



Guidance On Reason Codes For SCT Inst R-transactions

EPC059-18 / Version 5.0 / Date of Publication: 14 November 2023
Public





1. SCT Inst R-transaction definition

The content of this document applies to the SEPA Instant Credit Transfer (SCT Inst) rulebook.

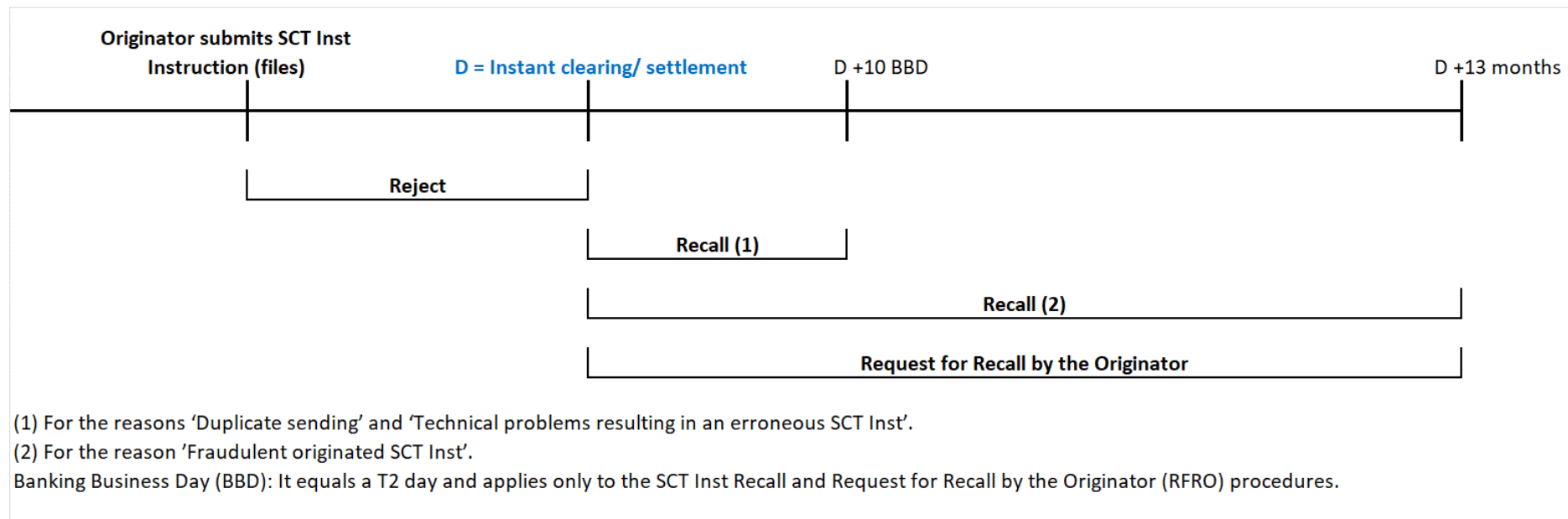
Some SCT Inst transactions require exception handling, because one of the parties involved does not or cannot process the transaction in the normal way. This exception handling involves the sending of messages called R-transactions because their names all start with an R: Rejects, Recalls and Requests for Recall by the Originator (RFRO). The definitions of the various R-transactions are outlined in the Exception Processing Flow section of the SCT Inst rulebook.

The type of R-transaction used depends on the point in time in the processing chain at which the R-transaction is initiated or sent as well as on the party initiating or sending the R-transaction. The process of exception handling starts at the point in the process where the problem is detected.

It is important to note that a SCT Inst scheme participant must channel Rejects, Recalls and RFROs through the same Clearing and Settlement Mechanism (CSM¹) used for the clearing and settlement of the initial SCT Inst transaction, unless otherwise agreed between the SCT Inst scheme participants.

The R-transactions foreseen within the SCT Inst scheme must be processed within the timeline described below. It is pointed out that the Beneficiary PSP is in breach with the SCT Inst scheme rulebook if it does not send **its answer** to a Recall or a RFRO within **15** Banking Business Days following the receipt of the Recall or the RFRO from the Originator PSP.

¹ For the definition of the term CSM in this guidance document, we refer to Chapter 7 of the SCT Inst rulebook



2. Issues reported in the use of SCT Inst R-transaction reason codes

Some SCT Inst scheme participants, when acting as a Beneficiary PSP, are not applying the correct R-transaction reason codes. Therefore, all scheme participants are reminded to use the correct SCT Inst R-transaction reason codes described in the SCT Inst rulebook.

