

Nordea

# Guideline for support

SWIFTNet for Corporates

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## Version change history

Version	Date	Description of the changes
Version 1.0	2011-05-18	First version
Version 1.1	2012-03-28	Change of phone number

Document title **Guideline for support**  
Version **1.1**  
Author  
Subject **Description of support  
functionality in SWIFTNet for  
Corporates**  
Department **CM Products and Channels**  
Project **SWIFTNet for Corporates**

**2012-03-28** Date  
**1(9)** Page  
Reference

## 1 Purpose of this document

The purpose of this document is to give the users of the SWIFTNet for Corporates channel an overall understanding and overview of SWIFTNet for Corporates Service Support provided by the Nordea Group (“Nordea”).

## 2 SWIFTNet for Corporates – Service Support

### 2.1 General information on SWIFTNet for Corporates

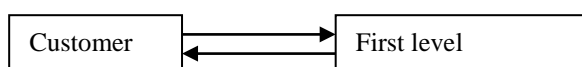
SWIFTNet for Corporates is an opportunity for corporate customers to exchange financial information like payments, securities orders and reporting with Nordea through the SWIFTNet channel.

Customers can connect through a highly secure and standardised communication platform using the traditional SWIFTNet (FIN) or using a file service (SWIFTNet FileAct) that – in addition to SWIFT messages – also handles different file formats.

### 2.2 One channel towards financial institutions

SWIFTNet for Corporates offers one channel for corporate customers towards all their financial institutions. Nordea offers one support entry for all issues related to financial messaging between corporates and Nordea. As the service spans over several countries, the support is divided into first and second level support.

### 2.3 SWIFTNet for Corporates Service Support



<b>Opening hours</b>	Mondays – Fridays 07.00-18.00 CET
<b>Telephone number</b>	+46 771 77 69 75
<b>Fax number</b>	+46 31 15 29 98
<b>E-mail</b>	swiftnetsupport@nordea.com

## 2.3.1 First level support

### 2.3.1.1 Technical issues – supported by SWIFT

Registered swift.com users can receive 24 hours online support for their technical problems. For more detailed contact information visit [swift.com/support](http://swift.com/support).

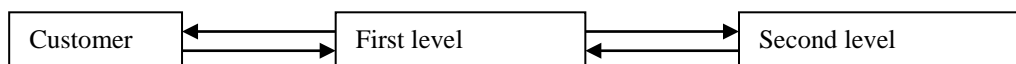
### 2.3.1.2 Financial messaging issues

Today all support for SWIFTNet for Corporates is handled by a central unit, Service Support in Gothenburg. The department is also responsible for first level support for other global and local e-business solutions in Nordea. In general all problems related to SWIFTNet for Corporates must be reported to Service Support. If the problem is not related to SWIFTNet for Corporates or Service Support is not involved in supporting the specific problem, you will be redirected.

Nordea provides service support on business days, Mondays – Fridays from 7.00 to 18.00 (CET).

Service Support will register every new contact as a case in a log database. When a problem has been solved, Service Support will provide feedback to you.

## 2.3.2 Second level support



As SWIFTNet for Corporates as a channel covers several countries, a second level support is required in each relevant Nordea company. If a case cannot be solved directly upon contact with Service Support, Service Support (first level support) will contact the second level support. Upon contact, the second level support will investigate and gather the necessary information and report to Service Support. Finally, Service Support will contact you to give feedback.

## 2.4 Contacting SWIFTNet for Corporates Service Support

There are two ways of contacting the Service Support, either by telephone or by e-mail (please note **that all communication by e-mail is unsecured communication and is not protected from outside access**). For telephone number and e-mail addresses, see the contact list. When you contact Service Support, the agent will need information to be able to start acting on your problem. Some of the information that the agent may ask for is specified below in 2.5. In order to make the handling of all e-mail enquires more smooth and efficient, a specific form to be filled in when contacting Service Support by e-mail is provided in appendix 1.

