



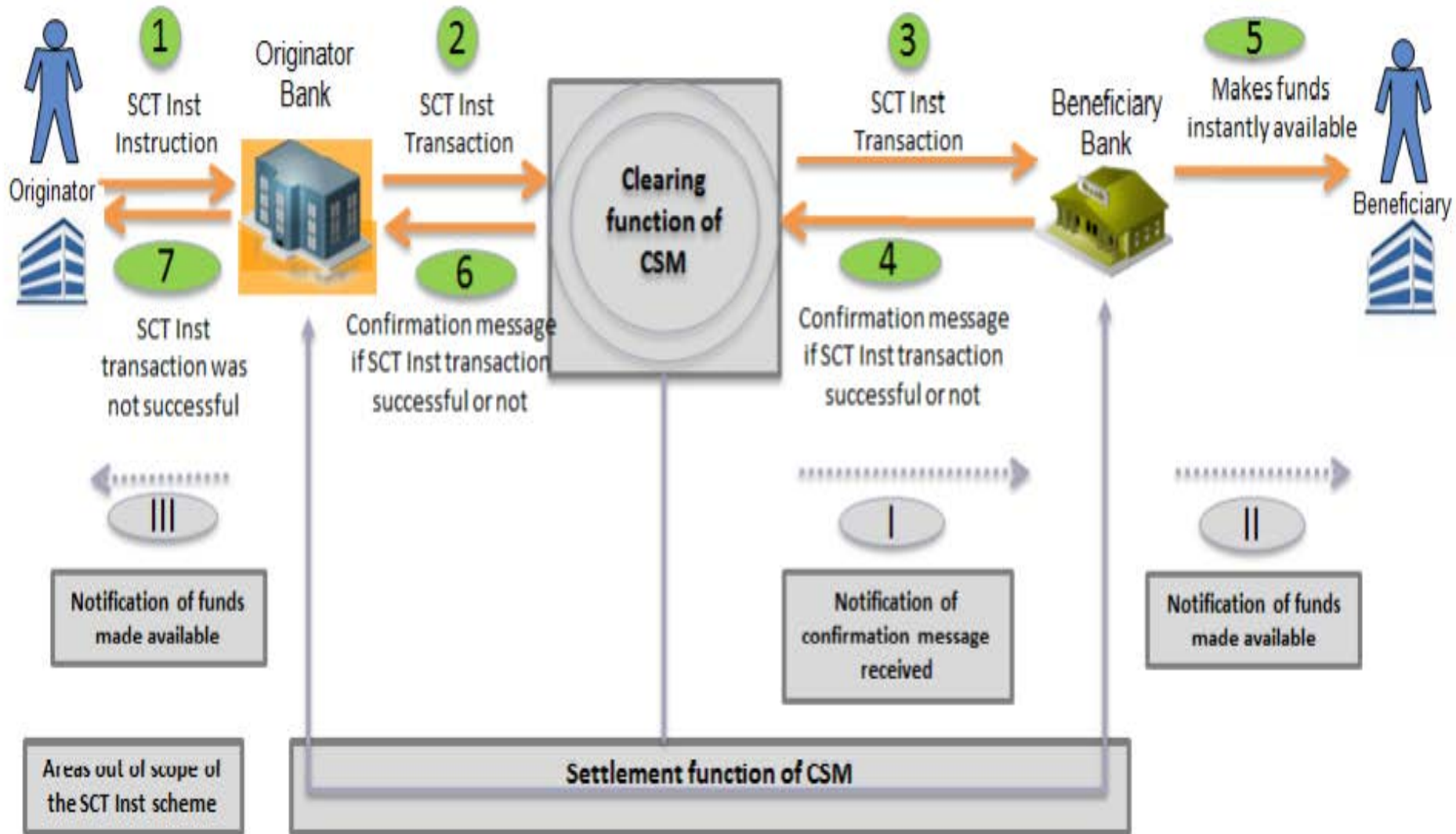
# What to do when a PSP cannot process instant payments

TIPS Consultative Group

DeNederlandscheBank

EUROSYSTEEM

# Processing of instant payment





## Description of the situation

A Dutch bank sends instant payments to another TIPS participant.

This TIPS participant accepts these instant payments.

The instant payments are settled on TIPS.

The ordering customers are informed that the instant payments have been delivered.

But this other TIPS participant had internal problems and could not credit the beneficiary customers.

The Dutch bank received more than 100 calls from their customers about the status of the instant payments which were not received by the beneficiary, some of them were settled 2 or 3 weeks before on TIPS.

The Dutch bank had difficulties to contact the TIPS participant via telephone and email to discuss the situation.

# Discussion how to handle the situation

Processing of these instant payments is not conform EPC Scheme.

Possible scenario:

- The TIPS participant should have rejected the instant payments.
- The Dutch bank is informed about these rejections and may route the payments to the beneficiary as normal SCTs.

Alternative scenario:

- The TIPS participant informs the other TIPS participants about its unavailability (after implementation of TIPS.0014.URD - TIPS Broadcasts).

Additional information:

- Need for a document with contact details of all TIPS participants that can be contacted 24/7?

Questions?

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