ISO 20022 Customer FAQ

Global Payment Solutions

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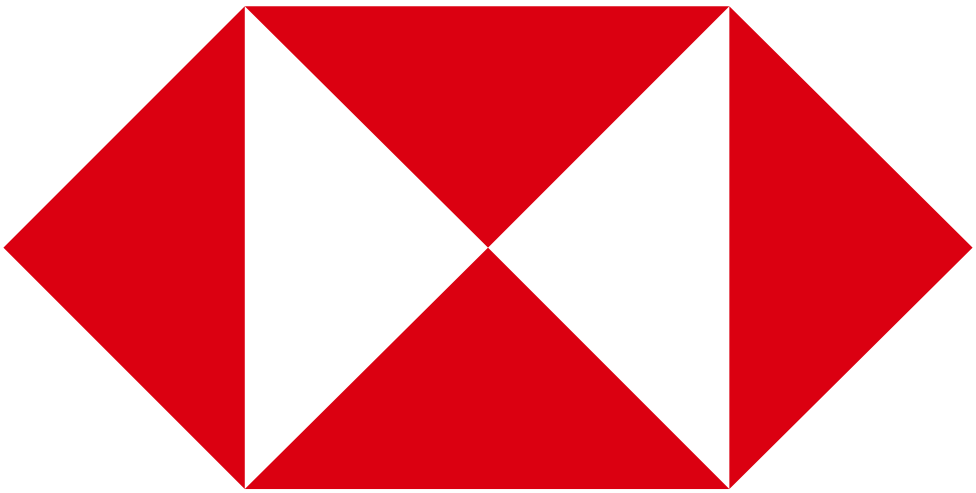
Prepared by: HSBC



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Overview

ISO 20022 is a flexible standard for financial messages that enables interchange between financial institutions, market infrastructures, and customers. Many major financial institutions and central banks worldwide are adopting this standard as a strategic move to processing payments, and clients should prepare for changes.

Adoption of the ISO 20022 standard aims to enable a better payment experience by driving a single industry-wide payment format with richer data, across various payment schemes. The migration brings with it a host of potential benefits and opportunities throughout the payments ecosystem, including supporting payments operational efficiencies and the creation of more visible, useable data and analytics.

Adoption will take place over multiple years. Payment Market Infrastructures (PMIs) of all major currencies are either live or in the process of adopting ISO 20022 by November 2025. Adoption plans are still evolving in each market and further clarity will be provided over time.

You may refer to our public website for more details: https://www.gbm.hsbc.com/en-gb/campaigns/iso20022.

This Frequently Asked Questions (FAQ) document aims to provide clear and concise answers to the most frequent questions about ISO 20022.

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Industry Changes in ISO 20022

<table>
<tr>
<td>What are the timelines for migration in different markets?</td>
<td>ISO adoption by major Real Time Gross Settlement (RTGS) market infrastructures/currency is currently planned as follows:
<table>
<tr><th>Adoption Date</th><th>Scheme and Currency</th></tr>
<tr><td>Live</td><td>Swift Cross Border Payments Reporting (CBPR+)*
€ TARGET2
£ CHAPS
$ US CHIPS
HKD$ HK CHATS</td></tr>
<tr><td>March 2025</td><td>$ US Fedwire</td></tr>
<tr><td>November 2025</td><td>All PMIs of all major currencies to have adopted ISO 20022 for Cross Border Payments</td></tr>
</table>
*Co-existence period for both MT and MX messages until November 2025,
Overall timelines subject to be changed.</td>
</tr>
<tr>
<td>Which Swift messages are impacted by the ISO migration?</td>
<td>By November 2025, cross-border payment traffic will transition to ISO 20022. For details, please refer to Why we're migrating | Swift</td>
</tr>
<tr>
<td>What is the co-existence period?</td>
<td>Cross Border Payments and Reporting plus (CBPR+) is a Swift initiative for implementing ISO 20022 standards in cross-border payments and reporting, enhancing interoperability, data richness and efficiency in financial messaging.