## 2.5 Information on the problem

Service Support needs a description of your problem. For instance, a financial statement may be missing or you may have a question about a rejected payment. In addition, Service Support may need more specific data depending on the nature of the problem. In most cases it is enough for the Service Support agent to get some of the information specified below:

### General information

- ❖ Company name
- ❖ Contact person
- ❖ Telephone number
- ❖ E-mail address
- ❖ Problem description

### Specific information

- |                          |                                      |
|--------------------------|--------------------------------------|
| ❖ When was the file sent | Date, time and time zone             |
| ❖ File name              |                                      |
| ❖ Type of request        | which material: PAYMUL, XML etc      |
| ❖ Sender address         | Requestor DN or eGateway customer id |
| ❖ Receiver address       | eGateway; ou=egw or Filebox; ou=sgw  |
| ❖ Due date               | Due date for your message run        |
| ❖ Currency               | In what currency                     |
| ❖ Amount                 | Amount of single payments            |
| ❖ Debit account          |                                      |
| ❖ Credit account         | Vendor's credit number               |

## 3 Routines - SWIFTNet for Corporates Service Support

In case of missing notification and for balance checks, cancellations and other business concerning the SWIFTNet for Corporates facility, you should contact Service Support. Please see below for the appropriate routines to be followed in specific cases.

### 3.1 Delivery Notification (Ack)

If you do not receive delivery notification within the specified cut-off time, you should contact Service Support.

If Nordea does not receive delivery notification, Service Support will contact your help desk.

## **3.2 PGP (if in use)**

If there is a seal or integrity error in PGP, Service Support will inform your company's relevant officer or department responsible for security or passwords (the administrator). If any action is required by you towards Nordea, this must be performed by the administrators (appointed by you in schedule 3 to the SWIFTNet agreement) and follow the processes described in the service documentation.

## **3.3 Syntax – file format errors**

In case of syntax or other file format errors in files sent by Nordea to you, you must contact Service Support.

## **3.4 Cancellation of payments**

In schedule 3 to the SWIFTNet agreement or subject to the Nordea's approval you must designate in a separate document the persons authorised to perform cancellation instructions on behalf of you and the participating company. In order to ensure that the cancellation instructions sent by you by e-mail are recognised in Service Support, you must act in accordance with the following procedure:

- You must contact Service Support in order to get the information required for the cancellation instructions before sending any cancellation instructions. You must supply the information required for file identification and will be advised whether cancellation is still possible with reference to the cut-off times set out in the service documentation applicable.
- After contacting Service Support, you should send a duly completed e-mail cancellation form in accordance with appendix 1 to this document to the e-mail address stated in appendix 1. In the e-mail you must also include a scanned copy of appendix 2 in this document. Appendix 2 must be signed by the persons indicated in the document authorising them to perform cancellation instructions. Service Support will compare the signatures of the authorised persons with the specimen signatures of these persons that Nordea has received from you (the document where you have authorised the persons to perform cancellation instructions unless otherwise agreed).
- Service Support will contact you to confirm cancellation instructions.

Service Support will not execute the cancellation until all three stages have been completed. Nordea will, however, be entitled, but not obliged to execute cancellation instructions sent by e-mail also in the event that you have not contacted Service Support. You bear the responsibility for transmitting any cancellation instructions.

When Service Support receives confirmation that the cancellation has been executed, you will receive a formal confirmation by e-mail.

Cut-off times for cancellation of messages from you to Nordea are available in the service documentation applicable.

If a cancellation instruction sent by you is received by the Message Centre after the cut-off times set for cancellation instructions and the Message Centre or the relevant local bank has not started to process the instruction which should be cancelled, Service Support must make reasonable efforts to assist you during the opening hours of Service Support and the relevant local bank in executing such cancellation instruction.

