REQUEST TITLE: Message Standardization for IBG Reject **Serial No: 2014/13**

REQUESTOR DETAIL

Requested by : Chooi So Fun

Reviewed by : Malarvili Muniandy

Department : Alternate Channels

Date Request : 21 August 2014

Signature: .....

Signature: .....

REQUEST DESCRIPTION

No	Item	Description
1	**Objective of the Project / Enhancement**	To provide customers with standard meaningful return reason message based on return reason code in customer's statement as well as in the notification.
2	**General Overview**	Currently, some of the return reasons provided to the customers are not meaningful that cause the customers to contact the banks for further clarifications. ***Sample – Current statement that shows unclear return reason message. The only way to tie with original transaction is by the amount field.***
4	**Features / Functions**	4.1 The below information need to be provided to customers: a) Return Status b) Beneficiary Name – 20 characters c) Recipient's Reference – 20 characters d) Return Reason Message (based on the Return Code) – at least 20 characters. Please refer to item 4.2 & 4.3 below on the list of return codes (based on IBG Message Formats) with its standard meaningful reason messages to be provided to the customers. Meaningful reason messages must meet the following criteria: - To be clearer and more understandable - To avoid breaching secrecy acts - To be standardized across the industry ***Sample description in statement that shows meaningful return reason message***

Transaction History

Effective Date	Entered Date	R D	TC / CC	Description	Cl	Amount	Balance	Value Date
8/20/2014	8/20/2014		152	IB-MEPS IBG: NOOR REF#		MYR3,000.00	MYR71.01	8/20/20
8/20/2014	8/20/2014		152	IB-IBG Fee: NOOR REF#		MYR0.10	MYR3,071.01	8/20/20
8/19/2014	8/19/2014		101	IBG CREDIT RETURN		MYR3,000.00	MYR3,071.11	8/19/20
8/18/2014	8/18/2014		152	IB-MEPS IBG: INCINRANTAI KAHWIN REF#		MYR3,000.00	MYR71.11	8/18/20
8/18/2014	8/18/2014		152	IB-IBG Fee: INCINRANTAI KAHWIN REF#		MYR0.10	MYR3,071.11	8/18/20

Date	Description	DR	CR
8/19/14	IBG CREDIT RETURN, Felixia, Rent Tiara Inv123, Account Closed		20.00

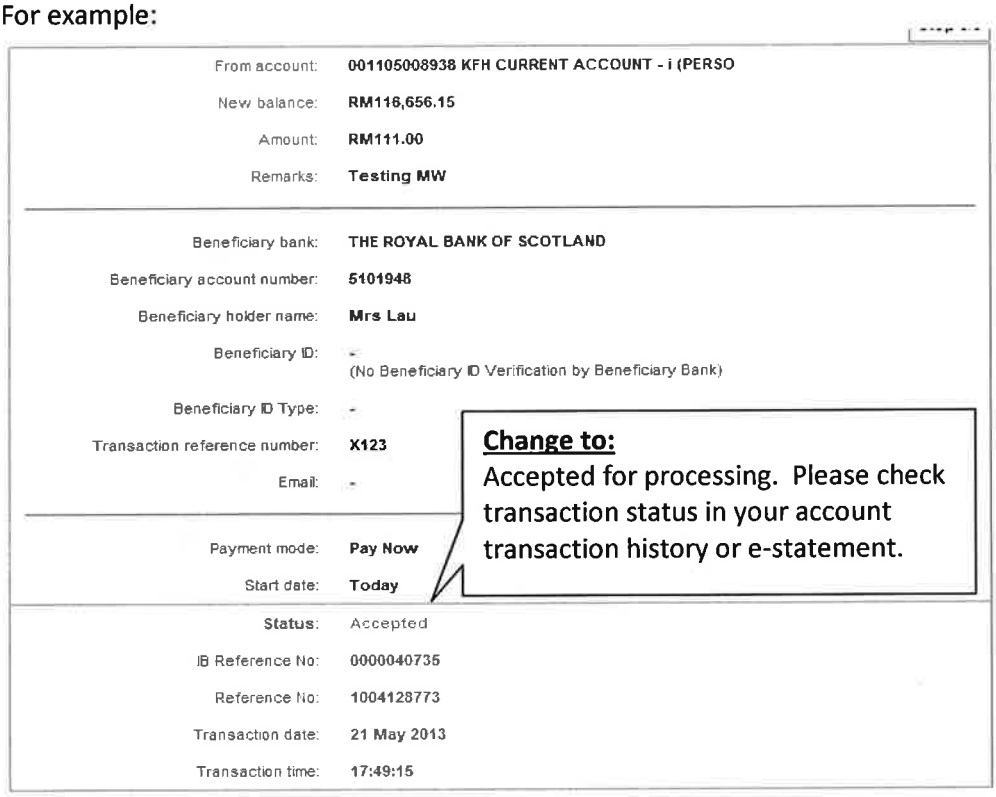
Return Status | Bene Name | Recipient's Reference | Return Reason Message

