SEPA Direct Debit Business-To-Business

Scheme Rulebook

EPC222-07 / 2023 version 1.0 / Date issued: 25 May 2022 / Date effective: 19 November 2023

Public

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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]	EPC301-07	SEPA Direct Debit Business-to-Business Scheme Inter-PSP Implementation Guidelines	EPC
[6]	ISO 20022	Financial Services – Universal Financial Industry Message Scheme	ISO
[7]	EPC016-06	SEPA Direct Debit Core Scheme Rulebook	EPC
[8]	EPC131-08	SEPA Direct Debit Business-to-Business Scheme Customer-to-PSP Implementation Guidelines	EPC
[9]	EPC012-17	Guide to the SEPA Schemes Adherence Process	EPC
[10]	EPC129-09	SEPA Direct Debit Business-to-Business Scheme E-Mandate Service Implementation Guidelines	EPC
[11]	EPC291-09	Requirements and Specifications for EPC Approved Server CAs for e-Mandate Services	EPC
[12]	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	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.

0.1.2 Rules specific to e-Mandate Service

The rules specific to the e-Mandate service are described in ANNEX VII. 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 nbr	Dated	Reason for revision
V1.0	26/09/2007	Second reading by LSG for legal review and by SPS WG for approval for submission to the December 2007 Plenary. As it has been confirmed that the B2B Scheme is a separate Scheme, the numbering was changed and now starts from 1.0. Main changes in comparison with the Core SDD Scheme Rulebook version 2.3 and for other reasons than the B2B nature of the Scheme: • Addition of Creditor Reference Party • Addition of names/identification codes for the Creditor Reference Party and the Debtor Reference Party • Amendments due to Payment Services Directive alignment • One new process: a procedure for requesting a copy of a Mandate • Other lesser changes
V1.1	24/06/2008	Major changes: • Amendments due to Payment Services Directive alignment • Addition of attributes 'Purpose' and 'Category Purpose' • Liability provisions • Introduction of an inquiry procedure for error detection • Other lesser changes
V1.2	24/06/2009	Major changes: • Inclusion of e-mandate option (Annex VII) • Inclusion of B2B DD Scheme Adherence Agreement (Annex I) • New section on rules to migrate legacy mandates (5.17) • New annex VIII on major differences in the B2B Scheme between the use of paper mandates and e-mandates • Revised texts on liability and indemnity (5.9) • Other lesser changes In addition, changes made after the 1 April – 14 May consultation are also included
V1.3	30/10/2009	Changes: • Update chapter 5.4 to allow payment institutions and public sector bodies to adhere • Temporary Annex IX has been removed

Issue nbr	Dated	Reason for revision
V2.0	30/10/2009	Changes: • Inclusion of multiple signatures option in the e-Mandate option • Other lesser changes
V2.1	01/11/2010	SEPA Scheme Management Internal Rules v2.0 replaced by v2.1 in Annex IV
V3.0	01/11/2010	Inclusion of new Annex IX (AMI) Changes for clarification, updating and correction of errors
V3.1	17/11/2011	SEPA Scheme Management Internal Rules v2.1 replaced by v3.0 in annex IV
V4.0	17/11/2011	Version 4.0 approved by Plenary on 27 September 2011.
V4.1	06/11/2012	Inclusion of version 4.0 of the SEPA Scheme Management Internal Rules. No other changes.
V5.0	30/11/2012	Version 5.0 approved by Plenary on 26 September 2012 Major Changes: • Adaptation to the SEPA Regulation • Inclusion of new reject codes All changes compared to version 4.1 are listed in Annex III.
V5.1	12/12/2013	Version 5.1 approved by Plenary on 12 December 2013 Changes made having no operational impact: • Removal of the references to PE-ACH and PE-ACH/CSM Framework. • Some sections referred by error to Annex VI instead of Annex VII and to Annex III instead of Annex V. • Under section 4.7.2 DS-01 'The Mandate': renumbering of figure 11 into figure 12 (previous version had a figure 11 under section 4.5.6 and 4.7.2). • The SDD B2B mandate illustration under Figure 12 has been replaced by the SDD B2B mandate illustration of the SDD B2B Rulebook version 4.1. • Under section 4.7.2, the legal text of the mandate authorization under "Guidelines for the design of the SEPA B2B Direct Debit Mandate" has been replaced by the legal text shown in the SDD B2B mandate illustration of the SDD B2B Rulebook v4.1. No other content changes have been done. All changes compared to version 4.1 and 5.0 are listed in Annex III.

Issue nbr	Dated	Reason for revision
V6.0	08/10/2014	Version 6.0 approved by Plenary on 08 October 2014 Major Changes: • Update in the category descriptions of Scheme applicants that are deemed automatically to be eligible under Rulebook section 5.4 on eligibility for participation. • The removal of the notion 'qualified electronic signature' • Corrections on the definition of 'refusal by the Debtor' in section 4.4 • Wording change on the form of the Mandate in section 5.7 • Clarification on the use of attribute AT-M008 • Removal of the SDD Mandate illustration in dataset DS-01 • Extension of mandate amendment combinations in attribute AT-M007 • Extend the explanation of reason code MD01 to "No Mandate or unable to obtain mandate confirmation from Debtor" • Announcement in the relevant Rulebook sections that 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 7.0 All changes (including minor changes) compared to version 5.1 are listed in Annex III
V7.0	26/01/2015	Changes approved by Plenary on 11 December 2014 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')
V7.1	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 (EPC027-07 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.
V7.2	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.

Issue nbr	Dated	Reason for revision
V7.3	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.
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.

Issue nbr	Dated	Reason for revision
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 **non-EEA** countries to which the scheme has been extended, has been replaced by a reference to the document EPC409-09 (*[12]*). The title of [12] 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 (SEMWG) into Payment Scheme Management Board (PSMB) and Payment Scheme Evolution and Maintenance WG (PSEMWG) throughout the Rulebook. These changes have no impact on the business and operational rules.
2023 v1.0	25/05/2022	Inclusion of major changes as approved by the March 2022 SMB meeting following a 90-day public consultation on submitted 2022 change requests that ended on 11 December 2021.

0.3   Purpose of Document

This Rulebook builds on the existing Direct Debit Scheme Rulebook described in [7]. This Scheme will be referred to in this Rulebook as the SEPA Direct Debit Core Scheme ("Core Scheme").

A SEPA Payment Scheme is a common set of rules, practices and standards for the provision and operation of a SEPA payment instrument[1] 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;

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[1] As set out in section 0.1.1, the term "payment instrument," as used in this Rulebook, is not to be construed as corresponding in meaning to the definition of "payment instrument" in the Payment Services Directive.

- 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 Business-to-Business 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 Business-to-Business Scheme Implementation Guidelines are now available as two complementary documents:

- The guidelines regarding the Inter-PSP Collection messages (SEPA Direct Debit Business-to-Business Scheme Inter-PSP Implementation Guidelines) and

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

The SEPA Direct Debit Business-to-Business Inter-PSP Implementation Guidelines (reference [5]) and the SEPA Direct Debit Business-to-Business 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 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 SEPA Payment Scheme Management Rules (the "**Internal Rules**"). In addition, a guidance document ([9]) 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 services providers in SEPA to offer a SEPA-wide direct debit business-to-business ('B2B') product to Business Payment Service Users (PSUs). The Scheme also provides a common basis on which Participants are able to offer new and innovative services.

The euro direct debit product based on the Scheme provides Business Payment Service Users with a straightforward instrument possessing the necessary reliability, predictable execution time and reach.

Only non-consumers have access as payers to services based on the SEPA Direct Debit Business-to-Business Scheme.

B2B direct debits within SEPA are able to be processed in accordance with the rules and standards of this Scheme.

SEPA B2B Direct Debits are fully automated and based on the use of open standards and the best practices of straight through processing ('STP') without manual intervention.

The SEPA Direct Debit B2B Scheme is built on the characteristics of the Core Direct Debit Scheme, by adding specific features for use in B2B transactions.

1.2 Objectives

(☐ e-Mandates)

- To maintain a scheme with no disparities between national and cross-border euro direct debits in accordance with the 'SEPA Regulation'.

- To provide a scheme satisfying the needs of Business Payment Service Users to use a fast and efficient payment scheme limiting the credit risk of the creditors while supplying goods and/or services to debtors.

- 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 meet the actual and future needs of parties via a simple, well-controlled, fully dematerialised, secure, reliable, transparent and cost-efficient instrument.

- To improve the current level of service provided to Business Payment Service Users) 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 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 out 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 Payment Service User, 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 SEPA Direct Debit Business-to-Business 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 Payment Service Users, are clear and unambiguous;

- Direct debit messages use open, industry-recognised standards;

- The Scheme ensures full interoperability between Participants;

- Participants are free to innovate and satisfy needs of Payment Service Users in a competitive marketplace, 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

For Creditors the Scheme identifies all issuers of recurrent and one-off bills as potential Payment Service Users. The most important advantages offered by the Scheme to a Creditor are:

- A simple and cost-efficient way to collect Funds;

- The ability to determine the exact date of Collection;

- The certainty of payment completion within a pre-determined and short time-cycle;

- The opportunity to optimise cash-flow and treasury management;

- Straightforward reconciliation of received payments;

- The ability to automate exception handling such as Returned and Rejected Collections and Reversals;

- One payment instrument throughout SEPA for Creditors holding an account in SEPA;

- A fast Collection procedure to satisfy the need for a payment instrument with a short credit risk period for the Creditor, in combination with an early finality of the funds received;

- The opportunity to collect Funds from Debtors through the use of a single payment instrument;

- 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

For Debtors, the Scheme caters for Business Payment Service Users as potential users. The most important advantages offered by the Scheme to a Debtor are:

- A fast and simple means of paying bills, reducing incidence of late payment and its consequences;

- Allows the Debtor to do business with a Creditor requiring the use of the SEPA Direct Debit Business-to-Business Scheme for making payments in an efficient way;

- The Debtor is easily reachable for SEPA-wide business offers since the Scheme is a single, trusted payment service for all Creditors in SEPA;

- Straightforward reconciliation of debits on account statements;

- The possibility to sign a Mandate on paper or in a fully electronic way once electronic signatures become available;

- Debtor PSP verification of SEPA Direct Debit Business-to-Business Scheme transactions before debiting the Debtor's account to provide assurance to the Debtor.

1.6.3   Advantages for and Expectations of Participants

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

- Processes are highly automated and cost-effective, with end-to-end dematerialisation;

- The processing cycle is clear, transparent, reliable and as short as feasible;

- Enable the proper management of liabilities and risks;

- Risk management in Inter-PSP Settlement and at Inter-PSP level in general;

- Creditors must show evidence of properly executed Mandates whenever requested;

- The Scheme enables the achievement of full STP of all transactions, including, with clear reference to the original transaction, Rejects, Returns and Reversals;

- 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;

- Ease of implementation;

- Use of open standards such as ISO BIC and European IBAN as PSP and account identifiers;

- Unambiguous identification of all SEPA Direct Debit Business-to-Business Creditors;

- Application of a set of harmonised rules and standards;

- The Scheme is based on the same rules as the rules used in the Core Scheme, except where the business requirements for the Scheme require the adoption of other rules. The major differences between the Scheme and the Core Scheme are described in ANNEX V.

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 practices 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 reference [12].

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[2].

2.2   Nature of the Scheme

(□ e-Mandates)

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

A Debtor PSP cannot offer the Scheme to a Debtor who is a 'consumer' under the law of the place where that Debtor PSP is providing the payment service. A Payment Service User may only use the Scheme as a Debtor, when he is authorised by national law to opt-out from the refund right in respect of authorised transactions contained in Articles 61(1) and 76(1) of the Payment Services Directive ("Business Debtor" or "Debtor").

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 should be a Business Payment Service User using the SEPA Direct Debit Business-to-Business Scheme for making payments by direct debit according to the business requirements resulting from the business transactions with Creditors. 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 Creditor and Debtor on the Terms and Conditions for the delivery of direct debit related services.

In contrast to the Core Scheme, the SEPA Direct Debit Business-to-Business Scheme requires Debtor PSPs and Debtors to agree on the verifications to be performed for each Collection to ensure that it is authorised under the Mandate.

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, Refusals and Revocations. Only electronic handling of Mandate information is permitted between Participants. Between Debtor and Creditor and between Debtor and the Debtor PSP, a Mandate can be exchanged in either paper or electronic form.

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[2] See reference [12].

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 Payment Service Users 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.

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 expectations of Payment Service Users. These are described as Additional Optional Services ("AOS").

The following two types of AOS are identified:

- Additional Optional Services provided by Participants to their Payment Service Users as value-added services which are nevertheless based on the core payment schemes. These AOS are purely a matter for Participants and their Payment Service Users 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 Payment Service Users.

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 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 and Revocations must be based on the exact euro amount of the originating direct debit.

2.6   Reachability

(☐ e-Mandates)

PSPs are free to participate in the Scheme in the role of Debtor PSP, or in the role of both Debtor PSP and Creditor PSP. When they participate, they must commit to process the payments according to the rules of the Scheme.

Reachability of all PSPs is not an assumption for this Scheme.

The additional e-Mandate service is an optional service for Participants in the role of a Creditor PSP and/or Debtor PSP. PSPs may decide to participate as a Creditor PSP by accepting only e-Mandates and no paper mandates. PSPs may decide to participate as a Debtor PSP by accepting only e-Mandates and no paper mandates.

2.7   Rules for managing the erroneous use of the SEPA Direct Debit Business-to-Business 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 SEPA Direct Debit Business-to-Business 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 SEPA Direct Debit Business-to-Business Scheme as a Debtor PSP is allowed to reject or return, under the rules of the SEPA Direct Debit Business-to-Business Scheme, Collections that are presented by a Creditor PSP as initiated under the Core Scheme. Debtor PSPs are obliged by the Scheme to check the status of the actual Mandate signed by their Debtors.

It is the responsibility of the Debtor PSP to ensure that the Debtor is not a consumer before debiting his account. The Debtor PSP has no refund right under the Scheme in case a consumer account is debited in error. In any case, the Debtor keeps his rights as defined in the Payments Services Directive against the Debtor PSP.

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 B2B 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   The Four Corner Model

(☐ e-Mandates)

The following diagram gives an overview of the contractual relationships and interaction between the main actors.
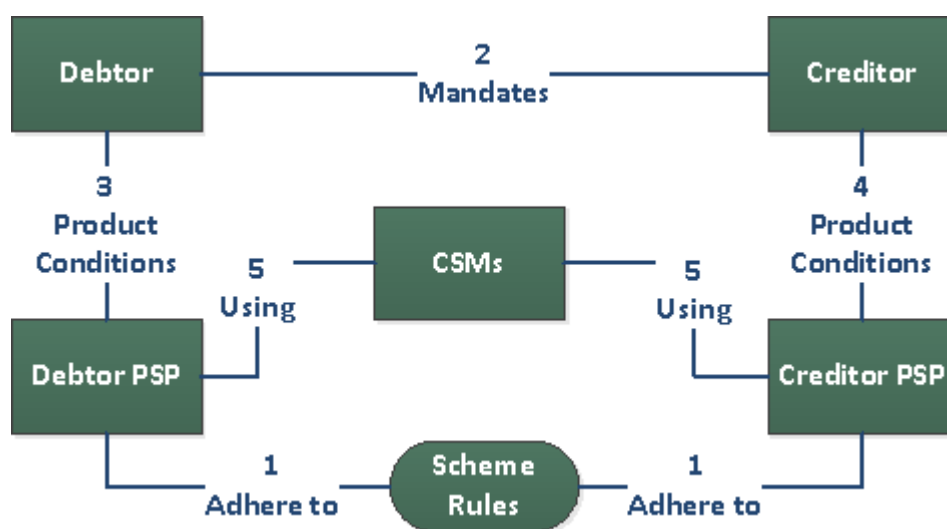
Figure 1: 4-Corner Model - Contractual

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 B2B 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 B2B 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 B2B 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 Reject and Returns;

- 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 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 Agreement is governed by Belgian law;

- The Mandate must be governed by the law of a SEPA country.

3.6   Relationship with Payment Service Users

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 SEPA Direct Debit Business-to-Business Scheme.

4 Business and Operational Rules

This chapter describes the business and operational rules of the SEPA Direct Debit Business-to-Business Scheme which must be observed by Participants and by other actors as necessary such that the SEPA Direct Debit Business-to-Business Scheme can function properly. It also describes the datasets used in the SEPA Direct Debit Business-to-Business 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.
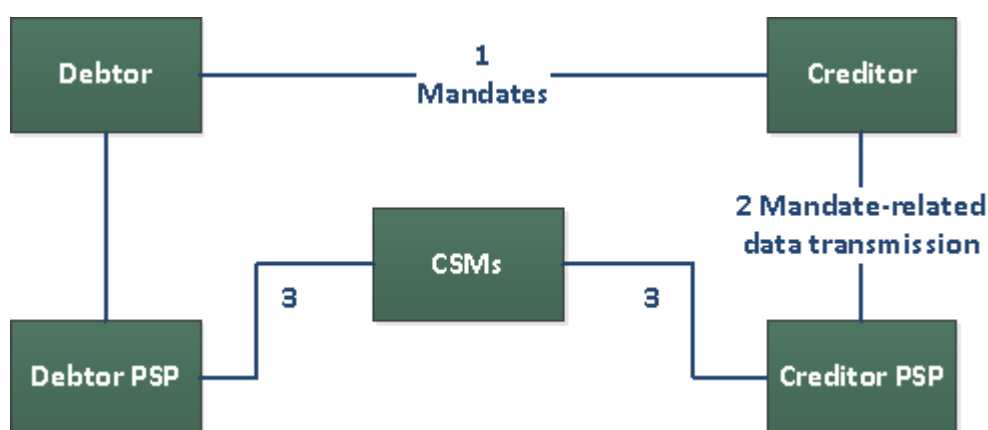
Figure 2: 4-Corner Model – Mandate

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.

Due to the absence of a refund right for authorised transactions and the potentially large amounts involved in the Collections, the Debtor PSP is obliged:

- to check, before debiting the Debtor's account, that the SEPA Direct Debit Business-to-Business Mandate related data received as part of the first Collection complies with the SEPA Direct Debit Business-to-Business Mandate related data received from or confirmed by the Debtor, and that the SEPA Direct Debit Business-to-Business Mandate has been duly issued and authorised by the Debtor.

- to check the first and the subsequent Collections against the stored Mandate data, and the related verification instructions, if any, received from the Debtor.

- to oblige Debtors to inform the Debtor PSP on any amendment or cancellation of the Mandate.

It is recommended that Debtor PSPs ask Debtors to inform them of any new Mandates that are signed by Debtors with Creditors, in order to agree the above checks to be performed before the first presentation of a Collection.

The signed Mandate, whether it be paper-based or electronic, must be stored by the Creditor 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 for as long as may be required under section 4.6.4 of the Rulebook for the Debtor to obtain rectification of 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 Mandate.

The Mandate-related data must be transmitted to the Creditor PSP (2), along with each Collection of a recurrent SEPA B2B 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.

Mandates signed under the rules of the B2B Scheme are to be distinguished from Mandates signed under the rules of the Core Scheme.

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.
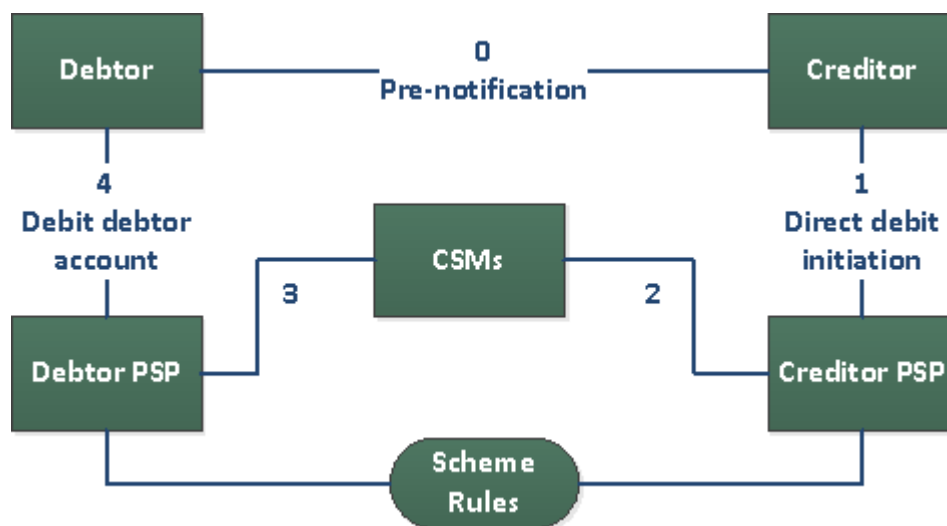
Figure 3: 4-Corner Model – Collections

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 period stipulated in Section 4.3 for the submission of Collections in advance of the Settlement Date. For all direct debits, the minimum period between Due Date and the day on which the Debtor PSP must receive the Collection at the latest, is identical. A Collection must include information that identifies it as an one-off or a recurrent Collection.

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.

Section 4.1 describes the obligation of the Debtor PSP to obtain confirmation from the Debtor on the B2B Mandate data received as part of the first Collection before debiting the Debtor's account, and the obligation to store these Mandate data and the related instructions received from the Debtor.

The Debtor PSP is obliged, before debiting the Debtor's account, to check, for each Collection presented by the Creditor PSP, the correlation between the Mandate related data part of the Collection and the stored Mandate data received as part of the confirmation by the Debtor described in Section 4.1 If no correlation is found between the two sets of Mandate data, the Debtor PSP must act in accordance with the instructions received from the Debtor. This obligation is inspired by the potential high amounts involved in B2B Scheme based Collections.

As a next step, the Debtor PSP must debit the Debtor's account if the account status allows this (4). It may also choose to offer AOS to its Debtors, but it is not obliged to do so by the B2B Scheme.

The Debtor has the right to instruct the Debtor PSP to completely prohibit his payment account from being debited for any Collection. The Debtor PSP must offer this service to its Business Payment Service Users.

The Debtor has the right to instruct the Debtor PSP before Settlement to accept a Refusal of a Collection. The Debtor is not obliged to inform the Debtor PSP of the reasons for requesting such a Refusal.

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, insufficient Funds, account does not accept direct debit, erroneous Collections (e.g. duplicates), or because the Debtor presented a request for Refusal in time, or for reasons pursuant to Article 93 of the Payment Services Directive.

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 PSP may return a Collection after Settlement up to three 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, Debtor deceased, account does not accept direct debit, 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.

The Debtor has no right to obtain a refund for an authorised transaction under the Scheme by request to the Debtor PSP. However, the Scheme provides an inquiry procedure (as described in detail in ANNEX VI of the Rulebook) to assist the Debtor PSP and the Creditor PSP to establish whether the transaction was erroneous.

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 B2B 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 B2B 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 Bank, 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 obligation to carry out checks as agreed with the Debtor) 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+3 Inter-PSP Business Days at the latest.