Section 3 of this document provides guidance to the SCT Inst scheme participants about the reason codes to be used to report specific SCT Inst transaction issues.

SCT Inst scheme participants should avoid the use of general codes when a more precise reason can be given which is not legally forbidden in the country of the Beneficiary PSP. However, there are some restrictions in the use of R-transaction reason codes due to national legislation (e.g., data protection laws).



3. Guidance in using SCT Inst R-transaction reason codes

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-cases	Possible root cause	Suggested action
AB05	Timeout Creditor Agent	Transaction stopped due to timeout at the Creditor Agent.	Reject.	Beneficiary PSP has not received the initial SCT Inst Transaction within the time-out deadline defined by the SCT Inst rulebook, or within a shorter timeline agreed on a bi/multilateral basis.	Connection, processing or validation issue at any step starting from the Originator PSP, across the CSM(s) up to the Beneficiary PSP.	<ul style="list-style-type: none"> • Originator PSP to suggest to the Originator to re-issue an SCT Inst transaction at a later stage or to use another instrument (e.g., SCT); • Originator to contact the Beneficiary for alternative solution to pay.
AB06	Timeout Instructed Agent	Transaction stopped due to timeout at the Instructed Agent.	Reject.	<ul style="list-style-type: none"> • Any CSM between the Originator PSP and the Beneficiary PSP has not received the initial SCT Inst Transaction within the time-out deadline defined by the SCT Inst rulebook, or within a shorter timeline agreed between SCT Inst scheme participants on a bi/multilateral basis; 	Connection, processing or validation issue at any step starting from the Originator PSP, across the CSMs up to the Beneficiary PSP and back to the CSM of the Beneficiary PSP.	<ul style="list-style-type: none"> • Originator PSP to suggest to the Originator to re-issue an SCT Inst transaction at a later stage or to use another instrument (e.g., SCT); • Originator to contact the Beneficiary for



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				<ul style="list-style-type: none"> The CSM of the Beneficiary PSP has not received any confirmation message at all about the SCT Inst Transaction from the Beneficiary PSP within the time-out deadline defined by the SCT Inst rulebook, or within a shorter timeline agreed between SCT Inst scheme participants on a bi/multilateral basis. 		alternative solution to pay.
AB07	Offline Agent	Agent of message is not online. Generic usage if it cannot be determined who exactly is not online.	Reject.	The connection infrastructure of a CSM between the Originator PSP and the Beneficiary PSP is unavailable to transmit and/or to process any type of SCT Inst scheme-related message.	The connection to and from the CSM is not available.	<ul style="list-style-type: none"> Originator PSP to suggest to the Originator to re-issue an SCT Inst transaction at a later stage or to use another instrument (e.g., SCT); Originator to contact the Beneficiary for



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						alternative solution to pay.
AB08	Offline Creditor Agent	Creditor Agent is not online.	Reject.	The connection to and from the Beneficiary PSP is unavailable to transmit and/or to process any type of SCT Inst scheme-related message.	The connection to and from the Beneficiary PSP is not available.	<ul style="list-style-type: none"> • Originator PSP to suggest to the Originator to re-issue an SCT Inst transaction at a later stage or to use another instrument (e.g., SCT); • Originator to contact the Beneficiary for alternative solution to pay.
AB09	Error Creditor Agent	Transaction stopped due to error at the Creditor Agent.	Reject.	Transaction process aborted due to an error at the Beneficiary PSP.	(A part of) the SCT Inst service at the Beneficiary PSP is not available.	<ul style="list-style-type: none"> • Originator to contact the Beneficiary for alternative solution to pay; or • Originator PSP to suggest to the Originator to resubmit the SCT Inst transaction or to use an alternative



