor, Creditor and Creditor PSP including those specified in the applicable legislation in relation to the SEPA Direct Debit in question and more in general about the secure use of direct debits, in advance of the first initiation of a SEPA Direct Debit by the Creditor and in accordance with the relevant provisions in the Rulebook on the content of such information. As regards the aspects of secure use of direct debits, the further details about the information obligations are spelled out in the risk management annex (ANNEX III) of the Rulebook;
7. comply with applicable provisions issued from time to time in relation to risk management as set out in the Rulebook and ANNEX III;
8. in the event that a prospective Creditor does not have a Creditor Identifier, provide or procure the provision of such a number;
9. perform all operational tasks allocated to Creditor PSPs under the Rulebook and comply with the standards set out in the SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines and in the SEPA Direct Debit Core Scheme Customer-to-PSP Implementation Guidelines;
10. accept Customer-to-PSP Collection messages at the request of the Creditor that comply with the standards set out in the SEPA Direct Debit Core Scheme Customer-to-PSP Implementation Guidelines;
11. effect exception processing in accordance with the Rulebook;
12. pay the amount of each Refund or Return to the relevant Debtor PSP, regardless of the status of the Creditor's account or the Creditor itself;
13. upon request by a Debtor PSP to whom it has sent a Collection (including any Collection which has become subject to a Reject), seek all relevant information and, if requested, a copy of the relevant Mandate, from the Creditor and provide to the Debtor PSP without undue delay such information relating to the relevant Collection and Mandate as has been made available to it by the relevant Creditor (e-Mandates);
14. monitor the use by its Creditors of SEPA Direct Debits to ensure continuing compliance with the Rulebook and in order to mitigate all the risks;
15. in the event that it has credible evidence that its Creditor has effected or proposes to effect one or more SEPA Direct Debits with intent to defraud any person, cease forthwith to effect further Collections for such Creditor;
16. ensure that, in its agreements with Creditors governing the provision and use of services relating to the Scheme, it has the right to terminate such agreements in the event that Creditors misuse the Scheme and that it exercises such right in such an event;
17. pay compensation to Debtor PSPs in respect of Refunds as determined in accordance with the Rulebook;
18. ensure the ongoing compliance of its own rules, procedures and agreements with the laws, regulations and generic supervisory requirements applicable to them;



19. enter into legally binding agreements with their direct debit service providers covering all functions performed by those providers in direct connection with the scheme, ensure that such agreements are complete, unambiguous and enforceable on each contractual party and safeguard the ongoing compliance of such agreements with the laws applicable to them;
20. require the CSM(s) to which it is connected to act in compliance with the scheme rules;
21. immediately (without any further delay) report to the EPC about unmitigated Risks of scheme-wide Importance and about Major Incidents that affect the smooth functioning of the Scheme;
22. without delay report to the EPC about issues or complaints related to Collections that were raised by Debtors or Creditors and about internal or external audit findings, where such issues, complaints or findings are of scheme-wide importance.

A Creditor PSP shall oblige each of its Creditors, in accordance with the relevant requirements set out in the Rulebook:

23. to obtain and use a Creditor Identifier when effecting SEPA Direct Debits;
24. to use a Mandate that complies with the set of requirements defined by the Rulebook;
25. to comply with the terms of Mandates agreed with its Debtors;
26. to collect, process and store data related to its Mandates in accordance with the relevant provisions of the Rulebook;
27. to pre-notify its Debtors in relation to Collections it proposes to initiate in accordance with the relevant Mandate;
28. to initiate Collections with the Creditor PSP in accordance with the relevant timing requirements set out in the Rulebook;
29. to perform all operational tasks allocated to Creditors under the Rulebook;
30. to effect all Rejects, Returns and Refunds in relation to its Collections presented through the Creditor PSP;
31. without delay, to provide the Creditor PSP with information relating to its Collections and Mandates, and a copy of any Mandate, when requested by the Creditor PSP (☐ e-Mandates);
32. to comply with any guidance for Creditors issued from time to time in relation to risk management;
33. to resolve any disputes concerning the underlying contract and the related payments directly with the Debtor.

Where a Debtor PSP has suffered a Loss as a result of effecting a Refund in accordance with the Rulebook and the relevant Creditor PSP does not indemnify the Debtor PSP in respect of such Loss in accordance with the Rulebook, the Debtor PSP shall be entitled to take the benefit, in whole or in part and whether by way of subrogation or otherwise, of the Creditor PSP's rights against the relevant Creditor, and the Creditor PSP shall take all reasonable steps to secure such rights for the Debtor PSP.

The Creditor PSP will indemnify the Debtor PSP for the financial loss incurred in the case of a Refund request honoured by the Debtor PSP according to the rule described in PT-04.16.





## 5.8 Obligations of a Debtor PSP

### (□ e-Mandates)

In respect of each of its Debtors, a Debtor PSP shall:

1. enter into an agreement governing the provision and use of services relating to the Scheme only after applying the principles of Know Your Customer;
2. ensure that such agreement is consistent with the Rulebook and that such agreement is complete, unambiguous and enforceable;
3. ensure that such agreement makes adequate provision for a Debtor moving its account from a Debtor PSP to another Debtor PSP, as provided for in the Rulebook;
4. ensure that such agreement makes adequate provision for the Debtor PSP's succession (e.g. through merger or acquisition), in accordance with the Rulebook;
5. provide Debtors and prospective Debtors with adequate information on their risks as well as the respective rights and obligations of the Debtor, Creditor and Debtor PSP including those specified in the applicable legislation in relation to the SEPA Direct Debit in question and more in general about the secure use of direct debits, in advance of the first initiation of a SEPA Direct Debit to be debited from each relevant Debtor's account and in accordance with the relevant provisions in the Rulebook on the content of such information. As regards the aspects of secure use of direct debits, the further details about the information obligations are spelled out in the risk management annex (ANNEX III) of the Rulebook.
6. allow Debtors to prohibit the application of SEPA Direct Debits to its account;
7. comply with applicable provisions issued from time to time in relation to risk management as set out in the Rulebook and ANNEX III;
8. perform all operational tasks allocated to Debtor PSPs under the Rulebook and comply with the standards set out in the SEPA Direct Debit Core Scheme Inter-PSP Implementation Guidelines;
9. effect all Rejects, Returns and Refunds in relation to its Debtors' accounts, in accordance with the Rulebook, even if the Debtor's account is closed;
10. effect Refunds requested by the Debtor after the closure of his account in the Debtor PSP, in accordance with the Rulebook;
11. without delay, if requested by a Debtor in respect of whom a Collection has been received, seek all relevant information and a copy of the relevant Mandate from the Creditor PSP and provide to the Debtor without undue delay such information relating to the relevant Mandate as has been made available to it by the relevant Creditor PSP;
12. ensure the ongoing compliance of its own rules, procedures and agreements with the laws, regulations and generic supervisory requirements applicable to them;
13. enter into legally binding agreements with their direct debit service providers covering all functions performed by those providers in direct connection with the scheme, ensure that such agreements are complete, unambiguous and enforceable on each contractual party and safeguard the ongoing compliance of such agreements with the laws applicable to them;
14. require the CSM(s) to which it is connected to act in compliance with the scheme rules;



15. immediately (without any further delay) report to the EPC about unmitigated Risks of scheme-wide Importance and about Major Incidents that affect the smooth functioning of the Scheme;
16. without delay report to the EPC about issues or complaints related to Collections that were raised by Debtors or Creditors and about internal or external audit findings, where such issues, complaints or findings are of scheme-wide importance.

A Debtor PSP shall oblige each of its Debtors, in accordance with the relevant requirements set out in the Rulebook:

17. to comply with the terms of Mandates agreed with its Creditors;
18. to claim Refunds only in accordance with the relevant timing requirements set out in the Rulebook;
19. to resolve any disputed Collection directly with the Creditor concerned, and accept that the obligations of the Debtor PSP and the Creditor PSP under the Scheme are not subject to claims or defences under the contractual or other arrangements in place between Debtor and Creditor.

## 5.9 Indemnity and Limitation of Liability

**(☐ e-Mandates see the indicated points below)**

### 5.9.1 No-fault Reimbursement of Refunds and Returns

**(☐ e-Mandates)**

In respect of each SEPA Direct Debit which is the subject of a Collection received by a Debtor PSP from a Creditor PSP, such Creditor PSP shall indemnify the Debtor PSP in respect of:

- a. Any amount paid by the Debtor PSP to the Debtor by way of Refund and Refund compensation as set out in PT-04.16 or PT-04.24; or
- b. The amount of any Collection subject to a Return.

### 5.9.2 Compensation for Breach of the Rulebook

A Participant who is a party to a SEPA Direct Debit shall be liable to the other Participant who is also a party to that SEPA Direct Debit for all foreseeable losses, costs, damages and expenses (including reasonable legal fees), taxes and liabilities for any claims, demands or actions (each referred to as a 'Loss'), where the Loss arises out of or in connection with:

- a. Breach of the Rulebook relating to the Collection by the relevant Participant, its employees or agents;
- b. Any negligent acts or omissions of the relevant Participant, its employees or agents, relating to the Collection insofar as relevant to the operation of the Scheme; or
- c. Any operational failures of the relevant Participant, its employees or agents relating to the Collection insofar as relevant to the operation of the Scheme.

### 5.9.3 Limits on Liabilities

A Participant's liability under the Rulebook is limited as follows:

- The maximum amount which may be claimed in respect of a Loss is the amount of the Collection plus, where due, Refund compensation under PT-04.16. In particular, if a Creditor PSP has paid the amount of a Refund and Refund compensation due under PT-04.16, the Debtor PSP may not make any further claim against that Creditor PSP in respect of the





Collection, even if it has suffered additional losses as a result of the breach, negligence or operational failure of the Creditor PSP, its employee or agents;

- The cap on liability applies even if there has been gross negligence by the liable Participant, its employees or agents;
- The cap on liabilities does not apply in the event of wilful intent by the Participant or by the Participant's employees or agents;
- The maximum amount which may be claimed in respect of a Loss is subject to proportionate reduction in the case of contributory negligence of the Participant making the claim, its employees or its agents;
- A Loss which results from action taken to limit or manage risk shall not be claimed;
- A Loss can be regarded as foreseeable only if it is regularly experienced by Participants active in making cross border payments to SEPA countries.

#### 5.9.4 Force Majeure

Further, a Participant shall not be liable for any failure, hindrance or delays in performance in whole or part of its obligations under the Rulebook if such failure, hindrance or delay arises out of circumstances beyond its control. Such circumstances may include, but are not limited to acts of God, fire, flood and unavailability of energy supplies.

#### 5.10 Liability of the EPC

The EPC, its agents, employees or the employees of its agents shall not be liable for anything done or omitted in the exercise of any discretion under the Rulebook unless it is shown that the act or omission was effected in bad faith.

The EPC, its agents, its employees and the employees of its agents shall not be liable for any losses which are not foreseeable.

#### 5.11 Termination

A Participant may terminate its status as a Participant by giving no less than six months' prior written notice to the EPC, such notice to take effect on a designated day (for which purpose such a day will be designated at least one day for each month). As soon as reasonably practicable after receipt of such notice, it or a summary shall be published to all other Participants in an appropriate manner.

Notwithstanding the previous paragraph, upon receipt of the participant's notice of termination by the EPC, the Participant and the EPC may mutually agree for the termination to take effect on any day prior to the relevant designated day.

A former Participant shall continue to be subject to the Rulebook in respect of all activities which were conducted prior to termination of its status as a Participant and which were subject to the Rulebook, until the date on which all obligations to which it was subject under the Rulebook prior to termination have been satisfied. In particular, in each case by the former Participant and in favour of the former Participant, as appropriate:



- all SEPA Direct Debit obligations incurred prior to termination of its status as a Participant are preserved and shall be performed in accordance with the Rulebook;
- partly-completed SEPA Direct Debit obligations shall be fully completed; and
- all rights accrued prior to such termination are preserved.

Upon termination of its status as a Participant, an undertaking shall not incur any new obligations under the Rulebook. Further, upon such termination, the remaining Participants shall not incur any new obligations under the Rulebook in respect of such undertaking's prior status as a Participant. In particular, no new SEPA Direct Debit obligations may be incurred by the former Participant or in favour of the former Participant.

The effective date of termination of a Participant's status as a Participant is (where the Participant has given notice in accordance with the first paragraph of section 5.11) the effective date of such notice, or (in any other case) the date on which the Participant's name is deleted from the Direct Debit Scheme List of Participants, and as of that date the Participant's rights and obligations under the Rulebook shall cease to have effect except as stated in this section 5.11.

This section, sections 5.9, 5.10, 5.12 and ANNEX III of the Rulebook shall continue to be enforceable against a Participant, notwithstanding termination of such Participant's status as a Participant.

#### 5.12 Intellectual Property

The Participants acknowledge that any copyright in the Rulebook belongs to the EPC. The Participants shall not assert contrary claims, or deal with the Rulebook in a manner that infringes or is likely to infringe the copyright held by the EPC in the Rulebook.

#### 5.13 Interchange Fees

Subject to the SEPA Regulation and Regulation (EC) No 924/2009 of the European Parliament and of the Council on cross-border payments in the Community and repealing Regulation (EC) No 2560/2001, Participants may have interchange fee arrangements. For R-transactions an Interchange Fee may be charged either as part of the R-transaction or through other means.

#### Unresolved Issues and Compliance

The Internal Rules will not apply in the event of an Unresolved Issue relating to Interchange Fee arrangements.

#### 5.14 Contractual Provisions

The Rulebook contains legal obligations which are binding on the Participants and which are enforceable against a Participant by the EPC or another Participant. The whole Rulebook is intended to have legal effect. In the event of any inconsistency between the provisions of the Rulebook, the provisions of this Chapter 5 shall prevail. Subject to the prevalence of provisions in this Chapter 5, the provisions of Chapter 4 shall prevail over any other provision in the Rulebook.

This Rulebook constitutes the entire agreement between any Participants, and between any Participant and the EPC, relating to each SEPA Direct Debit. Accordingly, the provisions of this Rulebook shall prevail over any conflicting previous agreement, rules or practices (including rules or practices of national payment schemes) which purport to apply to SEPA Direct Debits. This provision does not prohibit any Participant from continuing to make payments through a national payment scheme.



Each Mandate and the terms of each agreement governing the provision and use of services relating to the Scheme between respectively the Debtor and Debtor PSP and the Creditor and Creditor PSP shall continue for the benefit of the successors and permitted assignees of any relevant party.

For the purposes of the computation of time or any period of time under the Rulebook, only days which are Inter-PSP Business Days shall be included in such computation, unless a particular period of time is expressed in Banking Business Days, Calendar Days, or other calendar time units, for example, weeks, months or years.

Where reference is made to Banking Business Days, a Participant will only be required to execute its obligations under the Rulebook on days on which it is open for business, as required for the execution of a SEPA Direct Debit. Therefore, where an obligation falls to be executed by a Participant on a day which is not a Banking Business Day, the Participant must execute this obligation on the next Banking Business Day. The definition of Banking Business Day is therefore to be construed in accordance with this provision.

Every document that is required to be provided by one party to another or by a party to the EPC or vice versa, under the Rulebook shall be provided in the English language.

Any reference in the Rulebook to a person or an undertaking (however described) shall include its successors.

Headings in the Rulebook are used for ease of reference only.

The Rulebook is governed by, and shall be construed in accordance with, Belgian law.

The Rulebook is drawn up in the English language. If the Rulebook is translated into any other language, the English language text prevails.

#### 5.15 Application of the EU legislation between Participants

Each Participant that is not subject to the Payment Services Directive under its national law shall vis-à-vis other Participants and vis-à-vis its Customers and to the extent permitted by the national law applicable to such Participant, comply with and perform obligations that are substantially equivalent to those provisions in Title III and IV of the Payment Services Directive which are relevant for SEPA Direct Debits.

Further, each Participant (whether or not subject to the Payment Services Directive) shall refrain, to the extent reasonably possible, from exercising any rights accorded to it under its national law vis-à-vis other Participants and vis-à-vis its Customers that either conflict or that could potentially conflict with the provisions in Title III and IV of the Payment Services Directive.

The obligations of each Participant (whether or not subject to the Payment Services Directive) under the Rulebook shall apply notwithstanding that the Payment Services Directive is limited in its geographical scope (art. 2 Payment Services Directive). For the avoidance of doubt and notwithstanding the above paragraphs of this section, it is recognised that the compliance obligations for a Participant that is not subject to the Payment Services Directive under its national law and is operating outside the EEA shall not include the obligations resulting from Article 66 and related Articles of the Payment Services Directive as these Articles should only apply in combination with the authorisation framework within the EEA in accordance with Titles I and II of the Payment Services Directive.

The above principles apply mutatis mutandis to each Participant with respect to the provisions of Articles 5, 6(3) and 8 and the Annex of the SEPA Regulation.



### 5.16 Rules to migrate legacy mandates

The tables below set out rules relating to mandates which have been issued under a legacy direct debit scheme before the Creditor completes the process of changing to the Scheme and which the Creditor would like to migrate to SEPA Direct Debit Mandates in line with procedures agreed at a national level or, if applicable, in accordance with Article 7 of the SEPA Regulation. These mandates may not comply fully with the requirements of the Rulebook and are called “legacy mandates”.

These migration rules do not impose any obligation on Participants or national communities to carry out migration of legacy mandates in any particular fashion (or at all).

The rules do not apply to new SEPA Direct Debit Mandates entered into after the launch of the Scheme and the Creditor has transferred to the Scheme; the Creditor and Creditor PSP must comply with all Process Steps and Datasets, and all other relevant Rulebook requirements, in respect of Mandates created after that date.

The Creditor and Creditor PSP will agree on the dates for the Creditor to begin the process of changing to the Scheme and the date when those changes are completed. The start date for the Creditor PSP to provide direct debit collection services to the Creditor under the Rulebook will be the date when those changes have been completed.

Many legacy schemes are Creditor mandate flow schemes - as is the case with the Scheme. However, a relatively small number of legacy schemes will be Debtor mandate flow ("DMF") schemes. A DMF scheme is basically a direct debit scheme under which the Debtor PSP, rather than the Creditor, receives and retains the mandate. This different mandate flow has different implications on the migration rules. Therefore the migration rules applicable to legacy Creditor mandate flow schemes are set out in Table 1 below and the rules applicable to legacy DMF schemes are set out in Table 2.

Table 1 Creditor mandate flow schemes

Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
1.	PT-01.01/02	Mandate can be executed in a paper-based process (PT-01.01) or, by an electronic process (PT-01.02)	In respect of legacy mandates: <ol style="list-style-type: none"> <li>compliance with the requirements of PT-01-01 is waived provided that migration rule 3 has been complied with</li> <li>compliance with the requirements of PT-01-02</li> </ol>



Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
2.	PT-04.23; PT-06.03; PT -06.04; 5.7 - (I); 5.7 - (ii), (iv) and (ix)	Creditor to provide to Creditor PSP a copy of the Mandate, if requested by the Debtor PSP	In respect of legacy mandates, compliance with the requirement to provide a copy of the Mandate is waived provided that: <ul style="list-style-type: none"> <li>a. the applicable legacy scheme rules include no obligation for a paper-based mandate;</li> <li>b. the Creditor PSP can provide evidence acceptable under the legacy scheme rules that the mandate had been properly constituted under those rules; and</li> <li>c. the mandatory data elements have been collected and stored in accordance with migration rule 3.</li> </ul>
3.	DS-01	Mandatory data elements in the SDD Mandate.	In respect of legacy mandates, the following rules provide for how the mandatory elements in the SDD Mandate may be addressed if not available as part of the legacy mandate: <p><b>Unique Mandate reference</b> - Creditor must provide an individual mandate reference number.</p> <p><b>Name of Debtor</b> - Debtor's name is always part of legacy direct debit schemes.</p> <p><b>Address of Debtor</b> - Address to be extracted from the underlying contract or requested from the Debtor.</p> <p><b>Account number (IBAN) of the account to be debited</b> - either provided by the Debtor PSP, calculated by or on behalf of the Creditor PSP based on Debtor account information, or requested by the Debtor.</p> <p><b>BIC code of Debtor PSP</b> - either provided by the Debtor PSP, calculated by or on behalf of the Creditor PSP based on Debtor account information, or requested from the Debtor.</p> <p><b>Identifier of the Creditor</b> - Must be applied either by the Creditor or Creditor PSP from the issuing authority of Creditor's country of residence or any other issuing authority within the SEPA member states.</p> <p><b>Name of the Creditor</b> - Creditor's name is always part of legacy direct debit schemes.</p> <p><b>Address of the Creditor</b> - Creditor's address is always part of legacy direct debit schemes.</p>



Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
			<p><b><i>Date of signing</i></b> - Where the actual date of the legacy mandate is not known, the date should be the date on which the legacy mandate is converted to a SEPA Mandate (e.g. the date on which the Debtor's legacy mandate is first treated as a SEPA Mandate in accordance with the SEPA migration plan agreed between Creditor and Creditor PSP). The instrument of migration (e.g. notification to Debtor, legislation or regulation) should be stored together with the legacy mandate.</p> <p><b><i>Signature(s) of the Debtor</i></b> - This is the signature of the legacy mandate. If a written signature is not a requirement of the legacy mandate, the signature can be replaced by the instrument of migration (e.g. notification to Debtor, legislation or regulation) stored together with the legacy mandate.</p> <p><b><i>Transaction type</i></b> - This should be taken from the nature of the legacy mandate. It is assumed that mandates to be migrated from legacy schemes are normally recurrent.</p>
4.	7	Definition of "Mandate"	The term "Mandate" when used in the Rulebook includes legacy mandates created before the date the Creditor completes the process of changing to the Scheme and which comply with these rules.



Table 2 Debtor mandate flow schemes

Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
DMF 1.	PT-01.01/02	Mandate can be executed in a paper-based process (PT-01.01) or, by an electronic process (PT-01.02)	In respect of legacy DMF mandates: <ul style="list-style-type: none"> <li>compliance with the requirements of PT-01-01 is waived provided that: <ol style="list-style-type: none"> <li>migration rule DMF 4 has been complied with; and</li> <li>the Creditor has been supplied with, or has access to, the mandate information held by the Debtor PSP.</li> </ol> </li> <li>compliance with the requirements of PT-01-02</li> </ul>
DMF 2.	PT-01.03	Creditor dematerialises the paper Mandate	In respect of legacy DMF mandates, compliance with PT-01.03 is waived provided that the Creditor: <ol style="list-style-type: none"> <li>dematerialises the information of the mandate it receives from the Debtor PSP under migration rule 1; and</li> <li>sends such information after dematerialisation to the Creditor PSP as part of each transaction based on the Mandate as described in PT-04.03.</li> </ol>
DMF 3.	PT-04.21; PT-04.23; PT-06.01; PT-06.03; PT-06.04; 5.7 - (I); 5.7 - (ii), (iv) and (ix)	Creditor or Creditor PSP to provide a copy of the Mandate, if requested by the Debtor PSP	In respect of legacy DMF mandates, compliance with the requirement to provide a copy of the Mandate is waived provided that: <ol style="list-style-type: none"> <li>the applicable legacy scheme rules include a requirement for the Debtor PSP to hold the signed mandate; or</li> <li>the applicable legacy scheme rules include no obligation for a paper-based mandate; and</li> <li>the mandatory data elements have been collected and stored in accordance with migration rule 4.</li> </ol>
DMF 4.	DS-01	Mandatory data elements in the SDD Mandate.	In respect of DMF legacy mandates, the following rules provide for how the mandatory elements in the SDD Mandate may be addressed if not available as part of the legacy mandate: <p><b>Unique Mandate reference</b> - Creditor must provide an individual mandate reference number.</p> <p><b>Name of Debtor</b> - Debtor's name is always part of legacy direct debit schemes.</p>





Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
			<p><b>Address of Debtor</b> - Address to be extracted from the underlying contract or requested from the Debtor.</p> <p><b>Account number (IBAN) of the account to be debited</b> - Either provided by the Debtor PSP, calculated by or on behalf of the Creditor PSP based on Debtor account information, or requested by the Debtor.</p> <p><b>BIC code of Debtor PSP</b> - Either provided by the Debtor PSP, calculated by or on behalf of the Creditor PSP based on Debtor account information, or requested from the Debtor.</p> <p><b>Identifier of the Creditor</b> - Must be applied either by the Creditor or Creditor PSP from the issuing authority of Creditor's country of residence or any other issuing authority within the SEPA member states.</p> <p><b>Name of the Creditor</b> - Creditor's name is always part of legacy direct debit schemes.</p> <p><b>Address of the Creditor</b> - Creditor's address is always part of legacy direct debit schemes.</p> <p><b>Date of signing</b> - Where the actual date of the legacy mandate is not known, the date should be the date on which the legacy mandate is converted to a SEPA Mandate (e.g. the date on which the Debtor's legacy mandate is first treated as a SEPA Mandate in accordance with the SEPA migration plan agreed between Creditor and Creditor PSP). The instrument of migration (e.g. notification to Debtor, legislation or regulation) should be stored together with the legacy mandate.</p> <p><b>Signature(s) of the Debtor</b> - This is the signature of the legacy mandate. If a written signature is not a requirement of the legacy mandate, the signature can be replaced by the instrument of migration (e.g. notification to Debtor, legislation or regulation) stored together with the legacy mandate.</p>





Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
			<b>Transaction type</b> - This should be taken from the nature of the legacy mandate. It is assumed that mandates to be migrated from legacy schemes are normally recurrent.
DMF 5.	7	Definition of "Mandate"	The term "Mandate" when used in the Rulebook includes DMF legacy mandates created before the date the Creditor completes the process of changing to the Scheme and which comply with these rules.



## 6 SEPA Scheme Management

The Scheme Management Entity is EPC AISBL acting in accordance with the EPC By-Laws.

SEPA Scheme Management comprises two functions. The first function involves the administration of the Schemes and the process of maintaining and managing the evolution of the Schemes, and the second function involves ensuring compliance with their rules. The detailed rules that describe the operation of these functions are set out in the Internal Rules of SEPA Scheme Management under ANNEX II of the Rulebook and in the Dispute Resolution Committee (DRC) Mandate.

### 6.1 Development and Evolution

The administration, maintenance and evolution function of SEPA Scheme Management establishes rules and procedures for administering the adherence process for each of the Schemes, as well as formal change management procedures for the Scheme. The change management procedures aim to ensure that the Scheme is kept relevant for its users and up to date, with structured processes for initiating and implementing changes to the Scheme, the Rulebook and related documentation. An important component of change management is the innovation of ideas for enhancing the quality of the existing Scheme as well for developing new schemes, based always on sound business cases.

The development of change proposals is to be carried out through clear, transparent and structured channels, which take into account the views of Participants, SEPA service suppliers, end-users as well as other concerned groups.

The administration function of the Payment Schemes shall be carried out by the Secretariat, under the authority of the PSMB.

The development and evolution function shall be performed by the PSMB, supported by the Payment Scheme Evolution and Maintenance Working Group ('PSEMWG') or by such other working and support group as the PSMB may designate. The PSMB and the PSEMWG shall perform the development and evolution function in accordance with the procedures set out in the Internal Rules.

### 6.2 Compliance

The compliance function of SEPA Scheme Management establishes rules and procedures for addressing complaints related to the admission process of applicant Scheme Participants, cases of claimed non-compliance by Scheme Participants with the rules of the Schemes and for addressing situations where Scheme Participants are unable to resolve their grievances through local or national dispute resolution methods, always in a fair and transparent manner, in accordance with the Rulebooks and general principles of applicable law.

Pursuant to the EPC By-Laws, the compliance function of the SEPA Schemes is the responsibility of the Dispute Resolution Committee ("DRC"), under the delegated authority granted by the Board.

The role of the DRC is limited to the following:

- Scheme administration related complaints – the DRC shall be responsible for investigating complaints from applicant Scheme Participants whose application for participation in one or more Schemes has been rejected; and



- Scheme compliance related complaints – the DRC shall be responsible for investigating alleged breaches of the Rulebooks of its own accord or following a complaint made by one or more Scheme Participants, evaluating such complaints and determining appropriate sanctions against Scheme Participants who are found to be in breach.
- Appeals – the DRC shall be responsible for hearing appeals brought in respect of decisions taken under the DRC's scheme administration (adherence) and compliance functions in accordance with a fair process that is separate from the process of decision-making at first instance.

The DRC Mandate sets out the detailed mandate of the DRC, including the dispute resolution and appeals processes in the context of Scheme Management by the EPC.

The roles, rights and powers of the PSMB and the DRC are set out in detail in the Internal Rules, in the DRC Mandate and in the EPC By-Laws.

The PSMB and the DRC are supported by a common EPC Secretariat in the exercise of their SEPA Scheme Management functions.

The parties to this Rulebook are the EPC and each Participant. The PSMB and the DRC are established by the EPC in accordance with the EPC By-Laws, the Internal Rules and the DRC Mandate as organs of the EPC. In this Rulebook, references to the rights, obligations and entitlements of the PSMB and the DRC may be read as references to the rights, obligations and entitlements of the EPC.

The Internal Rules form part of this Rulebook and may only be amended in accordance with the procedures set out in section 3 of the Internal Rules.

The Internal Rules shall be binding on Participants in accordance with section 1.4 and 5.2 of the Rulebook.



## 7 Terms Defined in the Rulebook

Definitions taken from other documents are acknowledged. Terms defined elsewhere in this document are not repeated here, but only referenced.

Term	Definition
<b>€STR Rate</b>	Is a rate which reflects the wholesale euro unsecured overnight borrowing costs of euro area banks. The rate is published for each TARGET2 business day based on transactions conducted and settled on the previous day (reporting date T) with a maturity date of T+1 and which are deemed to be executed at arm's length and thereby reflect market rates in an unbiased way.
<b>Additional Optional Services</b>	Complementary features and services based on the Scheme, as described in section 2.4 of the Rulebook.
<b>Adherence Agreement</b>	The agreement to be completed as part of the process by which an entity applies to become a Participant. The agreement is found as ANNEX I of the Rulebook.
<b>AOS</b>	See 'Additional Optional Services'.
<b>Banking Business Day</b>	Defined in section 4.3
<b>BIC</b>	See 'Business Identifier Code'.
<b>Business Identifier Code (BIC)</b>	An 8 or 11 character ISO code assigned by SWIFT and used to identify a financial institution in financial transactions (ISO 9362).
<b>Calendar Day</b>	A Calendar Day means any day of the year.
<b>Category purpose of the Collection</b>	Defined in section 4.8.50.
<b>Clearing</b>	The process of transmitting, reconciling and, in some cases, confirming payment orders prior to Settlement, possibly including the netting of instructions and the establishment of final positions for Settlements.
<b>Collection</b>	A Collection is the part of a Direct Debit Transaction starting from the Collection initiated by the Creditor until its end through the normal debiting of the Debtor's account or until the completion by a Reject, Return or Refund.
<b>Core Scheme</b>	See 'SEPA Direct Debit Core Scheme'
<b>Creditor</b>	Defined in section 3.1.
<b>Creditor PSP</b>	Defined in section 3.1.
<b>Creditor Reference Party</b>	Defined in section 4.8.32.
<b>CSM</b>	A Clearing and Settlement Mechanism. For more info see section 3.1.
<b>Customer</b>	A physical or legal entity that is not active in the business of providing payment accounts used for the execution of payments and that is therefore not eligible for scheme participation. Such entity can take up the role of Debtor or Creditor under the Scheme.
<b>Customer Account</b>	The account held by a Customer in the books of a Participant.