4.3.3   Cut-off Times

The B2B 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. 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
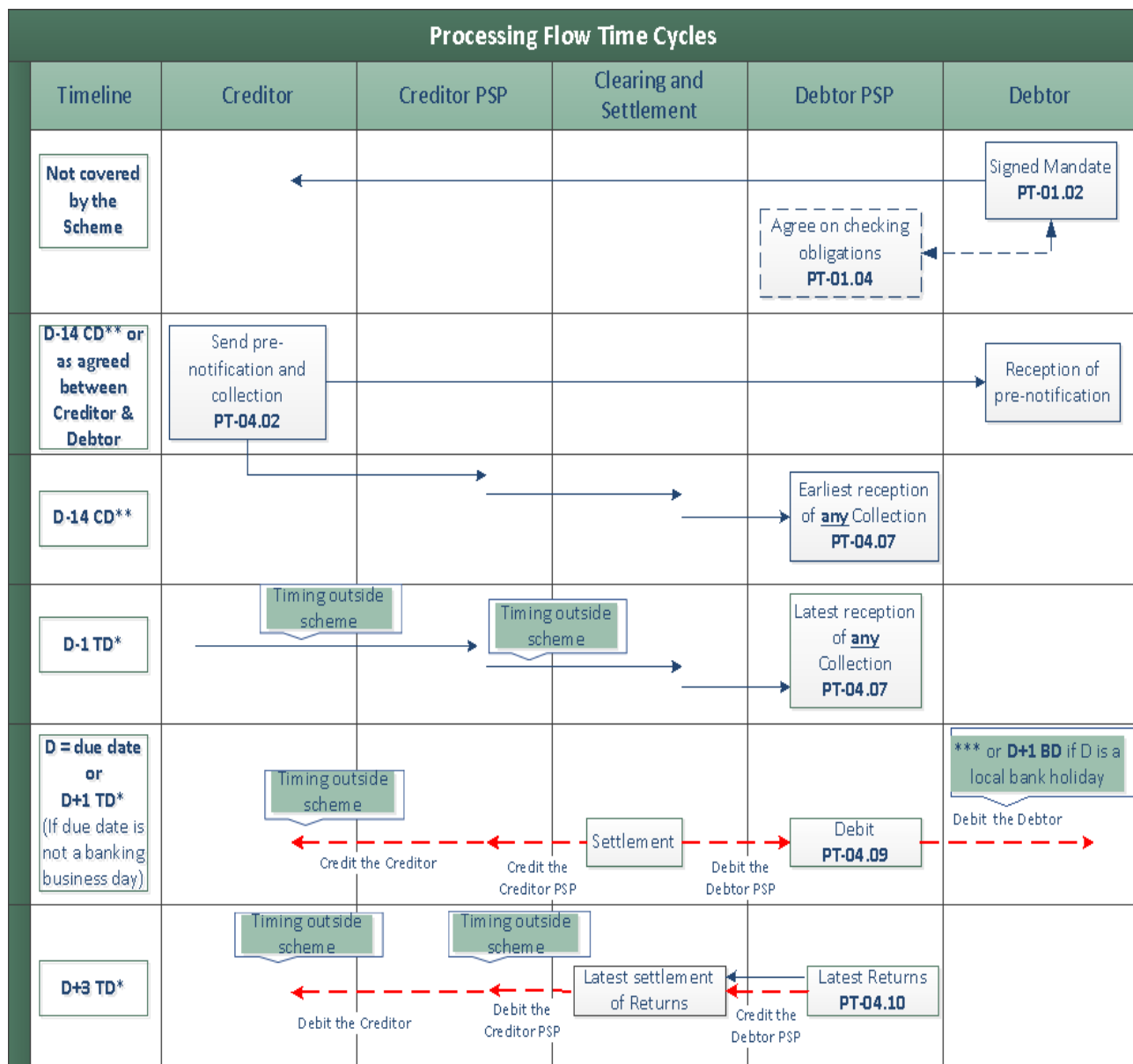
Figure 4: Processing Flow Time Cycle

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 timeline 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 the 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 before Due Date and not earlier than 14 Calendar Days before the Due Date.

- Refusals may be initiated by the Debtor and must be executed by the Debtor PSP prior to Inter-PSP Settlement (generating a Reject) or after Settlement (generating a Return). Returns must be executed by the Debtor PSP as soon as possible and ideally by day D.

- The latest date for Settlement of the Returns is three Inter-PSP Business Days after the Settlement Date of the Collection presented to the Debtor PSP.

- Refunds are not provided for under the B2B Scheme.

- The Creditor PSP must ensure that Returns 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 B2B Scheme.

4.3.5   Charging Principles

Charges to Business Payment Service Users 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 Business Payment Service Users are determined by each Participant in accordance with applicable law and are entirely a matter for individual Participants and their Business Payment Service Users.

4.4   Exception Handling

(☐ e-Mandates)

The processing of a 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 B2B Scheme rules must be processed.

The various 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 this Rulebook (e.g. account closed, account unable to accept direct debits), or where the Debtor PSP reasonably believes that the Collection is erroneous.

- 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. By way of derogation from Article 80 of the Payment Services

Directive, the time period for Refusal of a Collection also includes day D. This Refusal must be handled by the Debtor PSP in accordance with the conditions agreed with the Debtor. The Debtor PSP should handle the Refusal claim by preference prior to inter-PSP settlement, resulting 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 referred to 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 B2B 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 B2B Scheme.

The concept of a **refund** is defined as a claim initiated by the Debtor after Settlement for reimbursement of a direct debit, but it is not part of the B2B Scheme. For this reason, access to the services based on the B2B Scheme is only authorised to Debtors allowed by the applicable national law to opt-out from the refund right for authorised transactions contained in Articles 61 and 76 in the Payment Services Directive.

Rejects and Returns 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 and Return must be offered by any CSM which is to offer services relating to the B2B 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 B2B Scheme: (☐ e-Mandates)

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

4.5.1   Issuing the Mandate (PR-01)

PT-01.01 /02	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).
PT-01.03	After acceptance by the Creditor, the Creditor must dematerialise the Mandate-related information, archive the document according to legal regulations 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).
PT-01.04	The Debtor PSP should request the Debtor to inform the Debtor PSP on any new B2B Mandate. The Debtor informs the Debtor PSP about the issuing of the new Mandate. The Debtor performs this step following arrangements agreed with the Debtor PSP.
PT-01.05	The Debtor PSP must store the information received from the Debtor regarding the acceptance of the new Mandate by the Debtor together with the related instructions regarding the checking of Collections to be executed by the Debtor PSP (see section 4.5.4).

PT-01.06	After PT-04.07, the Debtor PSP (optionally) may use this information for AOS for the Debtor (see section 4.5.4).
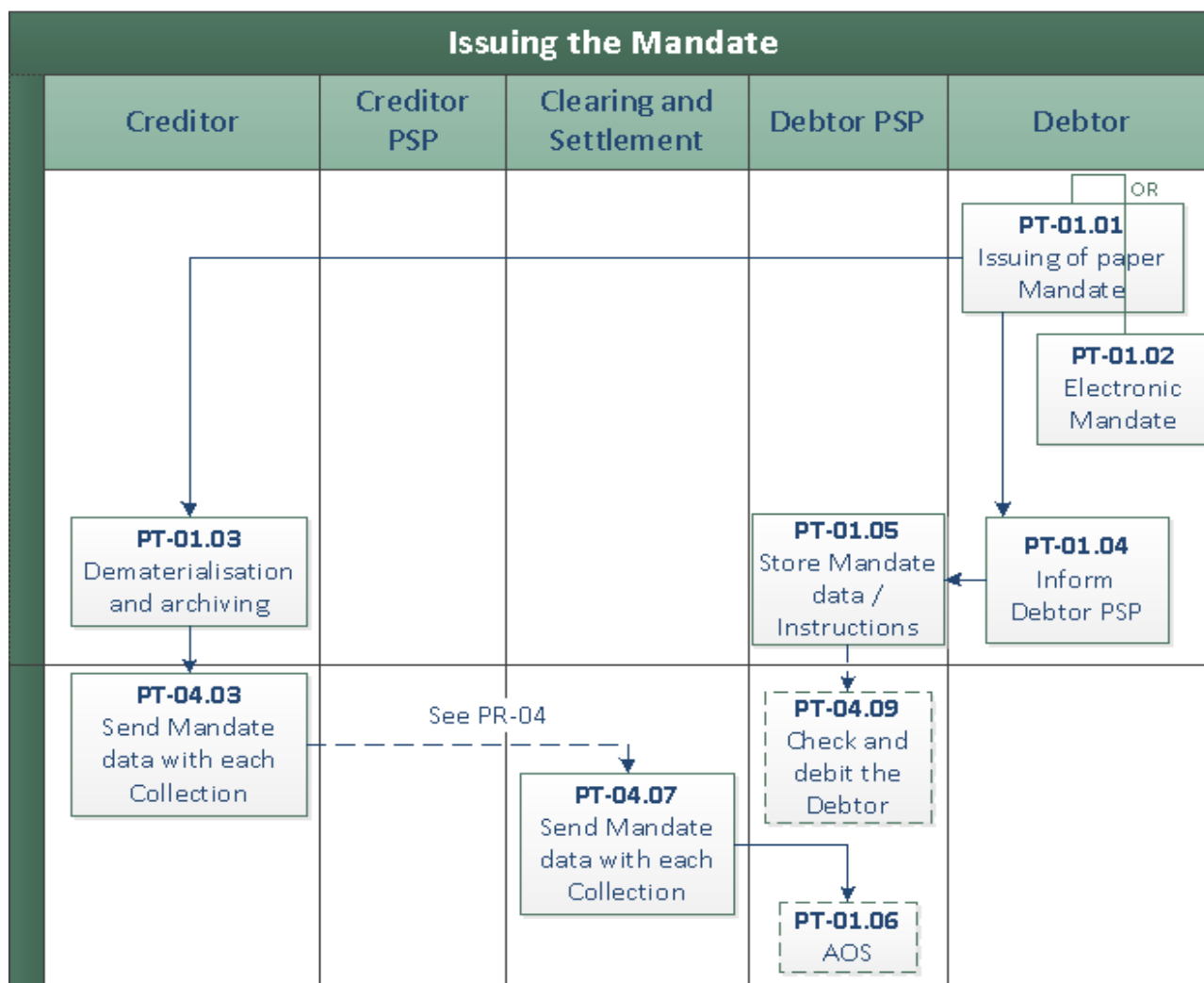
Figure 5: PR01 – Issuing the Mandate

4.5.2   Amendment of the Mandate (PR-02)

(☐ e-Mandates)

PT-02.01	The amendment of the Mandate is handled between the Creditor and the Debtor. AT-M007 (in Section 4.8) contains the list of circumstances for amendment of a Mandate.
PT-02.02	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.
PT-02.03	The Debtor must inform the Debtor PSP about the amendment of the Mandate. The Debtor performs this obligation under the arrangements agreed with the Debtor PSP.

PT-02.04	The Debtor PSP must store the information received from the Debtor regarding the acceptance of the amendment of the Mandate by the Debtor together with the related instructions regarding the checking of Collections to be executed by the Debtor PSP (see section 4.5.4).
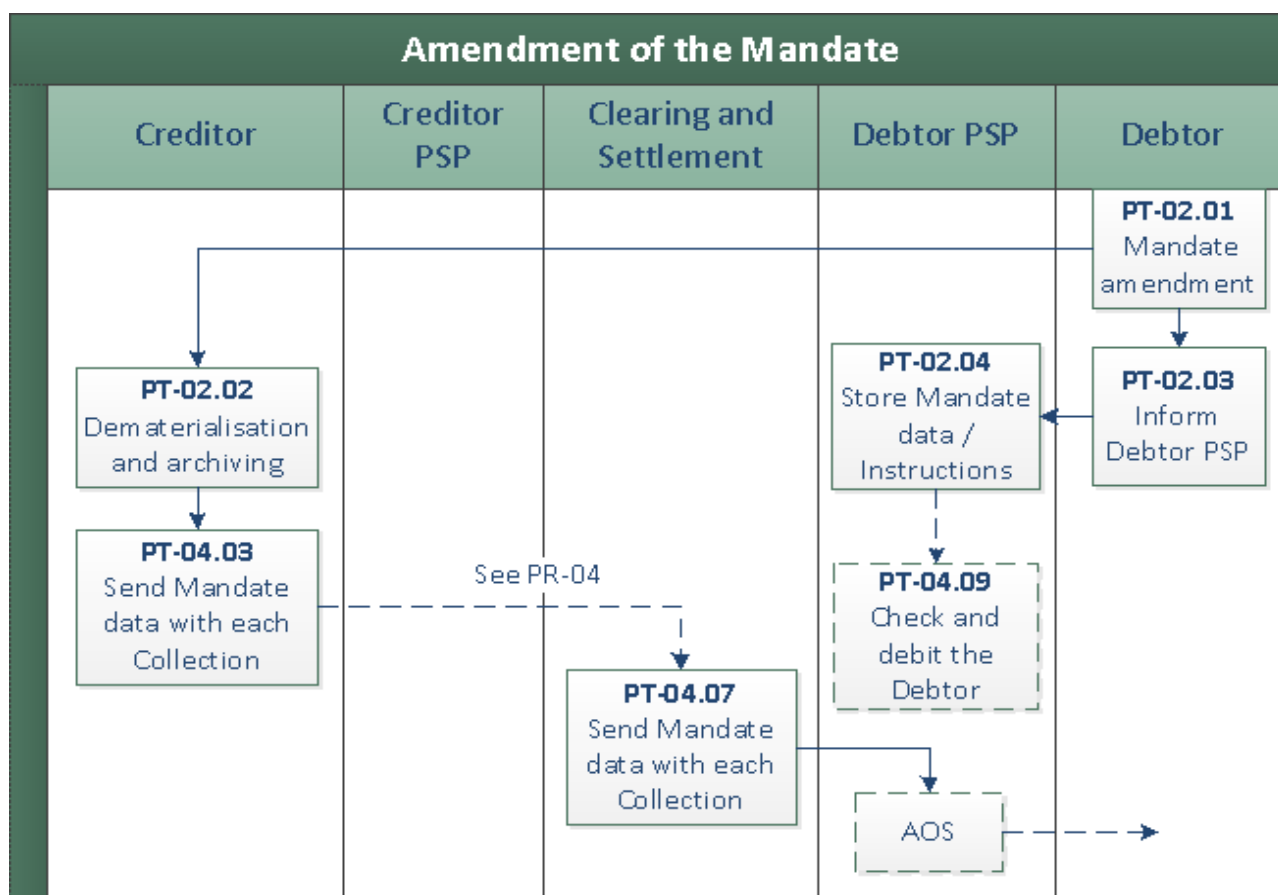
Figure 6: PR02 – Amendment of the Mandate

4.5.3   Cancellation of the Mandate (PR-03)

(☐ e-Mandates)

PT-03.01	The cancellation of the Mandate is carried out between the Creditor and the Debtor without the involvement of either of their PSPs.
PT-03.02	The Debtor must inform the Debtor PSP of the cancellation of the Mandate. The Debtor performs this obligation under the arrangements agreed with the Debtor PSP.
PT-03.03	The Debtor PSP must update the stored instructions received from the Debtor for the cancellation of the Mandate by the Debtor.
PT-03.04	The archiving of the document confirming the cancellation is done by the Creditor.

PT-03.05	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.
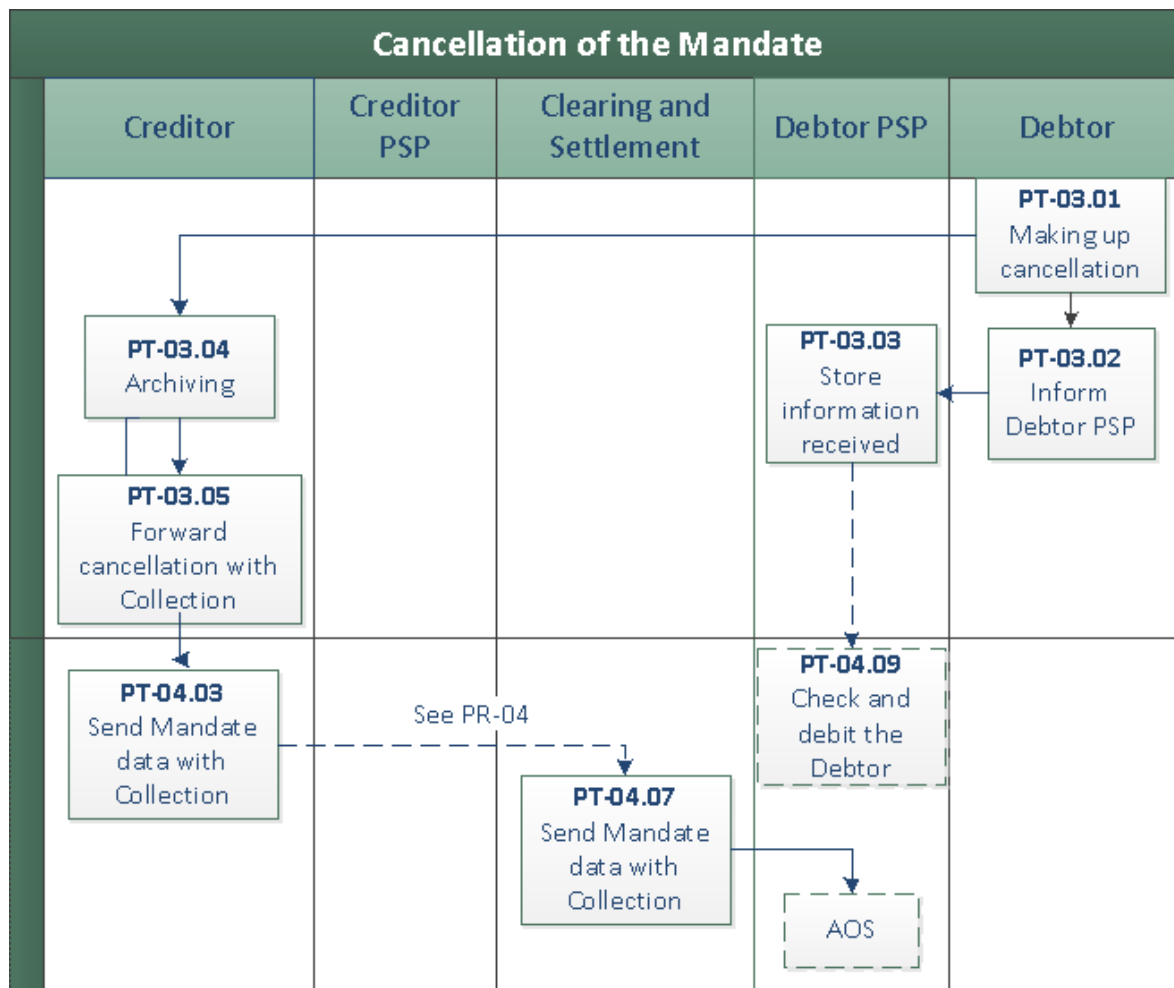
Figure 7: PR03 – Cancellation of the Mandate

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.

PT-04.01	The Creditor generates the data for the Collection of the transactions.
PT-04.02	The Creditor pre-notifies the Debtor of the amount and date on which the Collection will be presented to the Debtor PSP for debit.
PT-04.02 bis	The Debtor may instruct a Refusal to the Debtor PSP.
PT-04.03	The Creditor sends the Collections, including the Mandate-related information, to the Creditor PSP.
PT-04.04	The Creditor PSP rejects some Collections received from Creditors.
PT-04.05	The Creditor PSP sends the Collections to the CSM.
PT-04.06	The CSM Rejects some Collections received from the Creditor PSP.
PT-04.07	The CSM sends the Collections to the Debtor PSP in accordance with the Settlement Cycle.
PT-04.08	The Debtor PSP rejects some Collections before Settlement.
PT-04.09	The Debtor PSP checks the Collection received and debits the Debtor's account with the amount of the transaction.
PT-04.10	The Debtor PSP sends the returned Collection back to the CSM after Settlement.
PT-04.11	The CSM sends the returned Collection back to the Creditor PSP.
PT-04.12	The Creditor PSP debits the Creditor with the amount of the returned Collection.
PT-04.13	The Creditor must handle the disputed Collection with the Debtor, without involvement of the PSPs.
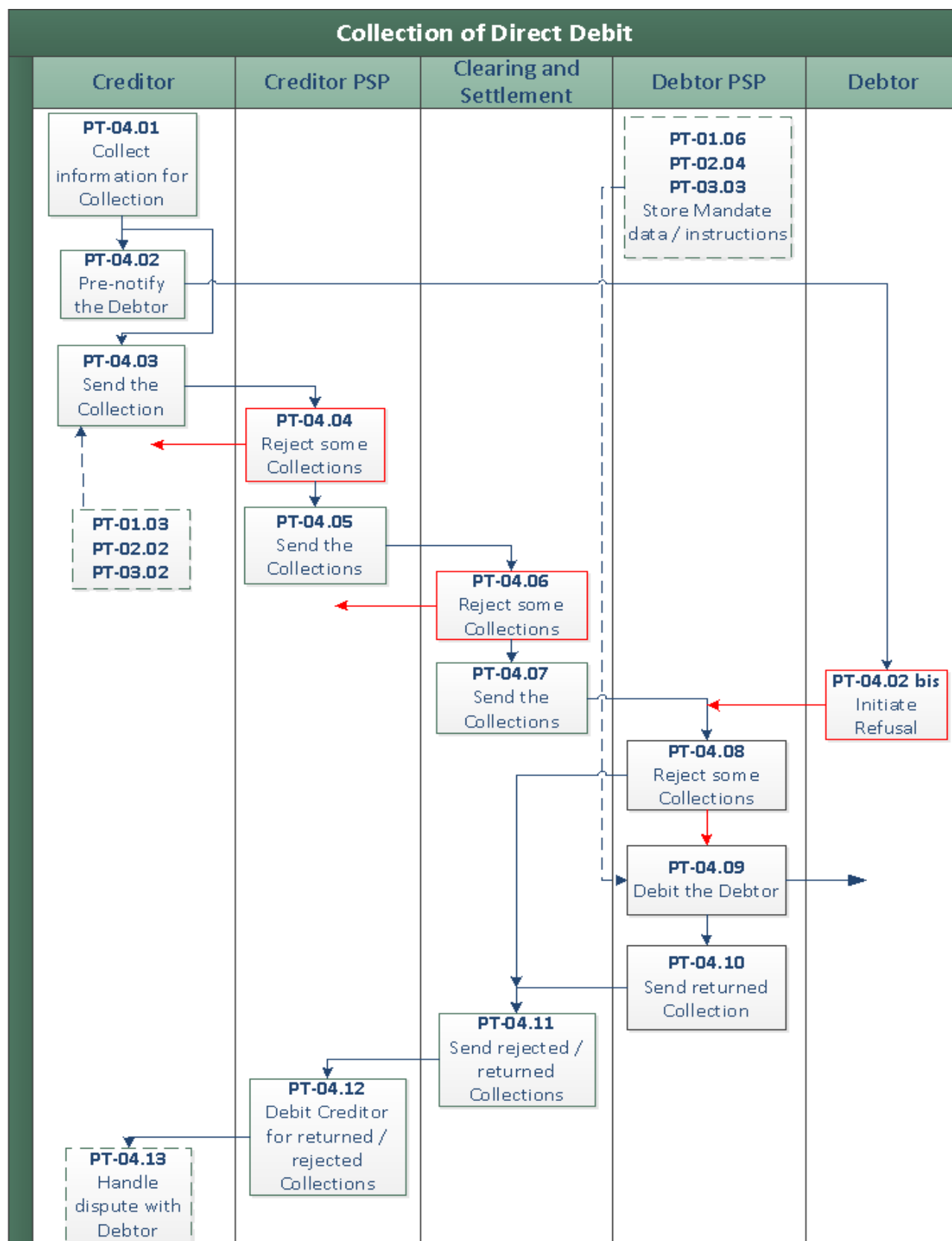
Figure 8: PR04 – Collection of Direct Debit