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						payment instrument.
AB10	Error Instructed Agent	Transaction stopped due to error at the Instructed Agent.	Reject.	Transaction process aborted due to an error at the CSM.	(A part of) the SCT Inst service at the CSM is not available.	<ul style="list-style-type: none"> • Originator to contact the Beneficiary for alternative solution to pay; or • Originator PSP to suggest to the Originator to resubmit the SCT Inst transaction or to use an alternative payment instrument.
AC01	Incorrect Account Number	Account identifier invalid or incorrect (i.e. invalid IBAN or account number does not exist).	Reject.	Reject: Invalid format of the IBAN; IBAN not existing at the Beneficiary PSP.	Beneficiary gave invalid IBAN; Originator used wrong IBAN data from its customers' database; Originator had technical problem during the processing of the SCT Inst instruction issuance.	Originator to contact the Beneficiary to get the correct IBAN of the Beneficiary.
AC03	Invalid Creditor Account Number	Wrong unique identifier of the Beneficiary account.	RFRO.	Originator has made an SCT Inst transaction which was addressed to a wrong IBAN.	Originator itself selected or entered a wrong IBAN of the Beneficiary when issuing the SCT Inst instruction.	Originator: <ul style="list-style-type: none"> • adapt this internal SCT Inst instruction issuance processes



Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-cases	Possible root cause	Suggested action
						to avoid the selection of a wrong IBAN in the future; <ul style="list-style-type: none"> • Pay more attention in selecting/ entering the IBAN when issuing a SCT Inst instruction.
AC04	Closed Account Number	Account closed.	Reject, Negative answer to a Recall or to a RFRO.	The account of the Beneficiary is closed at the Beneficiary PSP. Note: This code cannot be used in certain SEPA countries for reasons of data protection. MS03 could be used as an alternative.	Beneficiary closed his account since the last time the Originator made a SCT Inst instruction to this Beneficiary.	Originator to contact the Beneficiary for the new account.
AC06	Blocked account	Account blocked.	Reject.	Account blocked for any financial transaction.	<ul style="list-style-type: none"> • Beneficiary PSP has blocked the account due to a Court Order; • Beneficiary PSP has blocked the account (e.g., suspicion of misuse, request from the Beneficiary). 	Originator to contact the Beneficiary for alternative account/ solution to pay.



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AG01	Transaction Forbidden	Credit transfer forbidden on this account.	Reject.	A SCT Inst transaction cannot be booked on this type of account.	Beneficiary gave information of an account on which SCT Inst transactions cannot be booked.	<ul style="list-style-type: none"> • Originator to contact the Beneficiary to agree on another payment instrument; • Originator PSP to re-initiate the credit transfer as a SCT transaction if agreed earlier between the Originator and the Originator PSP.
AG02	Invalid Bank Operation Code	Operation code/ transaction code incorrect, invalid format.	Reject.	The identification code of the scheme (i.e. service level or local instrument) specified in the message is incorrect.	Originator: technical error or error due to the processing of the SCT Inst transaction or the file containing SCT Inst instructions.	Originator to correct the wrong information.
AG09	Payment Not Received	Original payment never received	Reject.	The Beneficiary PSP or the CSM has never received the SCT Inst transaction which the SCT Inst transaction status investigation message refers to.	<p>a) The SCT Inst transaction status investigation message is addressed to the wrong Beneficiary PSP. The cause may be the Originator PSP itself or a CSM.</p> <p>b) The Beneficiary PSP is the intended Beneficiary PSP</p>	a) Originator PSP or the CSM to address the SCT Inst transaction status investigation message to the correct Beneficiary PSP.



Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-cases	Possible root cause	Suggested action
					in the SCT Inst transaction. The cause may be a connection or a processing issue.	b) Originator PSP to investigate the concrete issue and inform the Originator about the failed transaction.
AG10	Agent Suspended	Agent of message is suspended from the Real Time Payment system	Reject.	Any agent in the chain following the Originator PSP up to the Beneficiary PSP is (temporarily) suspended. This code must be used when it cannot be determined whether it is the Beneficiary PSP itself or another agent in the chain which is (temporarily) suspended.	The overseer of the concerned agent has (temporarily) suspended this agent.	<ul style="list-style-type: none"> • Originator PSP to determine an alternative route through which its SCT Inst transaction can be sent to the Beneficiary PSP; • Originator PSP to suggest to the Originator to re-issue an SCT Inst transaction at a later stage or to use another instrument (e.g., SCT).
AG11	Creditor Agent Suspended	Creditor Agent of message is suspended from the Real Time Payment system.	Reject.	The concerned <u>Beneficiary PSP</u> to which the SCT Inst transaction has been sent to, is (temporarily) suspended.	The overseer of the Beneficiary PSP or the CSM of the Beneficiary PSP has (temporarily) suspended the Beneficiary PSP.	Originator to contact the Beneficiary for details of an alternative Beneficiary PSP.



Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-cases	Possible root cause	Suggested action
AM02	Not Allowed Amount	Amount exceeds the maximum authorized amount for SCT Inst.	Reject.	The amount of the SCT Inst instruction/ transaction exceeds the scheme default maximum amount or a bi/multilaterally agreed higher SCT Inst instruction/ transaction amount.	<ul style="list-style-type: none"> The concerned Originator PSP and/or the Beneficiary PSP has no bi/multilateral agreement on a higher maximum amount with any other SCT Inst scheme participant; The Originator submits a SCT Inst instruction for an amount higher than the bi/multilaterally agreed higher between the Originator PSP and the concerned Beneficiary PSP. 	<ul style="list-style-type: none"> Originator PSP to suggest to the Originator to split up the desired total amount in two or more SCT Inst instructions with amounts lower than the SCT Inst scheme default (or the bi/multilaterally agreed higher) maximum amount. Originator PSP to suggest to the Originator to use the SCT instrument.
AM04	Insufficient Funds	Insufficient funds on the account.	Negative answer to a Recall or to a RFRO.	<p>There are not enough funds on the Beneficiary's account to debit the full amount of the Recall or of the RFRO.</p> <p>Note: This code cannot be used in certain SEPA countries for reasons of data protection. CUST should be used instead.</p>	Insufficient funds on the Beneficiary's account.	Originator (& Originator PSP if it concerns a Recall due to an error made by the Originator PSP itself) to contact the Beneficiary directly to obtain back the funds outside the Recall or the RFRO procedures of the SCT Inst scheme.



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AM05	Duplication	Duplicate payment.	Reject.	CSM or Beneficiary PSP considers that an identical SCT Inst transaction had been sent or processed very recently.	Originator/ Originator PSP: technical or human error.	Originator/ Originator PSP to check if the transaction is really duplicated.
AM09	Wrong Amount	Wrong amount.	RFRO.	Originator has made an SCT Inst instruction for an amount higher than intended.	Originator: technical or human error.	Originator to adapt this internal SCT Inst instruction issuance processes to avoid transferring wrong amounts in the future.
AM23	Amount Exceeds Settlement Limit	Transaction amount exceeds settlement limit.	Reject.	The Originator PSP has insufficient (pre-funded) inter-PSP SCT Inst settlement guarantees available to meet its settlement obligation for this specific SCT Inst transaction.	<ul style="list-style-type: none"> • Sudden peak of SCT Inst transactions for this SCT Inst scheme participant in its role of Originator PSP; • Originator PSP is unable to top up its inter-PSP SCT Inst settlement guarantee; • The monitoring service on the remaining SCT Inst settlement guarantees of the Originator PSP fails and the Originator PSP does not note this failure. 	<ul style="list-style-type: none"> • Originator PSP to replenish its inter-PSP SCT Inst settlement guarantees as soon as possible; • Originator PSP to suggest to the Originator to re-issue an SCT Inst transaction at a later stage or to use another instrument (e.g., SCT); • Originator to contact the



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						Beneficiary for an alternative solution to pay.
ARDT	The Transaction Has Already Been Returned	Already returned transaction.	Negative answer to a Recall or to a RFRO.	The Beneficiary has already transferred back the funds to the Originator (via SCT, SCT Inst or another payment means).	Not applicable.	No action.
BE04	Missing Creditor Address	Account address invalid.	Reject.	Address of the Beneficiary is not provided in the SCT Inst transaction.	Missing or invalid address in case it is necessary for further processing.	Originator PSP to ask the Originator to provide the address of the Beneficiary.
CNOR	Creditor Bank Is Not Registered	Beneficiary PSP is not registered under this BIC in the CSM.	Reject.	Beneficiary PSP is not/ no longer registered as a SCT Inst scheme participant under this BIC at the CSM.	Beneficiary PSP is not/ no longer declared as (indirect) participant to this CSM.	Originator to ask the Beneficiary how that Beneficiary can receive SCT Inst transactions via another PSP.
CUST	Requested By Customer	<ul style="list-style-type: none"> a. By request of the Originator without any reason specified. b. Refusal by the Beneficiary. 	<ul style="list-style-type: none"> a. RFRO. b. Negative answer to a Recall or to a RFRO. 	<ul style="list-style-type: none"> a. Originator wishes to recover the funds of an earlier settled SCT Inst transaction. b. Beneficiary does not want to honour the Recall or the RFRO. 	<ul style="list-style-type: none"> a. RFRO: the Originator does not give a specific reason to recover the funds. b. Beneficiary claims to be entitled to the received funds. 	<ul style="list-style-type: none"> a. No action. b. Originator (and Originator PSP if it concerns a Recall due to an error made by the Originator PSP itself) to contact the Beneficiary directly to obtain back the funds



