Customer Manual

Using the results of the filecheck

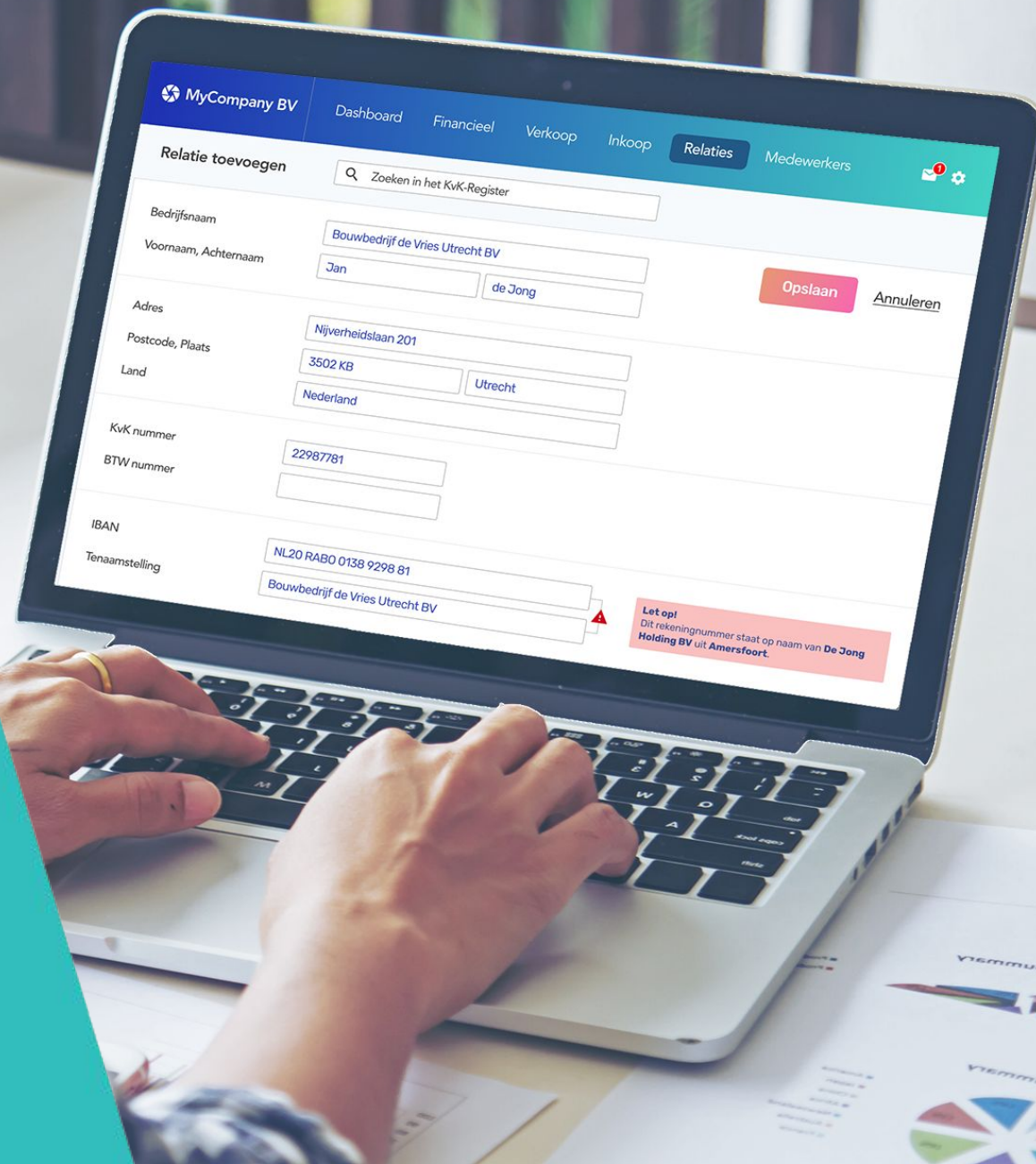*Version April 2022 | changes and rights reserved*

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1. Information Included

After submitting your file, SurePay will provide you with a file containing the results. Below you can find an overview of the different attributes that can be tested by SurePay.

The IBAN-Name Check has certain checks that are performed for every record by default, namely the following:
1. Whether the supplied IBAN is valid
2. Whether an account is still active
3. Whether an account belongs to a business or to a natural person
4. The number of account holders that an account has
5. Whether the name in your database matches the names of the account holder(s) in the SurePay database

Also, there are certain optional checks that can be performed. These checks are premium services and will result in an additional fee. These features are:
6. Company ID Check: checks whether the company ID in your database matches the company ID of the account holder(s) in the SurePay database.
7. Switch Check: checks whether an account holder has switched to a new IBAN. Also the new IBAN will be provided in this case.
8. Account Age Check: gives an indication of when the account has been created.