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

PT-05.01	The Creditor initiates Reversals of settled Collections.
PT-05.02	The Creditor PSP submits Reversals to the CSM for transactions that were collected by the Creditor by mistake.
PT-05.03	The CSM forwards Reversals of settled Collections to the Debtor PSP.
PT-05.04	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 or returned.
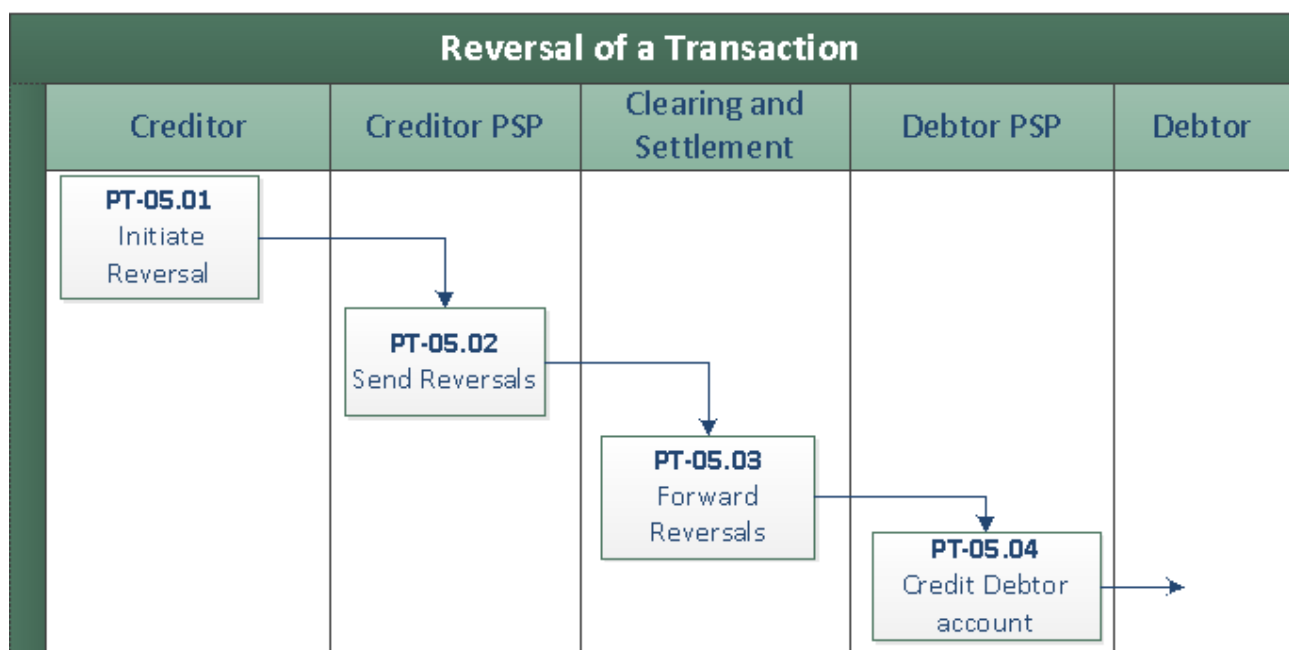
Figure 9: PR05 – Reversal of a Transaction

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

PT-06.01	Debtor PSP sends a request to the Creditor PSP for obtaining a copy of a Mandate.
PT-06.02	Creditor PSP forwards the request to the Creditor.
PT-06.03	Creditor sends the copy of the Mandate requested to the Creditor PSP.
PT-06.04	Creditor PSP sends the copy of the Mandate requested to the Debtor PSP.
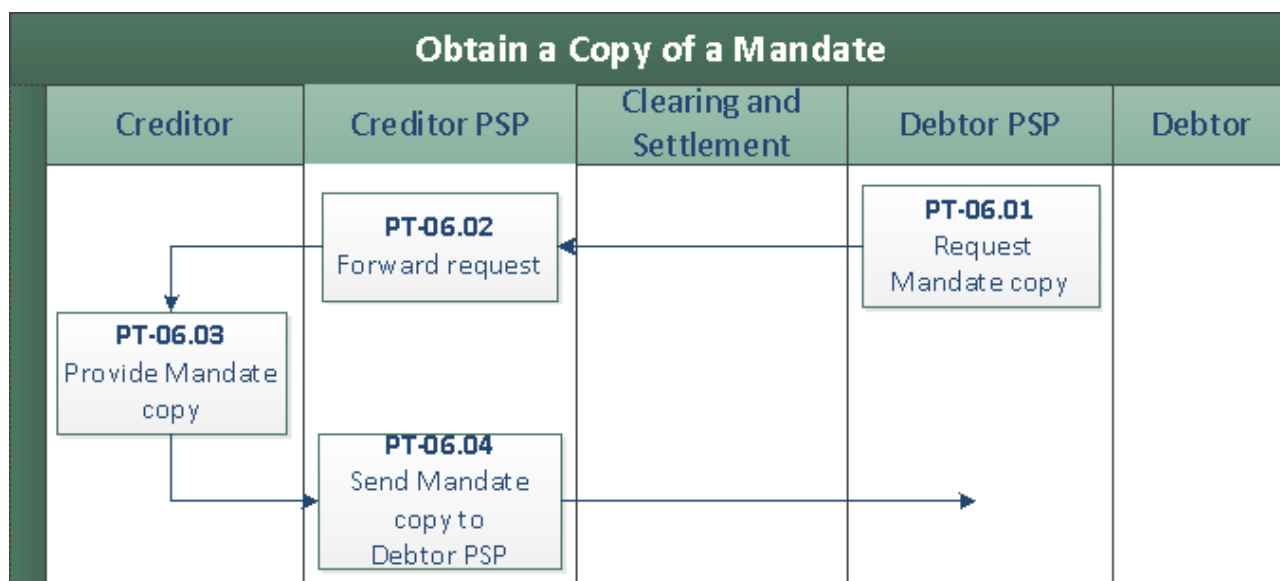
Figure 10: PR06 – Obtain a Copy of a Mandate

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

Description	The initiative to issue a Mandate may be taken by either the Creditor or the Debtor.
	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.
	The Mandate document is standardised in content but not in layout.
	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.
	The Debtor must sign the Mandate and give it to the Creditor.
	The Creditor is bound by his agreement with the Debtor, in the presentation of the instructions for Collection.
Starting day/time	After Creditor registration and before the first initiation of a Collection.
Duration	No limit
Information Output	The signed Mandate on paper

PT-01.02 – The Signing of a Mandate Electronically

Description	Procedures for the electronic signature of Mandate are subject to agreement between Participants.

PT-01.03 – Dematerialisation/Archiving of Mandates	
Description	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. 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. 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.
Starting day/time	On receipt of the signed Mandate by the Creditor.
Information Input	The Mandate data.
Information Output	The dematerialised Mandate dataset (DS-02).

PT-01.04 –The Debtor informing the Debtor PSP	
Description	This step is necessary when the Debtor PSP applies the practice, recommended by the B2B Scheme, to request its Debtors to inform the Debtor PSP on any new Mandate signed with Creditors. This recommendation relates to the fact that the time between the presentation of the first Collection on Due Date minus one Inter-PSP Business Day, and the related Due Date is very short to allow the Debtor PSP to agree with the Debtor on the acceptance of the Mandate and the checking needed for each Collection presented. The Debtor PSP must at a minimum be able to check the correspondence between the Mandate data part of the Collections and the Mandate data received from the Debtor and stored for checking the next Collections. When instructed by the Debtor PSP, the Debtor must inform the Debtor PSP on any new Mandate accepted and instruct the Debtor PSP on the checking rules to be applied at the presentation of each Collection.
Starting day/time	At the signing of the Mandate by the Debtor.
Information Input	The Mandate signed.

Information Output	The Mandate related information and the instructions as requested by the Debtor PSP.

PT-01.05 – The Debtor PSP storing the Mandate data and the related instructions

| Description	The Debtor PSP must store the information received from the Debtor regarding the acceptance of the new Mandate by the Debtor together with the related instructions for the checking of Collections to be executed by the Debtor PSP (see section 4.5.4).
Starting day/time	On receipt of the information on the signed Mandate by the Debtor PSP.
Information Input	The Mandate data received with the instructions.
Information Output	The stored Mandate data and the related instructions.

4.6.2   Amendment of the Mandate (PR-02)

PT-02.01 – Mandate Amendment Handled Between Creditor and Debtor

Description	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-M007 in section 4.8 for reasons.

PT-02.02 – Mandate Amendment Procedures

Description	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.
	The Creditor or the Debtor can amend the Mandate at any time.
	The amendments of the Mandate that are of concern for the Creditor PSP or for the Debtor PSP, are the following:
	• The Creditor needs to change the unique Mandate reference of an existing Mandate because of internal organisational changes (restructuring);
	• The Creditor Identifier has changed due to the merger, acquisition, spin-off or organisational changes;
	• The Creditor has changed his name;
	• The Debtor decides to use another account within the same PSP or in another PSP.
	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.

	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.
Information Output	The Mandate amendment data sent by the Creditor as part of the next Collection.

PT-02.03– The Debtor informing the Debtor PSP

Description	The Debtor is obliged to inform the Debtor PSP on an amendment of a Mandate agreed with the Creditor, when the amendment is changing one or more of the attributes mentioned in the description of AT-M007.
	The Debtor PSP must at a minimum be able to check the correspondence between the Mandate data part of the Collections and the Mandate data stored.
	When instructed by the Debtor PSP, the Debtor must inform the Debtor PSP on any Mandate amendment accepted.
Starting day/time	At the signing of the amendment of the Mandate by the Debtor
Information Input	The Mandate amendment signed.
Information Output	The Mandate amendment related information and the instructions as requested by the Debtor PSP.

PT-02.04 – The Debtor PSP storing the amended Mandate data and the related instructions

Description	The Debtor PSP must store the information received from the Debtor regarding the amendment of the Mandate by the Debtor together with the related instructions regarding the instructions for the checking of Collections to be executed by the Debtor PSP (see section 4.5.4).
Starting day/time	On receipt of the information on the amended Mandate by the Debtor PSP.
Information Input	The Mandate amendment data received with the instructions.
Information Output	The stored Mandate amendment data and the related instructions.

4.6.3   Cancellation of the Mandate (PR-03)

PT-03.01 – Mandate Cancellation between Creditor and Debtor

Description	The cancellation of the Mandate is carried out by the Creditor and the Debtor without the direct involvement of either of their PSPs.

PT-03.02 – The Debtor informing the Debtor PSP	
Description	The Debtor is obliged to inform the Debtor PSP on the cancellation of a Mandate
Starting day/time	At the cancellation of the Mandate by the Debtor
Information Input	The Mandate cancellation.
Information Output	The Mandate cancellation related information and the instructions as requested by the Debtor PSP.

PT-03.03 – The Debtor PSP storing the data on the Mandate cancellation and the related instructions	
Description	The Debtor PSP must store the information received from the Debtor regarding the cancellation of the Mandate by the Debtor together with the related instructions regarding the instructions for the checking of Collections to be executed by the Debtor PSP (see section 4.5.4).
Starting day/time	On receipt of the information on the cancellation of the Mandate by the Debtor PSP.
Information Input	The Mandate cancellation data received with the instructions.
Information Output	The stored Mandate cancellation data and the related instructions.

PT-03.04 – Cancellation /Archiving by Creditor	
Description	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.

4.6.4 Collection of the Direct Debit Transaction (PR-04)

(☐ e-Mandates)

PT-04.01 – Generation of Collection Data by Creditor	
Description	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.
Starting day/time	At any date
Duration	No limits
Information Output	The instruction for Collection, containing the data of DS-03.

PT-04.02 – Creditor to Debtor Pre-notification	
Description	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.
	The Pre-notification could also include:
	• The schedule of payments for a number of repetitive direct debits for an agreed period of time
	• An individual advice of a Collection for collection on a specified Due Date
	The Creditor and the Debtor may agree on another time-line for the sending of the pre-notification.
Duration	No limit.
Closing day/time	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.
Rules applied:	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	
Description	The Debtor may instruct the Debtor PSP to refuse any future Collection, based on any information received.
	• This Refusal must be made before Settlement. When the Debtor PSP handles the instruction prior to Inter-PSP Settlement, the Refusal results in the Debtor PSP rejecting the associated Collection: see PT-04.08.
	• When handled after Inter-PSP Settlement, the Refusal results in a Return of the associated Collection, to be settled by preference on Due Date, but never later than D+3 Inter-PSP Business Days.
Starting day/time	After the receipt of the Pre-notification by the Debtor or any other source of information about the Collection presented by the Creditor.

Duration	For the B2B 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	
Description	The Creditor prepares one or more Collections to send to its PSP, according to their bilateral agreement.
	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, must also be sent as part of the last Collection.
	The Creditor must transmit the mandatory set of information as described in detail in DS-03.
Starting day/time	14 Calendar Days before Due Date, unless defined in a bilateral agreement between the Creditor PSP and the Creditor, in line with the B2B Scheme time cycle.
	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.
	The Creditor PSP must inform the Creditor about the Cut-off Time and time-cycle to be respected for the Collections (see Section 4.3).
Duration	14 Calendar Days unless otherwise agreed between the Creditor PSP and the Creditor.
Closing day/time	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.
	In the case of late presentment by the Creditor, the Creditor PSP must replace, in agreement with the Creditor, the outdated Due Date by a new Due Date in order to respect the time-cycle requirements as defined in Section 4.3. If such agreement has not been established the file must be rejected
Information Input	The instruction for Collection, containing the data of DS-03.
Information Output	The instruction for Collection, containing the data of DS-03.

PT-04.04 – Reject of Collections Containing Errors	
Description	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 input the same instructions in another file.
	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.
	When a rejected Collection is a recurrent direct debit, the Collection, when represented after correction, must be presented as a recurrent direct debit.
Starting day/time	The day of receipt of the instructions from the Creditor, or in the following days as agreed between the Creditor PSP and the Creditor.
Information Input	The instruction for Collection containing the data of DS-03.
Information Output	The message for rejection of a Collection containing the data of DS-05.

PT-04.05 – Creditor PSP Sends Collections to the CSM	
Description	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.
Starting day/time	After process step PT-04.03.
Duration	No limit
Closing day/time	D - 1 Inter-PSP Business Day at the latest for all Collections 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.
Information Input	The instruction for Collection, containing the data of DS-04.
Information Output	The instruction for Collection, containing the data of DS-04.

PT-04.06 – Rejection of Instructions by CSM to Creditor PSP	
Description	The CSM uses the rule on the unique B2B 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. 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. When a rejected Collection is a recurrent direct debit, the Collection, when represented after correction, must be presented as a recurrent direct debit.
Starting Day/time	Date of the reception of the instructions from the Creditor PSP, or in the following days as agreed in the rules of the CSM.
Information Input	The instruction for Collection, containing the data of DS-04.
Information Output	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	
Description	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. The timing for crediting the Creditor for the Collections is outside of the scope of the B2B Scheme.
Starting day/time	D-14 Calendar Days
Closing day/time	D-1 Inter-PSP Business Day at the latest for all Collections.
Information Input	The instruction for Collection, containing the data of DS-04.
Information Output	The instruction for Collection, containing the data of DS-04.

PT-04.08 – Debtor PSP Sends Rejected Collections back to the CSM	
Description	See attribute AT-R004 for the description of the reasons for Reject and the corresponding values of the reason code. When a rejected Collection is a one-off direct debit, the Collection, if represented by the Creditor after correction, must be presented. When a rejected Collection is a recurrent direct debit, the Collection, when represented after correction, must be presented as a recurrent direct debit.

Starting day/time	Day of reception.
Closing day/time	Before Inter-PSP Settlement.
Information Input	The instruction for Collection, containing the data of DS-04.
Information Output	The message for rejection of a Collection, containing the data of DS-05.

PT-04.09 – Debtor PSP checks the Collection and Debits the Debtor

Description	The Debtor PSP must make clear arrangements with the Debtor on the checks to be executed for each Collection presented by the Creditor PSP.
	These checks must include the following rules for determining whether Collections are authorised under the Mandate:
	1. The Mandate signed by the Debtor and the Mandate data supplied by the Creditor as part of the Collection must be compared for the attributes relevant for the expression of consent. The Mandate data from the Creditor can be obtained from the Mandate related data part of the Collection. The relevant attributes are the following:

Reference	Attribute of the Mandate	Checking instruction
AT-T001	Identification Code of B2B Scheme	Must be identical, equal to 'B2B'
AT-M001	The Unique Mandate Reference	Must be identical
AT-E005	The Identifier of the Creditor	Must be identical
AT-D001	The Account Number of the Debtor	Must be identical
AT-D002	BIC Code of the Debtor PSP	Must be identical
AT-M006	The Transaction Type	If recurrent Collections would be presented for a one-off Mandate the successive Collections presented after the first Collection, are not covered by the Mandate.

	The Debtor and the Debtor PSP may agree to include other attributes for verification purposes.
	2. The Mandate should not have been cancelled by the Debtor or by the Creditor at the moment of the debiting for the Collection.
	3. When the Mandate has been amended by one of the parties, the amended Mandate attributes should be taken into account.
	When no correspondence is found between the two sets of Mandate data, the Debtor PSP must act in accordance with the instructions received from the Debtor.

	When correspondence is found, the Debtor PSP may debit 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.
	It is the responsibility of the Debtor PSP to ensure that the Debtor is not a consumer before debiting his account. The Debtor PSP has no refund right under the Scheme in case a consumer account is debited in error. In any case, the Debtor keeps his rights as defined in the Payments Services Directive against the Debtor PSP.
Starting day/time	Day D
Duration	3 Inter-PSP Business Days.
Closing day/time	Day D + 3 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+3 Inter-PSP Business Days.
Information Input	The instruction for Collection, containing the data of DS-04, according to the description of DS-06.
Information Output	The information to the Debtor.

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

Description	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-R004 described in section 4.8 for the definition of these reasons.
	The Debtor PSP sends the returned Collection back to the CSM.
	The B2B Scheme imposes obligations on the Debtor PSPs to check the Collections received in respect of a Debtor's account as described in PT-04.09. Debtor PSPs may agree on complementary checking obligations with Debtors out of scope of the B2B Scheme.
Starting day/time	Day D
Duration	3 Inter-PSP Business Days
Closing day/time	Day D + 3 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 + 3 Inter-PSP Business Days.
Information Input	The instruction for Collection, containing the data of DS-04.
Information Output	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	
Description	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.
Information Input	The message for Reject/Return of a Collection, containing the data of DS-05.
Information Output	The message for Reject/Return of a Collection, containing the data of DS-05.

PT-04.12 – Creditor PSP Debits Creditor with Rejected or Returned Collection	
Description	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.
Information Input	The message for Reject/Return of a Collection, containing the data of DS-05.
Information Output	The information to the Creditor.

4.6.5   Payment of a Reversal (PR-05)

PT-05.01 – Creditor Initiates Reversals of Settled Transactions

Description	Reversals are initiated by the Creditor after Settlement of the original B2B 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-R041.
Starting day/time	Date D = Due Date = Settlement Date.
Closing day/time	Date D+5 Inter-PSP Business Days (to be counted end-to-end from PT-05.01 to PT-05.03 inclusive)
Information Output	The Reversals for the payment by the Creditor in order to allow the Creditor PSP to populate DS-07 on the 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

Description	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 4.4.
Starting day/time	Date D, after PT-05.01
Closing day/time	Date D+5 Inter-PSP Business Days (to be counted end-to-end from PT-05.01 to PT-05.03 inclusive)
Information Input	The Reversals for the payment (DS-03).
Information Output	The Reversals for the payment (DS-07).

PT-05.03 – CSM Forwards Reversals to Debtor PSP

Description	The CSM settles the Reversals (by debiting the Creditor PSP and crediting the Debtor PSP) and forwards Reversals to the Debtor PSP.
Starting day/time	Date D, after PT-05.02
Closing day/time	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).
Information Input	The Reversals for the payment (DS-07).

Information Output	The Reversals for the payment (DS-07).

PT-05.04 – Debtor PSP Credits Debtor for Reversal of a Transaction	
Description	The Debtor PSP credits the account of the Debtor. The B2B 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 or returned.
Starting day/time	Date D, after PT-05.03.
Closing day/time	Date D+n (unlimited for the B2B Scheme).
Information Input	The Reversals for the payment (DS-07).
Information Output	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 for obtaining a copy of a Mandate and any associated amendments	
Description	The Debtor PSP sends a request to the Creditor PSP for obtaining from the Creditor a copy of a Mandate and any associated amendments. The accepted technical channels for sending the request are: 1. The suitable SWIFT message as the default option 2. E-mail with formatted template 3. Fax transmission with formatted template 4. Any other means agreed between both parties, the Debtor PSP and the Creditor PSP 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.
Starting day/time	At any moment, when a Debtor and/or a Debtor PSP identify the need to receive a copy of a Mandate
Duration	No limit for the Scheme
Information Input	The request as described: • For the SWIFT message: in DS-10 • For the e-mail and for the fax: in DS-11

PT-06.02 – Creditor PSP forwards the request to the Creditor	
Description	The Creditor PSP receives the request for a Mandate copy and forwards it to the Creditor.
Starting day/time	After the previous step.
Duration	Maximum 3 Banking Business Days
Information Input	The original request message from the Debtor PSP as described in DS-10 or in DS-11.
Information Output	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	
Description	The Creditor provides a copy of the requested Mandate, and take one of the following actions: 1. Send a copy of the requested Mandate 2. Indicate why a copy cannot be provided. The response must be sent to the Creditor PSP by using a technical channel agreed between the Creditor PSP and the Creditor. 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.
Starting day/time	On receipt of the request.
Duration	Maximum 7 Banking Business Days
Information Input	The request in a technical channel agreed with the Creditor PSP.
Information Output	Either the copy of the requested Mandate, 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).

PT-06.04 – Creditor PSP sends the copy of the Mandate requested to the Debtor PSP	
Description	After the receipt of the response from the Creditor, the Debtor PSP may use the mandate copy for the intended use.
Starting day/time	After the receipt of the response to the request for a copy of a mandate
Information Input	The response containing the copy of the Mandate or other supporting information received from the Creditor.
Information Output	The request message 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 B2B Scheme.