## Appendix 1: Message support form

Name clarification 1

Name clarification 2

### Message support form

#### Contact information

Name of company	
Contact person	
Phone number	
Fax number	
E-mail	

#### Problem description

Date (when did the problem occur)	
Time (when did the problem occur)	

#### Specification

--

Date of payment	
Beneficiary account	
Amount	
Debit account	

Please send this information to [swiftnetsupport@nordea.com](mailto:swiftnetsupport@nordea.com)  
If you wish to cancel a payment, you may also call +46 771 77 69 75.

**Please note that you must also fill in the cancellation form in Appendix 2 when you request a cancellation.**



## Appendix 2: Cancellation form

### SWIFTNet for Corporates Service Support

E-mail

**To** Nordea Bank AB (publ)  
**Department** SWIFTNet for Corporates Service Support  
**Fax** +46 31 15 29 98  
**Tel** +46 771 77 69 75  
**E-mail** [swiftnetsupport@nordea.com](mailto:swiftnetsupport@nordea.com)

**Date** *Note!*  
**Time** *Note!*  
**Page** 1 ()

**From** *Customer name*  
**Fax** *Customer fax number*  
**Tel** *Customer phone number*  
**E-mail** *Customer e-mail address*

### E-mail – Cancellation

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Payment/file to cancel: *To be filled in*

**Signed:**

*Customer signature 1*

*Customer signature 2*

\*\*\*\*\*

**Task executed by:**

**SWIFTNet for Corporates Service Support**

**Date:**

**Time:**

SWIFTNet for Corporates Service Support signature 1:

SWIFTNet for Corporates Service Support signature 2:

## Appendix 3: Contact list

This contact list specifies each person, and his/her role, to be contacted concerning SWIFTNet for Corporates, both in the Nordea Group and in your company. If any changes occur, this contact list must be updated and delivered to the other party as soon as possible after which it replaces the previous list.

### CONTACT PERSONS IN THE NORDEA GROUP

General business issues

<b>Nordea companies</b>					
Country/ department	Name	Expertise/role	Telephone/fax	Opening hours	Mail box
[ ]				Office hours	
[ ]				Office hours	
[ ]				Office hours	

Nordea Bank AB's Security Department concerning authentication procedures for Corporate eGateway (only EDIFACT)

<b>Nordea Bank AB (publ) - Security Department (mailbox for security keys ("public keys") and other messages)</b>					
Department	Name	Expertise/role	Telephone/fax	Opening hours	Mail box
Security Dep	N/A	N/A	N/A	Office hours	<a href="mailto:fo.sakerhet.csa.data@nordea.com">fo.sakerhet.csa.data@nordea.com</a>

## CONTACT PERSONS OF THE CUSTOMER

Messages and business-related issues

<i>The financial service centre (as regards payments)</i>					
Department	Name	Expertise/role	Telephone/fax	Opening hours	Mail box
[Treasury Dep]				Office hours	
[Payment group]				Office hours	

<i>The financial service centre (as regards cover controls)</i>					
Department	Name	Expertise/role	Telephone/fax	Opening hours	Mail box
[Treasury Dep]				Office hours	
[Payment group]				Office hours	

<i>The Customer's financial service centre (as regards other issues relating to messages, eg message content or delays)</i>					
Department	Name	Expertise/role	Telephone/fax	Opening hours	Mail box
[Treasury Dep]				Office hours	
[Payment group]				Office hours	

Notices sent under the agreement

<i>The Customer's contact point for notices sent under the Agreement. Notices, information and the like referring to the Corporate eGateway agreement (document, such as terms and conditions)</i>					
Department	Name	Expertise/role	Telephone/fax	Opening hours	Mail box
[ ]				Office hours	
[ ]				Office hours	

IT- and security-related issues, including the handling of means of identification

<i>The IT department (as regards control messages and other syntax issues)</i>					
Department	Name	Expertise/role	Telephone/fax	Opening hours	Mail box
[IT Dep]				Office hours	
				Office hours	