Term	Definition
<b>Cut-off Time</b>	The Rulebook defines time cycles expressed in the time-unit “day”. More detailed time limits expressed in “hours-minutes” must be specified by all Participants and CSMs, for operating the Scheme.
<b>D</b>	Defined in section 4.3.1.
<b>Debtor</b>	Defined in section 3.1.
<b>Debtor PSP</b>	Defined in section 3.1.
<b>Debtor Reference Party</b>	Defined in section 4.8.16.
<b>Direct Debit Collection</b>	See ‘Collection.’
<b>Direct Debit Service Provider</b>	Direct debit service providers include payment service providers, technical service providers offering technical services for purposes directly linked to the Scheme, the clearing provider and the settlement provider.
<b>Direct Debit Transaction</b>	A Direct Debit Transaction is the whole process of the execution of a payment made by the use of direct debit, starting from the Collection initiated by the Creditor up to its finality, being or the normal execution, or the Reject, or the Return or the Refund of the Collection. It is the end-to-end execution of a direct debit payment.
<b>Dispute Resolution Committee or “DRC”</b>	EPC body that performs the compliance function of SEPA Scheme Management as described in section 6.
<b>Due Date</b>	Defined in section 4.3.1.
<b>EBA</b>	Euro Banking Association.
<b>ECSA</b>	European Credit Sector Association.
<b>EPC</b>	The European Payments Council.
<b>EPC By-Laws</b>	The By-Laws of the European Payments Council as amended from time to time.
<b>EU</b>	The European Union.
<b>File</b>	An electronic envelope containing a number of transactions that allows the receiver of the File to control its integrity. A File may contain a single transaction, or several single transactions, or batches of transactions.
<b>Funds</b>	In relation to a payment transaction shall mean cash, scriptural money and electronic money as defined in Directive 2000/46/EC.
<b>IBAN</b>	International Bank Account Number (IBAN): uniquely identifies an individual account at a specific financial institution in a particular country (ISO 13616).
<b>Interchange Fee</b>	A fee paid between the Debtor PSP and the Creditor PSP for direct debit transactions.
<b>Intermediary PSP</b>	A PSP which is neither that of the Creditor nor that of the Debtor and which participates in the execution of a Collection.
<b>Internal Rules</b>	The EPC Payment Scheme Management Rules, as set out in ANNEX II of this Rulebook, and as amended from time to time.
<b>Inter-PSP Business Day</b>	Defined in section 4.3.



Term	Definition
<b>Issues or Complaints of scheme-wide Importance</b>	An issue or complaint of scheme-wide importance shall be understood to be a matter that could be seen as creating reputational damage to the Scheme or that could negatively affect the integrity or the proper functioning of the Scheme.
<b>Loss</b>	Defined in section 5.7.
<b>Major Incidents</b>	According to the ECB / Eurosystem's "major incident reporting framework for payment schemes and retail payment systems" (also referred to herein as 'the Framework') an incident should be understood as "operational or security incident" in the case of "a singular event or a series of linked events unplanned by ... the scheme's governance authority <sup>2</sup> which has or will probably have an adverse impact on the integrity, availability, confidentiality, authenticity and/or continuity of payment-related services". Incidents that fulfil either one or more criteria at the 'higher impact level' or three or more criteria at the 'lower impact level' should be classified as 'major' according to the Framework. The assessment of materiality of an operational or security incident shall be carried out by the Participant based on the detailed criteria which are made available to Participants and kept updated by the EPC in document EPC190-18.
<b>Mandate</b>	Defined in section 4.1.
<b>Original Amount</b>	Original ordered amount for each Collection, as specified by the Creditor to the Creditor PSP.
<b>Participant</b>	An entity accepted to be a part of the Scheme in accordance with section 5.4 of the Rulebook.
<b>Payment Scheme Management Board (PSMB)</b>	The EPC body that is responsible for performing the EPC Payment Scheme Management functions as defined in the Internal Rules.
<b>Payment Services Directive (PSD)</b>	Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services in the internal market, amending Directives 2002/65/EC, 2009/110/EC and 2013/36/EU and Regulation (EU) No 1093/2010, and repealing Directive 2007/64/EC (PSD 2).
<b>Pre-notification</b>	The notification provided by the Creditor to the Debtor of the amount and time schedule prior to the date on which the debits are to be collected. The notice can be provided as a separate piece of information, or via inclusion in a regular statement, bill, or invoice.
<b>PSP</b>	Any 'Payment Service Provider' as defined in PSD2 that is eligible to participate in the Scheme in accordance with Rulebook section 5.4
<b>Purpose of the Collection</b>	Defined in section 4.8.49.
<b>Reachability</b>	Reachability is the concept that all Customer Accounts in SEPA are accessible for the receipt of direct debits in the Scheme.
<b>Refund</b>	Defined in section 4.4.

<sup>2</sup> As defined in the ECB's "Harmonised oversight approach and oversight standards for payment instruments"



Term	Definition
<b>Refusals</b>	Defined in section 4.4.
<b>Regulation on Information accompanying Transfers of Funds</b>	Regulation (EU) 2015/847 of the European Parliament and of the Council of 20 May 2015 on information accompanying transfers of funds and repealing Regulation (EC) No 1781/2006.
<b>Rejects</b>	Defined in section 4.4.
<b>Remittance Information</b>	Information supplied by the Creditor in the direct debit collection and transmitted to the Debtor in order to facilitate the payment reconciliation.
<b>Request for Cancellation</b>	Defined in section 4.4.
<b>Returns</b>	Defined in section 4.4.
<b>Reversal</b>	Defined in section 4.4.
<b>Revocation</b>	Defined in section 4.4.
<b>Risk of scheme-wide Importance</b>	Risks of scheme-wide Importance shall be understood to be those risks for the Scheme that could be seen as creating reputational damage to the Scheme or that could negatively affect the integrity or the proper functioning of the Scheme.
<b>R-transactions</b>	Direct debit transactions that result in exception processing are referred to as 'R-transactions'.
<b>Scheme</b>	The SEPA Direct Debit Scheme.
<b>SEPA</b>	SEPA is the area where citizens, companies and other economic actors will be able to make and receive payments in euro, within all the EU Member States, whether between or within national boundaries under the same basic conditions, rights and obligations, regardless of their location. For the geographical scope, see the EPC list of SEPA Scheme Countries (Reference [14]).
<b>SEPA Credit Transfer Scheme</b>	The SEPA Credit Transfer Scheme is the payments scheme for making credit transfers across SEPA, as set out in the SEPA Credit Transfer Scheme Rulebook.
<b>SEPA Credit Transfer Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the SEPA Credit Transfer Scheme.
<b>SEPA Direct Debit</b>	A SEPA Direct Debit is the payment instrument governed by the rules of the SEPA Direct Debit Scheme for making direct debit payments in euro throughout SEPA from payment accounts to other payment accounts.
<b>SEPA Direct Debit B2B Scheme</b>	See 'SEPA Direct Debit Business-to-Business Scheme'.
<b>SEPA Direct Debit Business-to-Business Scheme</b>	The SEPA Direct Debit Business-to-Business Scheme is the payments scheme for making direct debits across SEPA by Business Customers, both the Debtor and the Creditor, as set out in the SEPA Direct Debit Business-to-Business Scheme Rulebook.
<b>SEPA Direct Debit Business-to-Business Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the SEPA Business to Business Direct Debit Scheme.





Term	Definition
<b>SEPA Direct Debit Core</b>	A SEPA Direct Debit Core is the payment instrument governed by the rules of the SEPA Direct Debit Core Scheme for making direct debit payments in euro throughout SEPA from payment accounts to other payment accounts.
<b>SEPA Direct Debit Core Scheme</b>	The SEPA Direct Debit Core Scheme is the payments scheme for making direct debits across SEPA, as set out in the SEPA Direct Debit Core Scheme Rulebook.
<b>SEPA Direct Debit Core Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the SEPA Direct Debit Core Scheme.
<b>SEPA Direct Debit Scheme</b>	The SEPA Direct Debit Scheme is the payments scheme for making direct debits across SEPA, as set out in the SEPA Direct Debit Core Scheme Rulebook.
<b>SEPA Direct Debit Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the SEPA Direct Debit Core Scheme.
<b>SEPA Regulation</b>	Regulation (EU) 260/2012 establishing technical and business requirements for credit transfers and direct debits in euro and amending Regulation (EC) No 924/2009 (the 'SEPA Regulation').
<b>SEPA Scheme</b>	A SEPA payment scheme is a common set of business rules, practices and standards for the provision and operation of a SEPA payment instrument agreed at an inter-PSP level in a competitive environment.
<b>SEPA Scheme Management</b>	SEPA Scheme Management denotes the administration, compliance and development functions in relation to a SEPA Scheme.
<b>Settlement</b>	An act that discharges obligations with respect to the transfer of Funds between Creditor PSP and Debtor PSP.
<b>Settlement Cycle</b>	The time taken to achieve Settlement.
<b>Settlement Date</b>	The date on which obligations with respect to Funds transfer between Debtor PSP and Creditor PSP are discharged.
<b>Supporting Documentation</b>	A legal opinion in the form set out on the website of the EPC, duly executed by the undertaking's internal or external counsel in accordance with the Internal Rules.
<b>TARGET Calendar</b>	Defined in section 4.3.
<b>Terms and Conditions</b>	The general Terms and Conditions that a PSP has with its Customers (and which may contain dispositions about their rights and obligations related to Scheme-debits. These dispositions may also be included in a specific agreement, at the Participant's choice).
<b>Time Cycle</b>	This describes the time constraints of a process in terms of days per key process step.
<b>Transaction Type</b>	Defined in section 4.8.21.
<b>Unauthorised Transaction</b>	Defined in section 4.4.





## **ANNEX I    SEPA DIRECT DEBIT CORE ADHERENCE AGREEMENT**

This is included as an example only.

The definitive version is to be found on the EPC Website

As part of the Guide to the SEPA Schemes Adherence Process [11]



## SEPA Direct Debit Core Scheme Adherence Agreement

To: The European Payments Council (the “**EPC**”)  
From: *[Insert the Name and the address of the Applicant [s]:]*, hereafter “**the Applicant**”

*[As set out in the list annexed to this Adherence Agreement]\**

-----  
([each]\* an “**Applicant**”)

\*Please include the text in square brackets if this Adherence Agreement covers more than one entity.

### PREAMBLE

- (A) The SEPA Direct Debit Core Scheme (the “**Scheme**”) is a pan-European Direct Debit Scheme that operates in all SEPA countries as listed in the SEPA Country List.
- (B) The EPC oversees the operation of the Scheme in accordance with the terms and conditions set out in the SEPA Direct Debit Core Scheme Rulebook (the “**Rulebook**”).
- (C) The Rulebook sets out the rights and obligations of all institutions bound by its terms (the “**Participants**”), and the EPC binds each Participant to comply with their obligations to the EPC and to all other Participants pursuant to the rules set out therein.
- (D) The EPC, acting on its behalf and on behalf of all Participants, will notify the Applicant of the date following the Readiness Date on which this Adherence Agreement becomes effective (the “Effective Date”) as between the Applicant, the EPC and other Participants.
- (E) As of the Effective Date the Applicant shall become a **Participant** and be bound to all the obligations, and entitled to all the benefits, set out in the Rulebook.

### IT IS HEREBY AGREED AS FOLLOWS:

- 1 The Applicant hereby undertakes to all Participants and to the EPC to perform the obligations imposed by and to comply with the provisions of the Rulebook, as modified from time to time, with effect from the Effective Date.
- 2 The Applicant makes the following representations and warranties:
  - 2.1 The Applicant has the power and authority to enter into and has taken all corporate action to authorise its entry into the Scheme and to perform the obligations and comply with the provisions of the Rulebook.
  - 2.2 The signatories of the Applicant [and the agent signing on behalf of the Applicant] have all necessary corporate authorisations and the power and authority to bind the Applicant to the Rulebook.
  - 2.3 The Applicant shall ensure that it satisfies and will at all times during its participation in the Scheme satisfy the eligibility criteria for participation in the Scheme as set out in the Rulebook. If at any time, the Applicant has reason to believe that it no longer satisfies such criteria, or may be unable to satisfy such criteria, it shall notify the EPC immediately of the circumstances.



- 2.4 The Applicant is in a position to comply with all of the obligations set out in the Rulebook by the “**Readiness Date**” as stated in the accompanying Schedule.
- 3 By submitting this completed form of Adherence Agreement the Applicant agrees to be bound by the provisions of the EPC's Scheme Management Internal Rules governing applications for participation in the Scheme, whether or not it becomes a Participant.
- 4 Any communication, including service of process, to be made with the Applicant under or in connection with the Rulebook shall be made in writing and addressed to the Applicant at the address set out above.
- 5 The Applicant consents to the publication of its name and basic details of its adherence application on the public website of the EPC.
- 6 This Agreement is governed by Belgian law.

FOR AND ON BEHALF OF THE APPLICANT

Signed by

-----

Name/Position -----

Date of signature -----

Signed by

-----

Name/Position -----

Date of signature -----

Where this Adherence Agreement was signed by two signatories on different dates, it shall be considered as being dated the later date.



## SCHEDULE

Information to the Adherence Agreement for adherence to the SEPA Direct Debit Core Scheme

- (A) The Applicant must supply the information requested in this Schedule in support of its application to adhere to the Scheme. A failure to supply this information may result in a rejection of the application or a delay in processing it. The following information must be included in the Schedule:
- BIC8 or BIC11
  - Name of Applicant
  - Street Address
  - Post Code
  - City
  - Country
  - Generic E-mail
  - E-mail and phone number of contact person handling Applicant's Adherence Pack in-house
  - Name of chosen NASO organisation
  - Readiness Date
- (B) Templates to be used for providing the Schedule information (Excel or Word) can be downloaded from the EPC website at [www.europeanpaymentscouncil.eu](http://www.europeanpaymentscouncil.eu). It is strongly recommended that Applicants provide the Schedule information as an Excel File.
- (C) The information supplied above shall be recorded on the EPC's Register of Participants for the SEPA Direct Debit Core Scheme.
- (D) The Applicant understands that any information on the Applicant's name, registered office address, Reference BIC and Readiness Date supplied in the Schedule shall be published in the relevant EPC Register of Participants on the public website of the EPC and may be made generally available for download by the EPC.
- (E) The Applicant understands that any other information supplied in the Schedule shall be available only to the EPC or to any National Adherence Support Organisation ("**NASO**") that has been chosen by the Applicant to assist in the completion of this application, as specified in section (F), and will not be disclosed to any other body.



## **ANNEX II EPC PAYMENT SCHEME MANAGEMENT RULES**

## EPC Payment Scheme Management Rules

(Approved by the EPC Board)

**Abstract** This document contains descriptions of the internal organisation, structure, rules, and processes that make up Scheme Management of the EPC Payment Schemes. Such processes cover Scheme maintenance, administration and compliance, and change management, including structured dialogue with stakeholders

**Reason for Issue** To update the latest version of the SEPA Payment Scheme Management Rules (EPC207-14 v4.5) renamed into 'EPC Payment Scheme Management Rules' in light of the publication of the One-Leg Out Instant Credit Transfer (OCT Inst) Scheme Rulebook (EPC158-22) in March 2023 and entering into force on 28 November 2023. References to the SEPA Payment Scheme(s) have been changed into EPC Payment Scheme(s).

**Note:** the version 5.0 of the Rules applies to the OCT Inst Scheme Rulebook as of 01 June 2023 but to the other Payment Scheme Rulebooks as of 28 November 2023. More information on this phased timeline is available in section 2.1 of these Rules.



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### 0. Document Information

This document sets out the rules that govern EPC Payment Scheme Management (“**EPC Payment Scheme Management Rules**”, hereinafter “**the Rules**”). This document covers the following topics:

1. Rules for the administration and compliance functions of EPC Payment Scheme Management.
2. Rules for the maintenance, development and evolution function of EPC Payment Scheme Management.



## 1. Introduction

### 1.1 The European Payments Council ("EPC")

#### *EPC Objectives and Roles*

The purpose of the EPC, as one representative of the European Payment Service Providers' sector, is to support and promote European payments integration and development, notably the Single Euro Payments Area ("**SEPA**").

The mission of the EPC is to contribute to safe, reliable, efficient, economically balanced and sustainable, convenient payments supporting an integrated European economy, its end-users' needs as well as its competitiveness and innovation goals:

- through the development and management of pan-European payment and payment-related schemes and the formulation of positions and proposals on European payment issues;
- in constant dialogue with other Stakeholders and regulators at European level; and
- taking a strategic and holistic perspective.

The EPC offers one focal point and voice for the Payment Service Providers' sector on all European payment and payment-related issues, driven by a single vision.

The EPC shall, among other things, be responsible for the performance of functions relating to Scheme Management, as set out in the relevant governance documents, including amongst others these EPC Payment Scheme Management Rules. The EPC is the owner and manager of various payment and payment-related Schemes.

The EPC is not a market infrastructure. The international non-profit association (in French: "association internationale sans but lucratif" / in Dutch: "internationale vereniging zonder winstoogmerk") named "Conseil Européen des Paiements" in French, abbreviated "CEP" and "European Payments Council" in English, abbreviated "EPC" (hereafter: "EPC") is governed by the provisions of Book 10 of the Belgian Companies and Associations Code.

#### *Organisation of the EPC*

This section sets out an overview of the organisational structure of the EPC, as described in detail in the EPC By-Laws.

The EPC Board has the powers necessary to accomplish the purpose of the EPC, except for the powers that are specifically granted to other bodies of the EPC by law or the By-Laws.

The EPC Board is supported by the following bodies in the exercise of its functions:

- the EPC Secretariat (the "**Secretariat**") performs administrative and secretarial functions in relation to the management of the EPC Schemes as well as providing technical and co-ordination support to the working and support groups and to the Scheme Management Governance Bodies as required. The Secretariat is further responsible for managing an information service on EPC Schemes.
- The Payment Scheme Management Board ("**PSMB**"), as one of the Scheme Management Governance Bodies, is responsible, under the delegated authority granted by the EPC Board, for performing the functions of management and evolution of the EPC payment Schemes.



- The Payment Scheme Participants Assembly is composed of all Payment Scheme Participants or their representatives, gathering via electronic means. It receives regular information from the Payment Scheme Management Board about its activity. The Payment Scheme Participants Assembly endorses the nomination of candidates for the Scheme Participant related seats on the Payment Scheme Management Board.
- The compliance function of the EPC Schemes is the responsibility of the Dispute Resolution Committee (“DRC”).
- The Dispute Resolution Committee mandate (EPC150-19, as amended from time to time), which is made available on the EPC website, sets out the dispute resolution and appeals processes in the context of Scheme Management.
- The Scheme Management Governance Bodies, including the PSMB, as well as the DRC are bodies with decision-making power. This power may only be exercised in relation to the specific functions of Scheme Management for which such body is responsible pursuant to the relevant governance documents.
- The Nominating and Governance Committee (“NGC”) is charged with making recommendations to the EPC General Assembly, the EPC Board and the Scheme Management Governance Bodies on potential candidates for positions in the various EPC bodies in accordance with the EPC By-Laws.

## 1.2 SEPA and the EPC Schemes

### SEPA

The Single Euro Payments Area (SEPA) is the area where citizens, companies and other economic participants can make and receive payments in euro, within Europe, whether within or across national boundaries under the same basic conditions, rights and obligations, regardless of their location. The aim of SEPA therefore is to create a single market for making payments, where cross border payments can be made on the same terms and conditions as national payments. SEPA is driven by the European Commission and the European Central Bank, amongst others, as a key component of the Internal Market. SEPA will create the conditions for enhanced competition in the provision of payment services. It will also generate, through harmonisation, more efficient payment systems and deliver tangible benefits for the economy and society as a whole. The common currency will be systemically strengthened by a harmonised set of euro payment instruments.

For the purposes of these Rules, SEPA shall be deemed to encompass the countries and territories which are part of the jurisdictional scope of the SEPA Schemes, as listed in the EPC List of SEPA Scheme Countries, as amended from time to time.

### EPC Schemes

An important step in the creation of SEPA is the development and implementation of “**payment Schemes**” for making credit transfer and direct debit payments within SEPA (i.e. *the SEPA Credit Transfer Scheme, the SEPA Instant Credit Transfer Scheme, the SEPA Direct Debit Core Scheme and the SEPA Direct Debit Business to Business Scheme, and any other payment Scheme that the EPC may establish from time to time*), for making one-leg out credit transfers between SEPA and non-SEPA countries (i.e. *the One-Leg Out Instant Credit Transfer Scheme and any other one-leg out payment Scheme that the EPC may establish from time to time*), as well as “**payment-related Schemes**” supporting payment services (jointly hereinafter referred to as the “**Schemes**”).

To this effect, the EPC has produced the SEPA Credit Transfer Scheme Rulebook, the SEPA Instant Credit Transfer Scheme Rulebook, the SEPA Direct Debit Core Scheme Rulebook, the SEPA Direct Debit Business to Business Scheme Rulebook, and the One-Leg Out Instant Credit Transfer Scheme Rulebook (the “**Payment Scheme Rulebooks**”), as well as “**Payment-related Scheme Rulebooks**”, jointly hereinafter referred to as the “**Rulebooks**”. The Rulebooks set out binding rules and technical standards governing each of the Schemes. The Rulebooks only have legal effect between participants in the Schemes (“**Payment Scheme Participants**”) and the EPC<sup>1</sup>.

The EPC payment Schemes are open to eligible payment service providers (PSPs) regardless of their status as “credit institutions”, “payment institutions”, “electronic money institutions” or other eligible types of institution.

The EPC is responsible for the implementation and operation of Scheme Management.

These Rules set out the rules in accordance with which the payment Schemes are administered and enforced by the EPC, as well as detailing procedures for the evolution of existing payment Schemes.

### 1.3 EPC Payment Scheme Management

#### *Introduction*

EPC Payment Scheme Management comprises two functions. The first function involves the administration of the Payment Schemes and the process of maintaining and managing the evolution of the Payment Schemes, and the second function involves ensuring compliance with their rules, as set out in the Rulebooks.

#### *Administration, Maintenance and Evolution*

The administration, maintenance and evolution function of EPC Payment Scheme Management establishes rules and procedures for administering the adherence process for each of the Payment Schemes, as well as formal change management procedures for these Schemes. The change management procedures aim to ensure that the Payment Schemes are kept relevant for their users and up-to-date, with structured processes for initiating and implementing changes to the Schemes, the Rulebooks and related documentation. An important component of change management is the inclusion of innovative ideas for enhancing the quality of existing Schemes.

The establishment of change proposals is to be carried out through clear, transparent and structured channels, which take into account the views of Payment Scheme Participants, suppliers and end-users as well as other interested groups. That is to say, the maintenance and evolution function provides a structured and transparent means through which Payment Scheme Participants, users and suppliers can participate in a dialogue with the EPC, so that proposals for change are openly considered by all relevant parties.

The administration function of the payment Schemes shall be carried out by the Secretariat, under the authority of the PSMB.

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<sup>1</sup> The One-Leg Out Instant Credit Transfer Scheme Rulebook also has legal effect for an One-Leg Out Instant Credit Transfer Processor (OCT Inst Processor) being a second type of adherent to this scheme rulebook alongside the OCT Inst Scheme Participant. For ease of reference, the OCT Inst Processor is covered as well under the term ‘Payment Scheme Participant’ in these EPC Payment Scheme Management Rules.



The maintenance and evolution function of the payment Schemes shall be performed by the PSMB, supported by the Payment Scheme Evolution and Maintenance Working Group (“**PSEMWG**”), in accordance with the procedures set out in these Rules.

### ***Compliance***

The compliance function of EPC Scheme Management establishes rules and procedures for addressing complaints related to the admission process of applicant Payment Scheme Participants, cases of claimed non-compliance by Payment Scheme Participants with the rules of the Schemes and for addressing situations where Payment Scheme Participants are unable to resolve their grievances through local or national dispute resolution methods, always in a fair and transparent manner, in accordance with the Rulebooks and general principles of applicable law.

Pursuant to the EPC By-Laws, the compliance function of the EPC Schemes is the responsibility of the DRC, under the delegated authority granted by the Board. The DRC Mandate sets out the detailed mandate of the DRC, including the dispute resolution and appeals processes in the context of Scheme Management by the EPC.

### **1.4 Fees**

The EPC reserves the right to recover costs. The policy of the EPC with regard to fees related to the management of the Schemes will be decided from time to time by the EPC Board, upon recommendation of the PSMB, as set out in more detail in Appendix 3 to the present Rules.

## 2. Scheme Management Roles and responsibilities

### 2.1 Role of the Payment Scheme Management Board

The PSMB shall be responsible for performing the following functions of EPC Scheme Management related to the payment Schemes:

- Supervision of the adherence function of the payment Schemes (as performed by the Secretariat)
- Management of the maintenance and the evolution of the payment Schemes (supported by the PSEMWG, the Payment Scheme Fraud Prevention Working Group and other relevant EPC bodies)
- Interaction with the Scheme end-users and relevant stakeholders (Scheme End-User Multi-Stakeholder Group)
- Interaction with Clearing and Settlement Mechanisms and other technical providers (Scheme Technical Player Multi-Stakeholder Group)

(together, the payment Schemes' "Scheme Management Administration, Maintenance and Evolution Functions")

#### Important:

The version 5.0 of the Rules will apply to the One-Leg Out Instant Credit Transfer (OCT Inst) Scheme Rulebook as of 01 June 2023. The reason is that the adherence process for this Payment Scheme starts on that day, whereas the formal operational launch of the OCT Inst Scheme only takes place on 28 November 2023.

The EPC Board will keep performing the Scheme Management functions for the OCT Inst Scheme Rulebook for the period from 01 June to 28 November 2023.

The version 4.5 of the Rules continues to apply to the other Payment Scheme Rulebooks from 01 June 2023 until 28 November 2023.

As of 28 November 2023, the PSMB will take over the Scheme Management functions for the OCT Inst Scheme. From that date, the version 5.0 of the Rules will apply to all Payment Scheme Rulebooks.

### 2.2 Role of the Payment Scheme Participants Assembly

The Payment Scheme Participants Assembly is composed of all EPC Payment Scheme Participants (who can be represented) gathering via electronic means. The body is responsible for endorsing nominations of Scheme Participant representatives on the PSMB approved by the EPC Board, and receives regular information from the PSMB.

### 3. Payment Scheme Management Board

#### 3.1.1 Composition of the PSMB

The PSMB shall be composed of maximum 25 members, one of which shall be the Chair of the PSMB. The PSMB shall be required to have 3 Independent Members.

Up to 22 PSMB members shall be representatives of Payment Scheme Participants (nominated by an individual National Community of Payment Scheme Participants or a “coalition” of National Communities of Payment Scheme Participants), subject to reaching individually or on a consolidated basis 3.5% of the following composition criterion: the total volume of credit transfers and direct debits of all national communities included with the geographical scope of the Schemes (sources: ECB “Blue Book” for EU countries and national central banks for non-EU countries). Any “excess of share” above (a multiple of) 3.5% cannot be contributed to a (another) “coalition”. At least 1 seat shall be reserved for Payment Institutions and 1 seat shall be reserved for Electronic Money Institutions (even if they fail to reach the 3.5% threshold). A cap of 4 seats per National Community from the euro area and 1 seat per National Community from outside the euro area shall apply. National Communities of Payment Scheme Participants or “coalitions” thereof may nominate one (and only one) alternate to the PSMB member(s) representing their National Community or Communities. An alternate to the PSMB member(s) representing a “coalition” of National Communities shall come from a different National Community of that coalition than the PSMB member(s) representing the coalition. Alternates shall be nominated in accordance with the principles set out in section 3.1.12 of these Rules. An alternate may only attend an PSMB meeting when the relevant PSMB member is unable to attend such meeting.

The PSMB Chair shall be an Independent Member. The PSMB Chair shall be appointed by the EPC Board in accordance with the Nominating Process set out in section 3.1.6 of these Rules.

#### 3.1.2 Duration of Appointment

Each member shall hold office for a term of 2 years, with the possibility of re-election.

Each member who does not act as the Chair, may resign from the PSMB by giving notice in writing to the PSMB Chair and the EPC Chair, with copy to the EPC Director General via similar means, not less than 30 Calendar Days’ prior to leaving the PSMB.

The PSMB Chair may only resign from the PSMB by giving notice in writing to the EPC Chair, with copy to the EPC Director General, not less than 60 Calendar Days’ prior to leaving the PSMB.

#### 3.1.3 Termination of Appointment by decision of the EPC Board

The EPC Board may decide to remove from office either an individual PSMB member, a group of such members or the PSMB as a whole.

This power may only be exercised if the EPC Board, after due and proper consideration, reasonably believes that either an individual PSMB member, a group of such members or the PSMB as a whole is performing the functions of the PSMB in a manner evidencing serious misconduct, a dereliction of duty, bad faith, or gross negligence. The EPC Board may further exercise this power where, after due and proper consideration, the EPC Board reasonably believes that a member of the PSMB does not have the capacity to perform the function of an PSMB member.

Any PSMB member removed from the PSMB by decision of the EPC Board shall cease to be a member of the PSMB with either immediate effect or on such a date as the EPC Board may specify taking into account the outstanding obligations of the PSMB member to the PSMB and to Scheme Management.



A member of the PSMB removed in this manner shall be notified in writing of his or her removal from the office of PSMB member.

If the mandate of a PSMB member ceases before its term, for whatever reason, the EPC Board may appoint a new member for the remainder of the term, provided that the candidate member fulfils the criteria for the composition of the PSMB of the replaced member.

#### 3.1.4 Criteria for Membership (Scheme Participant representative member)

A member of the PSMB shall be chosen on the basis of his or her suitability and expertise for the position ahead of any other consideration. A prospective member of the PSMB must therefore be of good repute, possess appropriate academic and vocational qualifications together with relevant work experience and a proven track record at a senior level in the payments services sector. In addition, members must be fluent in English, with – in particular – the capability to understand complex documents and the ability to express views during meetings.

Subject to the foregoing, the PSMB shall aim to represent as far as reasonably practicable the composition of Payment Scheme Participants, ensuring at all times that this composition fairly represents a balance of the country, size, and industry sectors of Payment Scheme Participants and includes an appropriate representation of members from SEPA countries where the euro is the official currency.

A member of the PSMB may not also act as a member of the EPC Board. If an EPC Board member wishes to be considered for the position of PSMB member, he or she is obliged to cease acting as an EPC Board member before assuming the role of an PSMB member.

The provisions of this section 3.1.4 shall equally apply to alternates to Scheme Participant representative members.