4.2 List of Return Codes to be used by MyClear in Return Entries to OFI

No	IBG Message Return Code	Code	Recommended message to customer	Remarks/ Reason
1.	RFI Not Qualified to Participate	R13	Unable to process	OFI need to fix and resubmit the transaction to MyClear. In the event that the OFI cannot resubmit within same day, OFI need to refund back to Originator and inform with appropriate message. **Note:** SLA for banks to refund to customer if cannot resubmit is by T+1 (window 1). Same rule as per Faster Return.
2.	Improper Effective Entry Date	R18		
3.	Amount Field Error	R19		
4.	Addenda Error	R25		
5.	Trace Number Error	R27		
6.	Transit / Routing Check Digit Error	R28		
7.	Untimely Return	R68	NA	Late return is no longer applicable as currently, the late return transaction will be passed through to OFI. **To be removed** from IBG System Message Format.

4.3 List of Return Codes to be used by RFI in Return Entries

No	IBG Message Return Code	Code	Recommended message to customer	Remarks/ Reason
1.	Account Closed	R02	Account Closed	As per e-Spick code 47
2.	No Account / Unable to Locate Account	R03	Account not found	-
3.	Invalid Account Number	R04	Account not found	-
4.	Returned per OFI's Request	R06	RTN as bank request	Based on survey result. **Propose to remain** as it is.
5.	Consumer Advises Not Authorised	R07	NA	Applicable on Direct Debit. **Propose to remove** from IBG System Message Format.
6.	Authorisation Revoked by Customer	R10	NA	Applicable on Direct Debit. **Propose to remove** from IBG System Message Format.
7.	Branch sold to Another FI	R12	NA	Not applicable in Malaysia. **Propose to remove** from IBG System Message Format.
8.	Account Holder Deceased (Representative Payee Deceased or Unable To Continue in that Capacity)	R14	Deceased account	Sensitive information
9.	Beneficiary Deceased (Beneficiary or Account Holder – Other than a Representative Payee - Deceased)	R15	NA	Proposed to remove from IBG System Message Format. Only check for account holder only.
10.	Account Frozen	R16	Credit prohibited	Sensitive information
11.	File Record Edit Criteria	R17	Credit prohibited	Based on survey result. **Propose to remain** as it is.
12.	Non-Transaction Account / Dormant Account (EPF)	R20	Credit prohibited	-
13.	Invalid Company Identification	R21	Invalid ID	-
14.	Invalid Individual ID Number	R22	Invalid ID	-
15.	Credit Entry Refused by Receiver	R23	Recipient Refuse	-
16.	Duplicate Entry	R24	Duplicate payment	-
17.	Corporate Customer Advises Not Authorised	R29	NA	Applicable on Direct Debit. **Propose to remove** from IBG System Message Format.

		4.4 To reflect the standard meaningful reason messages as per given by MyClear into the "Reject Description" field in Corus RFI enquiry / report. 4.5 To improve the transaction status message in the IBG payment receipt / result page that is generated when an IBG transaction is initiated. Hence to correct the current misleading message i.e. "Accepted" to a meaningful message. For example: 
6	**Reports (new / enhancement)**	To reflect the standard meaningful return reason message based on the return reason code into the affected reports or enquiry screens.
7	**Audit Trails**	As per current handling
8	**Back-end processes / enhancements**	As per current handling
9	**Exception Handling**	As per current handling
10	**Timeline**	ASAP – Have to implement by Nov 2014