4.7.1   List of Sets of Data Requirements

(☐ e-Mandates)

DS-01	The Mandate
DS-02	The dematerialised Mandate
DS-03	Business Customer-to-PSP Collection
DS-04	The Inter-PSP Collection
DS-05	Direct debit Rejection or Return of a Collection or a Reversal
DS-06	PSP-to-Business Customer Direct Debit Information
DS-07	The Inter-PSP Reversal for a Collection by the Creditor
DS-08	The request and response message for the inquiry procedure
DS-09	The request and response template for the inquiry procedure
DS-10	The request message for obtaining a copy of a Mandate
DS-11	The template for the request and the response for obtaining a copy of a Mandate

4.7.2   DS-01 - The Mandate

Description	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].
	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.
	The design of Mandates must comply with the requirements set out below.
	The B2B 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.
	The B2B Scheme requires the Mandate to have a clear heading entitled "SEPA Business to Business Direct Debit Mandate". The presence of the word "SEPA" is mandatory in the heading.
	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 for the two-signature field.
	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.
Attributes contained	The attributes in the Mandate document must be completed, unless otherwise indicated:
	• By the Creditor: M001 The unique Mandate reference (optional when the Mandate is made available to the Debtor)
	• By the Creditor: M003 The identifier of the underlying contract (optional)
	• By the Creditor: M006 The Transaction Type (only the values 'one-off' and 'recurrent' are allowed)
	• By the Creditor: E001 The name of the Creditor
	• By the Creditor: E004 The address of the Creditor
	• By the Creditor: E005 The identifier of the Creditor
	• By the Creditor: E007 Name of the Creditor Reference Party (optional)
	• By the Creditor: E010 Identification code of the Creditor Reference Party (optional)
	• By the Creditor: T001 The identification Code of the SEPA B2B Direct Debit Scheme, represented by the wording 'SEPA Business to Business Direct Debit Mandate'
	• By the Debtor: M008 The date of signing
	• By the Debtor: M009 The signature(s) of the Debtor(s)
	• By the Debtor: P001 The name of the Debtor
	• By the Debtor: P004 Debtor identification code (optional)

	• By the Debtor: P005 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) • By the Debtor: P006 The name of the Debtor Reference party (optional) • By the Debtor: P007 The identification code of the Debtor Reference Party (optional) • By the Debtor: D001 The account number (IBAN) of the account of the Debtor to be debited • By the Debtor: D002 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)
Guidelines for the design of the SEPA B2B Direct Debit Mandate	• The standard heading 'SEPA Business to Business Direct Debit Mandate' is mandatory • 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 • The reverse side of the Mandate document may contain the same wording as the front side in a second language when this is appropriate • The Mandate must be clearly separated from any other text. No additional material can appear within the boundary of the Mandate. • Clear instructions to the Debtor for the Return of the form must be shown on the face of the Mandate • Creditor's name, address and identifier number may be pre-printed or stamped on the Mandate • The heading of the mandate must contain the following mandatory legal text with the following meaning (translations in SEPA languages are available on the following website: EPC webpage) *"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}. This mandate is only intended for business-to-business transactions. You are not entitled to a refund from your bank after your account has been debited, but you are entitled to request your bank not to debit your account up until the day on which the payment is due."*
Creditor's responsibilit-ies	The Creditor must: • ensure that all Mandates and literature in respect of its SEPA B2B Direct Debit application complies with these guidelines and should approach its PSP if it needs any clarification • 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 • ensure that the Mandate is correctly completed prior to sending any dematerialised information to any other party

4.7.3 DS-02 - The Dematerialised Mandate (☐ e-Mandates)

Description	This dataset contains all the attributes that must be registered in an electronic File to be kept by the Creditor, for the needs of the execution of the SEPA B2B Direct Debit processes, like preparing the Collections according to DS-03. Attributes are mandatory unless otherwise indicated.
Attributes contained	- M001 The unique Mandate reference - M003 The identifier of the underlying contract (if present in DS-01) - M006 The Transaction Type (only the values 'one-off' and 'recurrent' are allowed) - M007 The reason for amendment of the Mandate (mandatory for amendments) - M008 The date of signing of the Mandate - M010 The placeholder for the electronic signature data (if applicable) - M011 The signing date of the cancellation of the Mandate - E001 The name of the Creditor - E004 The address of the Creditor - E005 The identifier of the Creditor - E007 The name of the Creditor Reference Party (if present in DS-01) - E010 The identification code of the Creditor Reference Party (if present in DS-01) - P001 The name of the Debtor - P004 Debtor identification code (if present in DS-01) - P005 The address of the Debtor (if present in DS-01) - P006 The name of the Debtor Reference Party (if present in DS-01) - P007 The identification code of the Debtor Reference Party (if present in DS-01) - D001 The account number (IBAN) of the Debtor to be debited - D002 The BIC code of the Debtor PSP (if present in DS-01) - T001 The identification code of the B2B Scheme (allowing to distinguish a Collection under the B2B Scheme from a Collection under the Core Scheme)

4.7.4 DS-03 – The Business Customer[3]-to-PSP Collection (☐ e-Mandates)

Description:	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

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[3] The word 'Customer' must be read as 'Payment Service User' as defined in chapter 7

	Creditor and the Creditor PSP. Attributes are mandatory unless otherwise indicated.
	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 the SEPA Direct Debit Business-to-Business Scheme Customer-to-PSP Implementation Guidelines covered in section 0.5 at the request of the Creditor.
Attributes contained	• M001 The unique Mandate reference
	• M002 The type of Mandate (for the B2B scheme, the value 'paper' always applies)
	• M004 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)
	• M005 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)
	• M006 The transaction type
	• M007 The reason for amendment of the Mandate (mandatory if the Mandate has been amended)
	• M008 The date of signing of the Mandate
	• M010 The placeholder for the electronic signature data (if applicable)
	• E001 The name of the Creditor
	• E004 The address of the Creditor (optional)
	• E005 The identifier of the Creditor
	• E007 The name of the Creditor Reference Party (if present in DS-02)
	• E010 The identification code of the Creditor Reference Party (if present in DS-02)
	• P001 The name of the Debtor
	• P004 Debtor identification code (optional)
	• P005 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)
	• P006 The name of the Debtor Reference Party (if present in DS-02)
	• P007 The identification code of the Debtor Reference Party (if present in DS-02)
	• C001 The account number (IBAN) of the account of the Creditor to be credited for the Collection

	• C002 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)
	• D001 The account number (IBAN) of the account of the Debtor to be debited for the Collection
	• D002 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)
	• T001 The identification code of the B2B Scheme (allowing to distinguish a Collection under the B2B Scheme from a Collection under the Core Scheme)
	• T002 The amount of the Collection in euro
	• T007 The purpose of the Collection (optional)
	• T008 The category purpose of the Collection (optional)
	• T012 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)
	• T013 The Due Date of the Collection
	• T015 The Creditor's reference of the Collection
Remarks	These attributes reflect business requirements and do not prescribe fields in the SEPA B2B Direct Debit Scheme Customer-to-PSP (C2PSP) Implementation Guidelines as defined in section 0.5 (reference [8]).

4.7.5 DS-04 – The Inter-PSP Collection (☐ e-Mandates)

Description	This dataset contains all the mandatory information items imposed by the B2B 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.
Attributes contained	• M001 The unique Mandate reference
	• M002 The type of Mandate (for the B2B scheme, the value 'paper' always applies)
	• M004 The identifier of the original Creditor who issued the Mandate (if present in DS-03)
	• M005 The unique Mandate reference as given by the original Creditor who issued the Mandate (if present in DS-03)
	• M006 The transaction type

- M007 The reason for amendment of the Mandate (if present in DS-03))

- M008 The date of signing of the Mandate

- M010 The placeholder for the electronic signature Data (if present in DS-03)

- E001 The name of the Creditor

- E004 The address of the Creditor (if present in DS-03)

- E005 The identifier of the Creditor

- E007 The name of the Creditor Reference Party (if present in DS-03)

- E010 The identification code of the Creditor Reference Party (if present in DS-03)

- P001 The name of the Debtor

- P004 Debtor identification code (if present in DS-03)

- P005 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)

- P006 The name of the Debtor Reference Party (if present in DS-03)

- P007 The identification code of the Debtor Reference Party (if present in DS-03)

- C001 The account number (IBAN) of the account of the Creditor to be credited for the Collection

- C002 The BIC code of the Creditor PSP

- D001 The account number (IBAN) of the account of the Debtor to be debited

- D002 The BIC code of the Debtor PSP

- T001 The identification code of the B2B Scheme (allowing to distinguish a Collection under the B2B Scheme from a Collection under the Core Scheme)

- T002 The amount of the Collection in euro

- T007 The purpose of the Collection (if present in DS-03)

- T008 The category purpose of the Collection (see underneath in 'Rules applied')

- T012 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)

- T013 The Due Date of the Collection

- T015 The Creditor's reference of the Collection

- T051 The Settlement Date of the Collection

- T055 The Creditor PSP's reference of the Collection

Rules applied	Regarding AT-T008, when the agreement between the Creditor and Creditor PSP only involves a specific processing at Creditor PSP level, the Creditor PSP is not obliged to send AT-T008 to the Debtor PSP as part of DS-04.
Remarks	These attributes reflect business requirements and do not prescribe fields in the SEPA B2B Direct Debit Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).

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

Description	This dataset describes the content of a Reject or Return of a Collection or a Reversal. Attributes are mandatory unless otherwise indicated.
Attributes contained	• R001 The type of "R" message • R002 Identification of the type of party initiating the "R" message • R003 Specific reference of the PSP initiating the Reject/Return for Reject/Return • R004 The reason code for non-acceptance of the Collection • R005 The Settlement Date for the Return instruction • R007 The amount of the Interchange Fee (optional) • An exact copy of all the attributes of the received DS-04 which is being returned/rejected or the received DS-07, except attribute AT-R041 of DS-07 which is being returned
Remarks	These attributes reflect business requirements and do not prescribe fields in the SEPA B2B Direct Debit Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).

4.7.7   DS-06 - PSP-to-Business Customer[4] Direct Debit Information

Description	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.
Attributes contained	• M001 The unique Mandate reference • E001 The name of the Creditor • E005 The Identifier of the Creditor • T001 The identification code of the B2B Scheme or an equivalent debit PSP specific – SEPA B2B Direct Debit based - direct debit product identification • T002 The amount of the Collection in euro

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[4] The word 'Customer' must be read as 'Payment Service User' as defined in chapter 7

	• T012 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) • T015 The Creditor's reference of the Direct Debit Transaction
Remarks	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

Description	This dataset contains all the B2B 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.
Attributes contained	• C001 The account number (IBAN) of the Creditor to be debited for the message • C002 The BIC code of the Creditor PSP • T055 The Creditor PSP's reference of the Collection • R002 Identification of the type of party initiating the "R" message • R005 The Settlement Date for the Reversal • R041 The Reversal reason code • R042 The amount of the Reversal in euro • R043 The specific reference of the Creditor PSP for the Reversal • An exact copy of all the attributes of the original DS-04 which is being reversed
Remarks	These attributes reflect business requirements and do not prescribe fields in the SDD B2B Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).

4.7.9   DS-08 – The request and response message for the inquiry procedure

Description	This dataset contains the message: 1. For sending a request for information on an erroneous Transaction by the Debtor PSP to the Creditor PSP. The Creditor PSP may forward these elements to the Creditor. 2. And for sending the response on the request for information by the Creditor PSP to the Debtor PSP. Attributes are mandatory unless indicated otherwise.

Attributes contained	**Regarding the request procedure:**
	• C001 The Account Number (IBAN) of the Creditor (optional)
	• C002 BIC code of the Creditor PSP (optional)
	• R021 The Debtor PSP's Reference of the request
	• R023 The Date of receipt of the request by the Debtor PSP
	• R024 The Date of sending the request by the Debtor PSP
	• R025 The Name of the Debtor PSP
	• R026 The Debtor PSP contact details
	• R027 The e-mail address or fax number of the Debtor PSP where the response should be sent to
	• R028 The indication that a confirmation of the receipt of the request by the Creditor PSP is requested (yes/no)
	Regarding the Collection disputed:
	• M001 The Unique Mandate Reference
	• M002 The type of Mandate paper, e-mandate
	• E001 The Name of the Creditor
	• E005 The Identifier of the Creditor
	• P001 The Name of the Debtor
	• D001 The Account Number (IBAN) of the Debtor
	• D002 BIC code of the Debtor PSP
	• T001 The Identification Code of the SEPA Direct Debit Scheme
	• T002 The Amount of the Collection in Euro
	• T015 The Creditor's Reference of the Collection
	• T051 Settlement Date of the Collection
	• T055 The Creditor PSP's Reference of the Collection
	• R029 The Debit date of the Collection (if different from the Settlement date of the Collection)
	• R030 Latest Collection Date (or the next attribute, or this one)
	For sending the response by the Creditor PSP to the Debtor PSP, the following additional attributes must be completed:
	• R032 The Reference of the response of the Creditor (optional)
	• R033 The Response type codes

Remarks	These attributes reflect business requirements and do not prescribe fields in the SEPA B2B Direct Debit Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).

4.7.10 DS-09 – The request and response template for the inquiry procedure

SEPA Direct Debit	Inquiry procedure for an erroneous collection
The Debtor:	- Name:(*) _____ - BIC of the Debtor PSP:(*) _____ - IBAN:(*) _____
The Creditor:	- Name:(*) _____ - Identifier:(*) _____ - BIC of the Creditor PSP:(*) _____ - IBAN:(O)_____
Information on the collection:	- Amount in euro: (*)_____,___ - Debit date of the Debtor:(*)___/___/_____ - Settlement date: (*) ___/___/_____ - Latest collection date: (*) ___/___/_____ - Refund request type code (*): XXXX - Unique mandate reference: (*)_____ - Creditor's reference:(*)_____ - Creditor PSP's reference: (*)_____
Request sent by Debtor PSP:	- 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)_____
Response of the Creditor (**):	- Date of sending the response:(*)___/___/_____ - Reference of the response:(*)_____

SEPA Direct Debit	Inquiry procedure for an erroneous collection

	- Response type code: (*)
	
	  Claim accepted ____
	
	  Claim disputed ____

	(*): Mandatory fields (**): to be completed by the Creditor (O): optional

Description	This dataset describes the standard template for initiating a request for information on an erroneous Collection by the Debtor PSP to the Creditor PSP. It must also be used to send the reply from the Creditor PSP to the Debtor PSP. It may be used in the channels e-mail or fax. 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. 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. The design of the templates must comply with the requirements set out below. The Scheme does not standardise the font or colours used in the template. The Scheme requires the template to have a clear heading entitled "SEPA B2B Direct Debit - Inquiry procedure for an erroneous collection" and the following attributes are to be contained within the Mandate in the line order shown:
Attributes contained	Template attributes: (to be completed with the line number on the template model for each attribute) • M001 The Unique Mandate Reference • E001 The Name of the Creditor • E005 The Identifier of the Creditor • P001 The Name of the Debtor • C001 The Account Number (IBAN) of the Creditor (optional) • C002 BIC code of the Creditor PSP (optional) • D001 The Account Number (IBAN) of the Debtor • D002 BIC code of the Debtor PSP • T001 The Identification Code of the Scheme • T002 The Amount of the Collection in euro

	• T015 The Creditor's reference of the Collection
	• T051 Settlement date of the Collection
	• T055 The Creditor PSP's reference of the Collection
	• R021 The Debtor PSP's reference of the request
	• R023 The Date of receipt of the request by the Debtor PSP
	• R024 The Date of sending the request by the Debtor PSP
	• R025 The Name of the Debtor PSP
	• R026 The Debtor PSP contact details
	• R027 The e-mail address or fax number where the response should be sent to at the Debtor PSP
	• R028 The Indication that a confirmation of the receipt of the request by the Creditor PSP requested (yes/no)
	• R029 The Debit date of the Collection (if different from the Settlement date of the Collection)
	• R030 Latest Collection Date (or the next attribute, or this one)
	• R031 The Cancellation Date (**not applicable**)
	• R032 The Reference of the response of the Creditor (optional)
	• R033 The Response type codes
	• The Date of sending the response of the Creditor
Remarks	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.
	The attributes in the template document must be completed, unless otherwise indicated.

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

Description	This dataset contains the message:
	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.
	2. and for sending the answer on the request for a copy of a Mandate from the Creditor PSP to the Debtor PSP.
	Attributes are mandatory unless indicated otherwise.
Attributes contained	**Regarding the request procedure:**
	• M001 The Unique Mandate Reference
	• M002 The type of Mandate paper, e-mandate

	• E001 The name of the Creditor • E005 The Identifier of the Creditor • P001 The Name of the Debtor • C002 BIC code of the Creditor PSP (optional) • T001 The Identification Code of the Scheme • R021 The Debtor PSP's reference of the request • R024 The Date of sending the request by the Debtor PSP • R025 The Name of the Debtor PSP • R026 The Debtor PSP contact details • R027 The e-mail address or fax number where the response should be sent to at the Debtor PSP For sending the response by the Creditor PSP to the Debtor PSP, the following additional attributes must be completed: • R032 The Reference of the response of the Creditor (optional) • R033 The Response type code
Remarks	These attributes reflect business requirements and do not prescribe fields in the SEPA B2B Direct Debit Scheme Inter-PSP Implementation Guidelines as defined in section 0.5 (reference [5]).

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
The Debtor:	- Name:(*) _____
The Creditor:	- Name:(*) _____ - Identifier:(*) _____ - BIC of the Creditor PSP:(*) _____
The Mandate:	- unique mandate reference: (*)_____
Request sent by Debtor PSP:	- 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)_____
Response of the Creditor (**):	- Reference of the answer:(*)_____ - Answer type code:(*) Copy provided _____ No Mandate available _____
	(*) : mandatory fields (**) to be completed by the Creditor (O): optional

Description	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.
	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.
	The design of the templates must comply with the requirements set out below.
	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:
Attributes contained	Template attributes: (to be completed with the line number on the template model for each attribute) • M001 The Unique Mandate Reference • E001 The Name of the Creditor • E005 The Identifier of the Creditor • P001 The Name of the Debtor • C002 BIC code of the Creditor PSP (optional) • T001 The Identification Code of the Scheme • R021 The Debtor PSP's reference of the request • R024 The Date of sending the request by the Debtor PSP • R025 The Name of the Debtor PSP • R026 The Debtor PSP contact details • R027 The e-mail address or fax number where the response should be sent to at the Debtor PSP • R032 The Reference of the response sent by the Creditor (optional) • R033 The Response type codes • The Date of sending the response by the Creditor
Remarks	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.
	The attributes in the template document must be completed, unless otherwise indicated.

4.8 Business Requirements for Attributes

This section defines the business requirements for the attributes used by the Scheme. The attributes used in the SDD B2B datasets are described in the sub-sections below. Attribute numbering is as follows:

- AT-**M**xxx for attributes related to the SDD B2B Mandate;
- AT-**E**xxx for attributes related to the Creditor ('Pay**e**e');
- AT-**P**xxx for attributes related to the Debtor ('**P**ayer');
- AT-**C**xxx for attributes related to the Creditor PSP ('**C**reditor agent');
- AT-**D**xxx for attributes related to the Debtor PSP ('**D**ebtor agent');
- AT-**T**xxx for SDD B2B Collection ('**T**ransaction') attributes
- AT-**R**xxx for attributes related to SDD B2B R-transactions and responses to such R-transactions.

This section is focussed on stating the business requirements for the data elements used by the B2B Scheme.

4.8.1 List of Attributes

(☐ e-Mandates)

AT-M001	The unique Mandate reference
AT-M002	The type of Mandate (paper, e-Mandate)
AT-M003	The identifier of the underlying contract
AT-M004	The identifier of the original Creditor who issued the Mandate
AT-M005	The unique Mandate reference as given by the original Creditor who issued the Mandate
AT-M006	The transaction type
AT-M007	The reason for amendment of the Mandate
AT-M008	The date of signing of the Mandate
AT-M009	The signature(s) of the Debtor(s)
AT-M010	The placeholder for the electronic signature data
AT-M011	The signing date of the cancellation of the Mandate
AT-E001	The name of the Creditor
AT-E004	The address of the Creditor
AT-E005	The identifier of the Creditor
AT-E007	The name of the Creditor Reference Party
AT-E010	The identification code of the Creditor Reference Party
AT-P001	The name of the Debtor
AT-P004	Debtor identification code
AT-P005	The address of the Debtor
AT-P006	The name of the Debtor reference Party
AT-P007	The identification code of the Debtor Reference Party
AT-C001	The account number (IBAN) of the Creditor
AT-C002	BIC code of the Creditor PSP
AT-D001	The account number (IBAN) of the Debtor
AT-D002	BIC code of the Debtor PSP

AT-T001	The identification code of the B2B Scheme
AT-T002	The amount of the Collection in euro
AT-T007	The purpose of the Collection
AT-T008	The category purpose of the Collection
AT-T012	The Remittance Information sent by the Creditor to the Debtor in the Collection
AT-T013	The Due Date of the Collection
AT-T015	The Creditor's reference of the Direct Debit Transaction
AT-T051	The Settlement Date of the Collection
AT-T055	The Creditor PSP's reference of the Collection
AT-R001	Type of "R" message
AT-R002	Identification of the type of party initiating the "R" message
AT-R003	The Specific reference of the PSP initiating the Reject/Return for Reject/Return
AT-R004	The reason code for non-acceptance
AT-R005	The Settlement Date for the Return instruction (DS-05) or the Reversal (DS-07)
AT-R007	The amount of the Interchange Fee
AT-R021	The Debtor PSP's reference of the request
AT-R023	The Date of receipt of the request by the Debtor PSP
AT-R024	The Date of sending the request by the Debtor PSP
AT-R025	The Name of the Debtor PSP
AT-R026	The Debtor PSP contact details
AT-R027	The email address or fax number of the Debtor PSP where the response should be sent
AT-R028	The indication that a confirmation of the receipt of the request by the Creditor PSP is requested (yes/no)
AT-R029	The Debit date of the Collection
AT-R030	The latest Collection Date
AT-R032	The Reference of the response of the Creditor
AT-R033	The Response type codes
AT-R041	The Reversal reason code
AT-R042	The amount of the Reversal in euro.
AT-R043	The specific reference of the Creditor PSP for the Reversal

For each attribute specific for SDD B2B, 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-M001 –The Unique Mandate Reference

Description:	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-E005 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-M001 + AT-E005 without the extension, called Creditor Business Code, must allow indefinite retrieval of the Mandate data. 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.

4.8.3   AT-M002 - The type of Mandate (paper, e-Mandate)

Description:	The type of Mandate allows distinguishing between a Mandate issued in paper in accordance with the rules of the 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.

4.8.4   AT-M003 - The Identifier of the Underlying Contract

Description:	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 B2B Scheme are not required to do any checking on this attribute.

4.8.5   AT-M004 - The Identifier of the Original Creditor who issued the Mandate

Description:	The Creditor Identifier of the Creditor who issued the Mandate before the Mandate and its underlying contract was taken over by another Creditor.

4.8.6   AT-M005 - The Unique Mandate Reference as given by the Original Creditor who issued the Mandate

Description:	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.

4.8.7   AT-M006 – The Transaction / Sequence Type

Description:	This attribute allows different types of transaction to be identified.
Value range:	• One-off Collection • Recurrent, not the last Collection of the recurrent Collections • First Collection of the recurrent Collections (optional) • Last Collection of the recurrent Collections • Reversal

Remarks	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.

4.8.8 AT-M007 – The Reason for Amendment of the Mandate

Description:	This code describes the reason for the amendment by the Creditor and/or the Debtor
Value range:	• Change of AT-M001 (the Creditor defining a new unique Mandate reference) • Change of AT-E005 (new Creditor Identifier Information) • Change of AT-E001 (The Name of the Creditor) • Change of AT-D001 (the Debtor specifying another account to be debited in the same PSP or in another PSP) • A combination of changes in the attributes AT-M001, AT-E005 and/or AT-E001

4.8.9 AT-M008 – The Date of Signing of the Mandate

Description:	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.

4.8.10 AT-M009 – The Signature(s) of the Debtor(s)

Description:	The signature(s) on paper of the Debtor(s)

4.8.11 AT-M010 – The Placeholder for the Electronic Signature Data

Description:	This is a placeholder for the transmission of the information needed for the use of an electronic signature.