#### 3.1.5 Criteria for Membership (Independent Member)

An Independent Member is a member who can display the highest standard of professional integrity and objectivity in relation to Scheme Management. An Independent Member should be a professional of good repute, with appropriate skills, who has a reasonable knowledge of the payments services sector but who is not employed or is not otherwise affiliated with a Scheme Participant or its PSP communities, service providers or a payment services user group or user association. It is to be understood that an Independent Member cannot be allowed to work as a consultant/ contractor for a Scheme Participant or its PSP communities, service providers or a payment services user group or user association, during the course of his or her Independent Membership. A prospective Independent Member must possess appropriate academic and vocational qualifications for the position together with relevant work experience and a proven track record in a profession. In addition, members must be fluent in English, with – in particular – the capability to understand complex documents and the ability to express views during meetings. It is envisaged that an Independent Member shall provide expertise to the PSMB as well as adding breadth to the knowledge base of the PSMB membership.

After NGC consultation, the EPC Board shall have complete discretion in appointing an Independent Member in accordance with this section 3.1.5.





### 3.1.6 Criteria for Membership (Chair)

The PSMB Chair shall be an Independent Member chosen on the basis of his or her suitability and expertise for the position ahead of any other consideration. A prospective PSMB Chair must therefore be of good repute, possess appropriate academic and vocational qualifications together with relevant work experience and expertise. In addition, the PSMB Chair shall be fluent in English, with – in particular – the capability to understand complex documents and the ability to preside meetings in English.

The PSMB Chair shall be required to demonstrate a proven track record of leadership in his or her professional field together with relevant management experience.

After NGC consultation, the EPC Board shall have complete discretion in choosing a Chair in accordance with these criteria.

### 3.1.7 Duties of PSMB Members

All PSMB Members shall be required to act in accordance with the following general principles:

- each PSMB member shall act in accordance with the provisions of these Rules at all times for the duration of his or her term in office;
- each PSMB member shall owe a duty to act in the best interests of the Schemes with a view to ensuring that the Schemes are administered efficiently, fairly and professionally;
- each PSMB member shall observe the highest standards of integrity, fairness and professionalism at all times;
- as and when arising, each PSMB member is obliged to disclose and manage any conflict of interest, as set out in further detail in Appendix 2;
- each PSMB member agrees to act impartially in fulfilling the obligations of the PSMB, notwithstanding his or her membership of a particular PSP community, industry sector or position of employment. As part of this duty, an PSMB member must be mindful of and refuse any inducements, rewards, or other gifts offered to him or her in the performance of his or her duties, ensuring at all times that he or she acts and is seen to act in accordance with the highest standards of independence and impartiality. PSMB members meeting the PSMB composition criterion of 3.5% on a consolidated basis shall ensure that the relevant communities are kept up to date on any non-confidential PSMB work items;
- each PSMB member shall endeavour as far as reasonably practicable to carry out his or her duties in the PSMB with reasonable skill, care and diligence; and
- each PSMB member shall abide by the EPC Code of Conduct (EPC212-14).

The provisions of this section 3.1.7 shall equally apply to alternates to Scheme Participant representative members.

### 3.1.8 EPC Board Role in Policy of PSMB

The EPC Board may discuss matters of PSMB policy to ensure that the PSMB is acting within its scope and performing its role in a proper manner. The EPC Board may request the PSMB to revisit a decision which, in the view of the EPC Board, exceeds the PSMB mandate as provided for in the EPC By-Laws and the present Rules or might jeopardise the reputation, the integrity, the proper functioning or the continuity of any of the Schemes. The EPC Board, in its sole discretion, may annul or amend the disputed decision, in the event that the PSMB fails to properly justify or modify its decision.



The EPC Board shall be able to raise issues arising from the work of the PSMB in order to discuss policy issues arising in respect of the Rulebooks.

The PSMB shall report to the EPC Board and in particular raise issues relating to the substance or of the operation of the Schemes.

#### 3.1.9 Meetings of the PSMB

The PSMB shall meet on a regular basis and not less than 2 times every year. The PSMB may convene more regularly if it is appropriate to do so in the exercise of its duties.

Meetings of the PSMB will be held physically or by telephone, video or web conference if deemed necessary by the PSMB Chair.

The PSMB members shall receive from the Secretariat written notice of the date, time and place of a meeting no less than two (2) weeks before the date of the meeting. The agenda of a meeting and the material documents necessary for the discussion will be sent no less than two (2) weeks before the date of the meeting.

Members of the PSMB are required to make every reasonable effort to attend a meeting convened in accordance with this section. Where a member is unable to attend, he or she must give reasonable notice to this effect to the Chair.

An PSMB member who is unable to attend an PSMB meeting may appoint a proxy from amongst the remaining PSMB members to vote at the meeting on his or her behalf.

An PSMB member wishing to appoint a proxy must give reasonable notice to the Chair in writing. A notice to appoint a proxy may be given either electronically or in paper format.

An PSMB member may not hold a proxy for more than 2 other PSMB members at any PSMB meeting.

The Chair must make every reasonable effort to attend a meeting convened in accordance with this section. Where the Chair is unable to attend in a particular instance, he or she may appoint another independent PSMB member in writing to carry out the functions of the Chair. In such cases, the Chair must notify other members of the PSMB in writing of this temporary appointment.

Minutes of each meeting must be prepared and filed upon approval by the PSMB members.

#### 3.1.10 Quorum

The quorum for the meetings of the PSMB is at least 2/3rds of the total membership of the PSMB present either in person or by proxy. Where the quorum is not reached, a further meeting may be called within 30 Calendar Days of the date of the first meeting and this second meeting may properly convene and carry out PSMB business, if more than 50% of PSMB members are present either in person or by proxy and as long as the Chair is present.

#### 3.1.11 Voting

Each member of the PSMB shall be entitled to one vote.

In respect of all matters discussed by the PSMB, resolutions may be passed with the approval of 2/3 of those present and voting on the resolution at a validly convened meeting of the PSMB.

On a vote, a member of the PSMB must disclose and manage any conflict of interest that exists or that might reasonably be expected to arise in accordance with Appendix 2.

#### *3.1.11.1 Voting by written procedure*

In exceptional cases and when the urgency of the matter so requires, the PSMB may take decisions by a written procedure. To that effect, the Chair, with the assistance of the Secretariat, shall send via regular mail or via any other means of written communication (including e-mail) which he/she deems fit, the proposed decision(s) to all PSMB members. The communication shall be accompanied by an explanation prepared by the Chair setting forth the reasons which have led to the use of the written procedure, the deadline for the vote as well as the context of the proposed decision(s).

The proposed decision(s) shall be deemed adopted, if within fourteen (14) calendar days after being sent, the number of, and votes attached to, the duly completed communications returned to the Secretariat by the PSMB members is sufficient to meet the quorums and voting requirements set forth in the present Rules.

Votes in favour, against and abstentions shall be recorded separately by the Secretariat. Results of the vote must be communicated to all PSMB members by the Secretariat within two (2) working days of the close of voting.

The decisions taken via the written procedure shall have the same legal force as the decisions taken at an PSMB meeting.

Upon request by any PSMB member submitted to the PSMB Chair within 5 calendar days from the sending to the PSMB members of the written communication including the proposed decision(s), the PSMB Chair may agree to hold an PSMB meeting by telephone in accordance with these Rules in order to provide an opportunity for additional clarifications and for a debate on the decision item(s) that was (were) proposed to be subject to the written voting procedure. In such a case, the proposed decision(s) shall be subject to approval at the telephone PSMB meeting as convened by the PSMB Chair.

#### *3.1.12 Nominating Process*

The nomination of candidates for the position of PSMB member shall be carried out by the EPC Board. The NGC shall recommend suitable candidates for this position to the EPC Board in accordance with its role, as set out in Article 9.1 of the EPC By-Laws.

Subject always to the criteria set out in 3.1.4 – 3.1.6, the EPC Board shall endeavour to ensure that the composition of the PSMB reflects a balanced composition of Payment Scheme Participants, bringing together a fair representation of the country, size and industry sectors of Payment Scheme Participants, including an appropriate representation of members from SEPA countries where the euro is the official currency.

The NGC shall provide a list of candidates for the position of PSMB member to the EPC Board at least two weeks in advance of an EPC Board meeting. This list shall include a summary of the candidates' qualifications for the position. The NGC should only include details of suitable candidates on such a list.



The EPC Board shall approve suitable candidates, subject to endorsement of the list of Scheme Participant representative members by the Payment Scheme Participants Assembly. The Scheme Participant representative members' list shall be deemed to be endorsed, unless more than 50% of the voting Payment Scheme Participants has voted against it (voting quorum), and at least 50% of Payment Scheme Participants have expressed their vote (participation quorum). In such case, the NGC shall provide a new list of candidates to the EPC Board, in accordance with the aforementioned procedure. In the interim, the existing PSMB members' term shall be extended until a new list of candidates has been endorsed by the Payment Scheme Participants Assembly and approved by the EPC Board.

The NGC may not recommend and the EPC Board may not appoint a candidate to the position of PSMB member, or propose his or her name to the EPC Board, if the candidate is in a situation of judicial administration, or bankruptcy, judicial reorganisation, dissolution or liquidation, or is subject to insolvency proceedings of a similar nature under the laws of any jurisdiction.

The NGC may not recommend and the EPC Board may not appoint a candidate to the position of PSMB member, or propose his or her name to the EPC Board, if there are reasonable grounds to believe that such a candidate is a person of ill-repute who may bring the PSMB and the Schemes into disrepute.

#### 3.1.13 Role of the Secretariat

The Secretariat shall provide secretarial and administrative support to the PSMB.

The Secretariat shall be responsible for referring issues arising in respect of payment Scheme Management to the PSMB, as necessary.

#### 3.1.14 Information Service

The Secretariat shall be responsible for administering an information service on EPC payment Schemes. The information service shall be open to everyone. Requests for information to the information service shall be in written format only, either by letter, fax or email.

The information service shall endeavour to respond to requests for information within 30 Business Days from the date of receiving the request for information.

#### 3.1.15 Additional Optional Services ("AOS")

The following principles will apply to AOS:

1. All AOS must not compromise interoperability of the Schemes nor create barriers to competition. The PSMB should deal with any complaints or issues concerning these requirements brought to its attention in relation to compliance with the Rulebooks as part of its normal procedures.
2. AOS are part of the market space and should be established and evolve based on market needs. Based on these market needs, the EPC may incorporate commonly used AOS features into the Schemes through the EPC Schemes change management processes.
3. There should be transparency in relation to community AOS. In particular, details of community AOS relating to the use of data elements present in the ISO 20022 message standards (including any community usage rules for the SEPA/EPC core mandatory subset) should be disclosed on a publicly available website (in both local language(s) and English).

The PSMB may receive complaints from Payment Scheme Participants in relation to the operation of community AOS in respect of the above principles. The PSMB will strive to resolve the issue in an amicable way. If no solution can be found, the PSMB may refer the complaint to the DRC, which will deal with it in an appropriate way, in accordance with the DRC Mandate.

#### **3.1.16 Expenses**

Independent Member(s) of the PSMB shall be entitled to claim reasonable expenses. The PSMB Independent Member(s) shall also be able to claim an annual representation allowance. Amounts payable may be subject to Belgian tax law, including but not limited to Belgian withholding tax, as applicable; the EPC cannot be held responsible for the fulfilment of any tax obligations of the Independent Member(s).

#### **3.1.17 Record Keeping**

The Secretariat shall keep a record of all agendas and minutes of meetings of the PSMB. Records may be held in either paper or electronic format. The PSMB shall in its absolute discretion decide whether these minutes and related documentation may be made publicly available on the EPC Website or on the internal extranet of the EPC.

### **3.2 Definition of Administration Role**

#### **3.2.1 Role of the Secretariat**

The Secretariat is responsible for performing the administration function of EPC Scheme Management (i.e. the adherence process for becoming a Participant in the payment Schemes).

The Secretariat shall regularly update the PSMB on its activities in this context.

#### **3.2.2 Rules for Adherence**

##### ***Eligibility for Participation in payment Schemes***

In order to be eligible to participate in the payment Schemes, each applicant must satisfy the eligibility criteria set out in Chapter 5.4 of the payment Scheme Rulebooks.

The Secretariat shall accept any applicant that fulfils the criteria set out in Chapter 5.4 of the payment Scheme Rulebooks and will only reject applications on the basis of failure to meet these criteria.

##### ***3.2.2.1 Rules for Adherence by an Entity in a Group/Decentralised Structure***

Each legal entity that seeks to adhere to a payment Scheme must agree to accept the rights and obligations of a Scheme Participant in relation to the relevant Scheme. Upon admission to a Scheme, the adhering legal entity shall assume all of the rights and responsibilities arising from admission to a Scheme.

A subsidiary entity or affiliate of an adhering entity, i.e. each entity that has a separate and distinct legal personality within the adhering entity's group or organisational structure, must adhere separately from a parent or group entity. A subsidiary or affiliate shall be a Scheme Participant in its own right and shall assume all the rights and responsibilities arising from admission to a Scheme.

A branch of an adhering entity, i.e. an entity that does not have separate legal personality, whether located in the jurisdiction of the adhering entity or in another SEPA jurisdiction, shall be deemed to be legally part of the adhering entity and able to carry out transactions in accordance with the payment Scheme Rulebooks.

### *3.2.2.2 Rules for Signing the Adherence Agreement*

An entity may sign the Adherence Agreement on its own behalf. Alternatively, an entity may give legal authority to an agent to sign the Adherence Agreement on its behalf (for example, an agent could be a parent company, another adhering entity or PSP association). An entity that appoints an agent to sign the Adherence Agreement on its behalf must ensure that the agent is given the necessary legal authority to sign. An agent must demonstrate that it possesses the legal authority to bind an adhering entity in accordance with the local law of the entities involved. An agent signing the Adherence Agreement on behalf of other entities must demonstrate by way of legal opinion of external or internal legal counsel in a form specified by the EPC that it possesses the requisite legal authority to bind such entities.

This provision permits members of a PSP community to adhere to a payment Scheme at the same time by nominating an agent to complete the Adherence Agreement in respect of each member. Similarly, a parent company may sign an Adherence Agreement in respect of some or all of its subsidiaries and an entity in a group or de-centralised structure may sign an Adherence Agreement in respect of each of the other entities in the group or de-centralised structure. In each case, an entity signing the Adherence Agreement that acts as an agent on behalf of another must show that it possesses the legal authority to do so.

### *3.2.2.3 National Adherence Support Organisation ("NASO")*

The EPC has, in conjunction with a national PSP community, identified one or more NASOs in respect of each SEPA community. A NASO is responsible for providing basic guidance on the adherence process and on adherence applications through a helpdesk, for liaising with the Secretariat in respect of an application (as requested by the applicant) and for such other tasks as the EPC may request it to perform from time to time. A NASO also carries out a basic preliminary review of an adherence application, if requested by the applicant to do so. The EPC publishes a list of NASOs on the EPC Website. A NASO could be a national PSP association(s) or a regulatory body, which has agreed to conduct the task on behalf of the national community.

### *3.2.2.4 Becoming a Scheme Participant*

An application to become a Scheme Participant in one or more payment Schemes shall be made using the form of Adherence Agreement set out in the official Adherence Guide an example of which is in Annex 1 of each of the payment Scheme Rulebooks.

An application shall be accompanied by a legal opinion in the form specified by the EPC provided by either internal or external counsel on the capacity and authority of the applicant to become a Scheme Participant in one or more of the payment Schemes.

The application for adherence shall be finally submitted to the Secretariat. Except as otherwise indicated in section 3.2.2 of these Rules, before submitting the application, an applicant must consult with the relevant NASO for preliminary guidance on eligibility and documentation involved in the adherence process.

The Secretariat uses reasonable efforts to send a written acknowledgement of receipt of the application to the applicant within 10 Business Days of receiving the application.

The Secretariat shall use reasonable efforts to determine the application within 60 Calendar Days of receiving the application. In the event that the Secretariat requires more time to arrive at a determination, it shall notify the applicant as soon as it is reasonably practicable to do so.

The Secretariat may request the applicant to provide such additional information as may be required in the course of determining the application.





In the course of determining the application, the Secretariat may take into consideration views expressed by national regulators (this term extends to include such bodies as insolvency officers, law enforcement authorities and local courts).

In the case of a successful application, the applicant or its agent will receive a written notification of admission to a Scheme. The applicant becomes a Scheme Participant and becomes subject to the Rulebooks on one of the Admission Dates agreed by the PSMB and published on the EPC Website or, where requested by the applicant and agreed by the Secretariat, on a deferred Admission Date specified by the applicant in advance to the Secretariat. The Secretariat may send the written notification to the applicant in paper or electronic format.

When an applicant for participation in one of the payment Schemes fails to satisfy the eligibility criteria set out in chapter 5.4 of the Rulebooks, the Secretariat may decide to request the applicant to provide additional information, or to reject the application. When an existing Scheme Participant fails to satisfy the eligibility criteria set out in chapter 5.4 of the Rulebooks, the Secretariat will make a recommendation to the DRC, which may decide to request the existing Scheme Participant to provide additional information, or to terminate its participation to the relevant Scheme in accordance with the provisions of the DRC Mandate.

The Secretariat will, on a regular basis, and at least four times per year, report in writing on the adherence applications received and accepted to the PSMB. It will also report or seek guidance and advice on any particular issue encountered when performing its activities.

#### *3.2.2.5 Register of Payment Scheme Participants*

The Secretariat shall maintain a separate register of Payment Scheme Participants for each of the payment Schemes. The register shall contain the name, contact address and other details determined by the EPC in respect of the Scheme Participant.

The registers shall be updated by the Secretariat regularly as specified in the relevant schedule published on the EPC Website.

If the Scheme Participant changes its details, so that the register does not carry accurate data in respect of the Scheme Participant, the Scheme Participant shall notify the Secretariat as soon as it is reasonably practicable to do so. For those Participants which are part of a 'group' as described in section 7.1 of these Rules, such notification can be provided by the parent undertaking or the central body of the corresponding group or grouping. It is the responsibility of the Scheme Participant to ensure that the Secretariat is provided with information in relation to the Scheme Participant that is accurate and up-to-date at all times.

In the event of Payment Scheme Participants no longer being able to pay their debts as they fall due, becoming insolvent or having ceased to exist (each an Event of Default), the Secretariat may decide to rectify the register of Payment Scheme Participants after verification of such event with the relevant national regulator or national authority. The failure of a Scheme Participant to pay the fees mentioned in section 1.4 of these Rules shall constitute an Event of Default for the purposes of this section 3.2.2.5, on the basis of which the EPC may, at its sole discretion and upon notice by registered mail, temporarily or permanently suspend the entry of the Scheme Participant in the register(s) of the relevant Scheme(s), as of the first following register update publication, but not earlier than 30 calendar days after the issuance of such notice of suspension.



The public part of the register, containing the Participants' BIC code, name, address, operational readiness date and Scheme leaving date (if applicable), may be accessed and searched through a website of the EPC, available to all users. The register is not an operational database in respect of Scheme usage. Any operational data needed by Payment Scheme Participants in relation to other Payment Scheme Participants shall be supplied outside of the Schemes.

#### *3.2.2.6 Unsuccessful Applications*

The Secretariat may reject an application for participation in one of the Schemes if an applicant fails to satisfy the eligibility criteria set out in chapter 5.4 of the Rulebooks.

Where an application is rejected, the Secretariat shall provide the applicant with a written notification setting out the reasons for rejecting the application.

An applicant may not re-apply to become a Scheme Participant until 3 months after the determination of its application by the Secretariat or after a determination in an appeal begun in accordance with these Rules or after a final determination of a tribunal or court responsible for determining the case.

#### *3.2.2.7 Complaints regarding unsuccessful applications*

An applicant whose application for participation in one or more of the Schemes has been rejected may file a complaint with the DRC for a re-consideration of its application. A complaint notice in such cases must be filed within 21 Calendar Days of the applicant receiving a notification of rejection of its adherence application. The complaint notice must include a copy of the adherence application together with a copy of the written notification supplied to the applicant under section 3.2.2.6 and any other information required by the DRC. The complaint shall be determined in accordance with the relevant provisions of the DRC Mandate.



## 4. Maintenance and Evolution

### 4.1 Change Management Process

#### 4.1.1 Change Management - Guiding Principles

It is a key objective of the EPC that the Schemes are able to evolve with an evolving payment services market. To meet the demands of the Payment Scheme Participants and stakeholders including end-users and PSP communities, the Schemes shall be subject to a change management process that is structured, transparent and open, governed by the rules of the management and evolution function of EPC Scheme Management.

The key principles underpinning change management are the following:

- Innovation - the Schemes shall be open to innovative proposals to improve delivery of the Schemes in order that the Schemes are competitive, efficient and able to benefit from the latest developments in payments technology.
- Compliance with applicable legislation and regulation - the Schemes shall be and remain at all times in compliance with the relevant Belgian and EU legislation and with any relevant regulatory requirements.
- Transparency - the change management process shall be transparent and open so that changes implemented into the Schemes are carefully considered and scrutinised. Establishing open channels for Payment Scheme Participants, end-users and suppliers to propose changes is a key aim of change management.
- Impact analysis - proposals for change are supported, where appropriate, by a careful analysis evaluating its impact on the Customer-to-PSP, the PSP-to-PSP and the PSP-to-Customer domains to ensure that changes implemented into the Schemes are viable.
- Development of SEPA - the Schemes are seen as an important platform for Payment Scheme Participants to develop SEPA-enabled products and services that allow both end-users and Payment Scheme Participants to take advantage of the development of and investment in SEPA.

#### 4.1.2 Change Management - Terminology

The change management process shall involve ideas for changes being formulated as follows:

**Change Request** - A Change Request denotes any concrete and comprehensible proposal for making a change to the Schemes which is to be presented along with a substantiated reasoning on why and how it concerns the Initiator (or the stakeholders it is representing). A Change Request may be devised by any individual or organisation that is able to claim a legitimate interest in this change management process and is submitted to the Secretariat in accordance with these Rules.

**Initiator** - Refers to an individual or organisation that submits a Change Request in accordance with these Rules.

**PSEMWG Recommendation** - The Payment Scheme Evolution and Maintenance Working Group (PSEMWG) is in charge of analysing the Change Request. Following its analysis, the PSEMWG makes a Recommendation about the Change Request. Both the Change Request and the related PSEMWG Recommendation will be submitted for a Public Consultation.

**Public Consultation Document** - The PSEMWG consolidates all received Change Requests in accordance with these Rules and its Recommendation on each Change Request in a Public Consultation Document.

**Public Consultation** - The Public Consultation starts with the publication of the Public Consultation Document on the EPC Website. Payment Scheme Participants and Stakeholders have the opportunity to comment on the Change Requests and related PSEMWG Recommendations described in the Public Consultation Document.

**Change Proposal** – The PSEMWG formulates a Change Proposal based on the outcome of the Public Consultation on the Change Requests and the related PSEMWG Recommendations.

Where the Change Request proposes to modify the Rulebooks and any related documentation, a Change Proposal shall include a mark-up of the Rulebooks and any related documentation to show the proposed amendments to be made to the Rulebooks and related documentation when the change would be implemented.

**Change Proposal Submission Document** - The PSEMWG makes the Change Proposal Submission Document which is a consolidation of the Change Requests, the related non-confidential comments received from the contributors during the Public Consultation and the related Change Proposals.

The Change Proposal Submission Document also indicates that each stage of the change management process has been completed.

#### 4.1.3 Role of PSMB and Payment Scheme Evolution and Maintenance Working Group

The management and evolution function of EPC Scheme Management shall be performed by the PSMB supported by the PSEMWG.

The PSMB shall formulate proposals to and interact with stakeholders and end-users on the evolution of the EPC Schemes and implement changes, taking into account the overall strategy and policy goals of SEPA and the EPC, identifying key needs and finding appropriate solutions.

The PSMB shall be supported by the PSEMWG. The PSEMWG is the co-ordination and administration body for change management whose role involves liaising with Initiators, reviewing Change Requests, formulating Change Proposals and guiding these through the change management process. The PSEMWG shall operate in accordance with its terms of reference. The Chair of the PSEMWG, who may or may not be a member of the PSMB, shall be invited to attend all PSMB meetings.

#### 4.1.4 Submission of Change Requests to the Secretariat

A Change Request as described in section 4.1.2 shall be submitted to the Secretariat in accordance with the rules set out in this section. Change Requests shall be submitted in all cases in accordance with a format which will be published for this purpose on the EPC website.

The Initiator needs to substantiate the interests it represents (e.g., a specific institution, an association of institutions at national or at SEPA-level) in order that the PSEMWG and any contributor during the Public Consultation can understand the potential impact of the change request on the concerned Scheme Participant or stakeholder.

It is recommended that different individuals or organisations representing as a whole a specific stakeholder community at national and/or at SEPA level through e.g., an association or a representative body, agree first on a **joint** Change Request on that stakeholder community level and then submit it to the Secretariat. Such a joint Change Request will ease the Change Request review process for the PSEMWG prior to the Public Consultation and for the contributors when analysing the Change Requests during the Public Consultation.

It is recommended that the Initiator supports the Change Request, where appropriate, with an impact analysis (set out in chapter 5 of these Rules). Such an impact analysis emphasizes the merits of the Change Request and can influence the formulation of the PSEMWG Recommendation on the Change Request prior to the start of the Public Consultation and the opinion of the contributors when analysing the Change Requests during the Public Consultation.

#### 4.1.5 Acknowledgement of Receipt of a Change Request

The Secretariat shall acknowledge receipt of the Change Request to the Initiator within 21 Calendar Days of receiving the Change Request. An acknowledgement of receipt does not imply that a Change Request has been accepted but only that the Change Request has been received.

#### 4.1.6 Consideration of a Change Request

The PSEMWG shall analyse (a) whether the change as suggested in a Change Request falls within the scope of the Scheme and (b) whether the change proposed by the Change Request is a Minor Change or a Major Change.

In respect of (a), as part of this analysis, the PSEMWG shall consider the change proposed by a Change Request in accordance with the following broad criteria:

- the change presents a case for wide SEPA market-acceptance;
- the change is sufficiently concrete;
- the change is feasible to implement; and
- the change must not compromise SEPA-wide interoperability of the Schemes or the integrity of the Schemes.

In respect of (b), the PSEMWG shall assess whether a Change Request proposing a change can be defined as a Minor Change or a Major Change.

A Minor Change is a change of an uncontroversial and usually technical nature that facilitates the comprehension and use of the Rulebooks. Clarifications of existing rules shall not be deemed to affect the substance of the Rulebooks or the Schemes and will therefore be a Minor Change. Examples of such changes include corrections of spelling mistakes, grammatical corrections, or minor adjustments to technical standards in the Rulebooks to take account of upgrades. More information about the process for Minor Changes are set out in section 4.3 of these Rules.

A Major Change by contrast is a change that affects or proposes to alter the substance of the Rulebooks and the Schemes. Examples of such changes include the addition or development of new technical standards, proposals for new services to be offered in the Schemes, or changes affecting policy. Any change to chapters 5 and 6 of the Rulebooks shall always be a Major Change. Changes that are classified as Major Changes are approved through detailed consultation, as set out in section 4.2 of these Rules.

Any change to the Rules shall not be counted as Minor Change. Such Change Requests shall be submitted first to the EPC Legal Support Group (LSG) for its advice. The Change Request and the related LSG advice are then presented to the PSMB for a first assessment unless the Change Request was initiated by the PSMB itself. Any decision to integrate or not to integrate a Change Request for change to the Rules into the Public Consultation Document must be endorsed by both the PSMB and the EPC Board.

#### 4.1.7 Publication of Change Requests

All Change Requests that comply with the published EPC template for Change Requests and with the section 4.1.4 of these Rules shall be submitted for Public Consultation. The PSEMWG shall provide the Initiator with a written response before the start of the Public Consultation indicating the reasons in the event that a Change Request cannot be considered for the Public Consultation.

### **4.2 Process for Major Rulebook Changes**

#### 4.2.1 Preparation of PSEMWG Recommendation

Once a Change Request from the Initiator has been classified as a Major Change by the PSEMWG, the PSEMWG is responsible for analysing in detail the submitted Change Request (and if provided the related impact analysis) and for preparing its Recommendation for the Public Consultation.

The analysis of the PSEMWG will also indicate if the Change Request meets the criteria set out in section 4.1.6 of these Rules. The PSEMWG may ask the Initiator to provide an impact analysis to demonstrate the potential of the Change Request.

The PSEMWG will determine whether any Change Request which includes a request for expedited implementation in accordance with section 4.2.7 of these Rules on grounds that the proposed change constitutes a non-operational change, does indeed qualify as such. If the PSEMWG is satisfied that a Change Request would have no operational impact on Payment Scheme Participants and that it is suitable for an expedited implementation, the PSEMWG will make a recommendation to the PSMB that the Change Request is implemented as a non-operational change in accordance with section 4.2.7.

Where the change as presented in the Change Request proposes to modify the Rulebooks and any related documentation, the PSEMWG recommendation on the basis of the Change Request shall also show the likely amendments to be made to the Rulebooks and related documentation in case of implementing the proposed change.

The PSEMWG shall make all reasonable efforts to complete the analysis and its recommendation for each Change Request in a timely manner. Each Change Request will be given one of the PSEMWG Recommendation options below:

- a. The change is **already provided for** in the Scheme: no action is necessary for the EPC
- b. The change **should be incorporated into the Scheme**: the Change Request becomes part of the Scheme and the Rulebook is amended accordingly
- c. The change **should be included in the Scheme** as an **optional feature**:
  - The new feature is optional and the Rulebook will be amended accordingly.
  - Each Scheme Participant may decide to offer the feature to its customers, or not.
- d. The change is **not considered fit for SEPA wide use** and could be taken up as an **additional optional service (AOS)** by interested communities:
  - The proposed new feature is not included in the Rulebook or in the Implementation Guidelines released by the EPC with regard to the Rulebook.
  - The development of AOS is out of scope of the EPC. The EPC does however publish declared AOS arrangements on the EPC Website for information.
  - The EPC may consider the inclusion of AOS arrangements, if supported by a sufficient number of communities, in a future version of the Rulebook.

e. The change **cannot be part** of the Scheme:

- It is technically impossible or otherwise not feasible (to be explained on a case-by-case basis).
- It is out of scope of the Scheme.
- It does not comply with the SEPA Regulation or any other relevant EU or Belgian legislation.

The PSEMWG will share the Public Consultation Document containing the Change Requests and the related PSEMWG recommendations with the PSMB, the Scheme End-User Multi-Stakeholder Group (SEU MSG) and the Scheme Technical Player Multi-Stakeholder Group (STP MSG) prior to the start of the Public Consultation on the Change Requests.

#### 4.2.2 *Dialogue*

##### 4.2.2.1 *With the Initiator*

In the course of developing its recommendation on the Change Request, the PSEMWG may consult with the Initiator for clarification purposes. To that end the PSEMWG can invite the Initiator to present its Change Request(s).

The Initiator can also ask the Secretariat to present its Change Request in further detail to the PSEMWG.

##### 4.2.2.2 *With the Overseer*

The Secretariat shall inform the Eurosystem's lead overseer (hereinafter referred to as "the Overseer") in due time (no later than at the start of the public consultation) about any planned changes to the scheme which would be classified by the Overseer, according to its own criteria, as "major" (those changes will be referred to as "Major Change with an Oversight impact" for purposes of these Rules).<sup>2</sup> In addition, relevant documentation where necessary shall be submitted by the Secretariat to the Overseer as soon as available.