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						outside the Recall or the RFRO procedures of the SCT Inst scheme.
DNOR	Debtor Bank Is Not Registered	Originator PSP is not registered under this BIC in the CSM.	Reject.	Originator PSP is not/no longer registered as a SCT Inst scheme participant under this BIC at the CSM.	The Originator PSP sends SCT Inst transactions by mistake to its former CSM.	<ul style="list-style-type: none"> • Originator PSP to route its SCT Inst transaction to its current CSM; • Contact Originator to agree on another means of payment with the Beneficiary (e.g., SCT).
DUPL	Duplicate Payment	Duplicate Sending	Recall.	Originator or Originator PSP detects itself a duplicate SCT Inst transaction and tries to recover the funds of this duplication.	Originator/ Originator PSP: technical or human error.	Originator and/or Originator PSP: no action apart of setting up measures preventing the duplicate initiation and/or exchange of SCT Inst transactions from happening in the future.
FF01	Invalid File Format	Operation/ transaction code incorrect, invalid file format.	Reject.	Issues with XML-file specific settings:	<ul style="list-style-type: none"> • Originator; • Originator PSP; • CSM. 	Repair the XML file.



Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-cases	Possible root cause	Suggested action
				<ul style="list-style-type: none"> XML file was not duly filled out or is not correct; There is a syntax error in the file; Originator PSP or its CSM did not complete a XSD check before submitting the file. 		
FOCR	Following Cancellation Request	Positive answer to the Recall.	Positive answer to a Recall or to a RFRO.	Beneficiary PSP or the Beneficiary accepts the Recall request or the RFRO to reimburse the funds to the Originator or to the Originator PSP.	Not applicable.	Not applicable.
FRAD	Fraudulent Origin	Fraudulent originated instant credit transfer.	Recall.	Originator or Originator PSP detects a fraudulent SCT Inst transaction and tries to recover the funds.	<ul style="list-style-type: none"> Originator claims to be a victim of a fraudulently executed SCT Inst transaction; Fraudsters manipulated the SCT Inst applications or systems of the Originator PSP to execute afterwards fraudulent transactions. 	Originator and/or Originator PSP: no action apart of setting up measures preventing such fraudulent SCT Inst transactions from happening in the future.
LEGL	Legal Decision	Legal reasons.	Negative answer to a	Beneficiary PSP is not allowed to reimburse the funds following the Recall	The funds cannot be reimbursed for legal reasons.	Originator (and Originator PSP if it concerns a Recall due



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			Recall or to a RFRO.	or the RFRO from the Originator PSP.		to an error made by the Originator PSP itself) to contact the Beneficiary directly to obtain back the funds outside the Recall or the RFRO procedures of the SCT Inst scheme.
MD07	End Customer Deceased	Beneficiary deceased.	Reject.	Beneficiary deceased Note: This code cannot be used in certain SEPA countries for reasons of data protection. In this case MS03 can be used as alternative.	Not applicable.	No action.
MS02	Not Specified Reason Customer Generated	By order of the Beneficiary.	Reject.	Refusal by Beneficiary at presentation of the SCT Inst transaction to the Beneficiary PSP.	The Beneficiary PSP acts on behalf of the Beneficiary following an instruction from the Beneficiary for not accepting funds from a specific account, Originator or via a specific payment scheme.	Originator to contact the Beneficiary directly how the Originator should settle any financial obligation towards the Beneficiary.
MS03	Not Specified Reason Agent Generated	Reason not specified.	Reject.	Only to be used in case national legislation (e.g., data protection laws) does not allow the use of AC04, RR01, RR02, RR03 and RR04.		Originator to contact the Beneficiary directly how the Originator should settle any financial obligation