4.8.12 AT-M011 – The Signing Date of the Cancellation of the Mandate

Description:	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.

4.8.13 AT-E001 – The Name of the Creditor

Description:	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.

4.8.14 AT-E004 – The Address of the Creditor

Description:	The address of the Creditor as forwarded to the Debtor. This attribute can be provided in a structured format following the specifications set out in the documents referred to in section 0.5.1. *Important: the Rulebook entering into force in November 2025 will prescribe the exclusive use of a structured address. From that point in time onwards, the transmission of an unstructured address will no longer be allowed.*

4.8.15 AT-E005 – The Identifier of the Creditor

Description:	**1 The Creditor Identifier** The identifier of the Creditor is unique in the B2B Scheme: each identifier allows the identification of one Creditor without ambiguity in SEPA. The Creditor may use the same Creditor Identifier for both the Core Scheme and for the B2B Scheme. A Creditor may use more than one Identifier. A Creditor can use the "Creditor Business Code" extension to identify different business activities. 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 complaints and to check the existence of a Mandate at the presentation of Collections by the Creditor.
	2 The Structure of the Identifier The Creditor identifier uses, wherever possible, information available in the public domain. Consequently, there is no need for a centralised database at B2B Scheme level containing the identifiers of Creditors and other associated Creditor data. The Creditor identifier contains the following elements: a. **The ISO country code** (reference [2]) of the country where the national identifier of the Creditor has been issued b. **The check digit** (covering a + d) c. **The extension, called Creditor Business Code**, 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. d. **The country-specific part** of the Creditor identifier being a national identifier of the Creditor, defined by the National Community.
	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.
	The detailed specifications of this identifier are provided in detail in the SEPA B2B Direct Debit Inter-PSP Implementation Guidelines (reference [5]).
	3 Implementation and Transition Period
	From the start of the B2B Scheme, the structure of the Creditor Identifier as defined above and specified in the Inter-PSP Implementation Guidelines (reference [5]) will be used in the B2B Scheme. For countries using a national identifier in current DD schemes which has insufficient capacity or is unsatisfactory for the intended use, a new or adapted national identifier may be defined.
	4 SEPA-wide use of the Creditor Identifier
	The advantage of the B2B Scheme is that the Creditor can use a single identifier for the whole SEPA region.
	A Creditor Identifier based on an identifier from any SEPA country can be used in all SEPA countries.

4.8.16 AT-E007 – The name of the Creditor Reference Party

Description:	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.

4.8.17 AT-E010 – The identification code of the Creditor Reference Party

Description:	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.

4.8.18 AT-P001 – The Name of the Debtor

Description:	The name of the Debtor as registered by the Creditor.

4.8.19 AT-P004 – The Debtor Identification Code

Description:	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 B2B Scheme.

4.8.20 AT-P005 - The Address of the Debtor

Description:	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. This attribute can be provided in a structured format following the specifications set out in the documents referred to in section 0.5.1.
	Important: the Rulebook entering into force in November 2025 will prescribe the exclusive use of a structured address. From that point in time onwards, the transmission of an unstructured address will no longer be allowed.

4.8.21 AT-P006 - The Name of the Debtor Reference Party

Description:	See section 3.1.
	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.

4.8.22 AT-P007 – The identification code of the Debtor Reference Party

Description:	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.

4.8.23 AT-C001 –The Account Number of the Creditor

Description:	The account number (IBAN) of the account of the Creditor
	- To be credited for a Collection (DS-04) - To be debited for a Reject, Return (DS-05) and Reversal (DS-07) of a Collection

4.8.24 AT-C002 – The BIC Code of the Creditor PSP

Description:	*See Chapter 7, Defined Terms in the Rulebook.*
	For DS-03 (Customer-to-PSP Collection), this attribute is 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).

4.8.25 AT-D001 – The Account Number of the Debtor

Description:	The account number (IBAN) of the account of the Debtor
	- To be debited for a Collection (DS-04) - To be credited for a Reversal (DS-07) of a Collection

4.8.26 AT-D002 – The BIC Code of the Debtor PSP

Description:	See Chapter 7, Defined Terms in the Rulebook
	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.

4.8.27 AT-T001 –The Identification Code of the B2B Scheme

Description:	This code allows instructions under the B2B Scheme to be distinguished from those of other schemes. This code must allow a Collection under the B2B Scheme to be distinguished from a Collection under the Core Scheme.

4.8.28 AT-T002 – The Amount of the Collection in Euro

Description:	The amount contains two parts, the first is expressed in euro, and the second is expressed in euro cents.
	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.
	The combined value of 0,00 euro (zero euro and zero-euro cent) is not allowed.

4.8.29 AT-T007 – The purpose of the Collection

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

4.8.30 AT-T008 – The category purpose of the Collection

Description:	The category purpose of the Collection is information on the high-level nature of the 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
Value range:	All codes part of the ISO standard are accepted.

4.8.31 AT-T012 – The Remittance Information Sent by the Creditor to the Debtor in the Collection

Description:	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.

4.8.32 AT-T013 – The Due Date of the Collection

Description:	See section 4.3.1.

4.8.33 AT-T015 - The Creditor's Reference of the Direct Debit Transaction

Description:	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.
	If no reference is provided by the Creditor, this attribute has default value "Not Provided".

4.8.34 AT-T051 – The Settlement Date of the Collection

Description:	The date on which the amount of the Collection is settled by the CSM.

4.8.35 AT-T055 – The Creditor PSP's Reference of the Collection

Description:	The reference of the Collection given by the Creditor PSP to be forwarded to the Debtor PSP.

4.8.36 AT-R001 – Type of "R" message

Description:	This code contains the code identifying the type of "R" message.
Value range:	• Reject of a Collection • Return of a Collection

4.8.37 AT-R002 – The Identification of the type of party initiating the "R" message

Description:	Types are:
	• Creditor PSP (for Reject, Reversal) • Debtor PSP (for Reject, Return) • CSM (for Reject only) • Creditor (for Reversal only)

4.8.38 AT-R003 – Specific reference of the PSP initiating the Reject/Return for a Reject/Return

Description:	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

4.8.39 AT-R004 – The Reason Code for Non-Acceptance (Reject or Return)

Value range:	The reasons for a **Reject** by the Creditor PSP are left to a bilateral agreement between the Creditor PSP and the Creditor.
	The reasons for a **Reject** by the CSM or the Debtor's PSP are as follows:
	• Operation code /transaction code/sequence type incorrect, invalid File format • PSP identifier incorrect (i.e. invalid BIC) • Debtor deceased • Account identifier incorrect (i.e. invalid IBAN) • Account closed • Direct debit forbidden on this account for regulatory reasons • Account blocked • Reason not specified • Insufficient Funds • Mandate data missing or incorrect • No Mandate or unable to obtain mandate confirmation from the Debtor • Regulatory reason • Specific service offered by the Debtor PSP • Duplicate collection • Refusal by the Debtor • Identifier of the Creditor incorrect. (i.e. invalid Creditor Identifier) • Debtor account is a consumer account • Creditor PSP not registered under this BIC in the CSM • Debtor PSP not registered under this BIC in the CSM • Settlement of the Collection has failed
	The reasons for a **Return** by the Debtor PSP are as follows:
	• Operation code/transaction code/sequence type incorrect, invalid File format • Account identifier incorrect (i.e. invalid IBAN or account number does not exist) • Account closed • Debtor deceased • PSP identifier incorrect (i.e. invalid BIC) • Direct debit forbidden on this account for regulatory reasons • Duplicate collection • Account blocked • Reason not specified • Insufficient Funds • No Mandate or unable to obtain mandate confirmation from the Debtor • Refusal by the Debtor • Regulatory reason • Specific service offered by the Debtor PSP • Identifier of the Creditor incorrect (i.e. invalid Creditor Identifier) • Debtor account is a consumer account

> 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 and a Return.

4.8.40 AT-R005 – The Settlement Date for the Return instruction (DS-05) or the Reversal (DS-07)

Description:	The date on which the amount of the Return or Reversal is settled by the CSM.

4.8.41 AT-R007 – The amount of the Interchange Fee

Description:	This amount of the Interchange Fee is collected by the Debtor PSP

4.8.42 AT-R021 - The Debtor PSP's reference of the request

Description:	The reference of the request given by the Debtor PSP to be forwarded to the Creditor PSP.

4.8.43 AT-R023 - The Date of receipt of the request by the Debtor PSP

Description:	The date on which the request initiated by the Debtor, has been received by the Debtor PSP.

4.8.44 AT-R024 – The Date of sending the request by the Debtor PSP

Description:	The date on which the request has been forwarded by the Debtor PSP to the Creditor PSP.

4.8.45 AT-R025 – The Name of the Debtor PSP

Description:	The name of the Debtor PSP as specified in the request.

4.8.46 AT-R026 – The Debtor PSP contact details

Description:	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.

4.8.47 AT-R027 – The E-mail address or Fax number of the Debtor PSP where the response should be sent

Description:	The E-mail address or Fax number of the Debtor PSP where the response should be sent by the Creditor PSP.

4.8.48 AT-R028 – The indication that a confirmation of the receipt of the request by the Creditor PSP is requested (yes/no)

Description:	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.

4.8.49 AT-R029 – The Debit date of the Collection

Description:	See section 4.3.1.

4.8.50 AT-R030 – The latest Collection Date

Description:	The due date of the latest Collection under the Mandate for which a request is made.

4.8.51 AT-R032 – The Reference of the Response of the Creditor

Description:	The reference of the response of the Creditor on the request made by the Debtor PSP.

4.8.52 AT-R033 - The Response type codes

Description:	The Response type code(s) identify the type of response given by the Creditor PSP to the Debtor PSP. The codes are the following: 1: Creditor PSP accepts that the Collection was erroneous 2: Creditor PSP does not accept that the Collection was erroneous

4.8.53 AT-R041 – The Reversal Reason Code

Description:	This code explains the reason for the initiation of 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.
Value range:	• Duplicate entry • Reason not specified

4.8.54 AT-R042 - The Amount of the Reversal in euro

Description:	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.

4.8.55 AT-R043 – The Specific reference of the Creditor PSP for the Reversal

Description:	The reference of the Reversal forwarded by the Creditor PSP to the Debtor PSP.

5   Rights and Obligations of all Participants

5.1   The B2B Scheme

Participation in the 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 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 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 Business-to-Business Inter-PSP Implementation Guidelines;

- the SEPA Direct Debit Business-to-Business 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 SEPA 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 B2B Scheme in the capacity of Debtor PSP, or in the capacity of both Debtor PSP and Creditor PSP.

Each Participant needs to determine how to achieve full reachability for the SEPA B2B Direct Debit 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 B2B 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 Payment Service Users;

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 Payment Service Users;

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 [12].

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 Payment Service Users;

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   B2B Scheme List of Participants

The Direct Debit B2B 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 B2B Scheme.

Any changes to operational, contacting or invoicing details will be notified by Participants, in accordance with the B2B Scheme management process as stipulated in the SEPA 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 B2B 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 the Creditor PSP's succession (e.g. through merger or acquisition), in accordance with the Rulebook;

4. not restrict its Creditors from obtaining similar services relating to the B2B Scheme from any other Creditor PSP;

5. comply with applicable provisions issued from time to time in relation to risk management as set out in the Rulebook and ANNEX III;

6. in the event that a prospective Creditor does not have a Creditor Identifier, provide or procure the provision of such a number;

7. perform all operational tasks allocated to Creditor PSPs under the Rulebook and comply with the standards set out in the SEPA Direct Debit Business-to-Business Scheme Inter-PSP Implementation Guidelines and in the SEPA Direct Debit Business-to-Business Scheme Customer-to-PSP Implementation Guidelines;

8. accept Customer-to-PSP Collection messages at the request of the Creditor that comply with the standards set out in the SEPA Direct Debit Business-to-Business Scheme Customer-to-PSP Implementation Guidelines;

9. effect exception processing in accordance with the Rulebook and take care to avoid an excessive proportion of Rejects and Returns in respect of Collections in relation to any particular Creditor;

10. pay the amount of each Return to the relevant Debtor PSP, regardless of the status of the Creditor's account or the Creditor itself;

11. 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 and provide to the Debtor PSP a copy of the relevant Mandate (☐e-Mandates);

12. monitor the use by its Creditors of SEPA B2B Direct Debits to ensure continuing compliance with the Rulebook and in order to mitigate all the risks;

13. in the event that it has credible evidence that its Creditor has effected or proposes to effect one or more SEPA B2B Direct Debits with intent to defraud any person, cease forthwith to effect further Collections for such Creditor;

14. ensure that, in its agreements with Creditors governing the provision and use of services relating to the B2B Scheme, it has the right to terminate such agreements in the event that Creditors misuse the B2B Scheme and that it exercises such right in such an event;

15. 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 SEPA Direct Debit to be collected 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 ANNEX III of the Rulebook;

16. ensure the ongoing compliance of its own rules, procedures and agreements with the laws, regulations and generic supervisory requirements applicable to them;

17. 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;

18. require CSM(s) to which it is connected to act in compliance with the scheme rules;

19. 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;

20. 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;

21. In case a Creditor PSP is also Creditor of the Collection, the provisions of the present section apply subject to applicable law.

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

22. to obtain and use a Creditor Identifier when effecting SEPA B2B Direct Debits;

23. to use a Mandate that complies with the set of requirements defined by the Rulebook;

24. to comply with the terms of Mandates agreed with its Debtors;

25. to collect, process and store data related to its Mandates in accordance with the relevant provisions of the Rulebook;

26. to pre-notify its Debtors in relation to Collections it proposes to initiate in accordance with the relevant Mandate;

27. to initiate Collections with the Creditor PSP in accordance with the relevant timing requirements set out in the Rulebook;

28. to perform all operational tasks allocated to Creditors under the Rulebook;

29. to effect all Rejects and Returns in relation to its Collections presented through the Creditor PSP;

30. 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);

31. to comply with any guidance for Creditors issued from time to time in relation to risk management;

32. to resolve any disputes concerning the underlying contract and the related payments directly with the Debtor.

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 B2B Scheme only after applying the principles of Know Your Customer, including the instructions agreed between the Debtor and the Debtor PSP regarding the obligations for the Debtor PSP to check incoming Collections against the Mandate data received from the Debtor;

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 the Debtor PSP's succession (e.g. through merger or acquisition), in accordance with the Rulebook;

4. ensure that the Debtor is not a 'consumer' and is authorised by national law to opt out from the refund right for authorised transactions contained in Articles 61 and 76 of the Payments Services Directive as some national laws may associate 'micro-enterprises' with consumers;

5. allow Debtors to prohibit the application of SEPA Business to Business Direct Debits to its account;

6. to comply with applicable provisions issued from time to time in relation to risk management as set out in the Rulebook and in ANNEX III;

7. perform all operational tasks allocated to Debtor PSPs under the Rulebook and comply with the standards set out in the SEPA Data Model;

8. effect all Rejects and Returns in relation to its Debtors' accounts, in accordance with the Rulebook, even if the Debtor's account is closed;

9. 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 and provide to the Debtor with a copy of the relevant Mandate;

10. obtain confirmation from the Debtor on the accuracy of the B2B Mandate data received as part of the first Collection before debiting the Debtor's account;

11. for each successive Collection, check the Mandate related data against such data for previous Collections stored by the Debtor PSP;

12. provide Debtors and prospective Debtors with adequate information on the respective rights and obligations of the Debtor, Creditor and Debtor PSP 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 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 ANNEX III of the Rulebook.

13. ensure the ongoing compliance of its own rules, procedures and agreements with the laws, regulations and generic supervisory requirements applicable to them;

14. 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;

15. require CSM(s) to which it is connected to act in compliance with the scheme rules;

16. 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;

17. 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

18. In case a Debtor PSP is also Debtor of the Collection, the provisions of the present section apply subject to applicable law.

A Debtor PSP shall oblige each of its Debtors, in accordance with the relevant 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 B2B Scheme are not subject to claims or defences under the contractual or other arrangements in place between Debtor and Creditor;

20. to inform the Debtor PSP about any change in the position of a Debtor regarding his right to opt out from the right to claim a refund for an authorised transaction;

21. to inform the Debtor PSP about any cancellation or amendment of the Mandate by no later than the day on which the amendment or cancellation is to take effect and before the Due Date of the presentation of the next Direct Debit collection in order to perform the necessary checks.

5.9   Limitation of Liability

(☐ e-Mandates)

5.9.1   No-fault Reimbursement of Returns

In respect of each SEPA B2B 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 the amount of any Collection subject to a Return.

5.9.2   Compensation for Breach of the Rulebook

A Participant who is party to a SEPA B2B Direct Debit shall be liable to the other Participant who is also party to that SEPA B2B 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:

- breach of the Rulebook relating to the Collection by the relevant Participant, its employees or agents;

- any negligent acts or omission of the relevant Participant, its employees or agents relating to the Collection insofar as relevant to the operation of the B2B Scheme; or

- any operational failure of the relevant Participant, its employees or agents relating to the Collection insofar as relevant to the operation of the B2B Scheme.

5.9.3 Limits on Liability

A Participant's liability under the B2B Scheme Rulebook is limited as follows:

- The maximum amount which may be claimed in respect of a Loss is the amount of the Collection;

- The cap on liability applies even if there has been gross negligence by the liable Participant, its employees or agents;

- The cap on liability does not apply in the event of wilful intent by the liable 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 delay in performance in whole or in 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, their employees and the employees of their 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 B2B 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 B2B 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 B2B 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 5.10) the effective date of such notice, or (in any other case) the date on which the Participant's name is deleted from the B2B 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 Business-to-Business 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 Business-to-Business 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 B2B 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 B2B 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 Payment Service Users 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 Payment Service Users 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 line with Article 7 of the SEPA Regulation. These mandates may not comply fully with the requirements of the Rulebook and are called "legacy mandates".

The rules do not apply to new SEPA Direct Debit Mandates entered into after the launch of the relevant 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.

Most legacy schemes are Creditor mandate flow schemes - as is the case with the two Direct Debit Schemes. 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 raised a small number of different considerations when drafting 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: • compliance with the requirements of PT-01-01 is waived provided that migration rule 3 has been complied with • compliance with the requirements of PT-01-02

Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
2.	PT-06.03; PT - 06.04; 5.7 - (j); 5.7 - (2), (4) and (9)	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: (a) the applicable legacy scheme rules include no obligation for a paper-based mandate; (b) the Creditor PSP can provide evidence acceptable under the legacy scheme rules that the mandate had been properly constituted under those rules; and (c) the mandatory data elements have been collected and stored in accordance with migration rule 3.
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: *Unique Mandate reference* - Creditor must provide an individual mandate reference number. *Name of Debtor* - Debtor's name is always part of legacy direct debit schemes. *Address of Debtor* - Address to be extracted from the underlying contract or requested from the Debtor. *Account number (IBAN) of the account to be debited* - 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. *BIC code of Debtor PSP* - 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. *Identifier of the Creditor* - 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. *Name of the Creditor* - Creditor's name is always part of legacy direct debit schemes. *Address of the Creditor* - Creditor's address is always part of legacy direct debit schemes.

Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
			Date of signing - 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. The instrument of migration (e.g. notification to Debtor, legislation or regulation) should be stored together with the legacy mandate. *Signature(s) of the Debtor* - 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. *Transaction type* - 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.
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
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: • compliance with the requirements of PT-01-01 is waived provided that: (a) migration rule 4 has been complied with; and (b) the Creditor has been supplied with, or has access to, the mandate information held by the Debtor PSP. • compliance with the requirements of PT-01-02

Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
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: (a) dematerialises the information of the mandate it receives from the Debtor PSP under migration rule 1; and (b) sends such information after dematerialisation to the Creditor PSP as part of each transaction based on the Mandate as described in PT-04.03.
3.	PT-06.01; PT-06.03; PT -06.04; 5.7 - (j); 5.7 - (2), (4) and (9)	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: (a) the applicable legacy scheme rules include a requirement for the Debtor PSP to hold the signed mandate; or (b) the applicable legacy scheme rules include no obligation for a paper-based mandate; and (c) the mandatory data elements have been collected and stored in accordance with migration rule 4.
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: *Unique Mandate reference* - Creditor must provide an individual mandate reference number. *Name of Debtor* - Debtor's name is always part of legacy direct debit schemes. *Address of Debtor* - Address to be extracted from the underlying contract or requested from the Debtor. ***Account number (IBAN) of the account to be debited*** - 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. *BIC code of Debtor PSP* - 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.

Rule nbr	Material to which the migration rule applies	Description of requirement	Migration rule
			Identifier of the Creditor - 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. *Name of the Creditor* - Creditor's name is always part of legacy direct debit schemes. *Address of the Creditor* - Creditor's address is always part of legacy direct debit schemes. *Date of signing* - 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. The instrument of migration (e.g. notification to Debtor, legislation or regulation) should be stored together with the legacy mandate. *Signature(s) of the Debtor* - 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. *Transaction type* - 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.
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 B2B Scheme. The change management procedures aim to ensure that the B2B Scheme is kept relevant for its users and up to date, with structured processes for initiating and implementing changes to the B2B Scheme, the Rulebook and related documentation. An important component of change management is the innovation of ideas for enhancing the quality of the existing B2B 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 1.3 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
Additional Optional Services	Complementary features and services based on the B2B Scheme, as described in section 2.4 of the Rulebook.
Adherence Agreement	The agreement to be completed as part of the process by which an entity applies to become a Participant.
AOS	See 'Additional Optional Services'.
B2B Mandate	A B2B Mandate is a Mandate signed under the rules of the B2B Scheme.
B2B Scheme	SEPA Direct Debit Business-to-Business Scheme.
Banking Business Day	Defined in section 4.3.
BIC	See 'Business Identifier Code'.
Business Debtor	Defined in section 2.2.
Business Identifier Code (BIC)	An 8 or 11 character ISO code assigned by SWIFT and used to identify a financial institution in financial transactions (ISO 9362).
Calendar Day	A Calendar Day means any day of the year.
Category purpose of the Collection	Defined in section 4.8.30.
Clearing	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.
Collection	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 or Return.
Core Scheme	See 'SEPA Direct Debit Core Scheme'.
Creditor	A natural or legal person that receives and stores the Mandate from the Business Debtor to initiate Collections. On the basis of this Mandate, the Creditor collects the direct debits. A PSP can take up the role of Creditor in accordance with applicable law and without detriment to the rules of the Scheme. See section 3.1.
Creditor PSP	Defined in section 3.1.
Creditor Reference Party	Defined in section 4.8.16.
CSM	A Clearing and Settlement Mechanism. For more info see section 3.1.
Cut-off Time	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 B2B Scheme.
D	Defined in section 4.3.1.