2. Interpreting the Results (1/5)

Column	Column Header	Description	Always Returned
I	"Name match result"	Describes the result of the account name check. Possible values: MATCH - The provided name matches the value of the account holder name held by the source. CLOSE_MATCH - The provided name closely resembles the value of the account holder name held by the source. NO_MATCH - The provided name does not match the value of the account holder name held by the source. COULD_NOT_MATCH - The provided name could not be matched against the source data. NAME_TOO_SHORT - The provided name is too short to perform a match against the value of the account holder name held by the source. *In some cases this column is returned empty. If this is the case, an error description is included in the columns most to the right.*	Yes
J	"Data used for matching"	Describes the type of data was used for the matching. This field is returned in case of any of the following name matching results: MATCH, CLOSE_MATCH, NO_MATCH. Verified - data that exists at the beneficiary bank. Derived - data based on historical transactions or derived from other non-bank datasources.	No
K	"Registered name at bank"	If the nameMatchResult is a CLOSE_MATCH then the source can choose to disclose the actual account holder name for the sender to verify or update its records. For business accounts this field may also be returned for NO_MATCH nameMatchResults. *In order to support checks on foreign accounts, SurePay is connected to different international platforms. Depending on the regulations of platform that SurePay is connected with it is possible that the name is not disclosed.*	No

2. Interpreting the Results (2/5)

Column	Column Header	Description	Always Returned
M	"Company id type"	Describes the company ID type provided in the request. Only returned when the request file contains company IDs. Examples of company ID types are for instance: NL_KVK , FR_SIREN, UK_CRN, etc.	No
N	"Company id match result"	Describes the result of the company ID check. Only returned when the request file contains company IDs. MATCH- when the provided ID value matches the value of the company held by the source. NO_MATCH - when the provided ID value does not match the value of the company held by the source. COULD_NOT_MATCH - when the provided ID value could not be matched against the source data.	No
O	"Account number validation"	Describes the validity of the account number. VALID - account is an account that conforms to the standards, e.g. a valid Mod-97 calculation. NOT_VALID - account is an account that does not conform to the standards.	Yes

2. Interpreting the Results (3/5)

Column	Column Header	Description	Always Returned
P	"Payment pre validation"	Indicates whether a payment to this account will succeed. Only some banks support this. PASS – is returned when the account identification was successfully validated to an account that can receive funds. WILL_FAIL – is returned if the payment will definitely fail. WARNING – is returned in case the account identification was not successfully validated to an account that can receive funds, however, the responding bank is unable to provide a definitive answer. INCOMPLETE – is returned when the account identification provided was successfully validated to an account that can receive funds, however, some additional account checks will be performed at transaction time.	No
Q	"Payment pre validation reason"	Providing additional information in case it is known.	No
R	"Opted out"	Account has opted out of the CoP service. TRUE – Account has opted out of CoP service. <Empty> – Account has not opted out of the CoP service.	No
S	"Account status"	The status of the account. ACTIVE – the account is an active account and supported for checks. INACTIVE – the account is a valid account marked by the account holding bank as inactive. NOT_SUPPORTED – the account is valid but not supported to perform any checks. NOT_FOUND – the account is valid but could not be found in any of the connected data sources. UNKNOWN – an account that is either found as part of DERIVED data or a NOT_VALID account.	Yes

2. Interpreting the Results (4/5)

Column	Column Header	Description	Always Returned
T	"Joint account"	Available in case of MATCH or CLOSE_MATCH and only when the bank chooses to disclose it. True – there is more than 1 account holder False – there is 1 account holder UNKNOWN – this information is not known to SurePay	No
U	"# Accountholders"	Available in case of MATCH or CLOSE_MATCH and only when the bank chooses to disclose it. Contains the number of account holders. If this information is not available this will show UNKNOWN.	No
V	"Accountholder type"	Describes the type of the account holder. NP – the account holder is a natural person ORG – the account holder is an organisation UNKNOWN – this information is not known to SurePay If the 'accountType' is provided in the request then the response doesn't disclose the 'accountType'. It only returns the 'accountTypeMatchResult'.	Yes

2. Interpreting the Results (5/5)

Column	Column Header	Description	Always Returned
W	"Account type match result"	Describes the result of the account type check. When the request provides the 'accountType' then an account type match result is returned in the response. The matching on the account type is done based on the information received in the request compared to the one at the data source. MATCH - the provided account type value matches the value for the account type held by the source. NO_MATCH - The provided account type does not match the value of the account type held by the source. COULD_NOT_MATCH - The provided account type could not be matched against the source data. If the request doesn't provide the accountType information then 'accountTypeMatchResult' is not returned in the response. The field is returned only in case of 'nameMatchResult'= MATCH, CLOSE_MATCH, NO_MATCH.	No
X	"City"	The residence city of the account holder. Only returned when: - 'nameMatchResult'= NO_MATCH & - "accountType' = ORG	No
Y	"Country code"	Two letter country code from the IBAN or derived based on account Id type. In ISO 3166-1 alpha-2 format.	No

3. Step-by-step plan to clean up your data

The following step-by-step plan explains how to process the results in your administration. We create groups for each step, so you can take the same action for each group.

- Section 3a elaborates on how to use the results of the standard features of the IBAN-Name Check;
- Section 3b provides advice on how to use the results of the premium add-on features as described in section 1 if this document.