There is a coexistence period for Swift CBPR+ that will support both MT and ISO messages from March 2023 to November 2025, allowing financial institutions to transit at their own pace for payment instructions.</td>
</tr>
<tr>
<td>What is HSBC's approach to the co-existence period with our customers?</td>
<td>FI clients
• Payment initiation: HSBC will continue to support MT based payment instructions over Swift until November 2025. HSBC has already enabled its global network to continue to receive and forward MX-based cross border payments for FI/NBFI clients over Swift FINPlus.
• Statement and advices: HSBC will allow clients to opt-in to using MX-based statements and advices, as part of a phased rollout approach. MT-based statement will be supported until further notice.

Corporate clients via our digital channels like HSBCnet and HSBC Connect:
• Payment initiation: HSBC will implement changes in phases to enhance HSBCnet screens and payment files submitted through digital channels, ensuring they accommodate ISO changes over the coming years. This includes new data requirements for party information which must be provided in a structured or hybrid format, with at least the town name and country code. We will notify you in advance of any changes.</td>
</tr>
</table>

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<table>
<tr><td></td><td>

- Statements and advices: Existing statement formats, including MT940 and camt v3, will continue to be available through our Global information Reporting (GIR) service. The new camt v8 format, offering enriched data, will be introduced, and customers will be informed when they can opt in.

</td></tr>
<tr><td>What market practice guidelines are being followed by the industry for ISO adoption?</td><td>

Two guidelines are available for the payment market infrastructures.

- High Value Payments Plus (HVPS+) market practice guidelines followed by certain market infrastructures.
- Cross Border Payments and Reporting plus (CBPR+) guidelines. The CBPR+ group are experts nominated from the Swift community tasked with developing usage guidelines for ISO implementation by banks for Swift cross-border payments.

</td></tr>
<tr><td>What are the Swift MT and MX equivalents for categories 1,2,9 messages?</td><td>

For FIs, the most common MT (1,2,9 series) messages equivalent MX used are listed below.

<table>
<tr><th>Message Name</th><th>ISO Message</th><th>MT equivalent</th><th>Does HSBC currently receive?</th><th>Does HSBC currently send*?</th><th>Remarks</th></tr>
<tr><td>Request for transfer</td><td>pain.001 (relay)</td><td>MT101</td><td>No- requires bilateral agreement</td><td>No</td><td>The pain.001 relay is equivalent to the MT101 that is currently used between banks to debit a customer account in another bank through pre-existing debit agreements.</td></tr>
<tr><td>Customer credit transfer</td><td>pacs.008</td><td>MT103</td><td>Yes (HSBC will continue to receive MT 103 until Nov 2025.)</td><td>Yes (HSBC is migrating into pacs.008. This will be completed by November 2025)</td><td>When HSBC receives a pacs.008 it will pass on the same to the next bank in chain when acting as an intermediary in all markets.</td></tr>
<tr><td>Financial Institution transfer</td><td>pacs.009</td><td>MT202 /MT205</td><td>Yes (HSBC will continue to receive MT202/205 until Nov 2025.)</td><td>Yes (HSBC is migrating into pacs.009. This will be completed by November 2025)</td><td></td></tr>
<tr><td>Financial Institution transfer COVER</td><td>pacs.009 COV</td><td>MT202 COV /MT205 COV</td><td>Yes (HSBC will continue to receive MT 202 COV/ 205 COV until Nov 2025.)</td><td>Yes (HSBC is migrating into pacs.009 COV. This will be completed by November 2025)</td><td>When HSBC receives a pacs.008, we will send out a pacs.009 COV in all markets, if needed.</td></tr>
</table>