Term	Definition
Debtor	A natural or legal person that gives the Mandate to the Creditor to initiate Collections. The Debtor's 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. A PSP can take up the role of Debtor in accordance with applicable law and without detriment to the rules of the Scheme. See section 3.1.
Debtor PSP	Defined in section 3.1.
Debtor Reference Party	Defined in section 4.8.19.
Direct Debit Collection	See 'Collection.'
Direct Debit Service Provider	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.
Direct Debit Transaction	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 of the Collection. It is the end–to-end execution of a direct debit payment.
Dispute Resolution Committee or "DRC"	EPC body that performs the compliance function of SEPA Scheme Management as described in section 6.
Due Date	Defined in section 4.3.1.
EBA	Euro Banking Association.
ECSA	European Credit Sector Association.
EPC	The European Payments Council.
EPC By-Laws	The By-Laws of the European Payments Council as amended from time to time.
EU	The European Union.
File	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.
Funds	In relation to a payment transaction shall mean cash, scriptural money and electronic money as defined in Directive 2000/46/EC.
IBAN	International Bank Account Number (IBAN): uniquely identifies an individual account at a specific financial institution in a particular country (ISO 13616).
Interchange Fee	A fee paid between the Debtor PSP and the Creditor PSP for direct debit transactions.
Intermediary PSP	An PSP which is neither that of the Creditor nor that of the Debtor and which participates in the execution of a Collection.
Internal Rules	The SEPA Payment Scheme Management Rules, as set out in ANNEX II of this Rulebook, and as amended from time to time.
Inter-PSP Business Day	Defined in section 4.3.

Term	Definition
Issues or Complaints of scheme-wide Importance	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.
Loss	Defined in section 5.7.
Major Incidents	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[5] 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.
Mandate	Defined in section 4.1.
Original Amount	Original ordered amount for each Collection, as specified by the Creditor to the Creditor PSP.
Participant	An entity accepted to be part of the Scheme in accordance with section 5.4 of the Rulebook.
Payment Account	An account held in the name of one or more Payment Service Users or by a PSP which is used for the execution of payment transactions and having an IBAN as Payment Account identifier.
Payment Scheme Management Board (PSMB)	The EPC body that is responsible for performing the functions of management and evolution of the EPC SEPA payment schemes.
Payment Service User	A natural or legal person making use of a payment service in the capacity of payer, payee, or both. Such person can take up the role of Debtor and/or Creditor under the Scheme.
Payment Services Directive	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).
Pre-notification	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.

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[5] As defined in the ECB's "Harmonised oversight approach and oversight standards for payment instruments"

Term	Definition
PSP	Any 'Payment Service Provider' as defined in PSD2 that is eligible to participate in the Scheme in accordance with Rulebook section 5.4.
PSU	Payment Service User.
Purpose of the Collection	Defined in section 4.8.29.
Reachability	Reachability is the concept that all Payment Accounts in SEPA are accessible for the receipt of direct debits in the Scheme.
Refusals	Defined in section 4.4.
Regulation on Information accompanying Transfers of Funds	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.
Rejects	Defined in section 4.4.
Remittance Information	Information supplied by the Creditor in the direct debit collection and transmitted to the Debtor in order to facilitate the payment reconciliation.
Request for Cancellation	Defined in section 4.4.
Returns	Defined in section 4.4.
Reversal	Defined in section 4.4.
Revocation	Defined in section 4.4.
Risk of scheme-wide Importance	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.
R-transactions	Direct debit Transactions that result in exception processing are referred to as 'R-transactions'.
Scheme	The SEPA Direct Debit Business-to-Business Scheme.
SEPA	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 [12]).
SEPA Credit Transfer Scheme	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.
SEPA Credit Transfer Scheme Rulebook	The Rulebook setting out rules and business standards for the SEPA Credit Transfer Scheme.
SEPA Direct Debit B2B	A SEPA Direct Debit B2B is the payment instrument governed by the rules of the SEPA Direct Debit Business to Business Scheme for making direct debit payments in euro throughout SEPA from Payment Accounts to other Payment Accounts.
SEPA Direct Debit B2B Scheme	See 'SEPA Direct Debit Business-to-Business Scheme'.

Term	Definition
SEPA Direct Debit Business-to-Business Scheme	The SEPA Direct Debit Business-to-Business Scheme is the payments scheme for making direct debits across SEPA by Creditors to Business Debtors, as set out in the SEPA Direct Debit Business-to-Business Scheme Rulebook.
SEPA Direct Debit Business-to-Business Scheme Rulebook	The Rulebook setting out rules and business standards for the SEPA Business to Business Direct Debit Scheme.
SEPA Direct Debit Core	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.
SEPA Direct Debit Core Scheme	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.
SEPA Direct Debit Core Scheme Rulebook	The Rulebook setting out rules and business standards for the SEPA Direct Debit Core Scheme.
SEPA Regulation	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').
SEPA Scheme	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.
SEPA Scheme Management	SEPA Scheme Management denotes the administration, compliance and development functions in relation to a SEPA Scheme.
Settlement	An act that discharges obligations with respect to the transfer of Funds between Creditor PSP and Debtor PSP.
Settlement Cycle	The time taken to achieve Settlement.
Settlement Date	The date on which obligations with respect to Funds transfer between Debtor PSP and Creditor PSP are discharged.
Supporting Documentation	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.
TARGET Calendar	Defined in section 4.3.
Terms and Conditions	The general Terms and Conditions that a Participant has with its Business Payment Service Users (and which may contain dispositions about their rights and obligations related to B2B Scheme-debits. These dispositions may also be included in a specific agreement, at the Participant's choice).
Time Cycle	This describes the time constraints of a process in terms of days per key process step.
Transaction Type	Defined in section 4.8.7.
Unauthorised Transaction	Defined in section 3.2.

ANNEX I   SEPA Direct Debit B2B Adherence Agreement

This is included as an example only.

The definitive version is to be found on the EPC Website as part of [9]

SEPA Direct Debit Business to Business 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 Business to Business Direct Debit 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 Business to Business Direct Debit 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 and 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 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   Signed by

---   --

Name/Position ---------------------------------   Name/Position ---------------------------------
Date of signature -----------------------------   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.

ANNEX II   SEPA Payment Scheme Management Rules

SEPA 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 SEPA Credit Transfer and Direct Debit 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 v4.4) in light of the outcome of the 2022 SEPA payment scheme rulebook change management cycle for the 2022 change request item #25.

As of 25 April 2023, the SMB is renamed into the PSMB (Payment Scheme Management Board). A new composition formula is applied for allocating the seats of scheme participant related PSMB members. Also, more seats will be reserved for the scheme participant related PSMB members.

0.   Document Information

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

1. Rules for the administration and compliance functions of SEPA Payment Scheme Management.

2. Rules for the maintenance, development and evolution function of SEPA 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 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 SEPA 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 SEPA 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 SEPA 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 SEPA 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 SEPA 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.

SEPA 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 throughout SEPA (these are 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), 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 and the SEPA Direct Debit Business to Business 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.

The SEPA 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   SEPA Payment Scheme Management

Introduction

SEPA 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 SEPA 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.

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 SEPA 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 SEPA 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 SEPA 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 Forum)

- Interaction with Clearing and Settlement Mechanisms and other technical providers (Scheme Technical Forum)

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

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 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 SEPA 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 SEPA 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 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 SEPA 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 SEPA 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 SEPA 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 SEPA 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 SEPA 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).[1] 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[2] 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;

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

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[1] 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

[2] The Eurosystem's oversight standards for payment schemes are published on the website www.ECB.Europa.eu

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 SEPA 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 SEPA 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 SEPA payment and/or payment-related scheme participants and/or their end-users technical services facilitating the processing of SEPA 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 SEPA 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
(payment Scheme) Rulebooks	Cover the SEPA Credit Transfer Scheme Rulebook, the SEPA Instant Credit Transfer Scheme Rulebook, the SEPA Direct Debit Core Scheme Rulebook and the SEPA Direct Debit Business to Business Scheme Rulebook.
(payment) Scheme	Each of the SEPA Direct Debit Schemes and each of the SEPA Credit Transfer Schemes.
Additional Optional Services	Complementary features and services based on the Schemes, as described in more detail in the Rulebooks.
Adherence Agreement	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.
Admission Date	A date specified for admission to one of the Schemes for a group of successful applicants.
BIC	*See 'Business Identifier Code'.*
Business Day	A day on which PSPs in the relevant jurisdiction are generally open for business with customers.
Business Identifier Code (BIC)	An 8 or 11 character ISO code assigned by SWIFT and used to identify a financial institution in financial transactions (ISO 9362).
Calendar Day	A Calendar Day means any day of the year.
Chair	Chair refers to the Chair of the PSMB.
Change Proposal	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.
Change Proposal Submission Document	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
Change Request	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.
Commencement Date	The date on which the EPC resolves to commence operation of the Scheme in accordance with section 5.1 of the Rulebooks.
CSMs	Clearing and Settlement Mechanisms.
Customer Banking Business Day	A Customer Banking Business Day is a day on which PSPs in the relevant jurisdiction are generally open for business with customers.
DRC	Dispute Resolution Committee.
EBA	European Banking Association.
ECSA	European Credit Sector Association.
EPC	The European Payments Council.
EPC By-Laws	The By-Laws of the European Payments Council, as amended from time to time.
EU	The European Union.
Event of Default	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.
IA	Impact Analysis.
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 otherwise affiliated with a Scheme Participant or its PSP communities, service providers or a payment services user group or user association.
List of Minor Changes	As defined in section 4.3 of these Rules.
LSG	EPC Legal Support Group.
Major Change	As defined in section 4.1.6 of these Rules.
Minor Change	As defined in section 4.1.6 of these Rules.

Term	Definition
NASO	National Adherence Support Organisation, as explained in section 3.2.2 of these Rules.
National Community	The Payment Scheme Participants from one and the same country.
NGC	Nominating and Governance Committee.
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.
Payment Services Directive	The EU Directive on payment services in the internal market, and any revision thereof.
PSEMWG	Payment Scheme Evolution and Maintenance Working Group.
PSMB	Payment Scheme Management Board.
PSP	Payment Service Provider.
Rules	These are the internal rules for Scheme Management set out in this document, as amended from time to time.
Scheme Participant	Is an entity that has adhered to one or more EPC SEPA Schemes in any capacity.
Secretariat	The EPC Secretariat.
SEPA	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.
SEPA Credit Transfer Scheme Rulebook	The Rulebook setting out rules and business standards for the SEPA Credit Transfer Scheme, as amended from time to time.
SEPA Credit Transfer Schemes	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.
SEPA Direct Debit Business to Business Scheme Rulebook	The Rulebook setting out rules and business standards for the SEPA Direct Debit Business to Business Scheme, as amended from time to time.
SEPA Direct Debit Core Scheme Rulebook	The Rulebook setting out rules and business standards for the SEPA Direct Debit Core Scheme, as amended from time to time.
SEPA Direct Debit Schemes	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.
SEPA Instant Credit Transfer Scheme Rulebook	The Rulebook setting out rules and business standards for the SEPA Instant Credit Transfer Scheme, as amended from time to time.

Term	Definition
SEPA payment Scheme	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.
SEPA Regulation	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.
SEPA Scheme Management	SEPA Scheme Management denotes the governance, development and compliance mechanisms in relation to a SEPA Scheme.
SEU MSG	Scheme End-User Multi-Stakeholder Group.
STP MSG	Scheme Technical Player Multi-Stakeholder Group.
Suggestion	A Suggestion is an idea for change to the Schemes, proposed to the PSEMWG.

ANNEX III   Risk Management

Risk Management

This document (EPC103-18) 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 Business-to-Business 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 B2B Rulebook 2021 Version 1.0

THIS ANNEX IS NOT A PART OF THE RULEBOOK AND IS INCLUDED IN THE RULEBOOK FOR INFORMATION PURPOSES ONLY

List of Changes in SDD B2B Rulebook 2023 version 1.0
Compared to 2021 versions 1.0, 1.1 and 1.2

Key:

Column one contains the Rulebook reference

Column two contains a description of the amendments

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 2023 version 1.0 compared to 2021 version 1.2

Reference	Description	Type
Entire Rulebook + Annex VII	Replacement of the term Customer by Payment Service User (PSU).	CHAN
Entire Rulebook + Annex VII	Use of a new attribute numbering structure. It aligns the attribute numbers of this Rulebook with the attribute numbers of all other SEPA payment scheme rulebooks. This change has a major impact on the sections 4.7 and 4.8.	CHAN
4.3.5	Addition of the sentence "..are determined by each Participant in accordance with applicable law and..".	CHAN
4.7.4 + Annex VII	Addition of the footnote pointing out that the word 'Customer' in this dataset must be read as 'Payment Service User' as defined in chapter 7 of the Rulebook.	CHAN
4.7.4	Sub-section 'Remarks': change the abbreviation C2B into Customer-to-PSP (C2PSP).	TYPO
4.7.7	Addition of the footnote pointing out that the word 'Customer' in this dataset must be read as 'Payment Service User' as defined in chapter 7 of the Rulebook.	CHAN
4.8	The introduction of this section outlines the new attribute numbering structure.	CHAN
4.8.1	The table of attributes lists all attributes with their new numbers.	CHAN
4.8.14	Renumbered attribute AT-E004: a second sentence has been added indicating that this attribute can be provided in a structured format. Also, it includes an important note specifying that the 2025 version of this Rulebook will prescribe the exclusive use of a structured address.	CHAN
4.8.18	The words 'payment account' are written with a first capital letter.	TYPO

Reference	Description	Type
4.8.20	Renumbered attribute AT-P005: a third sentence has been added indicating that this attribute can be provided in a structured format. Also, it includes an important note specifying that the 2025 version of this Rulebook will prescribe the exclusive use of a structured address.	CHAN
4.8.39	The last part of the first sentence '…being a Business Customer.' has been removed.	CHAN
5.7	Inclusion of a new obligation item numbered 21.	CHAN
5.8	Inclusion of a new obligation item numbered 18.	CHAN
7	The term 'Business Customer' is replace by 'Business Debtor'.	CHAN
7	Definition amendments for the terms 'Creditor' and 'Debtor'.	CHAN
7	Removal of the terms 'Customer' and 'Customer Account'.	CHAN
7	Inclusion of the terms 'Payment Account', 'Payment Service User', 'PSU' and related definitions.	CHAN
7	Term 'Reachability': replacement of 'Customer Accounts' by 'Payment Accounts' in the definition and removing the reference to 'Core'.	CHAN

Changes in 2021 version 1.2 compared to 2021 version 1.1

Reference	Description	Type
Annex II	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
Throughout the Rulebook	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
Annex II	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

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 SDD Core Scheme and the SDD B2B Scheme

This annex gives an overview of the major differences between the Core Scheme and the 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
1. On the refund right of the Debtor		
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 **not** 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 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 one 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 one 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 **five** Inter-PSP Business Days after the Settlement Date of the Collection.	The latest date for Settlement of the Return of a Collection is **three** Inter-PSP Business Days after the Settlement Date of the Collection.

Aspect	Core Scheme	B2B Scheme
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 Debtors 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.
4. Access for Debtors to the Scheme		
4.1 Payment Services Directive requirements	No Payment Services Directive issues as the Scheme provides a refund right for the Debtors	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 must be a non-consumer and should be allowed by the applicable national law to opt out of the Refund right defined by law.
5. Standards used		
5.1 XML standards	All datasets and attributes are identical, except: • The Scheme identification code (=Core) • References in the Rulebook to refunds.	All datasets and attributes are identical, except: • The Scheme identification code (=B2B)

Aspect	Core Scheme	B2B Scheme
		• Most of the references in the Rulebook to refunds are removed.
5.2 References to PR, PT, DS and AT elements	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   Inquiry Procedure for the Determination of Erroneous Scheme Transactions

Introduction

This document describes an Inter-PSP "Inquiry Procedure" in the **B2B Scheme** that can be used by the Debtor PSP upon receipt of a refund Request by the Debtor. The procedure will require the Creditor PSP to support the Debtor PSP in the investigation of such refund request. If the Creditor PSP finds elements of proof that the refund request was the result of its own errors or those of its Creditor client, the Inquiry Procedure may lead to a reimbursement of the Debtor PSP by the Creditor PSP.

The Inquiry Procedure is not an 'automatic' refund procedure. The procedure does not guarantee that the inquiry procedure will be followed by a Settlement for the refund of the inquired Collection by the Creditor PSP.

The B2B SDD Scheme excludes the right of refund for authorised transactions. On the other hand unauthorised transactions should not occur, due to the requirement for the Debtor PSP to check the existence of a B2B mandate. It is therefore expected that the use of the Inquiry Procedure will be restricted to exceptional cases.

In case a dispute arises between the Creditor PSP and the Debtor PSP which cannot be solved bilaterally, Participants may escalate the case to the CAC.

1   Context

The B2B Scheme differs from the SEPA Direct Debit Core Scheme ("**Core Scheme**") by:

(i)   excluding the usage of the Scheme by consumers;

(ii)   **excluding the Debtor's right of refund for authorised direct debit transactions and stating that refunds for unauthorised transactions fall outside the scope of the B2B Scheme**;

(iii)   obliging the Debtor PSP to check the status of the Debtor as a "consumer" or "non consumer" in accordance with criteria set out in the Payment Services Directive;

(iv)   requiring the Debtor PSP to check Mandate data against Collection data received before debiting the Debtor's account;

(v)   requiring the Creditor PSP to submit the direct debit transactions within a D-1 timeframe (where D equals Due Date, as well as Settlement Date (in normal time frame) and Debit Date of the Debtor's Account);

(vi)   and requiring the Debtor PSP to process direct debit Returns within a D+3 timeframe (where D equals Due Date, as well as Settlement Date (in normal time frame) and Debit Date of the Debtor's Account).

In view of the above, the B2B Scheme introduces additional obligations for the Debtor PSP, which has to assume responsibility for checking the status of the Debtor as well as for checking the Mandate data against the Collection data received. These obligations are part of the B2B Scheme rules to which the Debtor PSP has to adhere.

On the Creditor side, the Creditor PSP adheres to the rules specified in the B2B Scheme and implements its own risk management checks to protect the Scheme.

Due to these rules, the B2B Scheme limits the risk for the Participants. Nevertheless, situations may occur where the Debtor PSP could be at risk during 13 months after the debit date when a Debtor disputes a Collection and asks the Debtor PSP for reimbursement of Collections according to articles 71, 72, 73 and 89 of the Payment Services Directive.

The purpose of this Annex is to describe these situations and to provide an "inquiry procedure" to the Participants. This procedure defines additional obligations for the Participants:

The Debtor PSP is free to initiate the Inquiry procedure for requesting information from the Creditor PSP.

The Creditor PSP must accept to execute the procedure under the Scheme rules, i.e. upon receipt of a request for information, the Creditor PSP is obliged to reply to the Debtor PSP.

2   Description of the situations

Notwithstanding the requirement of the Rulebook that Creditor PSPs should apply the principle of 'know your customer', and notwithstanding the ability of Debtor PSPs to take appropriate measures to avoid liability for refunds, it is possible that a Creditor initiates Collections under the B2B Scheme which are incorrect and may result from:

- Fraudulent actions by the Creditor or its employees;

- Erroneous behaviour by the Creditor or its employees;

- Material errors made by the Creditor or its employees;

- Any erroneous action by the Creditor or its employees.

These actions result in the presentation of Collections which are not due by the Debtor and which should not have been presented to the Debtor PSP.

As long as the mandate is applicable, such a Collection can be considered as incorrectly executed.

2.1 Debtor's dispute due to an incorrectly executed transaction (article 89)

When the Creditor PSP, resulting from an error made by the Creditor PSP or by the Creditor, puts in duplicate Collections for a single payment, the Debtor may obtain from the Debtor PSP a refund for the duplicate amount debited from his account. The Debtor PSP may not always be able to determine with certainty by its own means if transactions are duplicates. The Debtor PSP needs to be able to investigate on these transactions and to try to recover the amount of the duplicate transaction from the Creditor PSP. The Creditor PSP may under certain circumstances recover from the Creditor.

It seems to be impossible to provide an exhaustive definition of a duplicate Collection but the Debtor PSP could use the following as a guidance:

- When a transaction has the same Amount and the same Due Date as another transaction, it is **strongly presumed** to be a duplicate Collection.

- When a transaction has the same Amount as another transaction and Due Dates which are very close in time, there **could be a presumption** of duplicate Collections.

From a banking perspective, errors made by Creditors on the amount or on due date cannot result in incorrectly executed transactions by Debtor PSPs because amount and due date are not part of the Mandate. Such transactions are authorised because they are

executed based on a correct mandate. Therefore, they cannot be refunded in the B2B Scheme.

2.2 Debtor's dispute due to a fraudulent transaction

Neither the Creditor PSP, nor the Debtor PSP will be able to check before the execution that a transaction is fraudulent (in case of a valid mandate).

The Debtor may consider the transaction as fraudulent and therefore may claim a refund to the Debtor PSP.

The Debtor PSP needs to rely on an alert mechanism in case of suspicion of fraud. In that case, the Creditor PSP of a suspected fraudulent creditor needs to immediately investigate towards the Creditor.

In addition, the Creditor PSP should take care to avoid an excessive proportion of Rejects and Returns in respect of Collections in relation to a given Creditor.

3   Proposed procedure

Step 1 – Debtor Initiates a request for a refund to the Debtor PSP in case of a wrongly executed or fraudulent transaction	
Description	This procedure applies for defective executed or fraudulent transactions notified by the Debtor to the Debtor PSP, based on the articles 73 or 89 of the Payment Services Directive.
Starting day/time	After the debit date.
Duration	13 months after the debit date.
Information Input	The details of the executed Collection and any supporting evidence for the claim.
Information Output	The claim with the supporting evidence.

Step 2 – The Debtor PSP launches the inquiry procedure with the Creditor PSP	
Description	The Debtor PSP must examine the request received from the Debtor and must decide to accept or to reject the request.
	When accepted, the Debtor PSP may contact the Creditor PSP to request information on the collection disputed by the Debtor.
	The accepted technical channels for sending the request are the following:
	1. The suitable SWIFT message as the default option
	2. e-mail with formatted template
	3. Fax transmission with formatted template
	4. Any other means agreed between the Debtor PSP and the Creditor PSP

	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.
Starting day/time	After Step 1
Duration	Maximum 4 Banking Business Days between receiving the request from the Debtor and sending the request to the Creditor PSP.
Information Input	The claim with the requested information related to the executed transaction.
Information output	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.

Step 3 – Creditor PSP investigates the request for information

Description	The Creditor PSP receives the request message from the Debtor PSP.
	Depending on the situation, the Creditor PSP might be in a position to provide the requested information.
	The Creditor PSP must reply to the Debtor PSP.
	• Either the Creditor PSP recognises that a reimbursement is justified. The Creditor PSP will agree bilaterally with the Debtor PSP how to settle the reimbursement This could be undertaken through a Reversal, a Return, a transfer of fund or any other solution.
	• Or the Creditor PSP provides information as requested by the Debtor PSP and forwards proof of the correct execution of the collection.
	In both cases, the Creditor PSP may decide to contact the Creditor before replying to the Debtor PSP.
Starting day/time	After Step 2.
Duration	Maximum 3 Banking Business Days if the Creditor PSP does not contact the Creditor. Maximum 10 Banking Business Days if the Creditor PSP needs to contact the Creditor.
Information Input	The original request message from the Debtor PSP as described in DS-08 or in DS-09.
Information Output	reimbursement or reply to the Debtor PSP by sending a message as described in DS-08 or in DS-09.

Step 4 – The Creditor investigates the request for information and provides a Response.

Description	When requested by the Creditor PSP, the Creditor must investigate the request, and responds to the Creditor PSP with appropriate information.
	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 respond to the Debtor PSP.
	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.
Starting day/time	After Step 3.
Duration	Maximum 7 Banking Business Days.
Information Input	The information request in a technical channel agreed with the Creditor PSP.
Information Output	The elements of proof of the correct execution.