The Overseer will then assess the significance of the change and whether an assessment is required. Furthermore, the Overseer will evaluate which Eurosystem oversight standards<sup>3</sup> may be affected by the change and communicate it to the EPC. This would in particular be the case for major changes to the design or functioning of the scheme, where such changes either significantly alter the setup of the scheme rules or introduce major new business features. Such changes may have an impact on the risk situation in the scheme and have the potential to have an impact on the level of observance of the scheme against the oversight standards if not properly managed.

Examples of changes to a scheme likely to be considered as "major" from an oversight perspective are:

- Changes in the legal and/or organisational structure of the scheme;
- Changes to the scheme rules, with a significant impact, including where this might affect the legal soundness of the scheme;
- the introduction of new business functionalities that have a significant impact on the functionality of the scheme;

<sup>2</sup> The Overseer publishes its own criteria for the classification of changes that are considered major in its oversight guide for payment schemes. This document is publicly available on [www.ECB.Europa.eu](http://www.ECB.Europa.eu)

<sup>3</sup> The Eurosystem's oversight standards for payment schemes are published on the website [www.ECB.Europa.eu](http://www.ECB.Europa.eu)



- The migration of the scheme to a new business model (e.g., from four-party scheme to three-party scheme).

If a change is classified as “major” by the Overseer, the Secretariat prepares a self-assessment of the envisaged change against the oversight standards affected. The Overseer will review the self-assessment and provide feedback to the EPC in relation to the implementation of the change. In case a need is identified that would downgrade the level of compliance of the scheme against the oversight standards, the Overseer will alert the EPC and issue recommendations that would allow the EPC to reconsider the relevant Change Request before implementation.

The feedback from the Overseer to the EPC in relation to the implementation of the change should be reviewed by the PSEMWG with the assistance of the LSG and a change proposal shall be submitted to the PSMB along with the Change Proposals based on the comments received from the Public Consultation.

#### 4.2.3 Public Consultation on Change Request

Once the PSEMWG has concluded on its recommendations related to each Change Request, the PSEMWG shall begin the process of consulting Payment Scheme Participants and stakeholders including end users and service suppliers on the submitted Change Requests, via a Public Consultation. The Public Consultation shall start with the publication of the Public Consultation Document on the EPC Website.

The PSEMWG shall aim to conclude the Public Consultations after 90 Calendar Days of publication of the Public Consultation Document on the EPC Website.

##### *Payment Scheme Participants*

PSP communities are requested to ask their members which are Participants to the Schemes whether they support or not the Change Request or the related PSEMWG Recommendation. Each PSP community then notifies the PSEMWG of the outcome of such a consultation with its members. Payment Scheme Participants, through their PSP communities, may provide comments on the Change Requests to the PSEMWG.

Such community feedback is essential to determine whether a Change Request is supported by a majority of the responding Payment Scheme Participants from that PSP community. It is a valuable contribution for the PSMB during its deliberations to accept or not a Change Proposal (reference is made to section 4.2.5 of these Rules).

##### *End-user and suppliers*

End-users and suppliers can give contributions through the SEU MSG and the STP MSG as described under section 4.4 of these Rules.

#### 4.2.4 Process following Public Consultation

The PSEMWG shall collect and analyse the support for each Change Request and the comments received from all Payment Scheme Participants and stakeholders and shall develop its Change Proposals based on the comments received from the Public Consultation.

A Change Proposal as developed by the PSEMWG may bring together more than one change, developed from one or more Change Requests.

The PSEMWG will consolidate the Change Proposals, along with each Change Request and the related non-confidential comments received from the contributors during the Public Consultation, in the Change Proposal Submission Document.



The Change Proposal Submission Document shall indicate that each stage of the change management process, from initiation to consultation, has been properly completed in respect of the Change Request submitted.

The Change Proposal Submission Document is then submitted to the PSMB for decision-making purposes in accordance with section 4.2.5 of these Rules, and to the SEU MSG and the STP MSG. The SEU MSG and the STP MSG formulate their respective positions as described in section 4.4 of these Rules and address them to the PSMB for its final deliberations in accordance with section 4.2.5.

#### 4.2.5 PSMB Deliberations on the PSEMWG Change Proposal Submission Document and on the Positions from the EPC Stakeholder Fora

The PSMB deliberates on the Change Proposal Submission Document from the PSEMWG and the position documents from the SEU MSG and the STP MSG. The PSMB shall finally determine whether or not to accept a Change Proposal after consideration of the position from the EPC Stakeholder Fora in accordance with section 4.4 of these Rules.

If the PSMB considers that the Change Proposal could be of strategic relevance to the EPC, for example when the Change Proposal relates to the geographic scope of the EPC Schemes or to the Change release process and cycle itself, the Change Proposal shall be submitted for endorsement to the EPC Board, without which it could not be accepted by the PSMB.

#### 4.2.6 Publication

The Change Proposal Submission Document submitted to the PSMB shall be published on the EPC Website along with the decision of the PSMB on each Change Proposal. The PSEMWG shall publish all Change Requests and Change Proposals, irrespective of whether the change has been accepted or rejected at the PSMB.

#### 4.2.7 Change Release Process Cycle

The PSMB shall launch a Change Release Process at a minimum every two years but may at its discretion decide on a shorter cycle. This will ensure that Payment Scheme Participants and stakeholders have sufficient time to gain sufficient experience with the respective changes of the last change cycle. This should further ensure Scheme stability for all actors.

In order to ensure that the Schemes are not disrupted by the rapid implementation of numerous Change Proposals in a short space of time, it shall not be possible for the PSMB to approve more than 1 Change Proposal Submission Document in any year, except in exceptional circumstances (see sections 4.2.8 and 4.2.9 of the Rules).

The EPC may only implement a Change Proposal, as approved by the PSMB, at the earliest 6 months after the date on which the Change Proposal is published on the EPC Website in accordance with section 4.2.6. In respect of complex changes, the EPC may specify a longer period of notice before implementing a Change Proposal.

The EPC may implement a Change Proposal on shorter notice where the change proposed pertains to any section of these Rules. Changes proposed to any section of these Rules shall take effect on a date to be determined by the PSMB but not earlier than 30 calendar days after PSMB approval.



A change which has been designated by the PSMB as a non-operational change suitable for expedited implementation under section 4.2.1 of these Rules may be implemented at a date earlier than 6 months after the date on which the Change Proposal is published on the EPC Website. Such date will be determined by the PSMB on a case-by-case basis following consideration of a recommendation from the PSEMWG.

#### 4.2.8 Exceptional Change

In exceptional circumstances, the PSMB can approve the urgent implementation of a Change Proposal only in cases whereby the failure to implement a change may result in a disruption to the Schemes or to users of the Schemes (e.g., material mistakes or significant flaws in the Scheme are reported).

The PSEMWG shall prepare, in close cooperation with the LSG, an Exceptional Change Proposal Submission Document for submission to the PSMB alongside the Exceptional Change Proposal. The SEU MSG and the STP MSG will provide their respective position documents on the Exceptional Change Proposal to the PSMB.

The PSMB shall determine whether or not to accept the Exceptional Change Proposal.

An Exceptional Change Proposal that has been considered by the PSMB shall be published on the EPC Website together with the Exceptional Change Proposal Submission Document and the decision of the PSMB.

The EPC may implement an Exceptional Change Proposal, as approved by the PSMB, at the earliest from the business day following the date on which the Exceptional Change Proposal is published on the EPC Website. Such date will be determined by the PSMB on a case-by-case basis.

#### 4.2.9 Change for Regulatory Reasons

The creation of or amendments to relevant rules and regulations (including the technical requirements set out in the Annex to the SEPA Regulation as amended by the European Commission from time to time) might necessitate the urgent alignment of the Schemes with such rules and regulations.

In such case the PSEMWG, in close collaboration with the LSG, will prepare a Regulatory Change Proposal. This will be done as soon as reasonably possible, in light of the date on which the new or amended rules and regulations will enter into force.

The PSEMWG shall complete a Regulatory Change Proposal Submission Document for submission to the PSMB alongside the Regulatory Change Proposal. The Regulatory Change Proposal Submission Document shall specify that the change proposed relates to a mandatory rule of law, and the reasons why the regular change management process could not be followed.

The PSMB shall determine whether or not to accept the Regulatory Change Proposal.

A Regulatory Change Proposal that has been considered by the PSMB shall be published on the EPC Website together with the Regulatory Change Proposal Submission Document and the decision of the PSMB.

The EPC may implement a Regulatory Change Proposal, as approved by the PSMB, at the earliest from the business day following the date on which the Regulatory Change Proposal is published on the EPC Website. Such date will be determined by the PSMB on a case-by-case basis following consideration of a recommendation from the PSEMWG and the LSG.





### 4.3 Process for Minor Rulebook Changes

The PSEMWG shall notify the list of Minor Changes within the Public Consultation Document used for Major Rulebook Changes (see section 4.2.3 of these Rules).

As Minor Changes do not affect the substance of the Rulebooks or the Schemes, the contributors taking part in the Public Consultation are not requested to provide comments to these Minor Changes. These Changes will also be included in the PSEMWG Change Proposal Submission Document (see section 4.2.4 and 4.2.5 of these Rules).

In the event that the PSEMWG receives extensive comments on the list of Minor Changes, where some items on the list are identified by contributors as potentially Major Changes, the PSEMWG may remove the item from the List and consider re-classifying this item.

The PSEMWG shall consult with the relevant Initiator(s) on the status of the item with a view to determining whether a change is a Minor or a Major Change. Following such a consideration, the change may be re-classified as a Major Change and to be approved through the approval process for Major Changes, as set out in these Rules.

### 4.4 EPC Stakeholder Fora

The PSMB shall consider the position documents from the EPC Stakeholder Fora on a Change Request and on the relevant Change Proposal during the change management process. End-users and suppliers shall have an opportunity to present their views through stakeholder fora. The change management process shall aim to capture a range of stakeholder opinions in SEPA.

#### **Scheme End-User Multi-Stakeholder Group (SEU MSG)**

The SEU MSG is established by the EPC Board in order to cater for a thorough consultation of end-user representative associations for advice to the PSMB and other EPC Scheme Management Governance Bodies on the evolution of the EPC payment and payment-related schemes.

This multi-stakeholder group shall operate in accordance with terms of reference concluded with the EPC Board.

The SEU MSG is invited to provide its consolidated comments in a position document on the Change Requests and on the related Change Proposals outlined in the Change Proposal Submission Document. This position document will be communicated to the PSMB.

#### **Scheme Technical Player Multi-Stakeholder Group (STP MSG)**

The STP MSG is established by the EPC Board in order to cater for a thorough consultation of technical players who provide to EPC payment and/or payment-related scheme participants and/or their end-users technical services facilitating the processing of EPC payment and payment-related scheme transactions or services, for advice to the PSMB and other EPC Scheme Management Governance Bodies on the evolution of the EPC payment and payment-related schemes.

This multi-stakeholder group shall operate in accordance with terms of reference concluded with the EPC Board.

The STP MSG is invited to provide its consolidated comments in a position document on the Change Requests and on the related Change Proposals outlined in the Change Proposal Submission Document. This position document will be communicated to the PSMB.

#### 4.5 Process for Changes to the Risk Management Annex (RMA)

Every other year preceding the two-yearly (biennial) rulebook change management cycle the PSEMWG shall together with EPC's Payment Security Support Group (PSSG) carry out a joint review of each of the existing Schemes' risk management annex (RMA) which is included in a non-public annex to the Rulebooks.

The scope of the review and any changes to the RMA shall be limited to risk management aspects and practices which are described in each scheme-specific RMA.

Before any conclusions of the joint PSEMWG-PSSG review are submitted to the PSMB for decision, the Secretariat shall present the conclusions in a comprehensive document and share the proposed changes to the RMA – per scheme – in a one-month consultation addressed to the relevant Payment Scheme Participants. The document outlining the proposed changes to the RMA shall be circulated electronically by the Secretariat to all Payment Scheme Participants concerned.

The results and the feedback from the consultation of the Payment Scheme Participants shall be reviewed and processed jointly by the PSEMWG and PSSG. The final conclusions from the joint review of the consultation shall be presented to the PSMB in a final change proposal submission document – including the most important comments from Payment Scheme Participants – before any decision on amendments to the RMA(s) is taken by the PSMB.

At the end of this review process the PSMB will - at each second meeting that follows the publication of the new version of all Rulebooks - receive an updated version of each RMA for its review and final approval. The PSMB may however decide on a different approval and implementation schedule based on its reasoned decision.

The updated RMA would then enter into force on the same date as the entry-into-force of the new version of the Rulebooks (i.e. on the third weekend of November).

The PSMB may however – in the case of newly identified risks requiring urgent attention – based on a recommendation from the PSEMWG and if appropriate from the PSSG approve and circulate at any time an updated version of the RMA to all Payment Scheme Participants. In such event, the PSMB will decide on a reasonable implementation date for the Payment Scheme Participants.

The decision on changes to the RMA shall be communicated swiftly by the Secretariat to the Payment Scheme Participants.

## 5. Appendix 1 – Impact Analysis

### 5.1 Impact Analysis ("IA") - Introduction

An IA evaluates the impact of a Change Request together with a practical assessment of its benefit for the industry, including the Payment Scheme Participants, the end-user, and the society as a whole.

### 5.2 IA - Analytical Parameters

An IA shall illustrate the following:

- The impact for the industry, including Payment Scheme Participants and suppliers of payments technology and infrastructure including costs and benefits;
- The impact on the relationships PSP-to-customer, inter-PSP and customer-to-PSP and, where appropriate, other parties involved in the payment; and
- The impact for end-users and for SEPA as a whole, showing where the impact of the Change Request will be felt across the different areas of the SEPA payments environment.

#### *Impact for Industry*

An IA should clearly show all the consequences that would result when implementing a Change Request.

The benefits for industry shall be determined mainly by the added value of a new service to the end-users, or by the added value to the existing service provided to the end-users. Accordingly, the IA shall include information on the likely end-user uptake of the Change Request by including results of any surveys, research or projections.

#### *Benefits for End-Users and SEPA*

The IA shall consider the wide benefit accruing to end-users and to society as a whole as part of any analysis.

The wider social benefits of a Change Request may be seen in the benefits it holds for technological innovation, faster service delivery or financial stabilisation.

### 5.3 IA - Results

An IA outlines the financial and non-financial effects of the Change Request for Payment Scheme Participants, end-users and suppliers.

The IA or the Change Request itself shall set out the efforts for upgrading technology and infrastructure to deal with the change together with an analysis of the general risks that may impact on the implementation of the new changes.

If an IA shows that the benefits do not justify the efforts involved, it is expected that this will lead to the rejection by the PSMB of the Change Request and the related Change Proposal.

In some cases, where the IA shows that the change would be positive for end-users but costly for the industry, this analysis is likely to contribute to a debate at the level of end-users, suppliers and the PSMB. Such a debate may focus on the funding arrangements necessary for re-distributing the costs involved. In such cases, the PSMB shall exercise its discretion in determining the feasibility of changes while taking into account the views expressed in the consultation process (e.g., Public Consultation, position documents from the SEU MSG and the STP MSG).

## 6. Appendix 2 - Conflicts of Interest

### 6.1 Rules for Managing Conflicts of Interest

#### 6.1.1 General Principles

A member of the PSMB may be faced with a situation where the duties owed by him or her under these Rules conflict in some way with another interest, duty or consideration of the member.

A member of the PSMB must be alert to such conflicts of interest, or potential conflicts of interest arising in the course of his or her engagement with the PSMB.

In order to ensure that the Schemes are administered in accordance with the highest standards of fairness and transparency, a member of the PSMB must monitor any conflicts of interest arising or potentially arising in the course of his or her office.

On appointment, each Independent Member of the PSMB must supply the NGC with a written list of issues that create or that may create a conflict of interest in the course of his or her office. If a new issue which could create a conflict of interest would arise in the course of a member's appointment to the PSMB, that member will, without delay, inform the NGC accordingly.

A member of the PSMB shall be expected to declare any actual or potential conflicts of interests at the start of any meeting involving the PSMB. A note of such a declaration must be retained in accordance with section 6.1.2 below.

Any member of the PSMB may inform an appropriate person like the Chair that he or she feels that a member of the PSMB or the PSMB as a whole is subject to a conflict of interest, or that a conflict of interest might reasonably be expected to arise. In such cases, the Chair shall act in an appropriate manner to ensure that the conflict of interest is managed effectively and transparently. Where the Chair is subject to a conflict of interest, he or she may nominate another person within the PSMB to manage the conflict on his or her behalf. Where all the members of a body are subject to a conflict of interest, the body must request the NGC to take appropriate action.

Where a conflict exists or where one might reasonably be expected to arise, the member must declare the conflict and the Chair, acting together with other members of the PSMB shall decide whether a conflict does indeed exist and how such a conflict should be managed. Where a conflict of interest is deemed to exist or where one might reasonably be expected to arise, the Chair, acting together with the other members of the PSMB, must determine whether the affected member should refrain from voting on the relevant issue before him or her.

#### 6.1.2 Record Keeping

The PSMB shall keep a record of each case where a conflict of interest has arisen or where one has been likely to arise, together with the action taken by the relevant member or body to manage the conflict.

The PSMB shall also record cases where a conflict of interest was suspected but where, after analysis, such a conflict was deemed not to have arisen.

Such records shall be open to inspection by the EPC and to such other persons as the PSMB may consider appropriate.



## **7. Appendix 3 - Scheme Management Cost Allocation**

### **7.1 Scheme participation fee**

The EPC may set an annual Scheme participation fee to recover the costs related to the Scheme Management function performed by the EPC and the Scheme Management governance bodies.

These fees may be levied at the individual Scheme Participant level, or at group level, for those Payment Scheme Participants which are part of a 'group' as defined in the Regulation (EU) No 648/2012 of the European Parliament and of the Council of 4 July 2012 on OTC derivatives, central counterparties and trade repositories (the EMIR Regulation) as amended from time to time, or for those Payment Scheme Participants located in a country outside the European Economic Area and within the geographical scope of the Schemes, which are part of a group meeting substantially equivalent requirements as referred to in the definition of a 'group' in the EMIR Regulation.

The applicable fees will be fixed in a fair, reasonable and non-discriminatory way by the EPC Board upon a proposal submitted by the PSMB based on the fee setting mechanism approved by the EPC Board upon recommendation by the PSMB, and will be made public on the EPC Website.

## 8. Terms Defined in the Rules

Definitions taken from other documents are acknowledged. Terms defined elsewhere in this document are not repeated here, but only referenced.

Term	Definition
<b>(payment Scheme) Rulebooks</b>	Cover the SEPA Credit Transfer Scheme Rulebook, the SEPA Instant Credit Transfer Scheme Rulebook, the SEPA Direct Debit Core Scheme Rulebook, the SEPA Direct Debit Business to Business Scheme Rulebook and the One-Leg Out Instant Credit Transfer Scheme Rulebook.
<b>(payment) Scheme</b>	Each of the SEPA Direct Debit Schemes, each of the SEPA Credit Transfer Schemes and the One-Leg Out Instant Credit Transfer Scheme.
<b>Additional Optional Services</b>	Complementary features and services based on the Schemes, as described in more detail in the Rulebooks.
<b>Adherence Agreement</b>	The agreement to be completed as part of the process by which an entity applies to become a Scheme Participant. The agreement is found at Annex 1 of the Rulebooks.
<b>Admission Date</b>	A date specified for admission to one of the Schemes for a group of successful applicants.
<b>BIC</b>	See ' <i>Business Identifier Code</i> '.
<b>Business Day</b>	A day on which PSPs in the relevant jurisdiction are generally open for business with customers.
<b>Business Identifier Code (BIC)</b>	An 8 or 11 character ISO code assigned by SWIFT and used to identify a financial institution in financial transactions (ISO 9362).
<b>Calendar Day</b>	A Calendar Day means any day of the year.
<b>Chair</b>	Chair refers to the Chair of the PSMB.
<b>Change Proposal</b>	A Change Proposal is formulated by the PSEMWG on the basis of the Initiator's Change Request. A Change Proposal should take into account any impact analysis that may be submitted together with the Change Request, and any other details in relation to the change proposed. Where the change proposed in the Change Request modifies the Rulebooks or related documentation, a Change Proposal shall include a mark-up of the Rulebooks and related documentation to show the amendments required to be made to the Rulebooks and related documentation as a result of the change proposed.
<b>Change Proposal Submission Document</b>	Is a consolidation of the Change Requests, the related non-confidential comments received from the contributors during the Public Consultation and the related Change Proposals. The document is prepared by the PSEMWG and certifies that each stage of the change management process has been properly completed.



Term	Definition
<b>Change Request</b>	A Change Request means any concrete and comprehensible proposal for making a change to the Schemes which is to be presented along with a substantiated reasoning. A Change Request may be devised by any individual or organisation that is able to claim a legitimate interest in this change management process (the “Initiator”) and then submitted to the Secretariat in accordance with the procedures set out in these Rules.
<b>Commencement Date</b>	The date on which the EPC resolves to commence operation of the Scheme in accordance with section 5.1 of the Rulebooks.
<b>CSMs</b>	Clearing and Settlement Mechanisms.
<b>Customer Banking Business Day</b>	A Customer Banking Business Day is a day on which PSPs in the relevant jurisdiction are generally open for business with customers.
<b>DRC</b>	Dispute Resolution Committee.
<b>EBA</b>	European Banking Association.
<b>ECSA</b>	European Credit Sector Association.
<b>EPC</b>	The European Payments Council.
<b>EPC By-Laws</b>	The By-Laws of the European Payments Council, as amended from time to time.
<b>EU</b>	The European Union.
<b>Event of Default</b>	Each event indicating that a Scheme Participant is no longer able to pay its debts as they fall due, becomes or became insolvent or has ceased to exist (each an Event of Default), including but not limited to the failure of a Scheme Participant to pay the fees mentioned in section 1.4 of these Rules.
<b>IA</b>	Impact Analysis.
<b>Independent Member</b>	An Independent Member is a member who can display the highest standard of professional integrity and objectivity in relation to Scheme Management. An Independent Member should be a professional of good repute, with appropriate skills, who has a reasonable knowledge of the payments services sector but who is not employed or is otherwise affiliated with a Scheme Participant or its PSP communities, service providers or a payment services user group or user association.
<b>List of Minor Changes</b>	As defined in section 4.3 of these Rules.
<b>LSG</b>	EPC Legal Support Group.
<b>Major Change</b>	As defined in section 4.1.6 of these Rules.
<b>Minor Change</b>	As defined in section 4.1.6 of these Rules.



Term	Definition
<b>NASO</b>	National Adherence Support Organisation, as explained in section 3.2.2 of these Rules.
<b>National Community</b>	The Payment Scheme Participants from one and the same country.
<b>NGC</b>	Nominating and Governance Committee.
<b>One-Leg Out Instant Credit Transfer Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the One-Leg Out Instant Credit Transfer Scheme, as amended from time to time.
<b>Payment Scheme Participants Assembly</b>	The Payment Scheme Participants Assembly is composed of all EPC Payment Scheme Participants (who can be represented), gathering via electronic means.
<b>Payment Services Directive</b>	The EU Directive on payment services in the internal market, and any revision thereof.
<b>PSEMWG</b>	Payment Scheme Evolution and Maintenance Working Group.
<b>PSMB</b>	Payment Scheme Management Board.
<b>PSP</b>	Payment Service Provider.
<b>Rules</b>	These are the internal rules for Scheme Management set out in this document, as amended from time to time.
<b>Scheme Participant</b>	Is an entity that has adhered to one or more EPC Schemes in any capacity.
<b>Secretariat</b>	The EPC Secretariat.
<b>SEPA</b>	SEPA is the area where citizens, companies and other economic actors are able to make and receive payments in euro within Europe. SEPA comprises the countries listed in the official EPC list of SEPA countries as published by the EPC from time to time.
<b>SEPA Credit Transfer Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the SEPA Credit Transfer Scheme, as amended from time to time.
<b>SEPA Credit Transfer Schemes</b>	The SEPA Credit Transfer Schemes are the payment schemes for making credit transfers across SEPA, as set out in the SEPA Credit Transfer Scheme Rulebook and the SEPA Instant Credit Transfer Scheme Rulebook.
<b>SEPA Direct Debit Business to Business Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the SEPA Direct Debit Business to Business Scheme, as amended from time to time.
<b>SEPA Direct Debit Core Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the SEPA Direct Debit Core Scheme, as amended from time to time.
<b>SEPA Direct Debit Schemes</b>	The SEPA Direct Debit Schemes are the payment schemes for issuing direct debit collections across SEPA, as set out in the SEPA Direct Debit Core Scheme Rulebook and the SEPA Direct Debit Business to Business Scheme Rulebook.





Term	Definition
<b>SEPA Instant Credit Transfer Scheme Rulebook</b>	The Rulebook setting out rules and business standards for the SEPA Instant Credit Transfer Scheme, as amended from time to time.
<b>EPC payment Scheme</b>	A EPC payment Scheme is a common set of business rules, practices and standards for the provision and operation of a EPC payment instrument agreed at an inter-PSP level in a competitive environment.
<b>SEPA Regulation</b>	Regulation (EU) No 260/2012 establishing technical and business requirements for credit transfers and direct debits in euro and amending Regulation (EC) No 924/2009.
<b>EPC Scheme Management</b>	EPC Scheme Management denotes the governance, development and compliance mechanisms in relation to a EPC Scheme.
<b>SEU MSG</b>	Scheme End-User Multi-Stakeholder Group.
<b>STP MSG</b>	Scheme Technical Player Multi-Stakeholder Group.
<b>Suggestion</b>	A Suggestion is an idea for change to the Schemes, proposed to the PSEMWG.



### **ANNEX III RISK MANAGEMENT**

The document (EPC037-17) has a restricted distribution and is therefore not included here. Should Participants wish to provide suppliers with a copy of this Risk Management Annex, they must do this under a non-disclosure agreement. A suggested text is included here, but Participants may use their own document if they prefer.



### Example non-disclosure agreement

**[To be typed on headed notepaper of the PSP disclosing information]**

[Insert name and address of person receiving information]

[Insert date]

Dear Sirs,

#### SEPA DIRECT DEBIT SCHEME - RISK MANAGEMENT ANNEX

This letter, which is to be understood as a legally binding agreement (hereinafter referred to as "Agreement") is to agree the basis upon which we will supply and/or have supplied to you Confidential Information in relation to the SEPA Direct Debit Scheme. In consideration of us supplying you with certain Confidential Information necessary for you to perform your functions under the commercial arrangements between us, you agree as follows:

#### 1. KEEPING CONFIDENTIAL INFORMATION CONFIDENTIAL

You shall keep the Confidential Information confidential and, in particular, you shall:

- a. keep all documents and other material containing, reflecting, or which are generated from the Confidential Information separate from all other documents and materials and at your usual place of business in [insert name of country];
- b. exercise in relation to the Confidential Information no lesser security measures and degree of care than those which you apply to your own confidential information (and which you warrant as providing adequate protection against any unauthorised disclosure, copying or use).

#### 2. DEFINITIONS

In this Agreement:

- 2.1 "Confidential Information" means any information contained within the Risk Management Annex to the SEPA Direct Debit Core Scheme Rulebook disclosed (whether before or after the date of this Agreement and whether in writing, orally or by any other means and whether directly or indirectly) by us or by another person on our behalf to you or to another person on your behalf.
- 2.2 Shall not be considered as "Confidential Information" information which:
  - 2.2.1 is already known to you, unless this information too was provided subject to a non-disclosure undertaking; and/or
  - 2.2.2 has been gathered by you independently of us; and/or
  - 2.2.3 has lawfully been obtained by you from a third party, without any duty of secrecy; and/or
  - 2.2.4 has already been released into the public domain by the person lawfully entitled.

#### 3. DISCLOSURE OF CONFIDENTIAL INFORMATION

- 3.1 You shall not disclose the Confidential Information to another person except that you may disclose the Confidential Information:



- a. to your employees [professional advisors, authorised representatives or sub-contractors] to the extent that it is essential to enable you to perform your functions (need to know basis).
- b. if disclosure is required by law, by a court of competent jurisdiction or by another appropriate regulatory body provided that you shall use all reasonable efforts to give us not less than [two business days'] notice in writing of that disclosure.

3.2 You shall use all reasonable efforts to prevent the disclosure of the Confidential Information except as mentioned in paragraph 3.1.

3.3 You shall ensure that each person to whom Confidential Information is disclosed pursuant to paragraph 3.1(a) complies with the terms of this Agreement as if that person was a party to this Agreement.

#### **4. ENTRY INTO FORCE AND DURATION**

4.1 This Agreement shall enter into force upon signature by both parties to this Agreement.

4.2 All the undertakings fixed in this Agreement shall be of indefinite duration.

4.3 The provisions of this Agreement shall remain in force even after the termination of the commercial arrangements/agreements between the parties to this Agreement.

4.4 You shall, within [7 (seven) business days] of a written request from us, and in any event upon termination of our commercial arrangements/agreement, return to us all documents and other material in the possession, custody or control of you or any of the persons falling within the exception mentioned in paragraph 3.1 (a) that contain any part of the Confidential Information and shall ensure that both you and such persons erase all Confidential Information held in electronic form on any computer, electronic file storage system or other electronic device (other than copies of computer records and/or files containing any Confidential Information which have been created pursuant to automatic archiving or back-up procedures).

#### **5. FURTHER AGREEMENTS**

5.1 We accept no responsibility for and make no representation or warranty, express or implied with respect to the truth, accuracy, completeness or reasonableness of the Confidential Information. We are not liable to you or another person in respect of the Confidential Information or its use.

5.2 The failure to exercise or delay in exercising a right or remedy provided by this Agreement or by law does not constitute a waiver of the right or remedy or a waiver of other rights or remedies.

#### **6. GOVERNING LAW**

6.1 This Agreement is governed by [insert choice of law].

6.2 Disputes resulting from or in connection with the Agreement shall be referred to the competent court in [insert competent court].

6.3 Please indicate your full acceptance of this Agreement by signing and returning the enclosed copy of this Agreement to us.