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				Note: limit the use of the reason code MS03 and select the appropriate reason code in the list.		towards the Beneficiary.
NOAS	No Answer From Customer	No response from Beneficiary.	Negative answer to a Recall or to a RFRO.	Originator or Originator PSP tries to recover funds from a previously executed SCT Inst transaction.	<ul style="list-style-type: none"> Beneficiary PSP is not able to reach the Beneficiary; The Beneficiary does not reply to the authorization demands from the Beneficiary PSP to reimburse the funds to the Originator or the Originator PSP. 	Originator (and Originator PSP if it concerns a Recall due to an error made by the Originator PSP itself) to contact the Beneficiary directly to obtain back the funds outside the Recall or the RFRO procedures of the SCT Inst scheme.
NOOR	No Original Transaction Received	Original SEPA Instant Credit Transfer never received.	Negative answer to a Recall or to a RFRO.	Beneficiary PSP or Beneficiary denies having received the initial SCT Inst transaction.	Recall or RFRO has been addressed to the wrong Beneficiary PSP.	Originator PSP to address the Recall or the RFRO to the correct Beneficiary PSP or Beneficiary.
RC01	Bank Identifier Incorrect	PSP identifier incorrect (i.e. invalid BIC).	Reject.	BIC of the scheme participant is not correct.	<ul style="list-style-type: none"> Originator: the provided BIC for a non-EEA SEPA SCT Inst transaction is not complete (BIC8 instead of BIC11); CSM or Beneficiary PSP: the provided BIC in the inter-PSP message does 	<ul style="list-style-type: none"> Originator to contact the Beneficiary for the correct BIC for a non-EEA SEPA SCT Inst transaction; Originator PSP to allocate the correct



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					not exist in their BIC database.	and complete BIC of the Beneficiary PSP in the inter-PSP message.
RR01	Missing Debtor Account Or Identification	Regulatory Reason.	Reject.	Missing Originator account details.	Specification of the Originator's account or unique identification needed for reasons of regulatory requirements is insufficient or missing.	Originator PSP to check the transaction and if necessary repair the transaction by completing the Originator account details.
RR02	Missing Debtor's Name Or Address	Regulatory Reason.	Reject.	<ul style="list-style-type: none"> Missing Originator name (address is optional field for EEA SCT Inst transactions); Missing address of the Originator for non-EEA SCT Inst transactions. <p>Note: This code cannot be used in certain SEPA countries for reasons of data protection. MS03 could be used as an alternative.</p>	Specification of the Originator's name and/or address needed for regulatory requirements is insufficient or missing.	Originator PSP to repair the transaction by completing the Originator's name and/or address information.
RR03	Missing Creditor's Name Or Address	Regulatory Reason.	Reject.	Missing Beneficiary's name (address is optional field). Note: This code cannot be used in certain SEPA	Specification of the Beneficiary's name needed for regulatory requirements is insufficient or missing.	Originator PSP to repair the transaction by completing the Beneficiary's name.



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				countries for reasons of data protection. MS03 could be used as an alternative.		
RR04	Regulatory Reason	Regulatory Reason.	Reject.	Only to be used for Regulatory Reasons other than RR01, RR02 or RR03. Note: This code cannot be used in certain SEPA countries for reasons of data protection. MS03 could be used as an alternative.	Potential hit due to AML, Embargo or Counter-Terrorist-Financing reasons.	Originator to contact the Originator PSP.
TECH	Technical Problem	Technical problems resulting in erroneous SCT Inst transactions.	Recall.	Originator or Originator PSP detects a technical problem with the result of incorrect SCT Inst transactions sent out. Originator or Originator PSP tries to recover the funds.	<ul style="list-style-type: none"> • Technical issue at the applications or systems of the Originator itself when creating the SCT Inst instruction(s) or files; • Technical issue at the SCT Inst applications or systems of the Originator PSP when handling the SCT Inst instruction(s)/files or in their conversion into SCT Inst transactions for further inter-PSP processing. 	Originator and/or Originator PSP: no action apart of setting up measures preventing such technical problems from happening in the future.



Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-cases	Possible root cause	Suggested action
TM01	Invalid Cut Off Time	Time-out – maximum execution time has been exceeded	Reject.	<p>The SCT Inst (positive) confirmation message from the Beneficiary PSP back to the CSM of the Beneficiary PSP did not reach that CSM within the maximum execution time defined by the SCT Inst rulebook.</p> <p>This reason code can only be used between the Beneficiary PSP and its CSM.</p> <p>Reason code TM01 is not allowed in a negative confirmation message to the Originator PSP. Instead the code AB05 or AB06 can be used.</p>	Connection, processing or validation issue at any step between the Beneficiary PSP and its CSM.	