Step 5 –Debtor PSP acknowledges the reply

Description	After the receipt of the answer from the Creditor PSP, the Debtor PSP may receive from the Creditor PSP a notification of the proposed way to settle a reimbursement or a reply with information proving that the transaction was correctly executed.
	The Debtor PSP may contact the CAC:
	• If the Creditor PSP has not replied within 20 Banking Business Days following the request
	• Or if the reply is not satisfying the Debtor PSP and bilateral discussion has not achieved a result acceptable to both parties.
Starting day/time	After Step 4.
Duration	20 Banking Business Days after the request (Step 1).
Information Input	The initial claim, the response with supporting information received from the Creditor and/or the Creditor PSP.

Step 6 – Creditor Handles the dispute on a refund for a defective executed Transaction

Description	If the Creditor does not agree with the refund claimed by the Debtor, he may have to contact the Debtor to handle the claim, outside the Scheme.
Starting day/time	After Step 4
Duration	Out of scope of the scheme

Information Input	The original request message from the Debtor PSP as described in DS-08 or in DS-09.

ANNEX VII   E-Mandates

Contents

0   Introduction

The 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 mandates created through the use of electronic channels (called 'e-Mandates') to the Scheme. Non-electronic SEPA Direct Debit mandates issued under the rules of the Scheme are referred to in this Annex as 'paper mandates'.

The description of the e-Mandate feature is contained in the following documents:

- This Annex of the Scheme Rulebook, containing the service description of an e-Mandate solution.

- The appropriate ISO 20022 XML message standards for e-Mandate messages defined as a separate document [10].

This Annex does not include rules regarding the non–payment-business aspects of e-Mandates, such as:

1. a governance model and the roles/responsibilities of the service providers

2. adherence and acceptance of service providers

3. 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 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 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 Scheme. The 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 Scheme

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 Payment Service Users 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 Scheme

d)   Creditor PSPs can offer additional services to their Payment Service Users 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 Scheme in the role of Debtor PSP. 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 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 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 SDD Rulebook.

These new parties will be bound by a number of new specific relationships:

i)   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.

ii)   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.
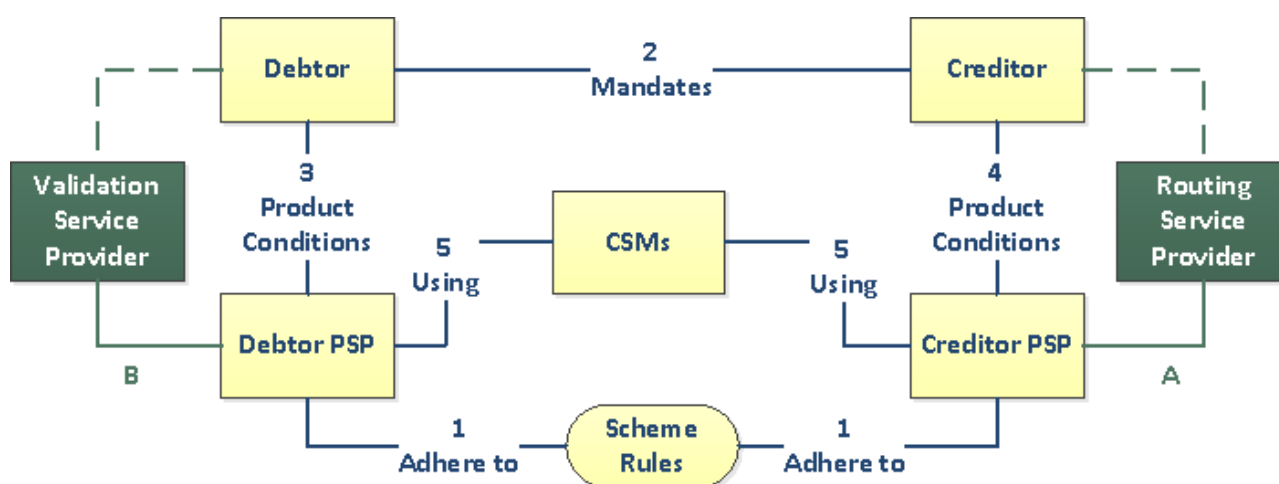
Figure 1: Four corner model: the actors and the new parties, the service providers

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 Scheme Rulebook in cases where e-Mandates are used.
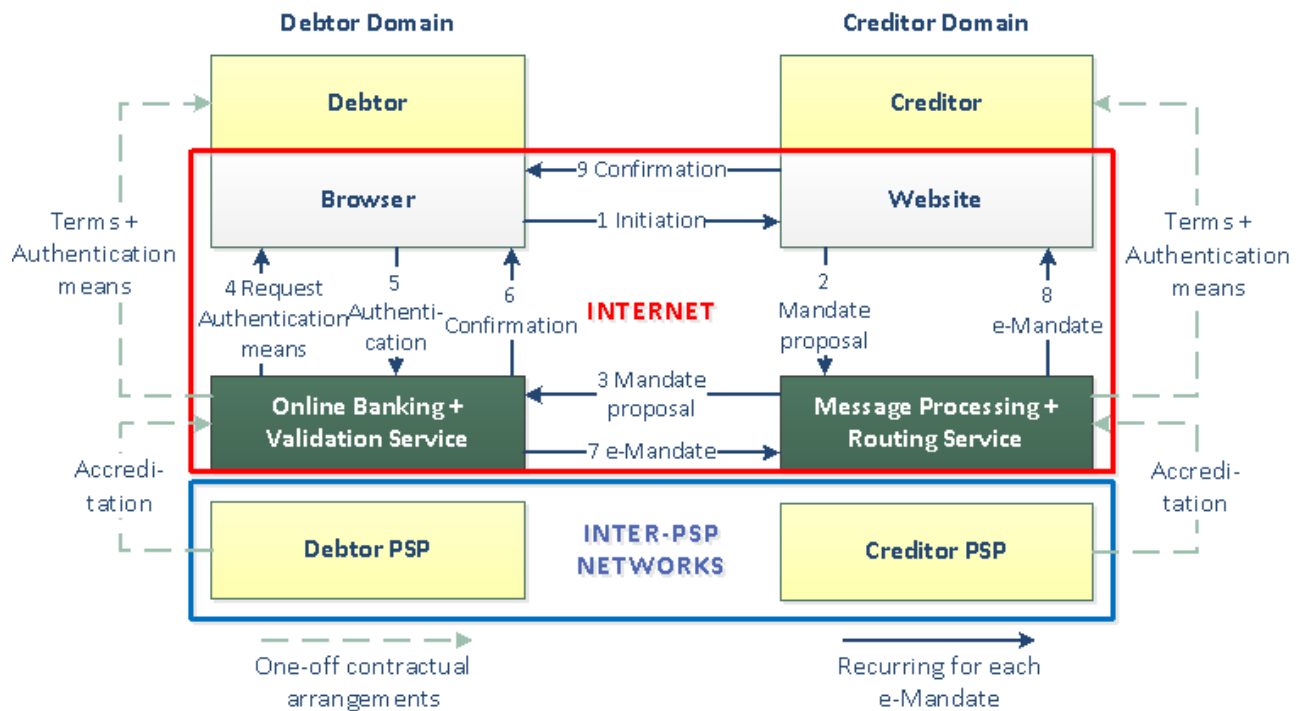
Figure 2: Operational model – e-Mandate process

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 relates to 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. Debtor PSPs can also use the validation step to collect the checking instructions from the Debtor by suggesting possible Debtor PSP terms. This could be considered to satisfy the requirement specified in section 4.1 of the SDD B2B Rulebook.

When the Debtor (according to the agreement between the Debtor and the Debtor PSP) needs to be represented by more than one physical person[1] in relation to the Debtor PSP, the validation service refers to the validation of the correct use of the appropriate authentication means of each person in possession of a form of authorisation (such as a power of attorney) from the Debtor to sign the Mandate on his behalf together with the other authorised person(s). The Scheme allows an open window to collect all authorizations. The Rulebook refers to 'the Debtor' even when multiple authorised persons are required.

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, which are described in more detail in the E-Operating Model:

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:

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[1] Reference to person(s) in section 4 are to the physical person(s) representing the Debtor.

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. 5a) The Validation Service verifies the authorization

   5b) The Validation Service 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.

7. In the multiple authorization option there are two possibilities:

- The necessary personnel to give authorization are all present and will give their authorization in the same session. This means that step 4 and 5 will have to be repeated until all of the necessary authorizations have been collected.

- The necessary personnel to give authorization are not able to give their authorization in the same session. This means that step 4 and 5a will have to be repeated until the necessary authorizations are collected. In this case there are some extra steps in the process required. Before continuing with step 5b, the Validation Service will have to give the Validation Service e-Mandate Proposal Reference Number to the Debtor along with the e-Mandate data and a link to the Creditor Website. The Creditor will receive the Validation Service e-Mandate Proposal Reference Number and it will pass this to the Debtor. This Validation Service e-Mandate Proposal Reference Number will give the Debtor the possibility to initiate / continue the session on the validation service at a later time until the necessary missing authorization is given. The operational model can continue from step 5b onwards, when all the authorizations necessary for authentication have been provided.

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). In the case of multiple authorisations the Debtor not allowed to make any further changes to the e-Mandate proposal after the first authorization has been given in step 4.

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 can be 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, unless the Debtor needs multiple authentications and the required physical persons are not present. In this case, the Debtor is invited to complete the e-Mandate proposal by giving the necessary authorizations in the time window which is communicated by the Creditor to the Debtor.

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 and 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 the 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 anymore. 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 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 Scheme under paper Mandates, the rules do not differ for Collections under e-Mandates (as described in sections 4.2 and 4.4, of the Rulebook).

4.3   Timelines for Collections

The timelines of the Scheme Collection process are maintained.

4.5   Process Descriptions

The following processes are amended or added to the Scheme when e-Mandates are used:

PR-02 (amended)	Amendment of the Mandate
PR-03 (amended)	Cancellation of the Mandate
PR-04 (amended)	Collection of the Direct Debit Collection (covering both correct transactions and R-transactions arising from the processing of a Collection)
PR-06 (amended)	Obtain a copy of an e-Mandate
PR-07 (new)	Issuing of the e-Mandate
PR-08 (new)	Amendment of the e-Mandate
PR-09 (new)	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 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 the case of the 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 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)

All the process steps remain unchanged, on the basis that all references to Mandates should be understood as references to e-Mandates.

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.

PT-07.01	The Debtor uses an electronic channel made available by the Creditor for the completion of an e-Mandate proposal.
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 Debtor PSP.
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.
PT-07.03bis	Multiple authentications necessary for authorization of the e-Mandate proposal
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 mandate proposal of the Debtor back to the electronic channel of the Creditor.
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 Scheme Rulebook).
PT-07.06	After PT-07.04 or after PT-07.05, the Debtor PSP may (optionally) use this information for offering AOS to the Debtor.
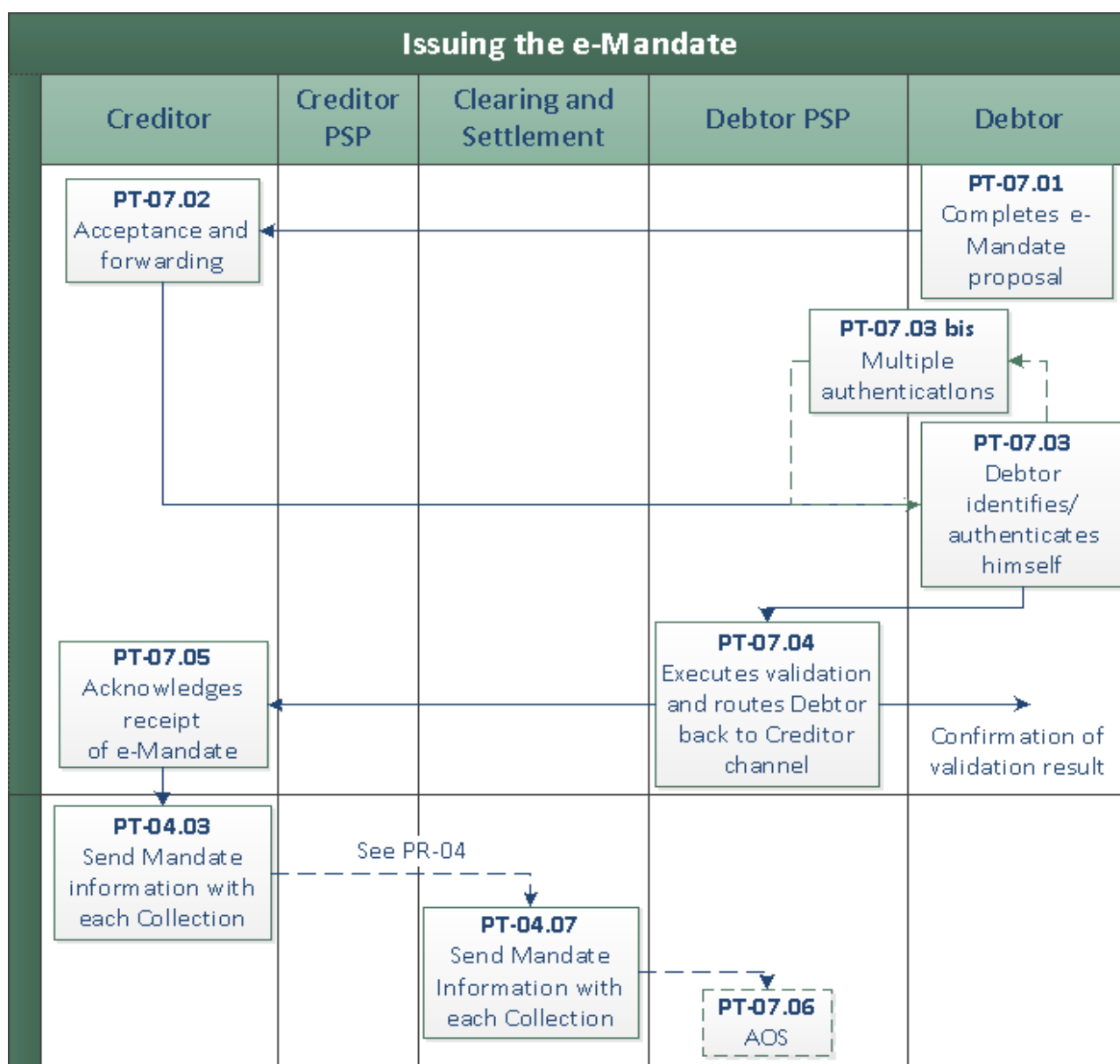
Figure 3: PR07 – Issuing the e-Mandate

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 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.

| PT-08.01	The Debtor uses an electronic channel made available by the Creditor for the completion of the proposal for the Mandate amendment.
PT-08.02	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.
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.
PT-08.03 bis	Multiple authentications needed for authorization of the e-Mandate amendment request.
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.
PT-08.05	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 SDD Rulebook).
PT-08.06	After PT-08.04 or after PT-08.05, the Debtor PSP may (optionally) use this information for offering AOS to the Debtor (while respecting the normal time-cycle for recurrent Collections).
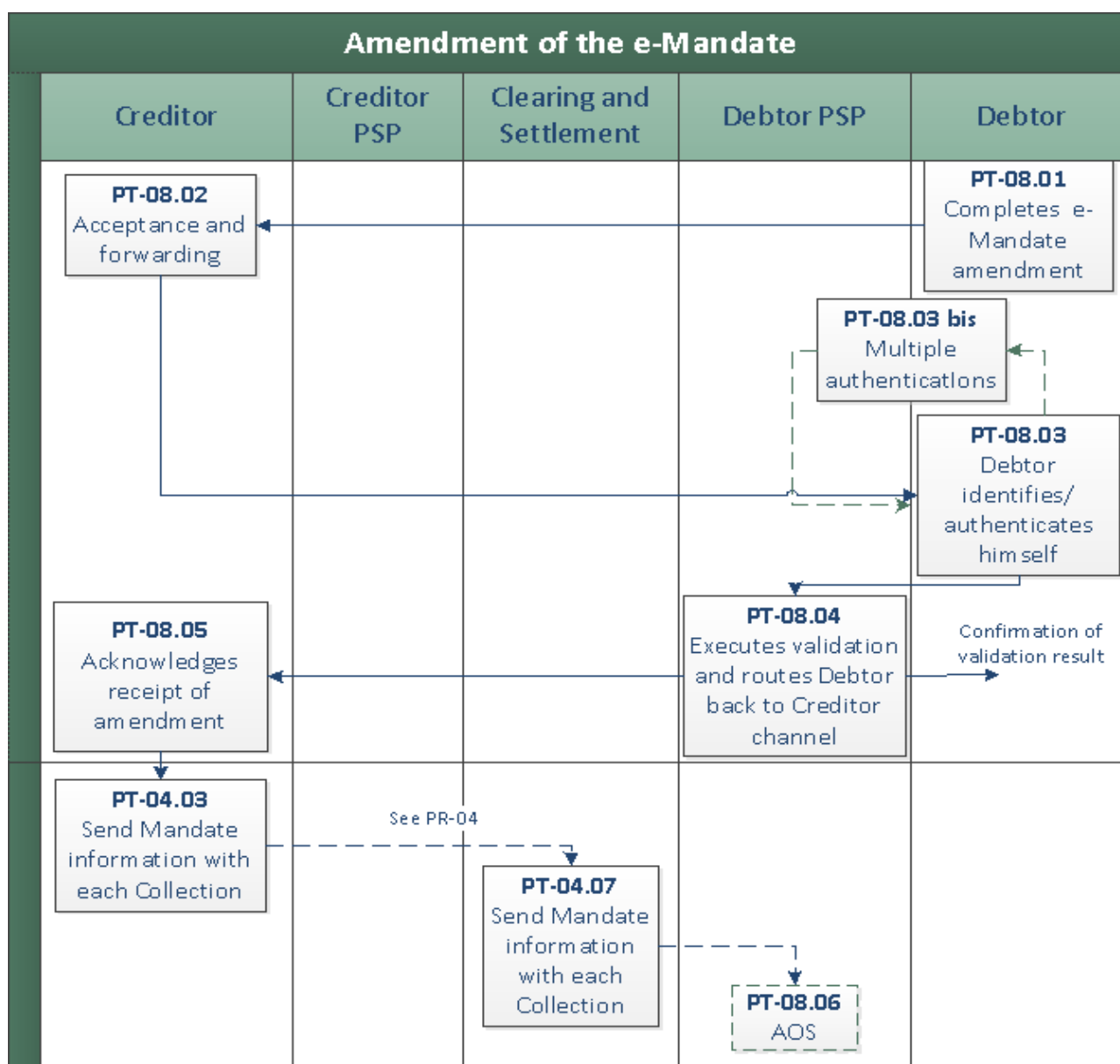
Figure 4: PR08 – Amendment of the e-Mandate

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 Scheme rulebook.

PT-09.01	The Debtor may use an electronic channel made available by the Creditor for the completion of the Mandate cancellation.
PT-09.02	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.
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.

PT-09.03 bis	Multiple authentications necessary for authorization of the e-Mandate cancellation request.
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.
PT-09.05	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 SDD Rulebook).
PT-09.06	After PT-09.04 or after PT-09.05, the Debtor PSP may (optionally) use this information for offering AOS to the Debtor.
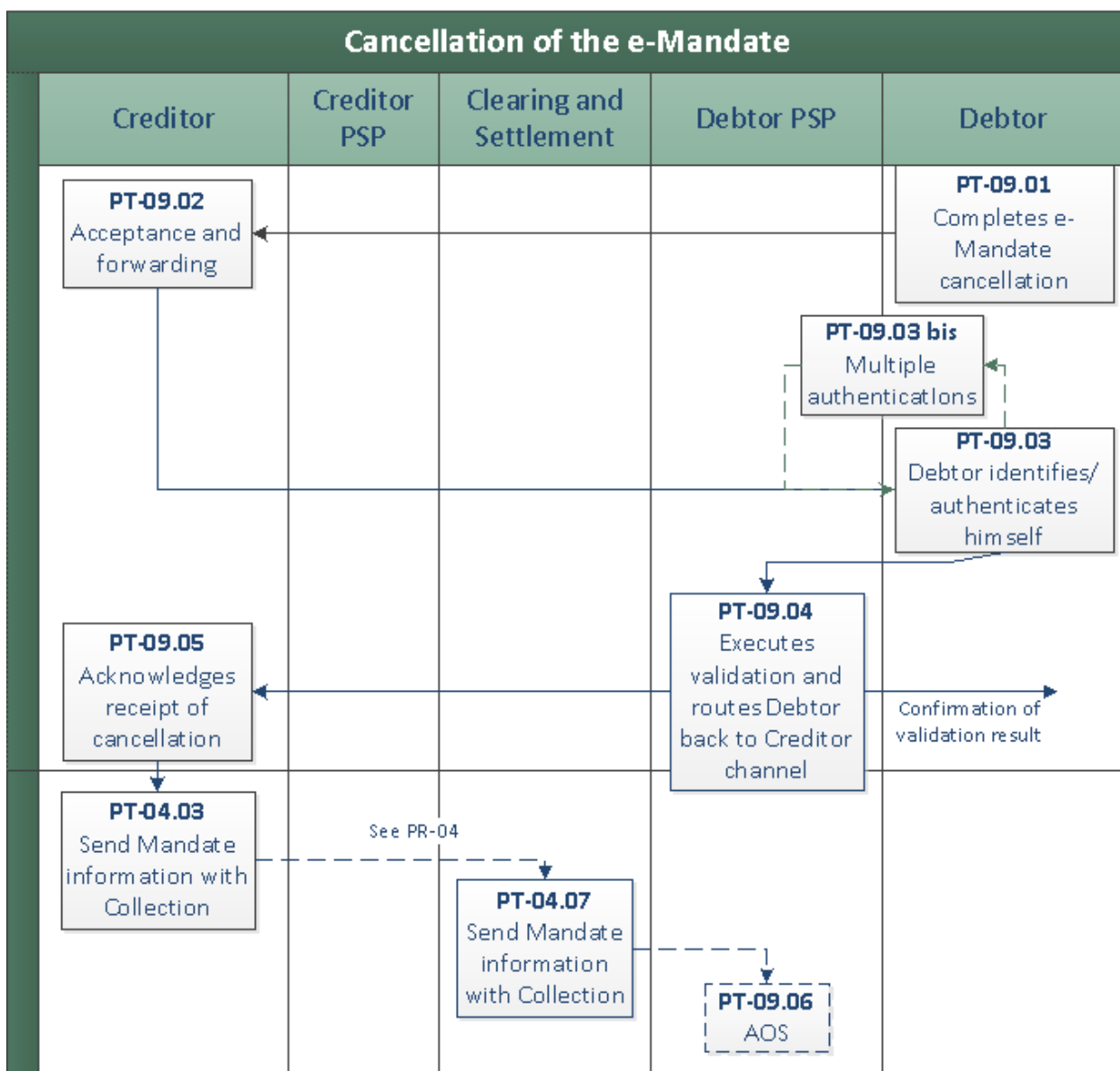
Figure 5: PR09 – Cancellation of the e-Mandate

4.6   Description of the Process Steps

4.6.6   Obtain a copy of a 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	

Description	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.
	
	The accepted technical channels for sending the request are the following:
	
	    1. The suitable SWIFT message as the default option
	
	    2. E-mail with formatted template
	
	    3. Fax transmission with formatted template
	
	    4. Any other means agreed between both parties, the Debtor PSP and the Creditor PSP
	
	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.

