

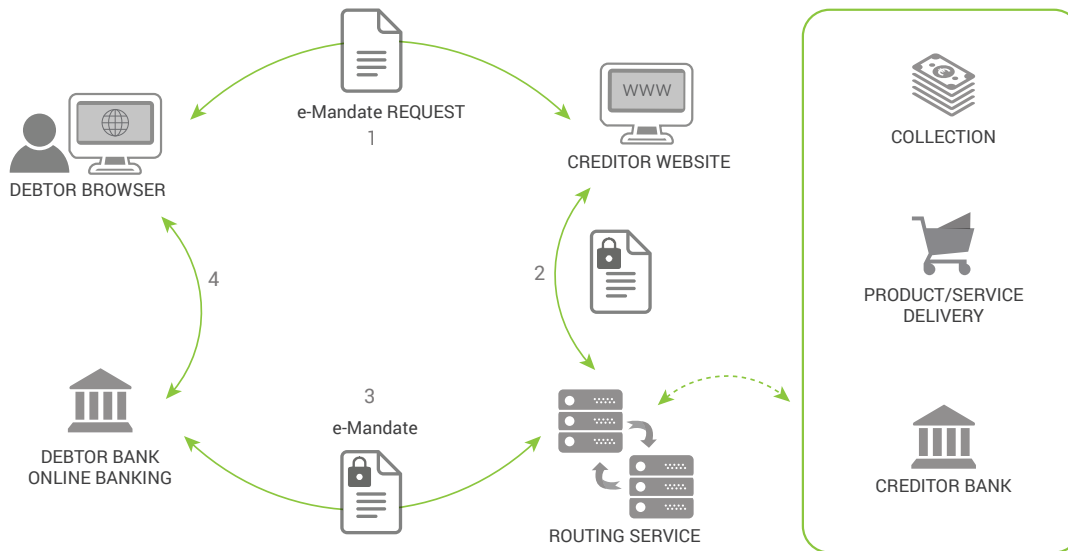
e-Mandates

SEPA Direct Debit
Paper-free transactions for
interoperable cross-border payments



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Engineering for digital security

e-mandate Workflow



1. Debtor fills and submits an e-Mandate request on the Creditor Website

2.& 3. The Debtor request is routed to its Bank Validation Service, using a Routing Service, provided by Creditor's Bank. The Routing Service routes the request to the Debtor's Bank Home banking.

4. The Debtor gets authenticated on the Online Banking and validates the e-Mandate. Finally, the approved/ authenticated e-Mandate is routed back to the Creditor's Website.

A **mandate** is a **debit authorization** that allows the supplier's bank to collect, from the buyer's bank account, the payment for a particular contract (e.g. purchase of goods & services) using the SEPA direct debit scheme.

The issuing of a mandate using a fully electronic process is an **e-Mandate**. The e-mandate operations (issuing, amendment and cancellation) are executed in real-time over the Internet and in a secured way.

EPC e-Operating Model

Consumers/Buyers Advantages

- **Convenience:** no need to print, sign and mail paper forms to the suppliers
- **Trust:** using reliable internet channels (e.g. home-banking)
- **Service:** availability of additional features allowing easy queries, change and cancel of existing e-Mandates

Suppliers/Sellers Advantages

- **Trust:** using reliable internet channels to authenticate Consumers and to authorize e-Mandates (e.g. home-banking)
- **New Business:** development of new features using standard practices for issuing, amendment and cancellation of e-Mandates and allowing automatic storage and retrieval of e-Mandates.

e-Mandate Roles

- **Creditor Website:** where the Debtor manages the existing e-Mandates and generate new ones. The Debtor must fill the e-Mandate proposal and select a Creditor Bank. The Creditor must also complete the web form and send it to the Debtor Bank.
- **Directory Service Provider** with a reaching table of operational BICs and Debtor Bank URLs.
- **EPC Approved CA** that issues certificates for both Routing Service (RS) and Validation Service (VS) compliant with EPC rules for electronic signature of e-Mandates.
- **Routing Service** allows the Creditor to reach the Debtor's Bank Validation Service. It must be supported by a Directory Service Provider.
- **Validation Service** allows the Debtor to choose an IBAN account and to authorize the issue of an e-Mandate with the proper use of authentication credentials.

e-Mandate Global Solution

The e-Mandate Solution is 100% compliant with all the EPC e-Mandate related requirements and fully covers the Creditor-Routing Service and Routing Service -Validation Service relationships.

The solution includes a **Routing Service** and a **Validation Plug-In** application. Whereas the **Routing Service** fulfills the Creditor's (and Credit Banks) need for reaching the Debtor Bank, the **Validation Service Plug-In** largely reduces the Debtor's Bank development efforts, by assuring pre-validation steps and handling of all cryptographic operations.

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Through its experience, Multicert has contributed for the development and awareness of organizations and its associates in the subjects of digital security, from identity check, through private data processing and social engineering.

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SEPA e-Mandates replaces the paper in the Mandate flow for Direct Debits, allowing Debtors to issue, amend or cancel a Mandate through a secure electronic way, via Internet, on end-to-end real time process.



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