Yours faithfully

---

for and on behalf of  
[ ]

Agreed and accepted by

---

for and on behalf of  
[ ]

Dated [ ]



## **ANNEX IV   RULEBOOK AMENDMENTS AND CHANGES SINCE SDD CORE RULEBOOK 2019 VERSION 1.2**

THIS ANNEX IS NOT A PART OF THE RULEBOOK AND IS INCLUDED IN THE RULEBOOK FOR  
INFORMATION PURPOSES ONLY



## List of Changes in 2021 SDD Core Rulebook version 1.3 Compared to 2021 versions 1.2, 1.1 and 1.0 and 2019 version 1.2

### Key:

Column one contains the rulebook reference

Column two contains a description of the amendment

Column three contains the type of amendment, as classified below:

- TYPO: typing and layout errors
- CLAR: clarification of the text
- CHAN: change of the Rulebook content

### Changes in 2021 version 1.3 compared to 2021 version 1.2

Reference	Description	Type
<b>0.5.2</b>	Change of the term 'SEPA Payment Scheme Management Rules' into 'EPC Payment Scheme Management Rules'.	CHAN
<b>5.2</b>	Change of the term 'SEPA Payment Scheme Management Rules' into 'EPC Payment Scheme Management Rules'.	CHAN
<b>5.6</b>	Change of the term 'SEPA Payment Scheme Management Rules' into 'EPC Payment Scheme Management Rules'.	CHAN
<b>7</b>	Definition of 'Internal Rules': Change of the term 'SEPA Payment Scheme Management Rules' into 'EPC Payment Scheme Management Rules'.	CHAN
<b>Annex II</b>	Inclusion of the new <b>EPC</b> Payment Scheme Management Rules (EPC 207-14 v5.0) replacing the version (EPC207-14 v4.5) previously called <b>SEPA</b> Payment Scheme Management Rules.  This change has no impact on the business and operational rules.	CHAN

### Changes in 2021 version 1.2 compared to 2021 version 1.1

Reference	Description	Type
<b>Annex II</b>	Inclusion of the new SEPA Payment Scheme Management Rules (EPC207-14 v4.5) replacing the previous version (EPC207-14 v4.4). This change has no impact on the business and operational rules.	CHAN
<b>Throughout the Rulebook</b>	Change of the names of the EPC Bodies Scheme Management Board (SMB) and Scheme Evolution and Maintenance WG (SEMWG) into Payment Scheme Management Board (PSMB) and Payment Scheme Evolution and Maintenance WG (PSEMWG).  This change has no impact on the business and operational rules.	CHAN

### Changes in 2021 version 1.1 compared to 2021 version 1.0



Reference	Description	Type
<b>Annex II</b>	Inclusion of the new SEPA Payment Scheme Management Rules (EPC207-14 v4.4) replacing the previous version (EPC207-14 v4.3). This change has no impact on the business and operational rules.	CHAN

#### Changes in 2021 version 1.0 compared to 2019 version 1.2

Reference	Description	Type
<b>Entire rulebook</b>	Alignment of the annex numbering for each EPC SEPA payment scheme rulebook: <ul style="list-style-type: none"> <li>• Annex I – Adherence agreement</li> <li>• Annex II – SEPA Payment Scheme Management Rules (previously Annex IV)</li> <li>• Annex III – Risk Management (previously Annex II)</li> <li>• Annex IV – RB amendments &amp; changes (previously Annex III)</li> </ul> This also includes changes in the Annex numbering references throughout the rulebook. This allows the same numbering of the generic rulebook annexes across all rulebooks.	CHAN
<b>Entire rulebook and annexes</b>	<ul style="list-style-type: none"> <li>• “Creditor Bank” and “Debtor Bank” changed into “Creditor PSP” and “Debtor PSP”</li> <li>• Terms of ‘interbank’ and ‘inter-bank’ (e.g., in ‘interbank space’) changed into ‘inter-PSP’</li> <li>• Term of ‘Customer-to-Bank’ and ‘Bank-to-Customer’ changed into ‘Customer-to-PSP’ and ‘PSP-to-Customer’</li> <li>• ‘bank account’ into ‘payment account’</li> </ul>	CHAN
<b>0.1</b>	Removal of the references [9] and [13] on e-Operating Model for e-Mandates and EPC approved certification authorities for e-Mandate services	CHAN
<b>0.5.2</b>	Complete removal of this section on the EPC e-Operating Model	CHAN
<b>1.5</b>	Removal of the bullet points: <ul style="list-style-type: none"> <li>• Participants which have adhered to the Scheme may participate only through an EEA licensed branch unless they participate through their SEPA head office (which may be located in a SEPA country or territory outside the EEA)</li> <li>• The rules ensure that responsibility for risk management is allocated to where the risk lies and that liability falls where the fault lies</li> </ul>	CHAN
<b>4.6.4</b>	In process step PT-04.16: replacement of the EONIA reference into €STR Rate reference	CHAN
<b>4.7.2</b>	Replacement of the term ‘bank’ into ‘payment services provider’ in the mandatory legal text for the mandate	CHAN





Reference	Description	Type
5.4	<ul style="list-style-type: none"> <li>Reduction of the list of countries or jurisdictions from which applicants are deemed automatically to be eligible to participate to the Scheme</li> <li>Removal of the last paragraph making a reference to the rulebook term “bank” or “banks”</li> </ul>	CHAN
5.13	Removal of references to the sections 2.3 and 2.4 of the Internal Rules	TYPO
7	<ul style="list-style-type: none"> <li>Change to the term “Customer”</li> <li>Inclusion of the definition “PSP”</li> <li>Inclusion of the definition “€STR Rate” replacing the EONIA rate</li> </ul>	CHAN
Annex VII	<ul style="list-style-type: none"> <li>Section 0: removal of the numbered points 4 and 5 covering the e-Operating Model for e-Mandates and EPC approved certification authorities for e-Mandate services</li> <li>Section 4.1.1: removal of references to the e-Operating Model in the ninth, eleventh and 13<sup>th</sup> paragraph</li> <li>Section 4.5.4 - process step PT-04.16: replacement of the EONIA reference into €STR Rate reference</li> <li>Removal of the references to the term ‘SEPA e-Mandate Standards’ in the Remarks section of the process steps PT-07.02 and PT-07.04 (section 4.6.7), PT-08.02 and PT-08.04 (section 4.6.8), and PT-09.02 and PT-09.04 (section 4.6.9)</li> <li>Removal of the references to the term ‘SEPA e-Mandate Standards’ in the Remarks section of the sections 4.7.12 and 4.7.13</li> <li>Section 7: Removal of the term ‘SEPA e-Mandate Standards’</li> </ul>	CHAN



## **ANNEX V MAJOR DIFFERENCES BETWEEN THE SDD CORE SCHEME AND THE SDD B2B SCHEME**

THIS ANNEX IS NOT A PART OF THE RULEBOOK AND IS INCLUDED IN THE RULEBOOK FOR INFORMATION PURPOSES ONLY



## Major differences between the SEPA Direct Debit Core Scheme and the SEPA Direct Debit B2B Scheme

This annex gives an overview of the major differences between the SEPA Direct Debit Core Scheme and the SEPA Direct Debit B2B Scheme. It does not reflect all the detailed differences in the rules between the two Rulebooks. This annex does not take precedence over the content of either of the Rulebooks.

Aspect	Core Scheme	B2B Scheme
<b>1. On the refund right of the Debtor</b>		
1.1 Refund right for an authorised Collection	The Debtor is entitled to obtain a refund of an authorised Collection by request to the Debtor PSP during a period of eight weeks after being debited.	The Debtor is <b>not</b> entitled to obtain a refund of an authorised Collection.
1.2 Refund right for an unauthorised Collection	The Debtor is entitled to obtain a refund of an unauthorised Collection by request to the Debtor PSP during a period of thirteen months after being debited.	The Debtor is entitled to obtain a refund of an Unauthorised Collection by request to the Debtor PSP during a period of thirteen months after being debited, when he considers that the Collection is not covered by a B2B Mandate.
1.3 The Debtor PSP may recover the refund paid to the Debtor from the Creditor PSP	The Debtor PSP is allowed to act as such.	The Debtor PSP is not allowed to recover the refund paid to the Debtor from the Creditor PSP
1.4 The Creditor PSP may recover the refund settled with the Debtor PSP from the Creditor	The Creditor PSP is allowed to act as such	Out of scope of the Scheme as the refund right of the Debtor only applies to the relation between the Debtor and the Debtor PSP.



2. The timeline of the Collections		
2.1 Refusal of a Collection	The Debtor may, before Settlement, initiate a Refusal, requesting the Debtor PSP not to pay a Collection. This Refusal may be handled prior to inter-PSP settlement generating a Reject, or after Settlement generating a Return.	The Debtor may, before Settlement, initiate a Refusal, requesting the Debtor PSP not to pay a Collection. This Refusal must be handled prior to inter-PSP settlement generating a Reject, or after Settlement, by preference on due date, generating a Return.
2.2 The latest date for the Debtor PSP receiving the Collections	Any Collection must be received at the latest <b>one</b> Inter-PSP Business Day before Due Date and not earlier than 14 Calendar Days before Due Date.	Any Collection must be received at the latest <b>one</b> Inter-PSP Business Day before Due Date and not earlier than 14 Calendar Days before Due Date.
2.3 The latest date for the Return of a Collection	The latest date for Settlement of the Return of a Collection is <b>five</b> Inter-PSP Business Days after the Settlement Date of the Collection.	The latest date for Settlement of the Return of a Collection is <b>three</b> Inter-PSP Business Days after the Settlement Date of the Collection.
3. Checking by the Debtor PSP		
3.1 Obligations to check	For each Collection presented, the Debtor PSP must debit the Debtor's account if the account status allows this. It may also choose to offer AOS to its Debtors, but it is not obliged to do so by the Scheme.	Due to the absence of the refund right and the potential large amounts involved, the Debtor PSP is obliged to obtain the confirmation from the Debtor on the B2B Mandate data received as part of the Collection presented, before debiting the Debtor's account.
3.2 Obligation to store instructions	The Debtor PSP may choose to offer AOS to its Debtors, but it is not obliged to do so by the Scheme.	In order to execute this checking, the Debtor PSP must store the Mandate data confirmed by the Debtor and the related instructions given by the Debtor, in order to use these data and the related instructions for the checking of each successive collection presented.



3.3 Need to inform the Debtor PSP on Mandate cancellations	No Scheme rule present	The cancellation of the Mandate is carried out between the Creditor and the Debtor. The Debtor PSP must include in the B2B conditions with its Business Customers the obligation for the Debtor to inform the Debtor PSP about the cancellation of a Mandate, so that the Debtor PSP can update its stored instructions for rejecting unauthorised collections.
<b>4. Access for Debtors to the Scheme</b>		
4.1 Payment Services Directive requirements	No Payment Services Directive issues as the Scheme provides a refund right for the Debtors	In order to have access to the Scheme, Business Customers in the role of a Debtor must be allowed by the applicable national law to opt out of the Refund right defined by law
4.2 Access for Debtors	The Scheme caters for both businesses and private individuals as potential users.	The Debtor should be a non-consumer and should be allowed by the applicable national law to opt out of the refund right defined by law.
<b>5. Standards used</b>		
5.1 XML standards	All datasets and attributes are identical, except: <ul style="list-style-type: none"> <li>• The Scheme identification code (=Core)</li> <li>• References in the Rulebook to refunds</li> </ul>	All datasets and attributes are identical, except: <ul style="list-style-type: none"> <li>• The Scheme identification code (=B2B)</li> <li>• Most of the References in the Rulebook to refunds are removed.</li> </ul>
5.2 References to descriptions of one of the following types: PR-XX, PT-XX, DS-XX and AT-XX.	The same element is identified with the same identification number as in the other Rulebook	The same element is identified with the same identification number as in the other Rulebook



## **ANNEX VI INSTRUCTIONS FOR THE REFUND PROCEDURE FOR UNAUTHORISED TRANSACTION**



**Refunds** are claims by the Debtor for reimbursement of a direct debit under the terms agreed by Debtors with their Debtor PSP. If the disputed Collection is not supported by the Debtor's consent, the transaction is considered to be an Unauthorised Transaction. The process for the handling of such claims for Refund for Unauthorised Transactions is an inter-PSP process involving staff intervention in both the Debtor PSP and the Creditor PSP. The related process-steps are described in the Rulebook from process-step PT-04.20 up to process-step PT-04.27 included.

This annex defines draft instructions for the Debtor PSPs and for the Creditor PSPs. PSPs should make up their own instructions, but these should include the content described here.

#### 1. Instructions for Debtor PSPs

- a. This procedure only applies to claims for Refunds for an unauthorised transaction introduced later than eight weeks after the date on which the Debtor was debited. During the eight weeks, the Refund right of the Debtor always applies without the need for the Debtor to provide any reason to the Debtor PSP.
- b. The Debtor must provide his claim to the Debtor PSP to obtain the Refund of a Collection that was not authorised by him.
- c. The claim must be sent by the Debtor at the latest 13 months after the debit date of the disputed Collection.
- d. The Debtor PSP must examine the request received, and must accept or reject the request. When accepted, the Debtor PSP must forward the claim, without any supporting evidence, to the Creditor PSP, who must forward it to the Creditor.
- e. Four types of request can be distinguished:
  - A copy of the Mandate is requested by the Debtor PSP, the copy must be provided, except if the Creditor accepts the claim.
  - A copy of the Mandate is requested by the Debtor PSP, the copy must be provided, even if the Creditor accepts the claim.
  - No copy of the Mandate is requested by the Debtor PSP as according to the Debtor, the Mandate has already been cancelled by the Debtor.
  - No copy of the Mandate is requested by the Debtor PSP as the Mandate should have been cancelled by the Creditor due to 36 months of inactivity after the latest collection presented

These types are identified by a refund type code part of the request data.

- f. The following technical channels are accepted by the Scheme for sending the request to the Creditor PSP:
  - The suitable SWIFT message. This is the default option.
  - An email with template
  - A fax transmission with template
  - Any other means agreed between both parties, the Debtor PSP and the Creditor PSP

The Debtor PSP should use one of the channels indicated by the Creditor PSP in the in Reference and Routing Directories provided by CSMs or other providers of such routing information.



This request should be sent to the Creditor PSP within 4 Banking Business Days starting from the day of receipt of the request by the Debtor PSP.

- g. After having received the response on the request for Refund from the Creditor PSP, the Debtor PSP must accept or reject the Refund claim made by the Debtor.
- h. The Debtor PSP can accept the claim in three situations:
  - when the Creditor declares in the response to accept the claim (answer type codes 1 and 2 specified by the Creditor)
  - when the Debtor PSP decides to accept the claim of the Debtor after having confronted the elements of the claim made by the Debtor with the copy of the Mandate and the supporting information received from the Creditor.
  - when 30 Calendar days after the receipt of the claim from the Debtor, the Debtor PSP did not receive any response from the Creditor PSP on the request for copy, the Scheme gives the right to the Debtor PSP to decide on the claim based on the elements of proof presented by the Debtor, disregarding any elements that might be made available later by the Creditor through the Creditor PSP.

It is expected that the 30 days limit will only be reached in exceptional circumstances, as national legislation after the transposition of the Payment Services Directive will require the execution of the Refund immediately after the receipt of the claim by the Debtor PSP. The average end-to-end timeline of the procedure should be much shorter than the 30 days limit.

The Debtor PSP may also reject the claim of the Debtor.

The decision of the Debtor PSP is final for all participants in the Scheme.

This decision should be executed within 4 Inter-PSP Business Days after the day of receipt of the answer from the Creditor PSP.

- i. If accepted, the Debtor PSP must credit the account of the Debtor for the amount of the collection disputed, and must present the Refund for Clearing and Settlement to the CSM. The Debtor PSP must apply a value compensation to the benefit of the Debtor's account for a period covering the time between the day of the original debit and the day of the execution of the Refund payment on the Debtor's account.
- j. The Refund compensation may be recovered from the Creditor PSP as part of the Refund transaction by using the same rule applicable for Refund within the eight weeks after the debit date.
- k. The Creditor and the Debtor may use all means to reopen the dispute with the other party, Debtor or Creditor, but this is out of scope of the Scheme. For the Scheme and the adhering PSPs, the decision taken by the Debtor PSP is the final step of the payment process.

## 2. Instructions for Creditor PSPs

- 1. Each adhering Creditor PSP may use the services offered by CSMs or other providers of Reference and Routing Directories to indicate through which channel(s) the Creditor PSP accepts to receive requests for Refund for an unauthorised transaction. The channels accepted by the Scheme are the following:





- The suitable SWIFT message. This is the default option.
  - An e-mail with formatted template
  - A Fax transmission with formatted template
  - Any other means agreed between both parties, the Debtor PSP and the Creditor PSP
2. The Creditor PSP may receive a message for request of Refund of an unauthorised transaction from the Debtor PSP through (one of) the channel(s) indicated by the Creditor PSP in Reference and Routing Directories.
  3. The Creditor PSP must forward the request received to the Creditor in any format agreed with the Creditor within 3 Banking Business Days after the receipt of the request from the Debtor PSP.
  4. After investigation, the response must be sent by the Creditor to the Creditor PSP by using a technical channel agreed between them. The answer must contain sufficient information to allow the Creditor PSP to populate the inter-PSP message to be forwarded to the Debtor PSP.
  5. The Creditor PSP must forward the response received from the Creditor to the Debtor PSP, while using the channel indicated by the Debtor PSP in the initial request message, within 7 inter-PSP Business Days starting from the day on which the Creditor received the request from the Creditor PSP.
  6. When the Debtor PSP has not received the response after 30 Calendar Days at the latest starting from the receipt of the claim by the Debtor PSP from the Debtor, the Debtor PSP may proceed with the Refund process without further waiting for the elements of proof provided later by the Creditor PSP or the Creditor.
  7. After the handling of the response by the Debtor PSP, the Debtor PSP may decide to initiate a Refund by sending a Refund message to the CSM for clearing and settlement with the Creditor PSP.
  8. In this case, the Creditor PSP must debit the account of the Creditor for the amount of the instructions received for refund. For the recovery of the Refund compensation, the Creditor PSP must make his own arrangements with the Creditor. The date for this debit is out of scope of the Scheme.
  9. If the account of the Creditor, for whatever reason, could not be re-debited, the unpaid Refund becomes a credit risk for the Creditor PSP to be recovered from the Creditor, or the Creditor PSP must take the loss, as the Creditor PSP is not allowed to debit the Debtor PSP for the unpaid Refund.
  10. The Creditor and the Debtor may use all means to reopen the dispute with the other party, Debtor or Creditor, but this is out of scope of the Scheme. For the SDD Scheme and the adhering PSPs, the decision taken by the Debtor PSP is the final step of the payment process.



## **ANNEX VII E-MANDATES**



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## 0 Introduction

The Core Scheme has been designed to be capable of evolution to permit the development of features to satisfy future needs. Work has been undertaken to add to the Core Scheme, mandates created through the use of electronic channels (called 'e-Mandates'). Non-electronic SEPA Direct Debit mandates issued under the rules of the Core Scheme are referred to in this Annex as 'paper mandates'.

The description of the e-Mandate feature is contained in the following documents:

1. This Annex of the Core Scheme Rulebook, containing the service description of the e-Mandate solution.
2. The appropriate (ISO 20022) XML message standards for e-Mandate messages defined as a separate document [12].

This Annex does not include rules regarding the non-payment-business aspects of e-Mandates, such as:

- a governance model and the roles/responsibilities of the service providers
- the adherence and acceptance of the service providers
- the contractual relations between the service providers and the contracting PSPs.



## 1 Vision and Objectives

### 1.3 Definition and Objectives

The e-Mandate process is an optional feature complementing the Core Scheme. This process will allow Debtors and Creditors to agree on mandates in a fully electronic way. If an e-Mandate process is offered then each of the process of issuing, amendment and cancellation of e-Mandates must be possible in an electronic way and cannot be offered separately. In this process the Debtor PSP contributes to easing the process of the e-mandates service provided by the Creditor PSPs to their Creditors. In addition, the Debtor PSP has an important role in the authentication of (i.e. checking the due authority of the person claiming to be) the Debtor ("validation"). This will allow the complete avoidance of paper administration in the mandate flow, while the collection process stays the same as in the existing Core Scheme. The Core Scheme provides the possibility of using a paper document as the support for making a SDD Mandate agreement between a Debtor and a Creditor. This is the traditional way of making agreements, with the overall accepted handwritten signature as a way to confirm the Debtor's agreement with the mandate content. The more and more widespread use of electronic channels, creates an environment where Creditors are requesting the use of such channels for the issuing of SDD mandates as a part of e-business, and where Debtors are willing to use such channels for signing SDD mandates. One advantage to the Creditor of receiving an e-Mandate, is that it saves the work of dematerialization and storing of a paper document.

### 1.7 The Business Benefits of the e-Mandate Process

#### 1.7.1 Advantages for and Expectations of Creditors

The inclusion of the new possibility for creation of e-Mandates brings new advantages to the Creditors:

- a. The solution allows fully automated end to end processing of e-Mandates, for issuing, amendment and cancellation of such mandates.
- b. The e-Mandate is given in a secure way
- c. The confirmation of the Debtor's right to access the account specified by him
- d. The use of a standardised practice for issuing, amendment and cancellation of e-Mandates without facing local technical or organisational barriers
- e. Allow automatic storage and retrieval of e-Mandate data.

#### 1.7.2 Advantages for and Expectations of Debtors

The inclusion of the new possibility for creation of e-Mandates brings new advantages to the Debtors:

- a. The Debtor avoids the inconvenience of printing, signing and mailing a paper form to the Creditor by using a full electronic process
- b. The e-Mandate facility is based on secure, widely used Online Banking services of the Debtor PSP.
- c. The Debtor can re-use his user experience of his Online Banking service or other electronic access channels of his PSP. No additional means are necessary.



### 1.7.3 Advantages for and Expectations of Participants

The inclusion of the new possibility for creation of e-Mandates brings new advantages to the Participants:

- a. Debtor PSPs can leverage investments already made in Online Banking infrastructure with limited adaptations
- b. Debtor PSPs can offer additional services to their customers in the area of e-Mandate management based on the e-Mandate related information received in an electronic way through the requested validation service
- c. Debtor PSPs and Creditor PSPs can increase the commercial attractiveness of the Core Scheme
- d. Creditor PSPs can offer additional services to their customers in the area of e-Mandate management



## **2 Scope of the Scheme**

### **2.2 Changes in the Nature of the Scheme**

The inclusion of e-Mandates in the Scheme allows Creditors and Debtors on an optional basis to fully eliminate the paper handling of mandates. This applies to the issuing, amendment and cancellation process and for the storage obligations of the Creditor afterwards.

### **2.7 Reachability**

The process for issuing, amendment and cancellation of e-Mandates is optional for PSPs being a Participant in the Core Scheme. These Participants may choose to act as Debtor PSP, as Creditor PSP, or in both roles, for offering the e-Mandate related services. Creditors are free to use this process, when offered by the Creditor PSP. Debtors are free to use this process, when offered by the Debtor PSP and by the Creditor involved in the e-Mandate to be issued.





### 3 Roles of the Scheme Actors

#### 3.1 The Actors in the Scheme

The actors are the same as in the Core Scheme. The operation of the Scheme involves new parties indirectly:

- Providers of routing services: Providers offer this service, in agreement with and on behalf of Creditor PSPs. The service gives Creditors access to validation services made available by Debtor PSPs in respect of Debtors initiating e-Mandates through the electronic channels of Creditors. Creditor PSPs may provide these routing services themselves.
- Providers of validation services: Providers offer this service in agreement with and on behalf of Debtor PSPs for validation of Debtors initiating e-Mandate proposals through the electronic channels of Creditors and the routing services offered by Creditor PSPs. Debtor PSPs may provide these Debtor validation services themselves.

#### 3.2 The Four Corner Model

The four corner model described in the Core Scheme Rulebook is completed with new parties - the providers of routing services and/or validation services. The lines identified by numbers refer to the relations already part of the four corner model as described in the Core SDD Rulebook.

These new parties will be bound by a number of new specific relationships:

- As applicable, between a Creditor PSP not offering the routing service on its own and any Routing Service Provider (A). The new service providers only have a contractual relation with the contracting/instructing PSP. Provisions for these relationships are not governed by the Scheme.
- As applicable, between a Debtor PSP not offering the validation service on its own and any Validation Service Provider (B). The new service providers only have a contractual relation with the contracting/instructing PSP. Provisions for these relationships are not governed by the Scheme.

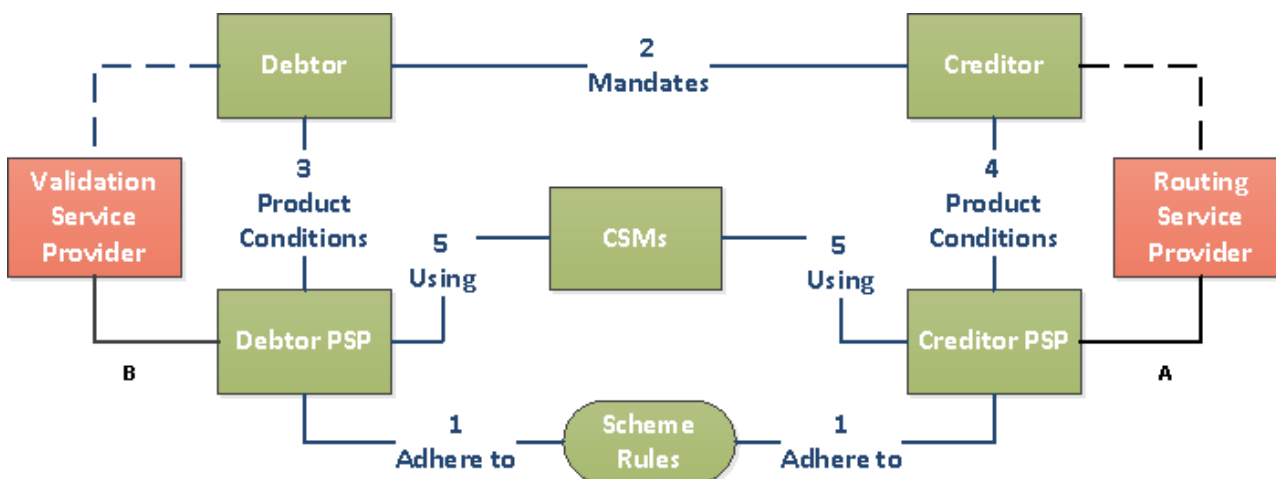


Figure 1: Four-Corner Model: the Actors and the new Parties, the Service Providers

This implies that the potential damages resulting from errors in the service delivery by such a Service Provider is a risk for the Creditor PSP (in the case of the routing service) or the Debtor PSP (in the case of the validation service). It means that the PSP having such a contractual relation with a service provider, may have a claim on the service provider, but this is out of scope of the scheme.



## 4 Business and Operational Rules

### 4.1.1 The Mandate

This section completely overrules Section 4.1 of the Core Scheme Rulebook in cases where e-Mandates are used.

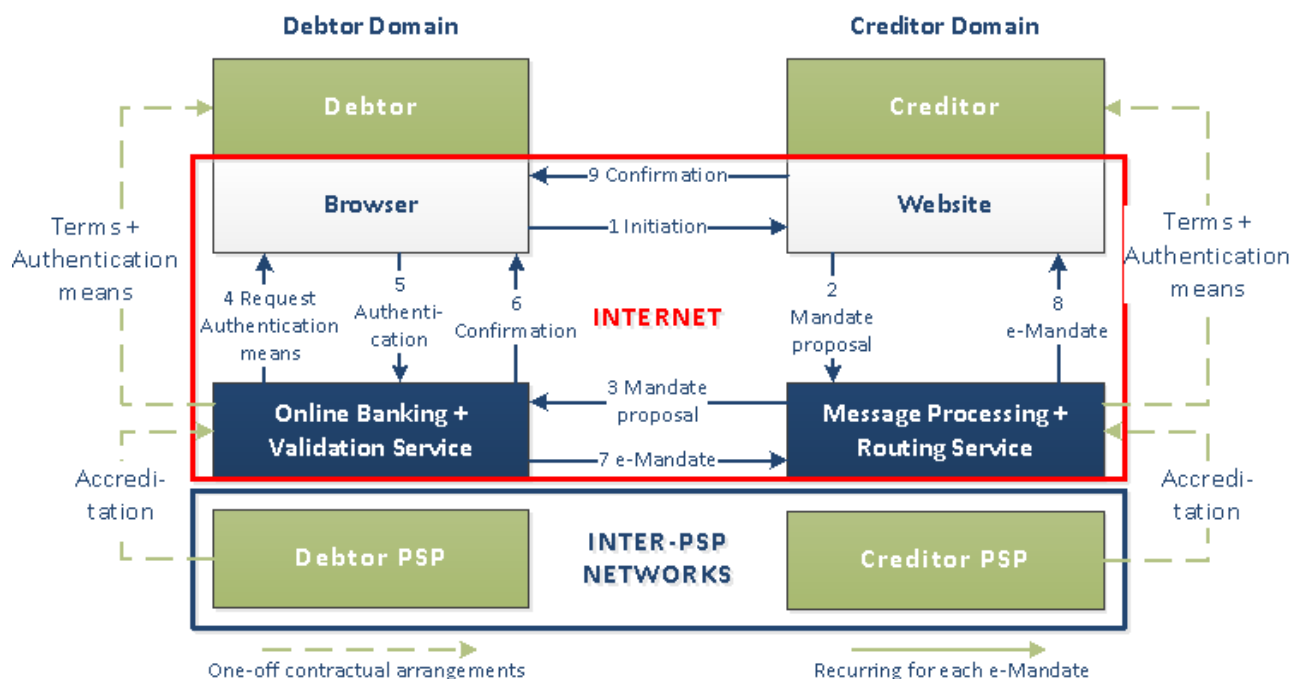


Figure 2: Operational Model – e-Mandate Process

The Mandate is the expression of consent and authorisation given by the Debtor to the Creditor to allow such Creditor to initiate Collections for debiting the specified Debtor's account and to allow the Debtor PSP to comply with such instructions in accordance with the Rulebook. An e-Mandate is an electronic document which is created and signed in a secure electronic manner.

This section only describes the normal process flow; deviations from the normal flow for any reason are described in sections 4.6.7 to 4.6.9 of this Annex. Complementary rules for amendment and cancellation are described in section 4.1.2 of this Annex.

For issuing an e-Mandate, the Debtor must use (1) an electronic channel offered by the Creditor for the completion of an e-Mandate proposal by entering the e-Mandate data elements required.

After approving the e-Mandate proposal, the Creditor submits (2) the e-Mandate proposal through a routing service to the validation service (3) of the Debtor PSP. The validation service has been selected by the Debtor on the Creditor's e-Mandate proposal system for the validation of the correct use of the Debtor's authentication means and the access right of the legitimate owner of the authentication means to the account specified.

After this stage, the Debtor and the Creditor are not allowed (2) to change the data of the e-Mandate proposal. If late changes are necessary, an amendment of the e-Mandate must be initiated by the Debtor.

The routing service is supplied to the Creditor by the Creditor PSP or by one or more routing service provider(s) acting on behalf of the Creditor PSP. The Creditor and the Creditor PSP should have an agreement on the conditions for use of routing service(s).



The mandate proposal of the Debtor is routed directly by the routing service from the Web Site of the Creditor to the validation service (3) window offered by the selected Debtor PSP to the Debtor (4). The Debtor PSP offers the validation service for e-Mandates itself or through a validation service provider acting on behalf of the Debtor PSP.

The Debtor must be the account holder, or a person in possession of a form of authorisation (such as a power of attorney) completed by the necessary technical means, to be authorised to give consent as a Debtor to debiting the account identified through the means of an e-Mandate. The term 'means' is used here in line with the term 'Payment Instrument' used in the Payment Services Directive. The Debtor must identify and authenticate (5) himself according to the instructions received from the Debtor PSP. The Debtor PSP defines and provides the authentication means to be used by the Debtors. The Debtor PSP and the Debtor should have an agreement on the conditions for use of the means for authentication.