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Financial Institution transfer Advising	pacs.009 ADV	MT202 ADV	Yes	Yes	When HSBC receives a pacs.009 core we will be able to generate a pacs.009 core and pacs.009 ADV
FI to FI Payment Status Report	pacs.002		Yes (will process negative only)	No (This will be enabled by November 2025)	
Return of funds	pacs.004	MT103/202 /RETN/	Yes	No (This will be enabled by November 2025)	
Financial markets direct debit	pacs.010	MT204	No	No	To receive a pacs.010 a bilateral agreement needs to be in place prior to exchange. HSBC will be ready to accept this in Q1 2025 and the margin collection version will be enabled later.
Statement messages	camt.052/ 53	MT942/ MT940	No- this requires bilateral agreement	No - this requires bilateral agreement.	HSBC will support MX-based statements and advices in phases, allowing clients to opt-in. MT-based statements and advices will continue until further notice.
Statement messages	camt.054	MT900/ MT910	No- this requires bilateral agreement	No- this requires bilateral agreement	HSBC will support MX-based statements and advices in phases, allowing clients to opt-in. MT-based statements and advices will continue until further notice.
Request for cancellation	camt.056	MT192/ MT292	Yes	No	
Response for cancellation	camt.029	MT196/ MT296	Yes	No	HSBC will respond to request for cancelations received via camt.056 with the MT equivalent of MT 196 /296 /199 /299
Notification to receive	camt.057	MT210	Yes	No	

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<table>
<tr><td></td><td></td></tr>
<tr><td>What are the Swift's guidelines on the use of structured / hybrid address?</td><td>There is a requirement to capture structured or hybrid address data for payment instructions. For any addresses included in payment instructions, using a structured or hybrid format will be mandatory for all Priority Payments by November 2026.

These include fields like creditor, ultimate debtor, initiating party, ultimate creditor etc. Town Name and Country code must be provided at a minimum.

Example as shown below.

<table>
<tr><th>Structured address</th><th>Hybrid address</th><th>Unstructured address</th></tr>
<tr><td>Nm>JOHN SMITH</Nm>
<PstlAdr>
<StrtNm>HOOGSTRAAT</StrtNm>
<BldgNb>6</BldgNb>
<Flr>18</Flr>
<PstlCd>1000</PstlCd>
<TwnNm>BRUSSELS</TwnNm>
<Ctry>BE</Ctry>

/PstlAdr></td><td><Nm>JOHN SMITH</Nm>
<PstlAdr>
<PstlCd>1000</PstlCd>
<TwnNm>BRUSSELS</TwnNm>
<Ctry>BE</Ctry>
<AdrLine>HOOGSTRAAT 6, 18th floor</AdrLine>

</PstlAdr></td><td><Nm>JOHN SMITH</Nm>
<PstlAdr>
<AdrLine>HOOGSTRAAT 6, 18th floor</AdrLine>
<AdrLine>BRUSSELS 1000, BELGIUM </AdrLine>

</PstlAdr></td></tr>
</table>
</td></tr>
<tr><td>Clients are already providing a BIC and country code; is it still necessary to include a town name?</td><td>When a BIC is provided, no additional information is required from customers. However, if any further details are given, the name, country, and town (as part of a minimum structured address) must be provided as a complete set.</td></tr>
<tr><td>Where can clients find out more about ISO?</td><td>For more information about ISO 20022 adoption with HSBC, please visit our ISO 20022 webpage.

There is also a Swift ISO FAQ link by topics where clients can refer for general information. ISO 20022: frequently asked questions, answered | Swift</td></tr>
</table>

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HSBC's adoption strategy

HSBC will align its migration to local market timelines and adoption strategies. Listed below is information on the adoption strategies across market infrastructures and our high-level approach.