3a Step-by-step plan to clean up your data

The following step-by-step plan explains how to process the results in your administration. We create groups for each step, so you can take the same action for each group. Section 3a elaborates on how to use the results of the standard (non-premium) features of the IBAN-Name Check.

Step 1: Remove closed accounts

Description	Closed accounts are accounts that are inactive. This means that you cannot transfer funds to these accounts anymore.
How to recognise these accounts?	Closed accounts are marked as "INACTIVE" in the "Account Status" column of the results file. *Please note that it is possible to still receive a MATCH result in the "Name match result" column even if the account is marked as inactive. This should be interpreted as: the account is inactive, but the input that was done matches the account holder that owned the account before it became inactive.*
Recommended action:	Delete the IBAN from your administration and contact with the relevant person or company to request the new IBAN. *If you are using our switching service, you can also receive the new IBAN from SurePay.*

3a Step-by-step plan to clean up your data

Step 2: handling companies with a NO_MATCH result

Description	A NO_MATCH result in the indicates that the name and IBAN do not match. For business accounts SurePay gives back a name suggestion with the legal name of the account holder.
How to recognise these accounts?	- "Name match result" = NO_MATCH and - "Accountholder type" = ORG
Recommended action:	Verify the name suggestion that SurePay provided in the 'nameSuggestion' column. Is this the company you are doing business with? If so, you can copy the name suggestion into your administration. Are you unfamiliar with this company? Be vigilant and contact the company to verify the account information.

3a Step-by-step plan to clean up your data

Step 3: handling other accounts with a NO_MATCH result

Description	A NO_MATCH result in the indicates that the name and IBAN do not match. For accounts of natural persons, and for accounts of which SurePay can't verify the accountholder type, we can't give back a namesuggestion due to privacy reasons.
How to recognise these accounts?	- "Name match result" = NO_MATCH and - "Accountholder type" = NP or UNKNOWN
Recommended action:	In these scenarios there is no namesuggestion that can be used for verification. As the name in your records does not match the names in the SurePay database, we recommend reaching out to your business contact to verify the account information.

3a Step-by-step plan to clean up your data

Step 4: handling CLOSE_MATCH results

Description	A CLOSE_MATCH result in the indicates that the name you submitted nearly matches the names in the SurePay database. Probably there is a small typo in the name. In case of a CLOSE_MATCH, a namesuggestion is always given back in the 'nameSuggestion' column.
How to recognise these accounts?	- "Name match result" = CLOSE_MATCH
Recommended action:	Verify the name suggestion that SurePay provided in the 'nameSuggestion' column. Is this the company or person you are doing business with? If so, you can copy the name suggestion into your administration. Are you unfamiliar with this company or person? Be vigilant and contact your business contact to verify the account information.

3a Step-by-step plan to clean up your data

Step 5: handling accounts that are not found or not supported

Description	There may be multiple reasons why SurePay couldn't handle your request. It may for instance be the case that SurePay doesn't have data for a particular bank, or that a person has decided to opt-out for the IBAN-Name Check service.
How to recognise these accounts?	- "Name match result" = COULD_NOT_MATCH **AND** - "Account Status" = NOT_FOUND OR - "Account Status" = NOT_SUPPORTED OR - "Opted out" = TRUE
Recommended action:	In these scenarios we don't know whether the name and IBAN match. We recommend reaching out to your business contact to verify the account information.

3a Step-by-step plan to clean up your data

Step 6: handling accounts with a MATCH result

Description	A MATCH result in the indicates that the name and IBAN match.
How to recognise these accounts?	- "Name match result" = MATCH
Recommended action:	In these scenarios there is no action needed. Your data is already correct.

3b Step-by-step plan to clean up your data

In section 1 of this document 4 different premium add-on services are listed. This section provides advice on how to use the results of these features.

Company ID Check

Column with result	Possible results	Recommended action
"Company id match result"	MATCH	In case of a MATCH no action is needed: the company ID matches the IBAN.
	NO_MATCH	For a NO_MATCH we recommend contacting the company to verify the account information: the company ID does not match the IBAN.
	COULD_NOT_MATCH	For a COULD_NOT_MATCH we can't tell whether the company ID matches the IBAN. We recommend reaching out to your business contact to verify the account information.

3b Step-by-step plan to clean up your data

Switching Check

Column with result	Possible results	Recommended action
"TBD"	<NewIBAN>	You can use this new IBAN to update your administration. Also, you could first verify the new IBAN with your business partner before updating your administration.

3b Step-by-step plan to clean up your data

Account Age Check

Column with result	Possible results	Recommended action
"TBD"	- LESS_THAN_ONE_WEEK - ONE_WEEK_TO_ONE_MONTH - ONE_MONTH_TO_THREE_MONTHS - THREE_MONTHS_TO_SIX_MONTHS - SIX_MONTHS_TO_ONE_YEAR - GREATER_THAN_ONE_YEAR - UNKNOWN	Research shows that fraud tends to occur more frequently in newer accounts. We therefore recommend checking newly opened accounts more thoroughly than accounts that have been opened a longer time ago.

4. Contact information

If you have any questions, please get in touch!

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