After successful validation of the authentication means and the account access right, the Debtor PSP confirms (6) this result to the Debtor and to the Creditor. The mandate proposal of the Debtor is routed back directly (8) to the Web Site of the Creditor through the intermediary of the initial routing service (7).

The validation process (6) of the Debtor PSP constitutes an e-Mandate according to the following process steps:

1. The Debtor enters the authentication credentials agreed with the Debtor PSP. The authentication credentials may be composed of personalised device(s) and/or a set of procedures, including its personalized security features.
2. The Validation Service verifies the correctness of the authentication credentials provided and logs the event to an audit trail.
3. Depending on the results of the verification of the authentication credentials:
  - a. If the authentication credentials provided are correct and valid, the Validation Service presents an authorization form that must include all data fields of the e-Mandate and advances the transaction state to "Waiting for authorization"
  - b. If the authentication cannot be correctly verified, an error message must be presented and the transaction must be aborted with no further processing
4. The Debtor is asked to verify all the data fields of the e-mandate (e.g., the accuracy of the Creditor's name and address, the Debtor's account identifier, etc.) along with the mandatory national legal wording and then proceeds with the authorization. The authorization is defined as the set of procedures agreed between the Debtor and the Debtor PSP to assure the clear consent of the Debtor for the issuing, amendment or cancellation of an e-Mandate. The Debtor must choose one of the accounts for which he is the holder and has direct debits rights.
5. The Validation Service verifies the authorization and performs an electronic signature of the XML e-Mandate data.
6. The Validation Service presents a confirmation message to the Debtor along with the e-Mandate data and a link to the Creditor website.

The Debtor is not allowed to make any further changes to his acceptance of the e-Mandate proposal, as the validation service executed by the Debtor PSP refers to the e-Mandate proposal



as presented in step (4). If from this point onwards changes are necessary, an amendment of the e-Mandate must be initiated by the Debtor. The Creditor acknowledges receipt of the validation and the e-Mandate and confirms this to the Debtor (9).

The channels accepted are determined by the Creditor and can include the following:

- The Creditor gives access to its Web Site and/or a Web Site hosting the Creditor.
- Any other equivalent electronic channel offering a security level considered sufficient by the Creditor PSP.

The connection of the e-Mandate completion on the Creditor's Web-site to the validation service offered by the Debtor PSP is realised in real-time, including all the steps mentioned above. The whole end-to-end process from (1) to (9) inclusive should be organised in such a way that the Debtor can be guided through the successive steps without unacceptable waiting times between the steps.

The e-Mandate electronic data must be stored intact by the Creditor as long as the e-Mandate exists, according to national legal requirements. After cancellation, the e-Mandate data must be stored by the Creditor according to the applicable national legal requirements for a minimum period as long as the Refund period for an Unauthorised Transaction.

The Debtor validation related electronic data (see detailed list of these data in section 4.6.7 PT-07.04) must be stored intact by the Debtor PSP as long as the e-Mandate exists, according to national legal requirements. After cancellation, the validation related data must be stored by the Debtor PSP according to the applicable national legal requirements for a minimum period as long as the Refund period for an Unauthorised Transaction.

After the acceptance of the e-Mandate, the Creditor must forward to the Creditor PSP (1) the Mandate-related data, as part of each one-off or recurrent SEPA Direct Debit Collection. The Mandate-related data must be transmitted (2, 3) by the Creditor PSP to the Debtor PSP in electronic form as part of each Collection in one single flow, using a selected CSM.

The Debtor PSP may choose to offer AOS to the Debtor based on the Mandate content received on request at the validation phase. The Creditor PSP may also choose to offer AOS to the Creditor based on the Mandate content.

#### 4.1.2 Mandate amendments and Mandate cancellations through electronic channels offered by Creditor

Creditors, who offer the issuing of e-Mandates, must also offer the possibility of amending and cancelling e-Mandates.

An amendment by the Debtor of an e-Mandate may be executed only by using an electronic channel offered by the Creditor, except when the electronic channel and/or the authentication means are not be available any more. Mixing paper channels and electronic channels in the life cycle of a Mandate would create a major problem due to the differences in the liability of the Debtor PSP resulting from the validation service executed. Therefore, no Debtor PSP offering e-Mandate validation is obliged to support the amending or cancelling of paper-based mandates through an electronic channel (see PT-04.21 and PT-04.22).

An amendment by the Creditor of an e-Mandate is a matter between the Creditor and the Debtor and the process is out of scope of this Rulebook.



A cancellation by the Debtor of an e-Mandate should be executed by preference through an electronic channel offered by the Creditor, but cancellation through any other channel is allowed, as the rights of the Debtor to cancel a Mandate should not be limited by the availability of a specific channel and the necessary validation service needed for cancelling the e-Mandate through an electronic channel. The Debtor PSP should request the Debtor to inform his PSP if he cancelled the mandate through means other than the electronic channel in order to avoid refund requests.

A cancellation by the Creditor of an e-Mandate is a matter between the Creditor and the Debtor and the process is out of scope of this Rulebook.

The use of the electronic channels, offered by the Creditor for issuing, amendment and cancellation of e-Mandates, is allowed by the Scheme for amendment or cancellation of existing paper mandates. It is a decision of the Creditor to offer this service as an optional or as a mandatory channel for making mandate amendments and/or cancellations for existing mandates by all or some of the Debtors. Debtors are free to use this service for amendment or cancellation of Mandates when offered by the Creditor.

## 4.2 Collections

Compared with the rules for the Core Scheme under paper Mandates, the following rules differ for Collections under e-Mandates (as described in sections 4.2 and 4.4, of the Rulebook):

### **Refund claims during the eight weeks after the debit date:**

In the Core Scheme under paper Mandates, the rules for handling refund claims made by the Debtor, during the eight week period after debit date, is identical for authorised transactions (the disagreement of the Debtor relates to the collection) and for unauthorised transactions (the disagreement of the Debtor relates to existence of consent to the collection).

For e-Mandates, the process during the eight-week period is identical to the process for the Core Scheme with paper Mandates, except for the situation which is described in the next paragraph.

In order to address the situation where the Creditor is in possession of information indicating that the Debtor or the Debtor PSP made an error in the use of the authentication means provided by the Debtor PSP and/or in the execution of the validation service, a procedure for allowing the Creditor to initiate a claim against the Debtor PSP for obtaining reimbursement of an amount paid by the Creditor PSP in respect of a refunded collection is provided in the Scheme (see process steps PT-04.28 and PT-04.29 in the Annex).

### **Refund claims for unauthorised transactions (after the eight weeks after the debit date until 13 months after the debit date):**

In the same way as described in the Core Scheme for paper Mandates, the Debtor PSP must examine the claim (see detailed description in PT-04.21). In the case of e-Mandates the aspect of the validation executed for the given e-Mandate needs to be examined by the Debtor PSP before sending the claim to the Creditor PSP.

## 4.3 Time-lines for Collections

The time-lines of the Core Scheme Collection process are maintained.



## 4.5 Process Descriptions

The following processes are amended or added to the Scheme when e-Mandates are used:

<b>PR-02 (amended)</b>	Amendment of the Mandate
<b>PR-03 (amended)</b>	Cancellation of the Mandate
<b>PR-04 (amended)</b>	Collection of the Direct Debit Collection (covering both correct transactions and <i>R-transactions</i> arising from the processing of a Collection)
<b>PR-04 (amended)</b>	Obtain a copy of an e-Mandate
<b>PR-07 (new)</b>	Issuing of the e-Mandate
<b>PR-08 (new)</b>	Amendment of the e-Mandate
<b>PR-09 (new)</b>	Cancellation of the e-Mandate

### 4.5.2 Amendment of a Paper Mandate (PR-02)

Paper Mandates may be amended by the Debtor according to the rules of the Core Scheme Rulebook, or through an optional electronic channel offered by the Creditor in combination with a validation service offered by the Debtor PSP as described in this Rulebook. In case of use of an electronic channel, the process steps are the same as for the amendment of an e-Mandate (PR-08).

The paper-based Mandate still remains in force as a paper Mandate (and the provisions of Annex VII do not apply) when mandate elements have been amended electronically. A Debtor PSP offering e-Mandate validation is not obliged to support the amendment of paper-based Mandates electronically.

### 4.5.3 Cancellation of a paper Mandate (PR-03)

Paper Mandates may be cancelled by the Debtor according to the rules of the Core Scheme Rulebook, or through an optional electronic channel offered by the Creditor in combination with a validation service offered by the Debtor PSP as described in this Rulebook. In case of use of an electronic channel, the process steps are the same as for the cancellation of an e-Mandate (PR-09).

A Debtor PSP offering e-Mandate validation is not obliged to support the cancellation of paper-based Mandates electronically. The Debtor PSP should request the Debtor to inform his PSP if he cancelled the Mandate through means other than the electronic channel in order to avoid refund requests.

### 4.5.4 Collection of the Direct Debit Transaction (PR-04)

In the process for collection of Direct Debit transactions, process step PT-04.21 is different in the case of e-Mandates. The other process steps remain unchanged, on the basis that all references to Mandates should be understood as references to e-Mandates.

New process steps (PT-04.28 to PT-04.30) are added to allow the Creditor to initiate a claim on the Debtor PSP in the case described in section 4.2.



## PT-04.16 – Debtor PSP Sends Collection Refund Instructions to the CSM

<b>Description</b>	<p>The Debtor PSP must credit the Debtor's account with the Original Amount of the initial Collection. The Debtor PSP sends the Collection Refund instruction to the CSM.</p> <p>The Debtor PSP has the right to receive compensation, called the Refund compensation, from the Creditor PSP for the related interest loss incurred by the Debtor PSP by the crediting of the Debtor's account with value date = Due Date of the initial Collection.</p> <p>This compensation is a variable amount, being the interest calculated for the number of Calendar Days between the Settlement Date of the original Collection (Settlement Date is included in the number of days) and the Settlement Date of the Refund instruction by the CSM after presentation by the Debtor PSP (Settlement day is not included in the number of days). The rate to be applied for each day in a month is the €STR Rate applicable on the first Banking Business Day of that month based on a 360 days year. The €STR Rate is a rate published by the ECB.</p> <p>The Debtor PSP must recover this compensation from the Creditor PSP by specifying the compensation amount in AT-R6 in the DS-05 for Refund.</p> <p>However, the Debtor PSP shall not be entitled to make a claim against the Creditor PSP in respect of any amount paid by the Debtor PSP to the Debtor by way of Refund or Refund compensation in respect of an unauthorised transaction where the Debtor PSP had not correctly carried out the checks listed in PT-07.04.</p>
<b>Starting day/time</b>	Debit date (see also section 4.3.1 and 4.3.2)
<b>Duration</b>	Eight weeks + 2 Inter-Bank Business Days (in relation to Refunds arising from unauthorised payment transactions, refer to PT-04.24)
<b>Closing day/time</b>	Debit date + eight weeks + 2 Inter-Bank Business Days (in relation to Refunds arising from unauthorised payment transactions, refer to PT-04.24)
<b>Information Input</b>	The message for Refund of a Collection, containing the data of DS-05.
<b>Information Output</b>	The message for Refund of a Collection, containing the data of DS-05.





PT-04.21 – The Debtor PSP accepts or rejects the Request for Refund - requests e-Mandate Copy from Creditor PSP.

Description	<p>The Debtor PSP must examine the request received, and must decide whether to accept or to reject the request. The recommended guidance for determining whether or not to accept a request for a Refund of an unauthorised transaction is described below.</p>
	<p>When accepted, the Debtor PSP must forward the claim (without any supporting evidence) to the Creditor PSP, who must forward it to the Creditor.</p> <p>Four types of request can be distinguished:</p> <ol style="list-style-type: none"> <li>1. A copy of the e-Mandate is requested by the Debtor PSP, the copy must be provided, except in cases where the Creditor accepts the claim without more.</li> <li>2. A copy of the e-Mandate is requested by the Debtor PSP, the copy must be provided, even if the Creditor accepts the claim.</li> <li>3. A copy of the e-Mandate is not requested by the Debtor PSP as, according to the Debtor, the Mandate has already been cancelled by the Debtor.</li> <li>4. A copy of the e-Mandate is not requested by the Debtor PSP as the e-Mandate should have been cancelled by the Creditor following 36 months of inactivity since the last Collection.</li> </ol> <p>These types of request are identified by a Refund type code which is part of the request data.</p> <p>The accepted technical channels for sending the request are the following:</p> <ol style="list-style-type: none"> <li>1. The suitable SWIFT message as the default option</li> <li>2. e-mail with formatted template</li> <li>3. Fax transmission with formatted template</li> <li>4. Any other means agreed between both parties, the Debtor PSP and the Creditor PSP</li> </ol> <p>The Debtor PSP may always use the SWIFT message, or one of the channels indicated by the Creditor PSP in reference and routing directories provided by CSMs or other providers of such routing information.</p>





**Recommended guidance for determining whether or not to accept a Refund claim for an unauthorised transaction**

1. The e-Mandate agreed by the Debtor, as amended from time to time (i.e. the signed e-Mandate together with any other documents related to the amendment of the e-Mandate) should be compared with the e-Mandate data supplied by the Creditor as part of the Collection. The e-Mandate data from the Creditor can be obtained from the e-Mandate related data part of the Collection message for the Collection disputed in the Refund request, or through a copy of the e-Mandate, amended from time to time, received from the Creditor. The relevant data are the following:

**Attribute of the Mandate**

- The Identification Code of the Scheme
  - The Unique Mandate Reference
  - The Identifier of the Creditor
  - The Name of the Creditor
  - The Account Number of the Debtor (IBAN)
  - The Name of the Debtor
  - BIC Code of the Debtor PSP (only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)
  - The Transaction Type
  - The Date of Signing of the Mandate
  - Signature(s)
2. The e-Mandate should not have been cancelled by the Debtor or by the Creditor at the moment of the debiting for the disputed Collection.
  3. When the e-Mandate has been amended by one of the parties, the amended e-Mandate attributes should be taken into account.
  4. The e-Mandate should not fall under the rule of the 36 months inactivity period, resulting in an automatic cancellation, to be respected by the Creditor.
  5. For the e-Mandate involved in the claim, the Debtor PSP should check that the Debtor was validated by the Debtor PSP in a correct way at the issuing or the last amendment of the e-Mandate.

This examination can yield three results:

- a. The claim of the Debtor may be rejected by the Debtor PSP when the claim is based on the absence of consent by the Debtor and the Debtor PSP concludes that this absence results from negligence/error of the Debtor, which is considered as a liability of the Debtor, according to the terms and conditions agreed between the Debtor PSP and the Debtor.
- b. The Refund claim is accepted, and the Debtor PSP takes the loss for the Refund, when the absence of consent results from



	<p>negligence/error of the Debtor PSP. No recovery from the Creditor PSP can be initiated, as a positive validation was given to the Creditor, due to errors made by the Debtor PSP.</p> <p>c. In all other cases, where the claim is based on another reason than the absence of consent resulting from negligence/error by the Debtor or by the Debtor PSP, the claim of the Debtor is accepted by the Debtor PSP for further handling.</p>
<b>Starting day/time</b>	After PT-04.20
<b>Duration</b>	Maximum 4 Banking Business Days between receiving the request and sending the request to the Creditor PSP.
<b>Information Input</b>	The claim with the supporting evidence.
<b>Information output</b>	The claim as described in DS-08 when the SWIFT message is used and in DS-09 for the use of e-mail or fax.

PT-04.24 –Debtor PSP decides on the claim, and when accepted, sends the Refund claim for an Unauthorised Transaction to the CSM and informs the Debtor.

<b>Description</b>	<p>After receipt of the response from the Creditor PSP, or after 30 Calendar Days at the latest starting from the receipt of the claim by the Debtor PSP from the Debtor, the Debtor PSP must determine the Refund claim. The Debtor PSP may proceed in the following manner:</p> <ol style="list-style-type: none"> <li>1. Debtor PSP may accept the Refund claim when the Creditor accepts the claim (answer type codes 1 and 2 given by the Creditor)</li> <li>2. The Debtor PSP may accept the claim of the Debtor after having compared the claim made by the Debtor with the copy of the Mandate and the supporting information received from the Creditor PSP and the Creditor.</li> <li>3. The Debtor PSP may also reject the claim of the Debtor. This is a decision of the Debtor PSP, which is final for all Participants in the Scheme. The Creditor/Debtor may always use all possible means to reopen the dispute with the Debtor/Creditor, but this is out of scope of the Scheme.</li> <li>4. If the Debtor PSP does not receive an answer from the Creditor PSP within 30 Calendar Days of receiving the Refund request from the Debtor, the Debtor PSP may determine the claim and proceed in a manner that it considers appropriate, taking into account the evidence presented by the Debtor.</li> </ol> <p>Where the Debtor PSP agrees to refund the Debtor, it may claim the amount of the Refund from the Creditor PSP.</p>
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	<p>If the Debtor PSP decides not to accept and not to execute the Refund claim, the Debtor needs to be informed without delay, and relevant supporting evidence received from the Creditor must be supplied to the Debtor.</p> <p>In case of execution of the Refund claim, the same Refund compensation as described in PT-04.16 may be recovered from the Creditor PSP by using the same rule.</p> <p>However, the Debtor PSP shall not be entitled to make a claim against the Creditor PSP in respect of any amount paid by the Debtor PSP to the Debtor by way of Refund or Refund compensation in respect of an unauthorised transaction where the Debtor PSP had not correctly carried out the checks listed in PT-07.04.</p> <p>Participants are also referred to Annex VI of this Rulebook: Instructions for the Refund Procedure for Unauthorised Transactions.</p>
<b>Starting day/time</b>	After the receipt of the response to the request from the Creditor PSP, or at the latest after 30 Calendar Days starting from the receipt of the request of the Debtor (PT-04.20).
<b>Duration</b>	Maximum 4 Inter-Bank Business Days after PT-04.23. In respect of Refund compensation, the number of Inter-Bank Business Days (up to 13 months) during which the Debtor has been deprived of the Original Amount of the Collection.
<b>Information Input</b>	The initial claim, the response with the copy of the signed Mandate or other supporting information received from the Creditor.
<b>Information Output</b>	<p>The message for Refund of an unauthorised Collection, containing the data of DS-05.</p> <p>The reference of the request given by the Debtor PSP and the reference of the answer of the Creditor to the request (if provided in the answer) must be sent back as mandatory elements in the message DS-05 – in attribute AT-R5.</p>

**PT-04.28 – The Creditor investigates the conditions regarding the Refund and sends a claim to the Creditor PSP**

<b>Description</b>	<p>When the Creditor is in possession of information indicating that the Debtor or the Debtor PSP made an error in the use of the authentication means provided by the Debtor PSP and/or in the execution of the validation service, the Creditor may initiate a claim for obtaining reimbursement of an amount paid in respect of a refunded Collection from the Debtor PSP.</p> <p>The Creditor must send the claim to the Creditor PSP</p> <p>The Creditor PSP must forward the claim received from the Creditor to the Debtor PSP, using one of the channels indicated in the Core Scheme Rulebook in section 4.6.4 in PT-04.21.</p>
<b>Starting day/time</b>	On receipt of the information indicating the potential error made by the Debtor PSP or the Debtor, at the latest 13 months after the debit date.



<b>Duration</b>	Not later than 13 months after the debit date.
<b>Information Input</b>	

PT-04.29 –Debtor PSP decides on the claim received, and when accepted, executes the reimbursement as agreed with the Creditor PSP

<b>Description</b>	<p>After receipt of the claim from the Creditor PSP, the Debtor PSP must decide on the Refund reimbursement claim.</p> <p>The Debtor PSP may proceed in the following manner:</p> <ol style="list-style-type: none"> <li>1. Debtor PSP may accept the Refund reimbursement claim when the Debtor PSP concludes that the Debtor PSP or the Debtor made an error in the execution of the validation service.</li> <li>2. The Debtor PSP may also reject the claim of the Creditor when there has been no error in the execution of the Debtor validation service either by the Debtor PSP or by the Debtor. This is a decision of the Debtor PSP, which is final for all Participants in the Scheme. When the Debtor PSP accepts the claim, the Debtor needs to be informed without delay, and the Debtor PSP should make a payment to the benefit of the Creditor PSP as requested by the Creditor PSP (or directly to the Creditor when requested by the Creditor PSP).</li> </ol> <p>In case of acceptance by the Debtor PSP, no Refund reimbursement compensation is defined by the Scheme.</p>
<b>Starting day/time</b>	After the receipt of the claim from the Debtor PSP.
<b>Duration</b>	Maximum 30 Inter-Bank Business Days after the starting date.
<b>Information Input</b>	The initial claim and other supporting information collected by the Debtor PSP.
<b>Information Output</b>	The communication to the Debtor, the payment made to the Creditor PSP (or to the Creditor).



#### 4.5.7 Issuing of an e-Mandate (PR-07)

The process for issuing an e-Mandate is handled between the Creditor, the Debtor, the Debtor PSP (with the validation service provider, if applicable) and the Creditor PSP (with the routing service provider, if applicable). This process is optional for all Actors involved in the issuing of e-Mandates.

<b>PT-07.01</b>	The Debtor uses an electronic channel made available by the Creditor for the completion of an e-Mandate proposal.
<b>PT-07.02</b>	After acceptance by the Creditor of the content of the proposal made by the Debtor, the Creditor submits the e-Mandate through a routing service to the Debtor PSP.
<b>PT-07.03</b>	The Debtor must identify and authenticate himself according to the instructions received from the Debtor PSP and agree on the e-Mandate proposal.
<b>PT-07.04</b>	The Debtor PSP executes the validation service, confirms the result of the validation service to the Debtor and to the Creditor and routes the mandate proposal of the Debtor back to the electronic channel of the Creditor.
<b>PT-07.05</b>	The Creditor acknowledges receipt of the e-Mandate and sends the information on the e-Mandate to the Creditor PSP, as part of each Collection, as described in PT-04.03 (see section 4.5.4 of the Core Scheme Rulebook).
<b>PT-07.06</b>	After PT-07.04 or after PT-07.05, the Debtor PSP may (optionally) use this information for offering AOS to the Debtor.

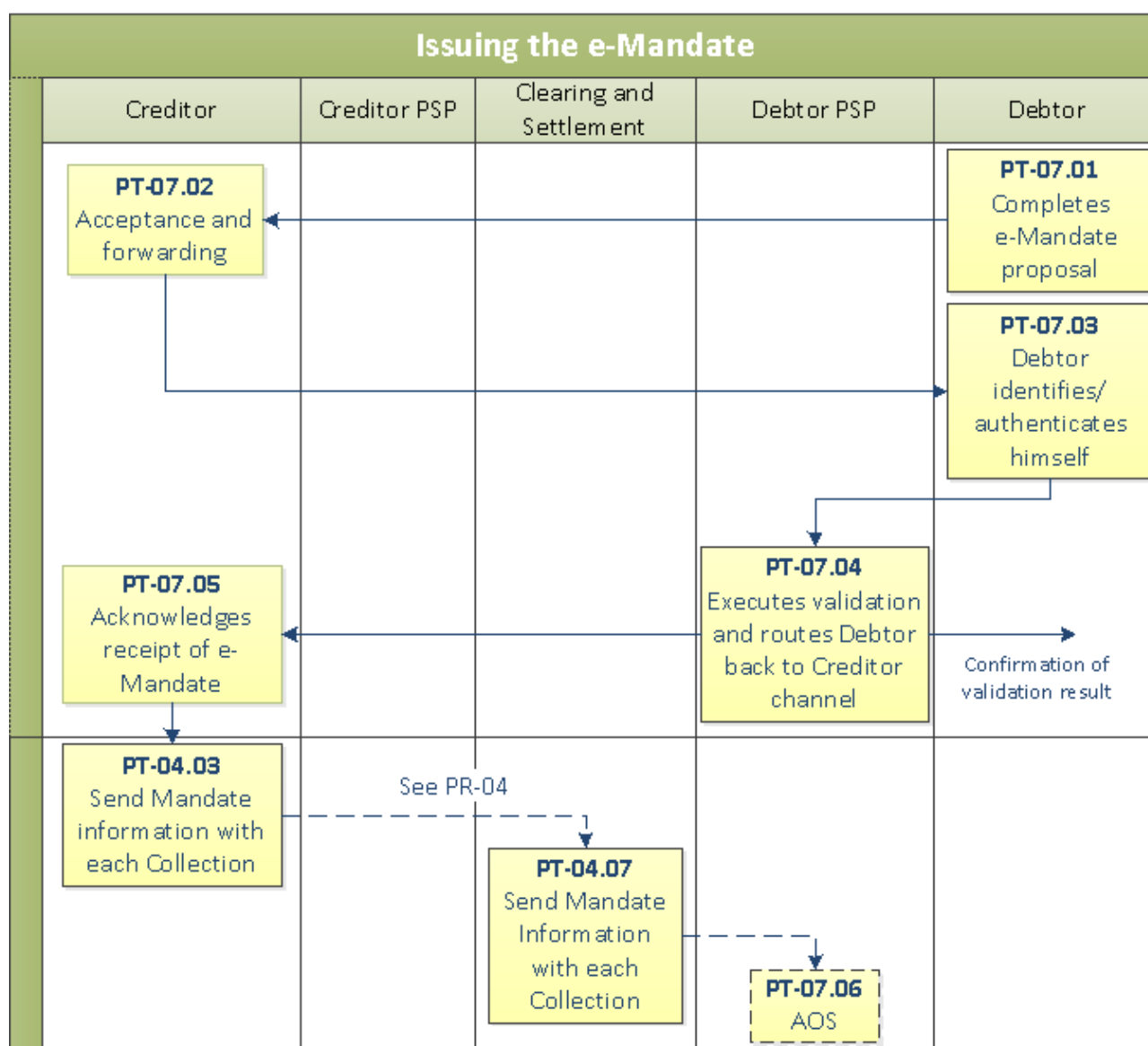


Figure 3: PR07 – issuing the e-Mandate

#### 4.5.8 Amendment of an e-Mandate (PR-08)

If the Debtor wants to replace the account to be debited under an existing e-Mandate with an account held by another PSP, he must cancel the e-Mandate in the existing Debtor PSP, and issue a new Mandate in the new Debtor PSP. This issuing process must identify the Mandate to the Creditor as a Mandate moved from the former Debtor PSP to another Debtor PSP. The Debtor can issue this Mandate according to the rules of the Core Scheme Rulebook as a paper or an e-Mandate, using one of the channels offered by the Creditor.

If the Debtor wants to replace the account to be debited under an existing e-Mandate with another account held in the same Debtor PSP, he must initiate an amendment of the e-Mandate through an electronic channel offered by the Creditor.

When the Creditor wants to amend the e-Mandate, the amendment must be handled between the Creditor and the Debtor. This process is out of scope of this Rulebook.



Paper Mandates may also be amended by the Debtor through an optional electronic channel offered by the Creditor in combination with a validation service offered by the Debtor PSP as described herein.

<b>PT-08.01</b>	The Debtor uses an electronic channel made available by the Creditor for the completion of the proposal for the Mandate amendment.
<b>PT-08.02</b>	After acceptance by the Creditor of the content of the amendment proposal made by the Debtor, the Creditor submits the e-Mandate amendment through a routing service to the Debtor PSP.
<b>PT-08.03</b>	The Debtor must identify and authenticate himself according to the instructions received from the Debtor PSP and agree on the e-Mandate amendment request.
<b>PT-08.04</b>	The Debtor PSP executes the validation service, confirms the result of the validation service to the Debtor and to the Creditor and routes the mandate proposal of the Debtor back to the electronic channel of the Creditor.
<b>PT-08.05</b>	The Creditor acknowledges receipt of the e-Mandate amendment and sends the information on the e-Mandate to the Creditor PSP, as part of each Collection, as described in PT-04.03 (see section 4.5.4 of the Core SDD Rulebook).
<b>PT-08.06</b>	After PT-08.04 or after PT-08.05, the Debtor PSP may (optionally) use this information for offering AOS to the Debtor.

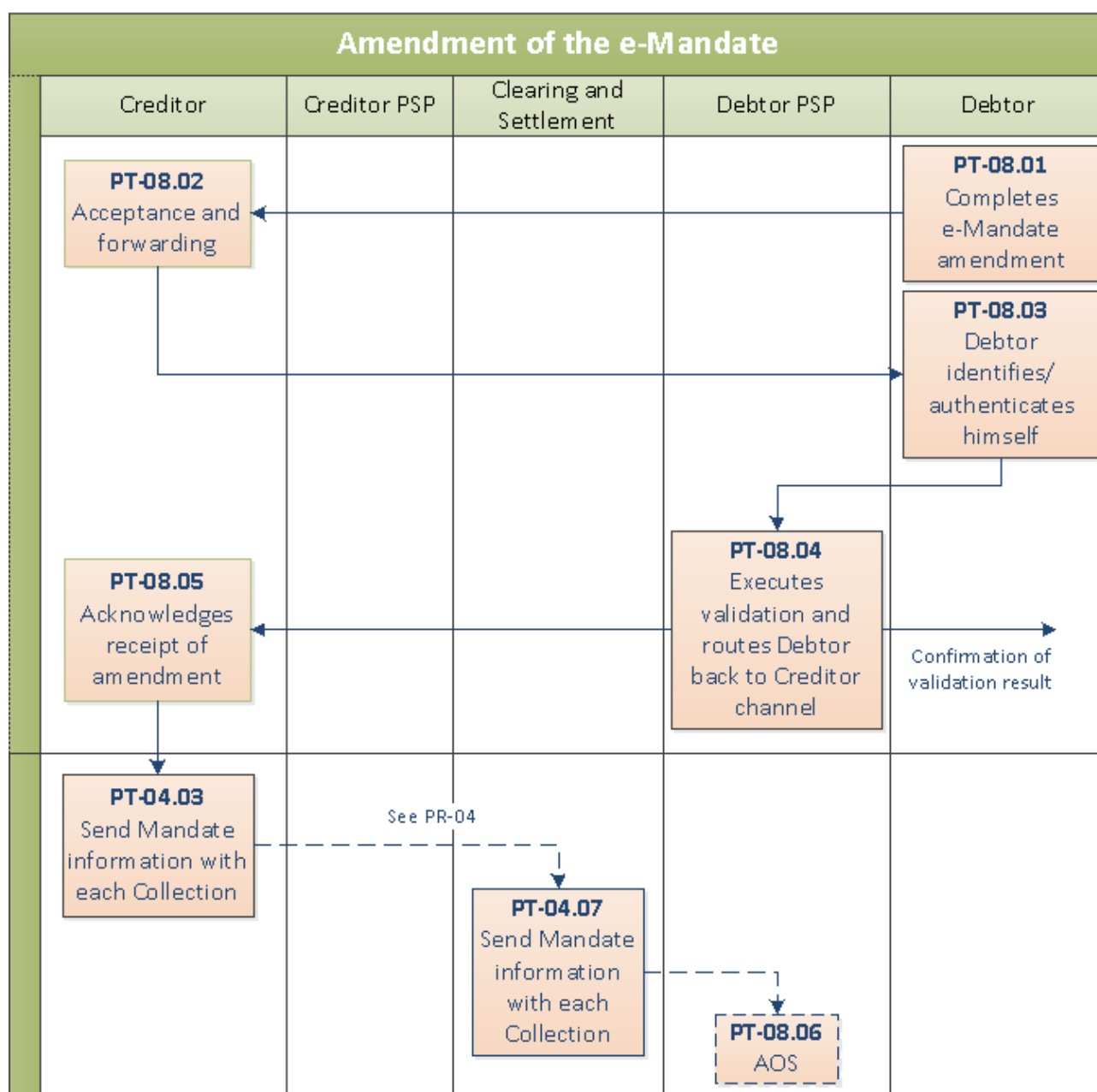


Figure 4: PR08 – Amendment of the e-Mandate





#### 4.5.9 Cancellation of the e-Mandate (PR-09)

The use of an electronic process by the Debtors for cancellation of an e-Mandate is recommended. The Creditor may also accept the cancellation of an e-Mandate by the Debtor through a process in accordance with the Core Scheme rulebook.