What is HSBC's strategy on the ISO adoption for cross border payments and RTGS?	For cross border payments: HSBC's adoption strategy will be driven by two different approaches: • Markets with domestic migration announced - ISO enablement of Swift cross-border payments will be synchronised with domestic ISO migrations in HSBC markets. • Markets without domestic migration announced - The approach is to complete Swift cross border traffic migration in all countries and be compliant by November 2025. For domestic RTGS: • HSBC is actively involved with Swift and the different PMIs that are migrating towards ISO. HSBC will be aligned with the market requirements and delivery timelines set by different PMIs and comply with the adoption strategies.
Has HSBC started on the ISO 20022 migration?	Yes, HSBC has already enabled our global network to receive and forward Swift CBPR+ messages for all our 50+ markets and to exchange ISO messages in the newly migrated domestic markets. HSBC has embarked on a multiyear project and will introduce changes to online digital channels and updates to various file formats to meet these requirements.
How will HSBC clients' payment initiation and reporting be affected through different channels?	Payment initiation & Statements and Advices reporting: o Corporate clients via our digital channels like HSBCnet, HSBC Connect: ▪ Payment initiation: Submit a payment file as per existing practice, HSBC will then convert to MX before going into local clearing if it has been migrated to ISO standard. There is a plan for HSBC to migrate customers' file format which will then be communicated with our customers. ▪ Statements and advices: Clients can receive existing designated statement delivery format like MT940, camt v2 version. Once camt v8 is available, this will be offered to clients should they want to opt in. There is no plan for now to demise the existing formats. o Bank clients via Swift FIN • Payment initiation: During the co-existence period (till November 2025), clients can submit either MT or MX (pac008/009) to HSBC directly. • Statements and advices: HSBC continues to support MT9xx message as per existing practice during the co-existence period. We will roll out the ISO camt v8 format in a phased approach, at market level.

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ISO 20022. Customer Readiness.

A. Products and Services

<table>
<tr><td>Will there be a change in the current products and services offered by HSBC?</td><td>Our current products and services may undergo changes and we remain committed to partnering with you to embrace this change together.
As market infrastructures finalise specifications, our team of experts will reach out to you and provide the details of changes to our existing offerings, and information on any new value-added services that we will be able to offer leveraging richer data elements.</td></tr>
<tr><td>I have accounts with HSBC in different countries. Will you be able to deliver a consistent accounting and advising format until all markets have moved to full ISO?</td><td>HSBC will be compliant with the different markets and their adoption strategies. We will endeavor to provide a consistent experience to our clients during the co-existence period.</td></tr>
<tr><td>What are the field naming convention differences between Swift MT and MX messages?</td><td>For ISO messages, the following are some examples that how are the field name difference against MT messages.
<table>
<tr><th>MT names</th><th>MX – ISO names</th></tr>
<tr><td>MT messages -1,2,9</td><td>• pain (payment initiation) and pacs (payment & clearing settlement) messages
• camt (cash management) statements and advices</td></tr>
<tr><td>Ordering Customer</td><td>Debtor</td></tr>
<tr><td>Beneficiary</td><td>Creditor</td></tr>
<tr><td>Institutions/Banks</td><td>Agents</td></tr>
<tr><td>Ordering Institution</td><td>Debtor Agent</td></tr>
<tr><td>Account with Institution (Beneficiary bank)</td><td>Creditor Agent</td></tr>
<tr><td>Intermediary Institution</td><td>Intermediary Agent</td></tr>
<tr><td>Message sender</td><td>Instructing Agent</td></tr>
<tr><td>Message receiver</td><td>Instructed Agent</td></tr>
<tr><td>Remittance Information</td><td>• Unstructured Remittance information (equivalent of Field 70- supports 140 characters)
• Structured remittance information (supports 9000 characters)</td></tr>
<tr><td>Field 72-/ACC/</td><td>Instruction for Creditor Agent</td></tr>
<tr><td>Field 72-/REC/</td><td>Instruction for Next Agent</td></tr>
<tr><td>Field 77B</td><td>Regulatory Reporting</td></tr>
</table>
</td></tr>
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FI clients only	
Are there any MX message samples for reference?	Swift has MX samples on the CBPR+ Sample Library for pacs.008 and pacs.009 for reference. HSBC will be using CBPR+ as a standard for sending messages to clients.
What is the HSBC recommended FI testing approach?	HSBC recommends FI clients should use the Swift Sparring Partner, an integrated testing platform, which independently simulates transaction testing on Swift as real. Sets of testing messages can be defined for validations and rectifications.
Corporate clients only	
If my Treasury Management System (TMS) currently does not support XML, what are the timelines we should be working to?	To leverage the end-to-end benefits of ISO messaging we recommend that you start engaging your TMS provider as soon as possible. The industry has already started the adoption of ISO in the bank-to-bank space.

