



## SWIFT CASE MANAGEMENT

# Driving Efficiency, Satisfaction and Compliance

## The New Standard for Payments Cancellations and Exceptions & Investigations

The management of cancellations and other exceptions and investigations are transitioning to Swift Case Management and ISO 20022 standards.

Swift has set out a three-year programme to transform exceptions and investigations through a new approach to Case Management, with **key requirements to be met within Swift's Standards Release in November 2026**.

To navigate this change successfully, institutions need a trusted partner with proven Swift expertise. One that can enable rapid onboarding of Swift services without complex technical projects, whilst ensuring confident compliance.



## What is Swift Case Management?

- Case Management replaces back-and-forth manual messages with one central service for managing cancellations and investigations
- Powered by ISO 20022, it delivers a standardised way to streamline the handling of exceptions and investigations in financial transactions
- **Designed to improve customer satisfaction and enhance efficiency**

## What is changing in Swift's 2026 Standards Release and beyond?

### Payment Cancellations

#### TODAY

Payment cancellation messages can be exchanged directly between institutions or via the Swift Case Management Stop and Recall (SRP) service over FIN and FINplus.

- The current SRP service is only available to GPI and Case Management participants.

#### SWIFT'S STANDARDS RELEASE 2026 (NOVEMBER '26)

No changes to cancellations.

#### NOVEMBER 2027

It will be **mandatory** to exchange payment cancellation requests and responses through the Stop and Recall service over FINplus only.

Related MT messages will be removed and retired for payment cancellation purposes

### Exceptions & Investigations

#### TODAY

camt.110 (requests) and camt.111 (responses) are only available for Case Management users. These messages cannot be sent bilaterally.

#### SWIFT'S STANDARDS RELEASE 2026 (NOVEMBER '26)

**It will be mandatory for all institutions to receive camt.110 investigation requests (with an embedded MT 199) from Case Management.**

#### NOVEMBER 2027

**Mandatory** to send and receive all investigations (camt.110 / camt.111, GUI, API) through Case Management.

All eligible FINplus users automatically become Case Management participants—no subscription required.

# Swift Case Management, Effortlessly Delivered

Bottomline offers Swift WebAccess services that provide full project support for the adoption and implementation of Case Management.

Institutions benefit from secure, cloud-based access to these value-added services, through an intuitive web-user interface, without the need to deploy or manage local Swift infrastructure.

Embedded, professional services remove complexity from Swift workflows, helping institutions stay compliant as requirements evolve. Capabilities include testing new messages and optional extraction and routing of embedded MT 199 messages to support Standards Release compliance.

- **Fast access to services that enhance existing processes**
- **Meet Swift requirements with ease**
- **Future-proofed Swift strategy and support**

WebAccess includes integration to Swift Case Management as well as services such as Swift GPI and Securities View.

Bottomline is a Swift-certified service bureau with proven operational scale, processing millions of Swift messages daily and supporting a significant share of global cross-border traffic. Institutions rely on Bottomline for secure, resilient, always-on Swift access, backed 24/7 specialist support.

**Swift services can be further enriched through a range of overlay solutions, including ISO 20022 message transformation, storage and reconciliation, and fraud prevention tools.**

**With mandatory requirements taking effect in November 2026, institutions must act now to be ready for Swift Case Management changes.**

**Get Started**



Seamless access to Swift Case Management



Reduced Compliance Burden



Expert Support

## Proven Experts in Swift Connectivity



**Top 3**  
Swift service provider



**Manage 15%**  
of all internal cross-border traffic



**10 million**  
Swift messages processed daily



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