<b>PT-09.01</b>	The Debtor may use an electronic channel made available by the Creditor for the completion of the Mandate cancellation.
<b>PT-09.02</b>	After acceptance by the Creditor of the content of the Debtor's cancellation made through an electronic channel, the Creditor may submit the e-Mandate cancellation through a routing service to the Debtor PSP.
<b>PT-09.03</b>	The Debtor must identify and authenticate himself according to the instructions received from the Debtor PSP and agree on the e-Mandate cancellation request.
<b>PT-09.04</b>	The Debtor PSP executes the validation service, confirms the result of the validation service to the Debtor and to the Creditor and routes the mandate proposal of the Debtor back to the electronic channel of the Creditor.
<b>PT-09.05</b>	The Creditor acknowledges receipt of the e-Mandate cancellation and sends the information on the e-Mandate cancellation to the Creditor PSP, as part of the last Collection if a Collection is still to be made after the cancellation, as described in PT-04.03 (see section 4.5.4 of the Core SDD Rulebook).
<b>PT-09.06</b>	After PT-09.04 or after PT-09.05, the Debtor PSP may (optionally) use this information for offering AOS to the Debtor.

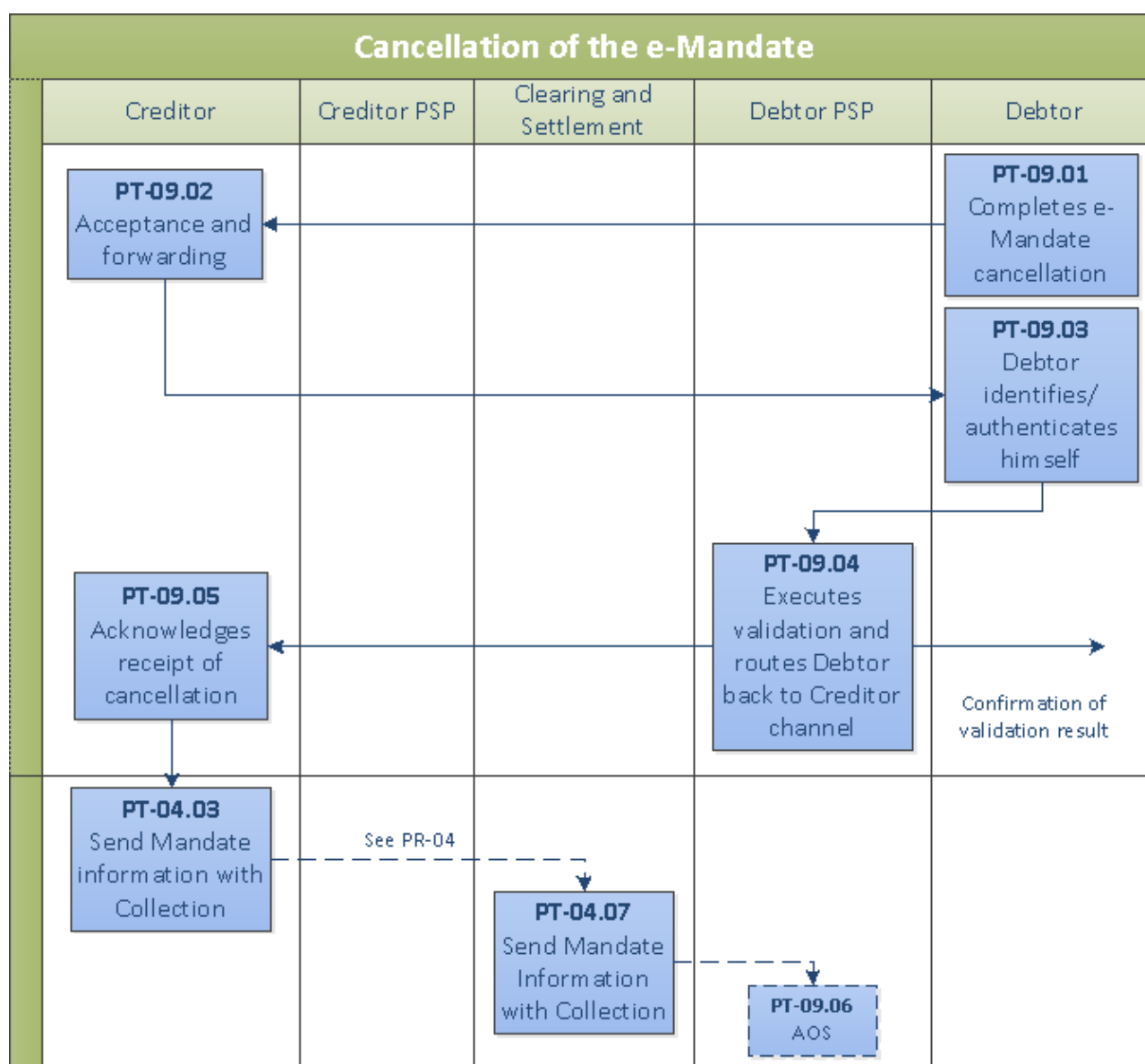


Figure 5: PR09 – Cancellation of the e-Mandate



## 4.6 Description of the Process Steps

### 4.6.6 Obtain a copy of an e-Mandate (PR-06)

PT-06.01 – Debtor PSP sends a request to the Creditor PSP to obtain a copy of the e-Mandate data and any associated amendments

<b>Description</b>	<p>The Debtor PSP sends a request to the Creditor PSP to obtain from the Creditor a copy of the e- Mandate data and of relevant associated amendments.</p> <p>The accepted technical channels for sending the request are the following:</p> <ol style="list-style-type: none"> <li>1. The suitable SWIFT message as the default option</li> <li>2. E-mail with formatted template</li> <li>3. Fax transmission with formatted template</li> <li>4. Any other means agreed between both parties, the Debtor PSP and the Creditor PSP</li> </ol> <p>The Debtor PSP may always use the SWIFT message, or one of the channels indicated by the Creditor PSP in Reference and Routing Directories provided by CSMs or other providers of such routing information.</p>
<b>Starting day/time</b>	At any moment, when a Debtor and/or a Debtor PSP identify the need to receive a copy of an e-Mandate
<b>Duration</b>	No limit for the Scheme
<b>Information Input</b>	<p>The request as described:</p> <ul style="list-style-type: none"> <li>• For the SWIFT message: in DS-10</li> <li>• For the e-mail and for the fax: in DS-11</li> </ul>

PT-06.02 – Creditor PSP forwards the request to the Creditor

<b>Description</b>	The Creditor PSP receives the request for the e-Mandate data and forwards it to the Creditor.
<b>Starting day/time</b>	After the previous step.
<b>Duration</b>	Maximum 3 Banking Business Days
<b>Information Input</b>	The original request message from the Debtor PSP as described in DS-10 or in DS-11.
<b>Information Output</b>	The request message in any format agreed between the Creditor PSP and the Creditor.



## PT-06.03 – Creditor provides the copy of the requested e-Mandate data to the Creditor PSP

<b>Description</b>	<p>The Creditor provides a copy of the requested e-Mandate data, and takes one of the following actions:</p> <ol style="list-style-type: none"> <li>1. Send a copy of the requested e- Mandate</li> <li>2. Indicate why a copy cannot be provided</li> </ol> <p>The response must be sent to the Creditor PSP by using a technical channel agreed between the Creditor PSP and the Creditor.</p> <p>The Creditor PSP must forward the response received from the Creditor to the Debtor PSP, while using the channel indicated by the Debtor PSP in the request message.</p>
<b>Starting day/time</b>	On receipt of the request.
<b>Duration</b>	Maximum 7 Banking Business Days
<b>Information Input</b>	The request in a technical channel agreed with the Creditor PSP.
<b>Information Output</b>	<p>Either the copy of the requested e-Mandate,</p> <p>Or the response request message explaining why the request cannot be satisfied as described in DS-10 (while using the SWIFT message), or in DS-11 (while using email or fax).</p>

## PT-06.04 – Creditor PSP sends the copy of the requested e-Mandate data to the Debtor PSP

<b>Description</b>	After the receipt of the response from the Creditor, the Debtor PSP may use the e-Mandate copy for the intended use.
<b>Starting day/time</b>	After the receipt of the response to the request for a copy of an e-Mandate
<b>Duration</b>	
<b>Information Input</b>	The response containing the copy of the e-Mandate or other supporting information received from the Creditor.
<b>Information Output</b>	The request message in any format accepted by the Debtor PSP.



#### 4.6.7 Issuing the e-Mandate (PR-07)

PT-07.01 – The Debtor uses an electronic channel made available by of the Creditor for the completion of an e-Mandate proposal

<b>Description</b>	<p>The initiative to issue an e-Mandate may be taken either by the Creditor or by the Debtor. The Debtor may decide to use this service for issuing an e-Mandate, when the service is offered by the Creditor and by the Debtor PSP.</p> <p>The Creditor offering the e-Mandate service must make clear instructions available to Debtors for the use of the electronic channels for the issuing, amendment and cancellation of an e-Mandate. The Creditor must ensure that this e-Mandate submission process contains the mandatory legal wording and that the mandatory set of information is completed by the Debtor in line with the rules underneath.</p> <p>A Debtor PSP offering the e-Mandate service to its Debtors must make clear instructions available to the Debtors for the use of the authentication means for validating the e-Mandate. The Debtor PSP should also supply a description of the liability of the Debtor in case of loss or fraudulent use of the means supplied by the Debtor PSP.</p> <p>The Debtor must complete the mandatory information on the e-Mandate template presented by the Creditor through an electronic channel. The template must reproduce the mandatory legal wording as defined in the Core Scheme Rulebook in section 4.7.2 DS-01 (Figure 12, paragraph 1) - The Mandate. The Creditor must complete the template presented to the Debtor with the data already available/known to the Creditor.</p> <p>If the Creditor does not need to use the attributes "AT-38 The name of the Creditor reference party", "AT-39 The identification code of the Creditor Reference party", "AT-15 The name of the Debtor Reference party" and "AT-37 The identification code of the Debtor Reference Party", he does not need to present these attributes in the template based on DS-01.</p> <p>The following data must be completed by the different parties in the e-Mandate template based on the layout presented in DS-01:</p>
	<p><b>a. <u>By the Creditor:</u></b></p> <ul style="list-style-type: none"> <li>• 20 The identification code of the SEPA Direct Debit Scheme, represented by the wording 'SEPA Direct Debit Mandate'</li> <li>• 01 The unique Mandate reference</li> <li>• 02 The identifier of the Creditor</li> <li>• 03 The name of the Creditor</li> <li>• 05 The address of the Creditor</li> <li>• 38 The name of the Creditor reference party (optional)</li> <li>• 39 The identification code of the Creditor Reference party (optional)</li> </ul>



	<p><b>b. <u>By the Debtor:</u></b></p> <ul style="list-style-type: none"> <li>• 14 The name of the Debtor</li> <li>• 09 The address of the Debtor</li> <li>• 27 Debtor identification code (optional)</li> <li>• 15 The name of the Debtor Reference party (optional)</li> <li>• 37 The identification code of the Debtor Reference Party (optional)</li> <li>• 13 The BIC code of the Debtor PSP (only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)</li> <li>• 24 The reason for 'Amendment/Replacement of the account in another PSP' of the Mandate (in the case that the issuing of the e-Mandate results from a Debtor moving the account to be debited for an existing Mandate to another Debtor PSP)</li> <li>• The box at the bottom of the illustration in figure 12 in the same section for placing the signature(s), must be replaced by a box where the Debtor is invited to confirm that he agrees with the proposal (in PT-07.03)</li> <li>• It should also be mentioned that, after the Debtor having ticked this box, no further changes may be made to the e-Mandate proposal.</li> </ul>
	<p><b>c. <u>By the Creditor or the Debtor</u></b> (depends on the party making the choice as part of the logic of the underlying business contract)</p> <ul style="list-style-type: none"> <li>• 08 The identifier of the underlying contract</li> <li>• 21 The Transaction Type (only the values 'one-off' or 'recurrent' are allowed)</li> </ul> <p>The Mandate process is standardised in content but not in the detailed layout of the template and not in the detailed definition of the content of the successive steps.</p>
<b>Starting day/time</b>	At the initiative of the Debtor, by using the channel made available by the Creditor.
<b>Closing day/time</b>	Immediately after the starting time (instantly).
<b>Information Output</b>	The e-Mandate proposal message (electronic).



PT-07.02 – After acceptance by the Creditor of the content of the proposal made by the Debtor, the Creditor submits the e-Mandate through a routing service to the validation service of the Debtor PSP

<b>Description</b>	<p>The Creditor must submit the e-Mandate proposal through an electronic connection to the Debtor PSP selected by the Debtor. The Creditor must do this by using a routing service made available by a Creditor PSP to connect to the validation service of the selected Debtor PSP.</p> <p>Information on the Participants in the Scheme accepting the e-Mandate feature in the role of Debtor PSP and/or in the role of Creditor PSP should be made available by CSMs or other providers of such information.</p>
<b>Starting day/time</b>	After PT-07.01 in real time connection.
<b>Closing day/time</b>	Instantly after the starting time.
<b>Information Input</b>	The e-Mandate proposal template.
<b>Information Output</b>	The e-Mandate proposal message after approval by the Creditor.
<b>Remarks</b>	This description reflects business requirements and does not prescribe any technical requirements.

PT-07.03 – The Debtor must identify and authenticate himself according to the instructions received from the Debtor PSP and agree on the e-Mandate proposal

<b>Description</b>	<p>A Debtor PSP offering this optional service to its Debtors must give clear instructions to the Debtor for the use of the authentication means for validating the e-Mandate. The Debtor PSP should also supply a description of the liability of the Debtor in case of loss or fraudulent use of the means supplied by the Debtor PSP.</p> <p>The term “authentication” is defined here as the act by the Debtor PSP of ensuring that the e-Mandate is duly authorised by the Debtor or person properly acting on the Debtor’s behalf. Authentication is composed of personalised device(s) and/or set of procedures, including personalised security features and is used by the Debtor for the issuing, amendment or cancellation of an e-Mandate. The Debtor must use the authentication means offered by the Debtor PSP and follow the instructions of the Debtor PSP, when authenticating the e-Mandate. The Debtor PSP must make these instructions for correct use available to its Debtors before the use of the e-Mandate feature.</p> <p>The Debtor must follow the instructions given by the Debtor PSP and enter the identifiers required by the Debtor PSP in the template presented by the Debtor PSP. The template must reproduce the mandatory legal wording as defined in the Core Scheme Rulebook in section 4.7.2 DS-01 (Figure 12, paragraph 1) – The Mandate, together with the data of the e-Mandate proposal as received from the</p>
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	<p>Creditor in the e-Mandate proposal message. The Debtor must explicitly confirm his agreement with the e-Mandate proposal by ticking an 'approval' box in the template.</p> <p>The Debtor PSP must provide for the possibility that the Debtor may wish to determine a particular account to be debited in respect of the Collections to be made under the given e-Mandate. How this is realised is left open to the Debtor PSP. Some examples are set out below:</p> <ul style="list-style-type: none"> <li>the Debtor PSP may enter the IBAN of the account to be debited, in this case the Debtor PSP should check that the Debtor is authorised to give access to the account specified</li> <li>the Debtor PSP may propose an account, for which the Debtor is authorised to give access to the account specified</li> <li>the Debtor PSP may propose a list of accounts, for which the Debtor is authorised to give access to the account specified, followed by a selection of one of these accounts by the Debtor</li> </ul> <p>The Debtor PSP must check that the mandatory attributes are present in the e-Mandate received and in line with the requirements of the attributes specific to the Debtor PSP and known by the Debtor PSP.</p>
<b>Starting day/time</b>	Instantly after PT-07.02.
<b>Information Input</b>	The e-Mandate proposal message (DS-12) and the data entered by the Debtor.
<b>Information Output</b>	The e-Mandate proposal message completed with the decision of the Debtor PSP.

PT-07.04 – The Debtor PSP executes the validation service, confirms the result of the validation service to the Debtor and to the Creditor and routes the Debtor back to the electronic channel of the Creditor

<b>Description</b>	<p>The Debtor PSP must execute the validation service as follows:</p> <ul style="list-style-type: none"> <li>decide on whether the authentication means have been correctly used.</li> <li>conclude that the circumstances of the use of the authentication means appear to be correct on the basis of the information available to the Debtor PSP, i.e. they are not stolen, lost or subject to counterfeit risks.</li> <li>When the Debtor PSP is located in a non-EEA SEPA country, check the BIC code, if present in the e-Mandate proposal message received, is a valid BIC code applicable to the Debtor PSP.</li> <li>decide whether the access right of the person who is the legitimate owner of the authentication means has been used in a correct way in respect of the account to be debited.</li> </ul>
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	<p>The Debtor PSP is not obliged to check other data elements of the e-Mandate, and cannot be held liable for incoherence in the e-Mandate, such as the difference between the name and/or address of the Debtor as known in the books of the Debtor PSP compared with the name and/or address as specified by the Debtor in the e-Mandate data.</p> <p>The result of the validation service can be:</p> <ul style="list-style-type: none"> <li>• Either a negative response to the validation request made, if any of the checks mentioned above fail.</li> <li>• Or a positive response to the validation request made when all the checks mentioned above are successfully executed with a positive result.</li> </ul>
	<p>As a next step, the Debtor PSP must communicate this result, through the Creditor PSP's routing service having initiated the validation request, up to the requesting Creditor and to the initiating person (i.e. Debtor or an authorised person). The Debtor PSP must complete the request with the following information:</p> <ul style="list-style-type: none"> <li>• 60 The reference of the validation made by the Debtor PSP</li> </ul>
	<p>The Debtor PSP must store the following electronic data related to the validation service in order to be able to provide this data to allow reconciliation with the same elements held by the Creditor:</p> <ul style="list-style-type: none"> <li>• The Account Number of the Debtor (IBAN)</li> <li>• BIC Code of the Debtor PSP</li> <li>• The Identification Code of the Scheme</li> <li>• The Unique Mandate Reference (if provided)</li> <li>• The Identifier of the Creditor</li> <li>• The Name of the Creditor</li> <li>• The Transaction Type</li> <li>• The elements related to the execution of the Validation Service (such as the identification of the authorisation means used, time stamp, identifier of the Validation Service, and the result given back to the Routing Service and the associated reference)</li> </ul>
	<p>These data must be stored as long as the e-Mandate exists, according to the applicable national legal requirements and as a minimum as long as the Refund period for an Unauthorised Transaction. After cancellation, the validation related data must be stored by the Debtor PSP according to the applicable national legal requirements and as a minimum as long as the Refund period for an Unauthorised Transaction.</p>
<b>Starting day/time</b>	Instantly after PT-07.03.
<b>Information Output</b>	The validation message as described in DS-13.
<b>Remarks</b>	This description reflects business requirements and does not prescribe any technical requirements.



PT-07.05 – The Creditor acknowledges receipt of the e-Mandate and sends the information on the e-Mandate to the Creditor PSP, as part of each Collection, as described in PT-04.03 (see section 4.5.4 of the Core SDD Rulebook)

<b>Description</b>	<p>The Debtor PSP must forward the e-Mandate proposal after validation to the Creditor through the same channel.</p> <p>The Creditor confirms the acceptance by the Debtor PSP to the Debtor, and confirms the final approval of the Creditor to the Debtor. The Creditor must ensure that the Debtor is not able to make any changes to the e-Mandate proposal after the validation by the Debtor PSP. The Creditor must also send a confirmation message to Debtor PSP in order to confirm the receipt of the validation and the acceptance by the Creditor, through the routing service to the validation service up to the Debtor PSP.</p> <p>The e-Mandate data must be kept by the Creditor in a safe and secure environment during the existence of the e-Mandate. After cancellation, the e-Mandate must be stored by the Creditor according to the national legal requirements and as a minimum as long as the Refund period defined for an Unauthorised Transaction.</p> <p>The Creditor must send the information on the e-Mandate to the Creditor PSP as part of each transaction based on this Mandate as described in PT-04.03 in the Core SDD Rulebook.</p>
<b>Information Input</b>	The validation message as described in DS-13.
<b>Information Output</b>	<p>The dematerialised Mandate dataset (DS-02 in the Core SDD Rulebook) including the specific elements for e-Mandates.</p> <p>The confirmation message to the Debtor PSP (this is a technical message for which no specific business requirements are defined).</p>



#### 4.6.8 Amendment of the e-Mandate (PR-08)

PT-08.01 – The Debtor uses an electronic channel made available by of the Creditor for the completion of an e-Mandate amendment request.

<b>Description</b>	<p>The initiative to amend an e-Mandate may be taken either by the Creditor or by the Debtor. The Debtor may decide to use this service for amendment of an e-Mandate, when the service is offered by the Creditor and by the Debtor PSP.</p> <p>The Creditor offering the e-Mandate service must make clear instructions available to Debtors for the use of the electronic channels for the issuing, amendment and cancellation of an e-Mandate. The Creditor must ensure that this e-Mandate submission process contains the mandatory legal wording and that the mandatory set of information is completed by the Debtor in line with the rules underneath.</p> <p>A Debtor PSP offering the e-Mandate service to its Debtors must make clear instructions available to the Debtors for the use of the authentication means for validating the e-Mandate. The Debtor PSP should also supply a description of the liability of the Debtor in case of loss or fraudulent use of the authentication means supplied by the Debtor PSP.</p> <p>The Debtor must complete the necessary information on the e-Mandate template presented by the Creditor through an electronic channel. The template must reproduce the mandatory legal wording as defined in the Core Scheme Rulebook in section 4.7.2 DS-01 (Figure 12, paragraph 1) – The Mandate. The Creditor must complete the template presented to the Debtor with the data already available/known to the Creditor.</p> <p>If the Creditor does not need to use the attributes “AT-38 The name of the Creditor reference party”, “AT-39 The identification code of the Creditor Reference party”, “AT-15 The name of the Debtor Reference party” and “AT-37 The identification code of the Debtor Reference Party”, it does not need to present these attributes in the template based on DS-01.</p> <p>The following data must be completed by the different parties in the e-Mandate amendment template based on the layout presented in DS-01:</p> <p><b>a. By the Creditor:</b> (to be taken from the existing Mandate being amended)</p> <ul style="list-style-type: none"> <li>• 20 The identification code of the SEPA Direct Debit Scheme, represented by the wording ‘SEPA Direct Debit Mandate’</li> <li>• 02 The identifier of the Creditor</li> <li>• 03 The name of the Creditor</li> <li>• 05 The address of the Creditor</li> <li>• 38 The name of the Creditor reference party (optional)</li> <li>• 39 The identification code of the Creditor Reference party (optional)</li> </ul>
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	<p><b>b. <u>By the Debtor:</u></b> (the attributes subject of the amendment need to be introduced)</p> <ul style="list-style-type: none"> <li>• 14 The name of the Debtor (optional)</li> <li>• 09 The address of the Debtor (optional)</li> <li>• 27 Debtor identification code (optional)</li> <li>• 15 The name of the Debtor Reference party (optional)</li> <li>• 37 The identification code of the Debtor Reference Party (optional)</li> <li>• 13 The BIC code of the Debtor PSP (only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)</li> <li>• The box at the bottom of the illustration in figure 12 in the same section for placing the signature(s), must be replaced by a box where the Debtor is invited to confirm that he agrees with the amendment request (in PT-08.03)</li> <li>• It should also be mentioned that, after the Debtor has ticked this box, no further changes may be made to the e-Mandate amendment request.</li> </ul>
	<p><b>c. <u>By the Creditor or the Debtor</u></b> (depends on the option taken by the Creditor on the identifier to be used by the Debtor for identifying the Mandate to be amended)</p> <ul style="list-style-type: none"> <li>• 08 The identifier of the underlying contract (can be made mandatory by a decision of the Creditor)</li> <li>• 01 The unique Mandate reference (can be made mandatory by a decision of the Creditor)</li> </ul> <p>The Mandate process is standardised in content but not in the detailed layout of the template and not in the detailed definition of the content of the successive steps.</p>
<b>Starting day/time</b>	At the initiative of the Debtor, by using the channel made available by the Creditor.
<b>Closing day/time</b>	Immediately after the starting time (instantly).
<b>Information Output</b>	The e-Mandate request message (electronic).



PT-08.02 – After acceptance by the Creditor of the content of the amendment request made by the Debtor, the Creditor submits the e-Mandate amendment through a routing service to the validation service of the Debtor PSP

<b>Description</b>	<p>The Creditor must submit the e-Mandate amendment request through an electronic connection to the Debtor PSP selected by the Debtor. The Creditor must do this by using a routing service made available by a Creditor PSP to connect to the validation service of the selected Debtor PSP.</p> <p>Information on the Participants in the Scheme accepting the e-Mandate feature in the role of Debtor PSP and/or in the role of Creditor PSP should be made available by CSMs or other providers of such information.</p>
<b>Starting day/time</b>	After PT-08.01 in real time connection.
<b>Closing day/time</b>	Instantly after the starting time.
<b>Information Input</b>	The e-Mandate amendment request template.
<b>Information Output</b>	The e-Mandate amendment request message after approval by the Creditor.
<b>Remarks</b>	This description reflects business requirements and does not prescribe any technical requirements.

PT-08.03 – The Debtor must identify and authenticate himself according to the instructions received from the Debtor PSP and agree on the e-Mandate amendment request

<b>Description</b>	<p>A Debtor PSP offering this optional service to its Debtors must give clear instructions to the Debtor for the use of the authentication means for validating the e-Mandate. The Debtor PSP should also supply a description of the liability of the Debtor in case of loss or fraudulent use of the means supplied by the Debtor PSP.</p> <p>The term “authentication” is defined here as the act by the Debtor PSP of ensuring that the e-Mandate is duly authorised by the Debtor or a person properly acting on the Debtor’s behalf. Authentication is composed of personalised device(s) and/or set of procedures, including its personalised security features and is used by the Debtor for the issuing, amendment or cancellation of an e-Mandate.</p> <p>The Debtor must use the authentication means offered by the Debtor PSP and follow the instructions of the Debtor PSP, when authenticating the e-Mandate amendment. The Debtor PSP must make these instructions for correct use available to its Debtors before the use of the e-Mandate feature.</p> <p>The Debtor must follow the instructions given by the Debtor PSP and enter the identifiers required by the Debtor PSP in the template presented by the Debtor PSP. The template must reproduce the mandatory legal wording as defined in the Core Scheme Rulebook in section 4.7.2 DS-01 – The Mandate together with the</p>
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	<p>data of the e-Mandate amendment request as received from the Creditor in the e-Mandate request message. The Debtor must explicitly confirm his agreement with the e-Mandate amendment request by ticking an 'approval' box in the template.</p> <p>The Debtor PSP must provide for the possibility that the Debtor may wish to determine a particular account to be debited in respect of Collections made under the given e-Mandate. How this is realised is left open to the Debtor PSP. Some examples are set out below:</p> <ul style="list-style-type: none"> <li>the Debtor PSP may enter the IBAN of the account to be debited, in this case the Debtor PSP should check that the Debtor is authorised to give access to the account specified</li> <li>the Debtor PSP may propose an account, for which the Debtor is authorised to give access to the account specified</li> <li>the Debtor PSP may propose a list of accounts, for which the Debtor is authorised to give access to the account specified, followed by a selection of one of these accounts by the Debtor</li> </ul> <p>The Debtor PSP must check that the mandatory attributes are present in the Mandate amendment received and in line with the requirements of the attributes specific to the Debtor PSP and known by the Debtor PSP.</p>
<b>Starting day/time</b>	Instantly after PT-08.02
<b>Information Input</b>	The e-Mandate request message (DS-12) and the data entered by the Debtor.
<b>Information Output</b>	The e-Mandate request message completed with the decision of the Debtor PSP.

PT-08.04 – The Debtor PSP executes the validation service, confirms the result of the validation service to the Debtor and to the Creditor and routes the mandate proposal of the Debtor back to the electronic channel of the Creditor

<b>Description</b>	<p><b>The Debtor PSP must execute the validation service as follows:</b></p> <ul style="list-style-type: none"> <li>decide on whether the authentication means have been correctly used</li> <li>conclude that the circumstances of the use of the authentication means appear to be correct on the basis of the information available to the Debtor PSP, i.e. they are not stolen, lost or subject to counterfeit risks</li> <li>When the Debtor PSP is located in a non-EEA SEPA country, check the BIC code, if present in the e-Mandate request message received, is a valid BIC code applicable to the Debtor PSP</li> <li>decide whether the access right of the person who is the legitimate owner of the authentication means has been used in a correct way in respect of the account to be debited</li> </ul>
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	<p>The Debtor PSP is not obliged to check other data elements of the e-Mandate, and cannot be held liable for incoherence in the e-Mandate, such as the difference between the name and/or address of the Debtor as known in the books of the Debtor PSP compared with the name and/or address as specified by the Debtor in the e-Mandate data.</p>
	<p>The result of the validation service can be:</p> <ul style="list-style-type: none"> <li>• Either a negative response to the validation request made, if any of the checks mentioned above fail.</li> <li>• Or a positive response to the validation request made when all the checks mentioned above are successfully executed with a positive result.</li> </ul>
	<p>As a next step, the Debtor PSP must communicate this result, through the Creditor PSP's routing service having initiated the validation request, up to the requesting Creditor and to the initiating person ( i.e. Debtor or an authorised person). The Debtor PSP must complete the request with the following information:</p> <ul style="list-style-type: none"> <li>• 60 The reference of the validation made by the Debtor PSP</li> </ul>
	<p>The Debtor PSP must store the following electronic data related to the validation service in order to be able to provide this data to allow reconciliation with the same elements held by the Creditor. This data constitutes proof that the validation service has been executed. The Debtor PSP is under no obligation to execute any checking on other data elements than those set out below:</p> <ul style="list-style-type: none"> <li>• The Account Number of the Debtor (IBAN)</li> <li>• BIC Code of the Debtor PSP</li> <li>• The Identification Code of the Scheme</li> <li>• The Unique Mandate Reference (if provided)</li> <li>• The Identifier of the Creditor</li> <li>• The Name of the Creditor</li> <li>• The Transaction Type</li> </ul> <p>The elements related to the execution of the Validation Service (such as the identification of the authorisation means used, time stamp, identifier of the Validation Service, and the result given back to the Routing Service and the associated reference)</p>
	<p>These data must be stored as long as the e-Mandate exists, according to the applicable national legal requirements and as a minimum as long as the Refund period for an Unauthorised Transaction. After cancellation, the validation related data must be stored by the Debtor PSP according to the applicable national legal requirements and as a minimum as long as the Refund period for an Unauthorised Transaction.</p>
<b>Starting day/time</b>	Instantly after PT-07.03



<b>Information Output</b>	The e-Mandate amendment related validation message as described in DS-13.
<b>Remarks</b>	This description reflects business requirements and does not prescribe any technical requirements.