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B. Payments Initiation

Please confirm the amount of structured data in the ISO messages that will be supported including any associated timelines.	HSBC will comply with ISO 20022 guidelines to support 9000 characters of structured remittance information in the ISO payment message from November 2025
In pain.001 relay messages sent over Swift FinPlus, can Remittance Information be in an unstructured format or should the information be in a structured format?	HSBC will be ready to accept structured remittance in pain.001 relay starting Nov 2025. We are awaiting further guidance from Swift as it relates to relaxing the need for bilateral/multilateral agreements.
FI clients only	
Can I continue to provide the payment messages in the format that I currently provide during the Swift transition phase?	Yes, you may continue to provide the payment messages in the format (i.e. MT format) that you currently provide during the Swift transition phase.
Does HSBC support pacs.008, pacs.009 messages for bank clients?	HSBC has already enabled our global network to receive and forward Swift pacs.008 and pacs.009 messages for all our 50+ markets over the Swift infrastructure.
Corporate clients only	
I currently using HSBCnet to initiate payments. Will there be screen-related changes?	We will align screen changes based on the requirements of the destination market infrastructure of the payment. The exact impact of change on the user screens across different markets will be available once we have finalised specifications from different market infrastructures. HSBC will provide communications on these new features as and when countries are enabled. One of the key data requirements is for structured party information such as name and address. To enable a smooth transition, HSBC encourages our clients to look at their current data stores to ensure that the party information that is currently being providing to us (e.g., ultimate debtor, ultimate creditor and beneficiary name and address) are complete, with the key attributes of street name, country subdivision, town name, and country code.
I currently use HSBC Connect to initiate	HSBC encourages you to look at your current data stores to ensure that the party information that you currently provide to us (e.g., ultimate debtor, ultimate creditor, beneficiary name, and address) is structured and complete

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payments to HSBC, are any changes needed?	with the key attributes with a minimum of town name and country code since this is a mandatory requirement from November 2026. HSBC will update our file format specifications based on inputs received from various market infrastructures and we will inform you if there are any changes required.
I would like to make all relevant changes in my systems for all my payments now, will you be able to accept the information I provide?	Yes, clients can implement ISO changes for all payments now according to HSBC guidelines.
Is HSBC ready to receive pain.001 v9 for cross-border payments through HSBC digital channels?	HSBC currently supports pain.001 v2 and v3 through digital channels like HSBCnet and HSBC Connect. Pain.001 v9 is in our roadmap, and we will communicate to our customers when this is available.
Are there any changes we need to make if we are currently submitting files to HSBC using pain.001 format?	Swift and various PMIs have introduced new data requirements for party information. These include fields like creditor, ultimate debtor, initiating party, and ultimate creditor that will require our clients to provide information in either a structured or hybrid format, with town name and country code to be provided at a minimum. This will impact all clients using our digital channels. HSBC will soon be providing communications on the changes to file formats and payment screens. We strongly recommend you start looking at the data you provided to HSBC and work closely with your Enterprise Resources Platform (ERP) / Treasury Management Services (TMS) providers to start making updates to ensure you comply with this mandatory industry requirement.
When can HSBC receive XML replacement of MT101 from third party banks?	Our current plan is to accept pain.001 from third party banks in 1H 2025.
Does HSBC continue to support MT messages for SCORE members?	HSBC will continue to support MT messages via SCORE. By November 2026, customers will need to provide Counterparty name and addresses in a structured or hybrid format.
What are the file formats that will be supported by HSBC for ISO 20022?	HSBC recommends customers to use XML v2 and v3, iFile and Dynamic CSV for ISO adoption. Meanwhile, corporates may continue to use existing file formats unless for non-ISO compliant formats. HSBC will notify you if there are any changes.