Starting day/time	At any moment, when a Debtor and/or a Debtor PSP identify the need to receive a copy of an e-Mandate
Duration	No limit for the Scheme

Information Input	The request as described:
	
	    • For the SWIFT message: in DS-10
	    • For the e-mail and for the fax: in DS-11

PT-06.02 – Creditor PSP forwards the request to the Creditor	
Description	The Creditor PSP receives the request for the e-Mandate data and forwards it to the Creditor.
Starting day/time	After the previous step.
Duration	Maximum 3 Banking Business Days
Information Input	The original request message from the Debtor PSP as described in DS-10 or in DS-11.
Information Output	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	
Description	The Creditor provides a copy of the requested e-Mandate data, and takes one of the following actions: 1. Send a copy of the requested e- Mandate 2. Indicate why a copy cannot be provided The response must be sent to the Creditor PSP by using a technical channel agreed between the Creditor PSP and the Creditor. 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.
Starting day/time	On receipt of the request.
Duration	Maximum 7 Banking Business Days
Information Input	The request in a technical channel agreed with the Creditor PSP.
Information Output	• Either the copy of the requested e-Mandate, • 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).

PT-06.04 – Creditor PSP sends the copy of the requested e-Mandate data to the Debtor PSP	
Description	After the receipt of the response from the Creditor, the Debtor PSP may use the e-Mandate copy for the intended use.
Starting day/time	After the receipt of the response to the request for a copy of an e-Mandate
Information Input	The response containing the copy of the e-Mandate or other supporting information received from the Creditor.
Information Output	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.	

Description	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.

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.

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.

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 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. |
| | If the Creditor does not need to use the attributes "AT-E007 The name of the Creditor reference party", "AT-E010 The identification code of the Creditor Reference party", "AT-P006 The name of the Debtor Reference party" and "AT-P007 The identification code of the Debtor Reference Party", he does not need to present these attributes in the template based on DS-01.

The following data must be completed by the different parties in the e-Mandate template based on the layout presented in DS-01: |
| | a. **By the Creditor:**

• M001 The unique Mandate reference

• E001 The name of the Creditor

• E004 The address of the Creditor

• E005 The identifier of the Creditor

• E007 The name of the Creditor reference party (optional)

• E010 The identification code of the Creditor Reference party (optional)

• T001 The identification code of the SEPA Business to Business Direct Debit Scheme, represented by the wording 'SEPA Business to Business Direct Debit Mandate' |

	b. By the Debtor:
	• M007 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)
	• P001 The name of the Debtor
	• P004 Debtor identification code (optional)
	• P005 The address of the Debtor
	• P006 The name of the Debtor Reference party (optional)
	• P007 The identification code of the Debtor Reference Party (optional)
	• D002 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)
	• 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)
	• It should also be mentioned that, after the Debtor having ticked this box, no further changes may be made to the e-Mandate proposal.
	c. By the Creditor or the Debtor (depends on the party making the choice as part of the logic of the underlying business contract)
	• M003 The identifier of the underlying contract
	• M006 The Transaction Type (only the values 'one-off' or 'recurrent' are allowed)
	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.
Starting day/time	At the initiative of the Debtor, by using the channel made available by the Creditor.
Closing day/time	Immediately after the starting time (instantly).
Information Output	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.

Description	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. 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.
Starting day/time	After PT-07.01 in real time connection.
Closing day/time	Instantly after the starting time.
Information Input	The e-Mandate proposal template.
Information Output	The e-Mandate proposal message after approval by the Creditor.
Remarks	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.

Description	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. 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. The e-Mandates optional Scheme offers the possibility, if needed, to use multiple authorizations in the e-Mandate proposal (see PT-07.03bis). These multiple authorizations will occur in a time window to allow necessary additional authorizations for the e-Mandate proposal.

	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 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 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.
	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:
	- 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 - the Debtor PSP may propose an account, for which the Debtor is authorised to give access to the account specified - 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
	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.
Starting day/time	Instantly after PT-07.02.
Information Input	The e-Mandate proposal message (DS-12) and the data entered by the Debtor.
Information Output	The e-Mandate proposal message completed with the decision of the Debtor PSP, if multiple authentications is not used. See PT-07.03bis for Multiple Authentications.

PT-07.03bis – Multiple authentications necessary for authorization of the e-Mandate proposal.	
Description	A Debtor PSP offering this 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.
	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 e-Mandate feature is used.
	In the multiple authentication option, there are two possibilities:
	• The required persons to give authorization are all present and will give authorization immediately in the same session.
	• The required persons to give authorization are not able to give their authorization in the same session. In this case there are some extra steps in the process required. Before continuing with PT-07.04, the Validation service will have to inform the Debtor with the Validation Service e-Mandate Proposal Reference Number along with the e-Mandate data and a link to the Creditor Website. The Creditor will receive the Validation Service e-Mandate Proposal Reference Number and it will pass this to the Debtor. This Validation Service e-Mandate Proposal Reference Number will give the Debtor the possibility to initiate / continue the session with the Validation Service later until the necessary missing authorization is given. When all the authorizations necessary for authentication have been provided, the operational model can be continued from PT-07.04 onwards.
Starting day/time	Same time as PT-07.03, if multiple authentications are needed
Information Input	The e-Mandate proposal message (DS-12) and the data entered by the Debtor.
Information Output	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.

Description	The Debtor PSP must execute the validation service as follows:

- decide on whether the authentication means have been correctly used

- 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

- 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

- 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.

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.

The result of the validation service can be:

- Either a negative response to the validation request made, if any of the checks mentioned above fail.

- Or a positive response to the validation request made when all the checks mentioned above are successfully executed with a positive result.

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:

- M013 The reference of the validation made by the Debtor PSP

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:

	• The Account Number of the Debtor (IBAN) • BIC Code of the Debtor PSP • The Identification Code of the Scheme • The Unique Mandate Reference (if provided) • The Identifier of the Creditor • The Name of the Creditor • The Transaction Type • 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) 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.
Starting day/time	Instantly after PT-07.03.
Information Output	The validation message as described in DS-13.
Remarks	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 SDD Rulebook).	

Description	The Debtor PSP must forward the e-Mandate proposal after validation to the Creditor through the same channel. When the validation service described in PT-07.04 involves the presence of more than one physical person for the authentication, this step, in which the Debtor PSP communicates the result of the validation through the Creditor's PSP routing service up to the Creditor, may follow the validation step at a later stage and not instantly after the execution of the validation of the first person involved. 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.

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.

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 SDD Rulebook. |
|---|---|
| Information Input | The validation message as described in DS-13. |
| Information Output | The dematerialised Mandate dataset (DS-02 in the SDD Rulebook) including the specific elements for e-Mandates.

The confirmation message to the Debtor PSP (this is a technical message for which no specific business requirements are defined). |

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.

| Description | 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.

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.

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.

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 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. |
|---|---|

If the Creditor does not need to use the attributes "AT-E007 The name of the Creditor reference party", "AT-E010 The identification code of the Creditor Reference party", "AT-P006 The name of the Debtor Reference party" and "AT-P007 The identification code of the Debtor Reference Party", it does not need to present these attributes in the template based on DS-01.

The following data must be completed by the different parties in the e-Mandate amendment template based on the layout presented in DS-01:

a. By the Creditor: (to be taken from the existing Mandate being amended)

- E001 The name of the Creditor

- E004 The address of the Creditor

- E005 The identifier of the Creditor

- E007 The name of the Creditor Reference Party (optional)

- E010 The identification code of the Creditor Reference party (optional)

- T001 The identification code of the SEPA Direct Debit Business-to- Business Scheme, represented by the wording 'SEPA Business to Business Direct Debit Mandate'

b. By the Debtor: (the attributes subject of the amendment need to be introduced)

- P001 The name of the Debtor (optional)

- P004 Debtor identification code (optional)

- P005 The address of the Debtor

- P006 The name of the Debtor Reference Party (optional)

- P007 The identification code of the Debtor Reference Party (optional)

- D002 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)

- 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)

- 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.

	c. By the Creditor or the Debtor (depends on the option taken by the Creditor on the identifier to be used by the Debtor for identifying the Mandate to be amended) • M001 The unique Mandate reference (can be made mandatory by a decision of the Creditor) • M003 The identifier of the underlying contract (can be made mandatory by a decision of the Creditor) 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.
Starting day/time	At the initiative of the Debtor, by using the channel made available by the Creditor.
Closing day/time	Immediately after the starting time (instantly).
Information Output	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.	

Description	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. 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.
Starting day/time	After PT-08.01 in real time connection.
Closing day/time	Instantly after the starting time.
Information Input	The e-Mandate amendment request template.
Information Output	The e-Mandate amendment request message after approval by the Creditor.
Remarks	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.	
Description	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.

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.

The e-Mandates optional Scheme of offers the possibility, if needed, to use multiple authorizations in authenticating the e-Mandate amendment (see PT-08.03bis). These multiple authorizations will occur in a time window to allow necessary additional authorizations for the e-Mandate amendment.

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 Scheme Rulebook in section 4.7.2 DS-01 – The Mandate together with the 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.

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:

- 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
- The Debtor PSP may propose an account, for which the Debtor is authorised to give access to the account specified
- 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

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. |
| Starting day/time | Instantly after PT-08.02 |
| Information Input | The e-Mandate request message (DS-12) and the data entered by the Debtor. |

Information Output	The e-Mandate request message completed with the decision of the Debtor PSP, if Multiple Authorization are not required.

PT-08.03bis – Multiple Authorization needed for authorization of the e-Mandate amendment request.

Description	A Debtor PSP offering this 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.
	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 e-Mandate feature is used.
	In the multiple authentication option, there are two possibilities:
	• The required persons to give authorization are all present and will give authorization immediately in the same session.
	• The required persons to give authorization are not able to give their authorization in the same session. In this case there are some extra steps in the process required. Before continuing with PT-08.04, the Validation service will have to inform the Debtor with the Validation Service e-Mandate Amendment Reference Number along with the amended e-Mandate data and a link to the Creditor Website. The Creditor will receive the Validation Service e-Mandate Amendment Reference Number and it will pass this to the Debtor. This Validation Service e-Mandate Amendment Reference Number will give the Debtor the possibility to initiate / continue the session with the Validation Service later until the necessary missing authorization is given. When all the authorizations necessary for authentication have been provided, the operational model can be continued from PT-08.04 onwards.
Starting day/time	Same time as PT-08.03, if multiple authorizations are needed
Information Input	The e-Mandate proposal message (DS-12) and the data entered by the Debtor.
Information Output	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.

Description	The Debtor PSP must execute the validation service as follows:
	- decide on whether the authentication means have been correctly used - 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 - 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 - 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 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. The result of the validation service can be: - Either a negative response to the validation request made, if any of the checks mentioned above fail. - Or a positive response to the validation request made when all the checks mentioned above are successfully executed with a positive result. 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: - M013 The reference of the validation made by the Debtor PSP 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:

	• The Account Number of the Debtor (IBAN) • BIC Code of the Debtor PSP • The Identification Code of the Scheme • The Unique Mandate Reference (if provided) • The Identifier of the Creditor • The Name of the Creditor • The Transaction Type • 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) 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.
Starting day/time	Instantly after PT-07.03
Information Output	The e-Mandate amendment related validation message as described in DS-13.
Remarks	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 SDD Rulebook).

Description	The Debtor PSP must forward the e-Mandate amendment request after validation to the Creditor through the same channel. When the validation service described in PT-07.04 involves the presence of more than one physical person for the authentication, this step, in which the Debtor PSP communicates the result of the validation through the Creditor's PSP routing service up to the Creditor, may follow the validation step at a later stage and not instantly after the execution of the validation of the first person involved. 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.
	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.
	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 SDD Rulebook.
Information Input	The e-Mandate amendment related Debtor validation message as described in DS-13.
Information Output	The dematerialised Mandate dataset (DS-02 in the SDD Rulebook) including the specific elements for e-Mandates.
	The confirmation message to the Debtor PSP (this is a technical message for which no specific business requirements are defined).

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.

Description	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.
	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.
	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.
	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 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.

If the Creditor does not need to use the attributes "AT-E007 The name of the Creditor reference party", "AT-E010 The identification code of the Creditor Reference party", "AT-P006 The name of the Debtor Reference party" and "AT-P007 The identification code of the Debtor Reference Party", he does not need to present these attributes in the template based on DS-01.

The following data must be completed by the different parties in the e-Mandate template based on the layout presented in DS-01:

a. By the Creditor: (to be taken from the existing Mandate being cancelled)

- M001 The unique Mandate reference

- E001 The name of the Creditor

- E004 The address of the Creditor

- E005 The identifier of the Creditor

- E007 The name of the Creditor Reference Party (optional)

- E010 The identification code of the Creditor Reference Party (optional)

- T001 The identification code of the SEPA Business to Business Direct Debit Scheme, represented by the wording 'SEPA Business to Business Direct Debit Mandate'

b. By the Debtor:

- Only the decision on the cancellation must be introduced

- D002 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)

- 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)

- It should also be mentioned that, after the Debtor has ticked this box, no further changes may be made to the e-Mandate cancellation.

c. By the Creditor or the Debtor (depends on the option taken by the Creditor on the identifier to be used by the Debtor for identifying the Mandate to be amended)

- M001 The unique Mandate reference (can be made mandatory by a decision of the Creditor)

- M003 The identifier of the underlying contract (can be made mandatory by a decision of the Creditor)

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.

Starting day/time	At the initiative of the Debtor, by using the channel made available by the Creditor.
Closing day/time	Instantly after the starting time.
Information Output	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

Description	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. 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.
Starting day/time	After PT-09.01 in real time connection.
Closing day/time	Instantly after the starting time.
Information Input	The e-Mandate cancellation request template.
Information Output	The e-Mandate cancellation request message after approval by the Creditor.
Remarks	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.

Description	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. 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. The e-Mandates optional Scheme of offers the possibility, if needed, to use multiple authorizations in authenticating the e-Mandate cancellation (see PT-

	09.03bis). These multiple authorizations will occur in a time window to allow necessary additional authorizations for the e-Mandate cancellation.
	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 Scheme Rulebook in section 4.7.2 DS-01 – The Mandate together with the 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.
	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 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.
	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:
	• 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
	• the Debtor PSP may propose an account, for which the Debtor is authorised to give access to the account specified
	• 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
	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.
Starting day/time	Instantly after PT-09.02.
Information Input	The e-Mandate request message (DS-12) and the data entered by the Debtor.
Information Output	The e-Mandate request message completed with the decision of the Debtor PSP, if Multiple Authorization for authentication are not required.

PT-09.03bis – Multiple Authorizations necessary for authorization of the e-Mandate cancellation request.	
Description	A Debtor PSP offering this 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.
	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 e-Mandate feature is used.
	In the multiple authentication option, there are two possibilities:
	• The required persons to give authorization are all present and will give authorization immediately in the same session.
	• The required persons to give authorization are not able to give their authorization in the same session. In this case there are some extra steps in the process required. Before continuing with PT-09.04, the Validation service will have to inform the Debtor with the Validation Service e-Mandate Cancellation Reference Number along with the e-Mandate data and a link to the Creditor Website. The Creditor will receive the Validation Service e-Mandate Cancellation Reference Number and it will pass this to the Debtor. This Validation Service e-Mandate Cancellation Reference Number will give the Debtor the possibility to initiate / continue the session with the Validation Service later until the necessary missing authorization is given. When all the authorizations necessary for authentication have been provided, the operational model can be continued from PT-09.04 onwards.
Starting day/time	Same time as PT-09.03, if multiple signatures are needed
Information Input	The e-Mandate proposal message (DS-12) and the data entered by the Debtor.
Information Output	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.	
Description	The Debtor PSP must execute the validation service as follows: • decide on whether the authentication means have been correctly used • 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 • 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 • 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. 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. The result of the validation service can be: • Either a negative response to the validation request made, if any of the checks mentioned above fail. • Or a positive response to the validation request made when all the checks mentioned above are successfully executed with a positive result. 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: • M013 The reference of the e-Mandate cancellation related validation made by the Debtor PSP 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:

	• The Account Number of the Debtor (IBAN) • BIC Code of the Debtor PSP • The Identification Code of the Scheme • The Unique Mandate Reference (if provided) • The Identifier of the Creditor • The Name of the Creditor • The Transaction Type • 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). 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
Starting day/time	Instantly after PT-09.03.
Information Output	The e-Mandate validation message as described in DS-13.
Remarks	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 SDD Rulebook).

Description	The Debtor PSP must forward the e-Mandate cancellation request after validation to the Creditor through the same channel. When the validation service described in PT-07.04 involves the presence of more than one physical person for the authentication, this step, in which the Debtor PSP communicates the result of the validation through the Creditor's PSP routing service up to the Creditor, may follow the validation step at a later stage and not instantly after the execution of the validation of the first person involved. 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.
	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.
	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 SDD Rulebook.
Information Input	The e-Mandate cancellation-related validation message as described in DS-13.
Information Output	The dematerialised Mandate dataset (DS-02 in the SDD Rulebook) including the specific elements for e-Mandates.
	The confirmation message to the Debtor PSP (this is a technical message for which no specific business requirements are defined).

4.7   Business Requirements for Datasets

4.7.1   New Data Requirements

DS-12	The e-Mandate request message.
DS-13 Remark:	The validation message. 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

Description	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.
Additional attributes	• M002 The type of Mandate (paper, e-Mandate) • M013 The reference of the validation made by the Debtor PSP

4.7.4   Changes in DS-03 – Customer[2] to PSP Collection

Description:	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.
Additional attributes	• M002 The type of Mandate (paper, e-Mandate) • M013 The reference of the validation made by the Debtor PSP

4.7.5   Changes in DS-04 – The Inter-PSP Collection

Description	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.
Additional attributes	• M002 The type of Mandate (paper, e-Mandate) • M013 The reference of the validation made by the Debtor PSP (if present in DS-03)

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[2] The word 'Customer' must be read as 'Payment Service User' as defined in chapter 7 of the Rulebook

4.7.12 Dataset specific for use with e-Mandates: DS-12 – The e-Mandate proposal /request message

Description	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.
Attributes contained	- M001 The unique Mandate reference - M002 The type of Mandate - M003 The identifier of the underlying contract (optional) - M006 The transaction type (recurrent, one-off) - M007 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) - M012 The message type submitted in the Debtor validation request (issuing, amendment, cancellation) - E001 The name of the Creditor - E004 The address of the Creditor - E005 The identifier of the Creditor - E007 The name of the Creditor Reference Party (optional) - E010 The identification code of the Creditor Reference Party (optional) - P001 The name of the Debtor - P004 Debtor identification code (optional) - P005 The address of the Debtor - P006 The name of the Debtor Reference Party (optional) - P007 The identification code of the Debtor Reference Party (optional) - D002 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) - T001 The identification code of the Scheme
Remarks	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

Description	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.

Attributes contained	Data from the request step:
	- M001 The unique Mandate reference - M002 The type of Mandate - M003 The identifier of the underlying contract (optional) - M006 The transaction type (recurrent, one-off) - M007 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) - M008 The Date of the validation by the Debtor PSP - M012 The message type submitted in the Debtor validation request (issuing, amendment, cancellation) - E001 The name of the Creditor - E004 The address of the Creditor - E005 The identifier of the Creditor - E007 The name of the Creditor Reference Party (optional) - E010 The identification code of the Creditor Reference Party (optional) - P001 The name of the Debtor - P004 Debtor identification code (optional) - P005 The address of the Debtor - P006 The name of the Debtor Reference Party (optional) - P007 The identification code of the Debtor Reference Party (optional) - D001 The account number (IBAN) of the account of the Debtor to be debited - D002 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) - T001 The identification code of the Scheme and specific response related data added in the reply step: - M013 The reference of the validation made by the Debtor PSP - M014 The result of the validation
Remarks	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-M012 The message type submitted in the validation request (issuing, amendment, cancellation)
- AT-M013 The reference of the validation made by the Debtor PSP
- AT-M014 The result of the validation

4.8.18   AT-M002 - The type of Mandate (paper, e-Mandate)

Description:	The type of Mandate allows distinction between a Mandate issued in paper in accordance with the rules of the 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.

4.8.27   bis AT-M012 - The message type submitted in the Debtor validation request (issuing, amendment, cancellation)

Description:	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.
Value range:	- Issuing of an e-Mandate - Amendment of an e-Mandate - Cancellation of an e-Mandate

4.8.50   bis AT-M013 – The reference of the validation made by the Debtor PSP

Description:	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.

4.8.50   ter AT-M014 - The result of the Debtor validation

Description:	This code provides the reply of the Debtor PSP on the validation service requested by the Creditor.
Value range:	'Yes 'or 'No'

5   Rights and Obligations of all Participants

5.3   Access to the e-Mandate Scheme feature

Regarding the e-Mandate feature, it is proposed that each Participant in the 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 11) in the Scheme Rulebook in section 5.7:

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

> 11) 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 29) in the 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:

> 29) 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:

> 32) 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:

> 18) 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

> 19) 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

20) 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

21) 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:

(bullet points 18) to 20) are renumbered to 22) to 24))

25) 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 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(1) 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.

Term	Definition
Authentication	Defined in section 4.6.7 of this Annex.
e-Mandate	Defined in section 1.3 and 4.1 of this Annex.
e-Mandate proposal	A proposal for issuing an e-Mandate (see above) as initiated by the Debtor on the Website of the Creditor.
e-Mandate request	A request for amendment or cancellation of an e-Mandate (see above) as initiated by the Debtor on the Website of the Creditor.
Providers of routing services	Defined in section 3.1 of this Annex.
Providers of validation services	Defined in section 3.1 of this Annex.

ANNEX VIII   Major Differencies in the SDD B2B 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 Business-to-Business 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 B2B Scheme. It does not contain an exhaustive list of all the detailed differences in the Rulebook.

Major Differences		
Aspect	**B2B Scheme –paper mandates**	**B2B Scheme – e-Mandates**
1. On adherence by PSPs		
1.1 As a Debtor PSP	Optional.	1. As the e-Mandate service is optional, adherence as a Debtor PSP is optional. 2. PSPs may act as a Debtor PSP for e-Mandates only.
1.2 As a Creditor PSP	Optional.	1. Optional. It is optional for PSPs to adhere as a Creditor PSP, or as a Debtor PSP, or in both roles. 2. PSPs may act as a Creditor PSP for e-Mandates only.
2. The Mandate issuing process		
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.
3. The Mandate amendment and cancellation process		
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.
3.3 Need to inform the Debtor PSP on Mandate cancellations	NA	NA

Major Differences		
Aspect	**B2B Scheme –paper mandates**	**B2B Scheme – e-Mandates**
4. The obligation to provide a copy of a mandate when requested		
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.
5. Checking by the Debtor PSP		
5.1 Obligation to check	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.	The Debtor PSP may use the session between the Debtor and the Debtor PSP in the e-Mandate issuing in order to obtain his confirmation.
5.2 Obligation to store instructions	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.	The Debtor PSP may use the session between the Debtor and the Debtor PSP in the e-Mandate issuing in order to collect the checking instructions.
5.3 Need to inform the Debtor PSP on Mandate cancellations	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 Debtors 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.	The cancellation should be executed through an electronic channel.
6. XML Messages		
6.1 New attribute (M002) in the collection messages	Indicates the use of a paper mandate.	Indicates the use of an e-Mandate.

Major Differences		
Aspect	**B2B Scheme –paper mandates**	**B2B Scheme – e-Mandates**
6.2 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