PT-08.05 – The Creditor acknowledges receipt of the e-Mandate amendment and sends the information on the e-Mandate amendment to the Creditor PSP, as part of each Collection, as described in PT-04.03 (see section 4.5.4 of the Core SDD Rulebook)

<b>Description</b>	<p>The Debtor PSP must forward the e-Mandate amendment request after validation to the Creditor through the same channel.</p> <p>The Creditor confirms the acceptance by the Debtor PSP to the Debtor, and confirms the final approval of the Creditor to the Debtor. The Creditor must ensure that the Debtor is not able to make any changes to the e-Mandate amendment request after the validation by the Debtor PSP. The Creditor must also send a confirmation message to Debtor PSP in order to confirm the receipt of the validation and the acceptance by the Creditor, through the routing service to the validation service up to the Debtor PSP.</p> <p>The e-Mandate amendment data must be kept by the Creditor in a safe and secure environment during the existence of the e-Mandate. After cancellation, the e-Mandate amendment must be stored by the Creditor according to the national legal requirements and as a minimum as long as the Refund period defined for an Unauthorised Transaction.</p> <p>The Creditor must send the information on the e-Mandate amendment to the Creditor PSP as part of each transaction based on this Mandate as described in PT-04.03 in the Core SDD Rulebook.</p>
<b>Information Input</b>	The e-Mandate amendment related Debtor validation message as described in DS-13.
<b>Information Output</b>	<p>The dematerialised Mandate dataset (DS-02 in the Core SDD Rulebook) including the specific elements for e-Mandates.</p> <p>The confirmation message to the Debtor PSP (this is a technical message for which no specific business requirements are defined).</p>





#### 4.6.9 Cancellation of the e-Mandate (PR-09)

PT-09.01 – The Debtor uses an electronic channel made available by of the Creditor for the completion of an e-Mandate cancellation request

<b>Description</b>	<p>The initiative to cancel an e-Mandate may be taken either by the Creditor or by the Debtor. The Debtor may decide to use this service for cancellation of an e-Mandate, when the service is offered by the Creditor and by the Debtor PSP.</p> <p>The Creditor offering the e-Mandate service must make clear instructions available to Debtors for the use of the electronic channels for the issuing, amendment and cancellation of an e-Mandate. The Creditor must ensure that this e-Mandate submission process contains the mandatory legal wording and that the mandatory set of information is completed by the Debtor in line with the rules underneath.</p> <p>A Debtor PSP offering the e-Mandate service to its Debtors must make clear instructions available to the Debtors for the use of the authentication means for validating the e-Mandate. The Debtor PSP should also supply a description of the liability of the Debtor in case of loss or fraudulent use of the means supplied by the Debtor PSP.</p> <p>The Debtor must complete the mandatory information on the e-Mandate template presented by the Creditor through an electronic channel. The template must reproduce the mandatory legal wording as defined in the Core Scheme Rulebook in section 4.7.2 DS-01 (Figure 12, paragraph 2) – The Mandate. The Creditor must complete the template presented to the Debtor with the data already available/known to the Creditor.</p> <p>If the Creditor does not need to use the attributes “AT-38 The name of the Creditor reference party”, “AT-39 The identification code of the Creditor Reference party”, “AT-15 The name of the Debtor Reference party” and “AT-37 The identification code of the Debtor Reference Party”, he does not need to present these attributes in the template based on DS-01.</p> <p>The following data must be completed by the different parties in the e-Mandate template based on the layout presented in DS-01:</p> <p><b>a. By the Creditor:</b> (to be taken from the existing Mandate being cancelled)</p> <ul style="list-style-type: none"> <li>• 20 The identification code of the SEPA Direct Debit Scheme, represented by the wording ‘SEPA Direct Debit Mandate’</li> <li>• 01 The unique Mandate reference</li> <li>• 02 The identifier of the Creditor</li> <li>• 03 The name of the Creditor</li> <li>• 05 The address of the Creditor</li> <li>• 38 The name of the Creditor reference party (optional)</li> <li>• 39 The identification code of the Creditor Reference party (optional)</li> </ul>
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	<p><b>b. <u>By the Debtor:</u></b></p> <ul style="list-style-type: none"> <li>Only the decision on the cancellation must be introduced</li> <li>13 The BIC code of the Debtor PSP (only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)</li> <li>The box at the bottom of the illustration in figure 12 in the same section for placing the signature(s), must be replaced by a box where the Debtor is invited to confirm that he agrees with the cancellation (in PT-09.03)</li> <li>It should also be mentioned that, after the Debtor has ticked this box, no further changes may be made to the e-Mandate cancellation.</li> </ul>
	<p><b>c. <u>By the Creditor or the Debtor</u></b> (depends on the option taken by the Creditor on the identifier to be used by the Debtor for identifying the Mandate to be amended)</p> <ul style="list-style-type: none"> <li>08 The identifier of the underlying contract (can be made mandatory by a decision of the Creditor)</li> <li>01 The unique Mandate reference (can be made mandatory by a decision of the Creditor)</li> </ul> <p>The Mandate process is standardised in content but not in the detailed layout of the template and not in the detailed definition of the content of the successive steps.</p>
<b>Starting day/time</b>	At the initiative of the Debtor, by using the channel made available by the Creditor.
<b>Closing day/time</b>	Instantly after the starting time.
<b>Information Output</b>	The e-Mandate cancellation request message (electronic).

PT-09.02 – After acceptance by the Creditor of the content of the cancellation request made by the Debtor, the Creditor submits the e-Mandate cancellation through a routing service to the validation service of the Debtor PSP

<b>Description</b>	<p>The Creditor must submit the e-Mandate cancellation request through an electronic connection to the Debtor PSP selected by the Debtor. The Creditor must do this by using a routing service made available by a Creditor PSP to connect to the validation service of the selected Debtor PSP.</p> <p>Information on the Participants in the Scheme accepting the e-Mandate feature in the role of Debtor PSP and/or in the role of Creditor PSP should be made available by CSMs or other providers of such information.</p>
<b>Starting day/time</b>	After PT-09.01 in real time connection.



<b>Closing day/time</b>	Instantly after the starting time.
<b>Information Input</b>	The e-Mandate cancellation request template.
<b>Information Output</b>	The e-Mandate cancellation request message after approval by the Creditor.
<b>Remarks</b>	This description reflects business requirements and does not prescribe any technical requirements.

PT-09.03 – The Debtor must identify and authenticate himself according to the instructions received from the Debtor PSP and agree on the e-Mandate cancellation request

<b>Description</b>	<p>A Debtor PSP offering this optional service to its Debtors must give clear instructions to the Debtor for the use of the authentication means for validating the e-Mandate. The Debtor PSP should also supply a description of the liability of the Debtor in case of loss or fraudulent use of the means supplied by the Debtor PSP.</p> <p>The term “authentication” is defined here as the act by the Debtor PSP of ensuring that the e-Mandate is duly authorised by the Debtor or a person properly acting on the Debtor’s behalf. Authentication is composed of personalised device(s) and/or set of procedures, including its personalised security features and is used by the Debtor for the issuing, amendment or cancellation of an e-Mandate.</p> <p>The Debtor must use the authentication means offered by the Debtor PSP and follow the instructions of the Debtor PSP, when authenticating the e-Mandate cancellation. The Debtor PSP must make these instructions for correct use available to its Debtors before the use of the e-Mandate feature.</p> <p>The Debtor must follow the instructions given by the Debtor PSP and enter the identifiers required by the Debtor PSP in the template presented by the Debtor PSP. The template must reproduce the mandatory legal wording as defined in the Core Scheme Rulebook in section 4.7.2 DS-01 – The Mandate together with the data of the e-Mandate cancellation request as received from the Creditor in the e-Mandate request message. The Debtor must explicitly confirm his agreement with the e-Mandate cancellation by ticking an ‘approval’ box in the template.</p> <p>The Debtor PSP must provide for the possibility that the Debtor may wish to determine a particular account to be debited in respect of the Collections under the given e-Mandate. How this is realised is left open to the Debtor PSP. Some examples are set out below:</p> <ul style="list-style-type: none"> <li>• the Debtor PSP may enter the IBAN of the account to be debited, in this case the Debtor PSP should check that the Debtor is authorised to give access to the account specified</li> <li>• the Debtor PSP may propose an account, for which the Debtor is authorised to give access to the account specified</li> </ul>
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	<ul style="list-style-type: none"><li>the Debtor PSP may propose a list of accounts, for which the Debtor is authorised to give access to the account specified, followed by a selection of one of these accounts by the Debtor</li></ul> <p>The Debtor PSP must check that the mandatory attributes are present in the e-Mandate cancellation received and in line with the requirements of the attributes specific to the Debtor PSP and known by the Debtor PSP.</p>
<b>Starting day/time</b>	Instantly after PT-09.02.
<b>Information Input</b>	The e-Mandate request message (DS-12) and the data entered by the Debtor.
<b>Information Output</b>	The e-Mandate request message completed with the decision of the Debtor PSP.



PT-09.04 – The Debtor PSP executes the validation service, confirms the result of the validation service to the Debtor and to the Creditor and routes the mandate proposal of the Debtor back to the electronic channel of the Creditor

<b>Description</b>	<p>The Debtor PSP must execute the validation service as follows:</p> <ul style="list-style-type: none"> <li>• decide on whether the authentication means have been correctly used</li> <li>• conclude that the circumstances of the use of the authentication means appear to be correct on the basis of the information available to the Debtor PSP, i.e. they are not stolen, lost or subject to counterfeit risks</li> <li>• when the Debtor PSP is located in a non-EEA SEPA country, check the BIC code, if present in the e-Mandate request message received, is a valid BIC code applicable to the Debtor PSP</li> <li>• decide on whether the access right of the person who is the legitimate owner of the authentication means has been used in a correct way in respect of the account to be debited.</li> </ul> <p>The Debtor PSP is not obliged to check on other data elements of the e-Mandate, and cannot be held liable for incoherence in the e-Mandate, such as the difference between the name and/or address of the Debtor as known in the books of the Debtor PSP compared with the name and/or address as specified by the Debtor in the e-Mandate data.</p> <p>The result of the validation service can be:</p> <ul style="list-style-type: none"> <li>• Either a negative response to the validation request made, if any of the checks mentioned above fail.</li> <li>• Or a positive response to the validation request made when all the checks mentioned above are successfully executed with a positive result.</li> </ul> <p>The Debtor PSP must store the following electronic data related to the validation service in order to be able to provide this data to allow reconciliation with the same elements held by the Creditor. This data constitutes proof that the validation service has been executed. The Debtor PSP is under no obligation to execute any checking on other data elements than those set out below:</p> <ul style="list-style-type: none"> <li>• 60 The reference of the e-Mandate cancellation related validation made by the Debtor PSP</li> </ul>
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	<p>The Debtor PSP must store the following electronic data related to the validation service, constituting the elements of proof of the execution of the validation service, in order to be able to provide these data to allow reconciliation with the same elements held by the Creditor:</p> <ul style="list-style-type: none"> <li>• The Account Number of the Debtor (IBAN)</li> <li>• BIC Code of the Debtor PSP</li> <li>• The Identification Code of the Scheme</li> <li>• The Unique Mandate Reference (if provided)</li> <li>• The Identifier of the Creditor</li> <li>• The Name of the Creditor</li> <li>• The Transaction Type</li> <li>• The elements related to the execution of the Validation Service (such as the identification of the authorisation means used, time stamp, identifier of the Validation Service, and the result given back to the Routing Service and the associated reference).</li> </ul> <p>These data must be stored as long as the e-Mandate exists, according to the applicable national legal requirements and as a minimum as long as the Refund period for an Unauthorised Transaction. After cancellation, the validation related data must be stored by the Debtor PSP according to the applicable national legal requirements and as a minimum as long as the Refund period for an Unauthorised Transaction</p>
<b>Starting day/time</b>	Instantly after PT-09.03.
<b>Information Output</b>	The e-Mandate validation message as described in DS-13.
<b>Remarks</b>	This description reflects business requirements and does not prescribe any technical requirements.



PT-09.05 – The Creditor acknowledges receipt of the e-Mandate cancellation and sends the information on the e-Mandate to the Creditor PSP, as part of each Collection, as described in PT-04.03 (see section 4.5.4 of the Core SDD Rulebook)

<b>Description</b>	<p>The Debtor PSP must forward the e-Mandate cancellation request after validation to the Creditor through the same channel.</p> <p>The Creditor confirms the acceptance by the Debtor PSP to the Debtor, and confirms the final approval of the Creditor to the Debtor. The Creditor must ensure that the Debtor is not able to make any changes to the e-Mandate cancellation request after the validation by the Debtor PSP. The Creditor must also send a confirmation message to Debtor PSP in order to confirm the receipt of the validation and the acceptance by the Creditor, through the routing service to the validation service up to the Debtor PSP.</p> <p>The e-Mandate cancellation data must be kept by the Creditor in a safe and secure environment during the existence of the e-Mandate. After cancellation, the e-Mandate must be stored by the Creditor according to the national legal requirements and as a minimum as long as the Refund period defined for an Unauthorised Transaction.</p> <p>The Creditor must send the information on the e-Mandate cancellation to the Creditor PSP as part of each transaction based on this Mandate as described in PT-04.03 in the Core SDD Rulebook.</p>
<b>Information Input</b>	The e-Mandate cancellation-related validation message as described in DS-13.
<b>Information Output</b>	<p>The dematerialised Mandate dataset (DS-02 in the Core SDD Rulebook) including the specific elements for e-Mandates.</p> <p>The confirmation message to the Debtor PSP (this is a technical message for which no specific business requirements are defined).</p>

## 4.7 Business Requirements for Datasets

### 4.7.1 New Data Requirements

<b>DS-12</b>	The e-Mandate request message.
<b>DS-13</b>	The validation message.
<b>Remark</b>	The confirmation message described in PT-07.05, PT-08.05 and PT-09.05 is not described here, as it is a technical message without a specific business content.

### 4.7.3 Changes in DS-02 - The Dematerialised Mandate

<b>Description</b>	This dataset contains all the mandatory attributes that must be registered in an electronic File to be kept by the Creditor, for the purposes of the execution of the SEPA Direct Debit processes, such as preparing the Collections according to DS-03. Attributes are mandatory unless otherwise indicated.
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<b>Additional attributes</b>	<ul style="list-style-type: none"> <li>• 60 The reference of the validation made by the Debtor PSP.</li> <li>• 17 The type of Mandate (paper, e-Mandate)</li> </ul>
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#### 4.7.4 Changes in DS-03 – Customer to PSP Collection

<b>Description:</b>	The Creditor must supply the following attributes. Attributes known by the Creditor PSP may be completed by the Creditor PSP. This is a matter between the Creditor and the Creditor PSP. Attributes are mandatory unless otherwise indicated.
<b>Additional attributes</b>	<ul style="list-style-type: none"> <li>• 60 The reference of the validation made by the Debtor PSP.</li> <li>• 17 The type of Mandate (paper, e-Mandate).</li> </ul>

#### 4.7.5 Changes in DS-04 – The Inter-PSP Collection

<b>Description</b>	This dataset contains all the mandatory information items imposed by the Scheme for the Creditor PSP to send this instruction to the Debtor PSP through the CSM. It is also called “Collection” in the Rulebook. This dataset will be present in the successive process steps of Process 04, starting from step 03 and must be forwarded by all actors up to the Debtor PSP. Attributes are mandatory unless otherwise indicated.
<b>Additional attributes</b>	<ul style="list-style-type: none"> <li>• 60 The reference of the validation made by the Debtor PSP (if present in DS-03)</li> <li>• 17 The type of Mandate (paper, e-Mandate)</li> </ul>

#### 4.7.12 Dataset specific for use with e-Mandates: DS-12 – The e-Mandate proposal /request message

<b>Description</b>	This message describes the data needed in the message sent by the Creditor through the routing service to the Debtor PSP for requesting the validation service from the Debtor PSP. Attributes are mandatory unless otherwise indicated.
<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• 01 The unique Mandate reference</li> <li>• 20 The identification code of the Scheme</li> <li>• 29 The message type submitted in the Debtor validation request (issuing, amendment, cancellation)</li> <li>• 14 The name of the Debtor</li> <li>• 09 The address of the Debtor (optional)</li> <li>• 27 Debtor identification code (optional)</li> <li>• 15 The name of the Debtor Reference Party (optional)</li> <li>• 37 The identification code of the Debtor Reference Party (optional)</li> <li>• 03 The name of the Creditor</li> <li>• 02 The identifier of the Creditor</li> <li>• 05 The address of the Creditor</li> <li>• 38 The name of the Creditor reference party (optional)</li> <li>• 39 The identification code of the Creditor Reference party (optional)</li> </ul>





<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• 13 The BIC code of the Debtor PSP (only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)</li> <li>• 08 The identifier of the underlying contract (optional)</li> <li>• 21 The transaction type (recurrent, one-off)</li> <li>• 17 The type of Mandate</li> <li>• 24 The reason for 'amendment/replacement of the account in another PSP' of the Mandate (only for amendments and for issuing moving the account to be debited to another Debtor PSP)</li> </ul>
<b>Remarks</b>	These attributes reflect business requirements and do not prescribe any technical requirements.

#### 4.7.13 Dataset specific for use with e-Mandates: DS-13 – The validation message

<b>Description</b>	This message describes the data to be sent back by the Debtor PSP to the Creditor through the validation service and the connections between the Routing Service and the Validation Service. Attributes are mandatory unless otherwise indicated.
<b>Attributes contained</b>	<p><b>Data from the request step:</b></p> <ul style="list-style-type: none"> <li>• 01 The unique Mandate reference</li> <li>• 20 The identification code of the Scheme</li> <li>• 29 The message type submitted in the Debtor validation request (issuing, amendment, cancellation)</li> <li>• 14 The name of the Debtor</li> <li>• 09 The address of the Debtor (optional)</li> <li>• 27 Debtor identification code (optional)</li> <li>• 15 The name of the Debtor Reference Party (optional)</li> <li>• 37 The identification code of the Debtor Reference Party (optional)</li> <li>• 03 The name of the Creditor</li> <li>• 02 The identifier of the Creditor</li> <li>• 05 The address of the Creditor</li> <li>• 38 The name of the Creditor reference party (optional)</li> <li>• 39 The identification code of the Creditor Reference party (optional)</li> <li>• 13 The BIC code of the Debtor PSP (only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two PSPs is located in a non-EEA SEPA country or territory)</li> <li>• 07 The account number (IBAN) of the account of the Debtor to be debited</li> <li>• 08 The identifier of the underlying contract (optional)</li> <li>• 21 The transaction type (recurrent, one-off)</li> <li>• 17 The type of Mandate</li> <li>• 25 The Date of the validation by the Debtor PSP</li> </ul>



<b>Attributes contained</b>	<ul style="list-style-type: none"> <li>• 24 The reason for 'amendment/replacement of the account in another PSP' of the Mandate (only for amendments and for issuing moving the account to be debited to another Debtor PSP)</li> </ul> <p><b>And specific response related data added in the reply step:</b></p> <ul style="list-style-type: none"> <li>• 61 The result of the validation</li> <li>• 60 The reference of the validation made by the Debtor PSP</li> </ul>
<b>Remarks</b>	These attributes reflect business requirements and do not prescribe any technical requirements.

## 4.8 Business Requirements for Attributes

### 4.8.1 Attributes specific for use with e-Mandates:

- AT-29 The message type submitted in the validation request (issuing, amendment, cancellation)
- AT-60 The reference of the validation made by the Debtor PSP
- AT-61 The result of the validation

#### 4.8.18 AT-17 - The type of Mandate (paper, e-Mandate)

<b>Description:</b>	The type of Mandate allows distinction between a Mandate issued in paper in accordance with the rules of the Core Scheme Rulebook and a Mandate issued as an e-Mandate under the rules of the optional e-Mandate service described in Annex VII of this Rulebook.
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#### 4.8.27 bis AT-29 - The message type submitted in the Debtor validation request (issuing, amendment, cancellation)

<b>Description:</b>	This code indicates that the message submitted in the validation request by the Creditor to the Debtor PSP is of one of the types listed below.
<b>Value range:</b>	<ul style="list-style-type: none"> <li>• Issuing of an e-Mandate</li> <li>• Amendment of an e-Mandate</li> <li>• Cancellation of an e-Mandate</li> </ul>

#### 4.8.50 bis AT-60 – The reference of the validation made by the Debtor PSP

<b>Description:</b>	This reference is given by the Debtor PSP to the e-Mandate after execution of the Debtor validation of the issuing/amendment/cancellation of the e-Mandate. It is received by the Creditor at the receipt of the result of the validation. It is stored by the Creditor as part of the Mandate data. It is transmitted as part of each Collection to the Creditor PSP up to the Debtor PSP. The Creditor or any other party must supply this reference to the Debtor PSP when a copy of the validation related data is requested from the Debtor PSP.
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## 4.8.50 ter AT-61 - The result of the Debtor validation

<b>Description:</b>	This code provides the reply of the Debtor PSP on the validation service requested by the Creditor.
<b>Value range:</b>	'Yes 'or 'No'



## 5 Rights and Obligations of all Participants

### 5.3 Access to the e-Mandate Process feature

Regarding the e-Mandate feature, it is proposed that each Participant in the Core Scheme in the capacity of Debtor PSP may offer services relating to the e-Mandate feature in the capacity of Debtor PSP, or in the capacity of Creditor PSP, or both. However, where a Debtor PSP does not offer e-Mandate services, no obligations in this Rulebook relating to e-Mandates shall apply to the Creditor PSP in respect of Collections vis-à-vis that Debtor PSP.

### 5.7 Obligations of a Creditor PSP

The e-Mandate service changes the following obligations for the Creditor PSP:

1. Replacement of bullet point 13) in the Core Scheme Rulebook in section 5.7:

In respect of each of its Creditors, a Creditor PSP shall:

13) upon request by a Debtor PSP to whom it has sent a Collection (including any Collection which has become subject to a Reject), seek where necessary any relevant information and, if requested, a copy of the relevant Mandate data, from the Creditor and provide to the Debtor PSP without undue delay such information relating to the relevant Collection and Mandate as has been made available to it by the relevant Creditor

2. Replacement of bullet point 31) in the Core Scheme Rulebook in section 5.7:

A Creditor PSP shall oblige each of its Creditors, in accordance with the relevant requirements set out in the Rulebook:

31) without delay, to provide the Creditor PSP with information relating to its Collections and Mandates, and a copy of the relevant Mandate data, when requested by the Creditor PSP

3. Addition of the following obligations for the Creditor PSP:

A Creditor PSP shall oblige each of its Creditors, in accordance with the relevant requirements set out in the Rulebook:

34) not to take a claim against a Debtor PSP for any losses arising from an unauthorised transaction, where the Creditor alleges that the Debtor PSP has non-contractual obligations to conduct validation procedures beyond those set out in PT-07.04

### 5.8 Obligations of a Debtor PSP

The e-Mandate service adds the following obligations for the Debtor PSP:

In respect of each of its Debtors, a Debtor PSP shall:

17) ensure that it and/or a Debtor Validation Service Provider correctly validates the authentication means and account access right of the Debtor at the issuing or last amendment of the e-Mandate in accordance with the relevant provisions of the Rulebook;

18) store electronic data related to the Debtor Validation Service which constitute the elements of proof of the execution of the Debtor Validation Service in accordance with the relevant provisions of the Rulebook;

19) upon request by a Debtor or a Creditor PSP from whom it has received a Collection (including any Collection which has become subject to a Reject), seek, if requested, a copy of the electronic data relevant for the execution and the correctness of the Debtor validation;



20) without delay, if requested by a Debtor in respect of whom a Collection has been received, seek all relevant information and a copy of the relevant Mandate data from the Creditor PSP and provide to the Debtor without undue delay such information relating to the relevant Mandate as has been made available to it by the relevant Creditor PSP.

A Debtor PSP shall oblige each of its Debtors, in accordance with the relevant requirements set out in the Rulebook:

*(points 17) to 19) renumbered to points 21) to 23))*

24) to oblige its Debtors to notify the loss, theft, counterfeit or any fraudulent use by other parties of the authentication means available to the Debtor for initiating e-Mandates.

## 5.9 Indemnity and Limitation of Liability

The e-Mandate service changes the provisions of section 5.9 of the Core Scheme Rulebook:

Replacement of section 5.9.1:

### 5.9.1 No-fault Reimbursement of Refunds or Returns

- (a) Subject to (b) and (c) below, in respect of each SEPA Direct Debit which is the subject of a Collection received by a Debtor PSP from a Creditor PSP, such Creditor PSP shall indemnify the Debtor PSP in respect of:
  - (i) Any amount paid by the Debtor PSP to the Debtor by way of Refund and Refund compensation as set out in PT-04.16; or
  - (ii) The amount of any Collection subject to a Return
- (b) A Creditor PSP shall not be liable to indemnify the Debtor PSP in respect of any amount paid by the Debtor PSP to the Debtor by way of Refund in respect of an unauthorised transaction where the Debtor PSP had not correctly carried out the checks listed in PT-07.04.
- (c) In respect of any unauthorised payment transaction to which Article 74 of the Payment Services Directive applies, the Creditor PSP shall be obliged to indemnify the Debtor PSP only in respect of the amount the Debtor PSP is required to pay to the Debtor under the laws applicable to that Debtor PSP.



## 7 Terms used in this annex

Definitions taken from other documents are acknowledged. Terms defined elsewhere in this document are not repeated here, but only referenced.

	Definition
Authentication	<i>Defined in section 4.6.7 of this Annex</i>
e-Mandate	<i>Defined in section 1.3 and 4.1 of Annex VII</i>
e-Mandate proposal	<i>A proposal for issuing an e-Mandate (see above) as initiated by the Debtor on the Website of the Creditor</i>
e-Mandate request	<i>A request for amendment or cancellation of an e-Mandate (see above) as initiated by the Debtor on the Website of the Creditor</i>
Providers of routing services	<i>Defined in section 3.1 of this Annex</i>
Providers of validation services	<i>Defined in section 3.1 of this Annex</i>



## **ANNEX VIII       MAJOR DIFFERENCES IN THE SEPA DIRECT DEBIT CORE SCHEME BETWEEN THE USE OF PAPER MANDATES AND E-MANDATES**

THIS ANNEX IS NOT A PART OF THE RULEBOOK AND IS INCLUDED IN THE RULEBOOK FOR  
INFORMATION PURPOSES ONLY



## Background information

This annex documents the major differences in the SEPA Direct Debit Core Scheme resulting from the use of paper mandates or the alternative use of e-Mandates as described in the ANNEX VII.

It is intended for those interested in knowing the main differences due to the use of e-Mandates under the Core Scheme. It does not contain an exhaustive list of all the detailed differences in the Rulebook.

Major Differences		
Aspect	Core Scheme – paper mandates	Core Scheme – e-Mandates
<b>1. On adherence by PSPs</b>		
1.1 As a Debtor PSP	Reachability is a key requirement for the Scheme, so all PSPs in SEPA should adhere as a Debtor PSP	1. As the e-Mandate service is optional, adherence as a Debtor PSP is optional. 2. Only PSPs adhering to the Core SDD Scheme are allowed to adhere to the optional e-Mandate service
1.2 As a Creditor PSP	Optional. Only available to PSPs adhering as Debtor PSP.	1. Optional. It is optional for PSPs to adhere as a Creditor PSP, or as a Debtor PSP, or in both roles. 2. Only PSPs adhering to the Core SDD Scheme are allowed to adhere to the optional e-Mandate service.
<b>2. The Mandate issuing process</b>		
2.1 Parties involved	The Creditor and the Debtor only, PSPs are not involved	The Creditor, the Debtor, the Creditor PSP for the routing service and the Debtor PSP for the validation service
2.2 The physical nature of the mandate	Paper	An electronic document
2.3 The dematerialisation of the mandate	Is a role of the creditor	Is not needed, as the mandate only exists as an electronic document
<b>3. The Mandate amendment and cancellation process</b>		
3.1 Amendment	Amendment through an electronic channel may be offered by the creditor	Amendment through an electronic channel is a mandatory service for a creditor who offers the e-mandate issuing service. An amendment by paper is also allowed by the scheme.
3.2 Cancellation	Cancellation through an electronic channel may be offered by the creditor	Cancellation through an electronic channel is a mandatory service for a creditor who offers the e-mandate issuing service. A cancellation by paper is also allowed by the scheme.





Major Differences		
Aspect	Core Scheme – paper mandates	Core Scheme – e-Mandates
3.3 Need to inform the Debtor PSP on Mandate cancellations	NA	NA
<b>4. The obligation to provide a copy of a mandate when requested</b>		
4.1 Storage obligation	The Creditor must store the mandates as long as required by national law	The Creditor and the Debtor PSP must store the part of the electronic mandate which they are required to store by the applicable national law
4.2 Obligation to provide a copy of the mandate	The Creditor must make a copy of the mandate available when requested	The Creditor and the Debtor PSP must make a copy available, when requested, of the part of the mandate which they are obliged to store
<b>5. Refund procedures</b>		
5.1 Claims initiated by the Debtor during the eight weeks period from being debited	No checking obligation for the Debtor PSP	No checking obligation for the Debtor PSP.  However, a Creditor having information that the Debtor and/or the Debtor PSP made a mistake in the mandate issuing process, can use a scheme procedure to send a claim for reimbursement to the Debtor PSP
5.2 Claims initiated by the debtor after the eight weeks period up to 13 months after being debited	The Debtor PSP may request a copy of the mandate from the creditor for examining the elements of the Debtor's claim against the mandate copy	The Debtor PSP must check if any error has been made by the debtor and/or the Debtor PSP related to the mandate issuing, before sending a request for a copy of the mandate data to the Creditor.
<b>6. Liability of the Debtor PSP</b>		
6.1 For refunds during the eight weeks period	The Debtor PSP may always recover the refund from the Creditor PSP	The Debtor PSP may always recover the refund from the Creditor PSP. The Creditor may initiate a request for reimbursement.



Major Differences		
Aspect	Core Scheme – paper mandates	Core Scheme – e-Mandates
6.2 For refund after the eight weeks period	The Debtor PSP may recover the refund from the creditor PSP, when the Debtor PSP concludes that the claim is justified	The Debtor PSP may recover the refund from the Creditor PSP, when the Debtor PSP concludes that the claim is justified and that neither the Debtor nor the Debtor PSP made errors in the e-mandate issuing process.
<b>7. XML Messages</b>		
7.1 New attribute (17) in the collection messages	Indicates the use of a paper mandate	Indicates the use of an e-Mandate
7.2 New messages DS-12 and DS-13	Not applicable	New messages supporting the e-Mandate service: DS-12 sent by the routing to the validation service DS-13 answer from the validation service to the routing service