What is your roadmap to support the new XML v09 development?	HSBC yet to support XML v9 through our digital channels. HSBC will advise customers of the roadmap when it is available.
Please can you confirm whether you have an end date for supporting the MT101 message from corporates via SCORE?	Our dates to support MT101 messages for corporates will align with SWIFT. Currently SWIFT has not announced any end date for the SCORE network.
Please confirm whether HSBC currently supports the address formats in line with MT101 Tag 59F for the hybrid address solution via Swift FIN Concentrator?	SWIFT FIN Concentrator currently does not support Tag 59F option at the time being. A solution to support the hybrid address format will be announced to the Swift FIN Concentrator in due course.

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C. Statements and Advices

During the coexistence period, are there any changes to the existing statement reporting format, such as MT900, MT910 and MT94x?	HSBC are providing enhanced information within MT9xx messages during the coexistence period, leveraging the CBPR+ guidelines, i) **End2End ID** Transaction Reference may be populated to 'Related Reference' for the credit transactions (e.g. MT910 field 21 and MT940 field 61 subfield 7 to a maximum 16 characters) unless customisation is originally in place for clients. ii) **Enriched Narrative -** MT910 field 72, MT940 field 86 Enhanced ISO data fields will be mapped into the MT9xx messages if there is enough space to do so. iii) **Including a '+' in the fields** where there is insufficient space to be included in the message. This may apply in Related Reference, Party and Agent details and Sender to Receiver / Detailed Transaction Information fields.
FI clients only	
What happens if a third-party credits funds into a clients' account and enriched information is provided?	HSBC can accept the enriched information received via Swift. The enriched information will be included in MX-based statements and advices as part of the phased rollout approach.
What if clients are not ready to accept ISO cash and account management (CAMT) formats?	HSBC is supporting the existing MT9xx format and will provide ISO 20022 statements and advices until further notice from Swift.
Corporate clients only	
Will HSBC continue to provide MT9xx reporting via HSBC digital channels after Nov 2025?	HSBC will continue to support MT9xx reporting in our channels after November 2025. Clients are encouraged to migrate to ISO reporting at the earliest convenience to ensure the benefits of ISO adoption. We are already able to offer ISO reporting camt through our Global Information Reporting (GIR) service.
HSBC is already providing camt.053 v2 reporting but when will the enhanced camt.053 v8 with the additional information fields be available?	HSBC is currently supporting the camt.053 v2 reporting. HSBC will support camt.053 v8 in phased manner across all our 50+ markets. MIGs and examples will then be available.

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We are using camt.053 v2 reporting today and we want to move to camt.053 v8 reporting, how much integration work is required?	The integration work for every customer to upgrade to camt.53 v8 from camt.53 v2 can be different, dependent on how data in the existing format is being used today. Any new fields that would be used by the customer in camt.053 v8 should be factored into their loading process and tested accordingly.
We are receiving MT940 bank statements from 3rd partner banks via HSBCnet. What do we need to do by the time when Swift deactivate MT940 statements?	By the time SWIFT has deactivated the MT940 usage – the expectation would be that banks would share information bilaterally via camt.053 to fulfil customer needs.
Will SCORE and HSBC digital channels continue to support MT940 and MT942 by Nov25?	HSBC continues to support MT940 and MT942 statements over SWIFT-SCORE and on our digital channels.

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