

PAYMENT INVESTIGATIONS & EXCEPTIONS

Swift Case Management

Payment queries, recalls and exceptions arrive across FIN and ISO 20022, and when they are handled through disconnected inboxes and spreadsheets they are easily lost, missed against cut off times, or resolved without a reliable record.

Swift Case Management in conjunction with Aquila gives you an intelligent, structured approach to identifying, managing and resolving operational issues.

Aquila centralises case management, providing clear ownership, consistent workflows, end to end visibility and a complete audit trail via automated, issue specific case creation. Problems are identified and categorised, with the appropriate predefined action applied based on the nature of the issue.

When a case is received, the system initiates the required actions and generates the appropriate response automatically, so routine and repeatable issues are addressed without unnecessary manual intervention.

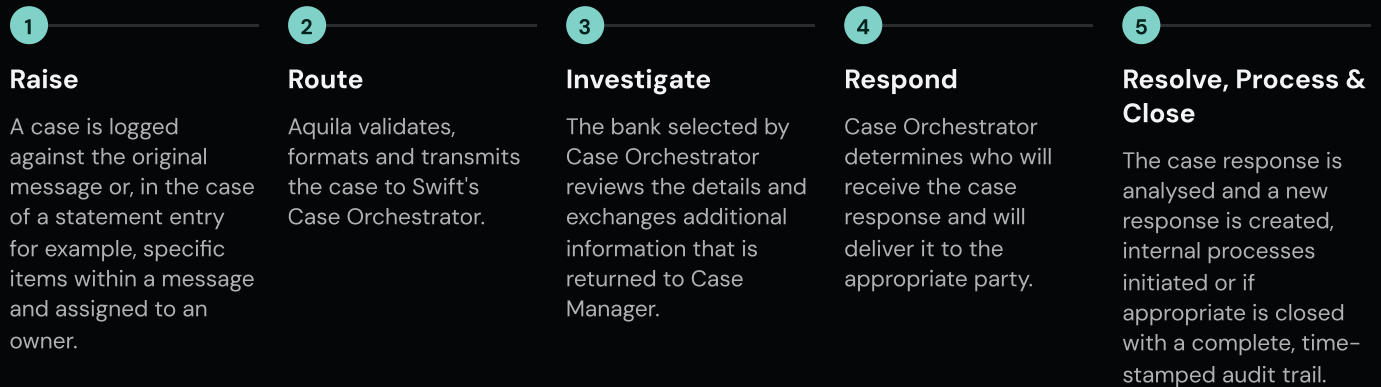
Aquila brings the full lifecycle of a query into a single, controlled view, so that from the moment a case is raised through to the point it is resolved, every action, status update and deadline stays visible, auditable and under operational control.

Aquila draws case management, message management, reconciliation, matching and incident tracking onto a single shared platform, so that operations teams can raise, progress and close cases without leaving the environment that already processes their messages. Configuration of bespoke cases for specific business scenarios will be available allowing an institution to streamline their exceptions and investigations processing to maximise benefits and efficiency.

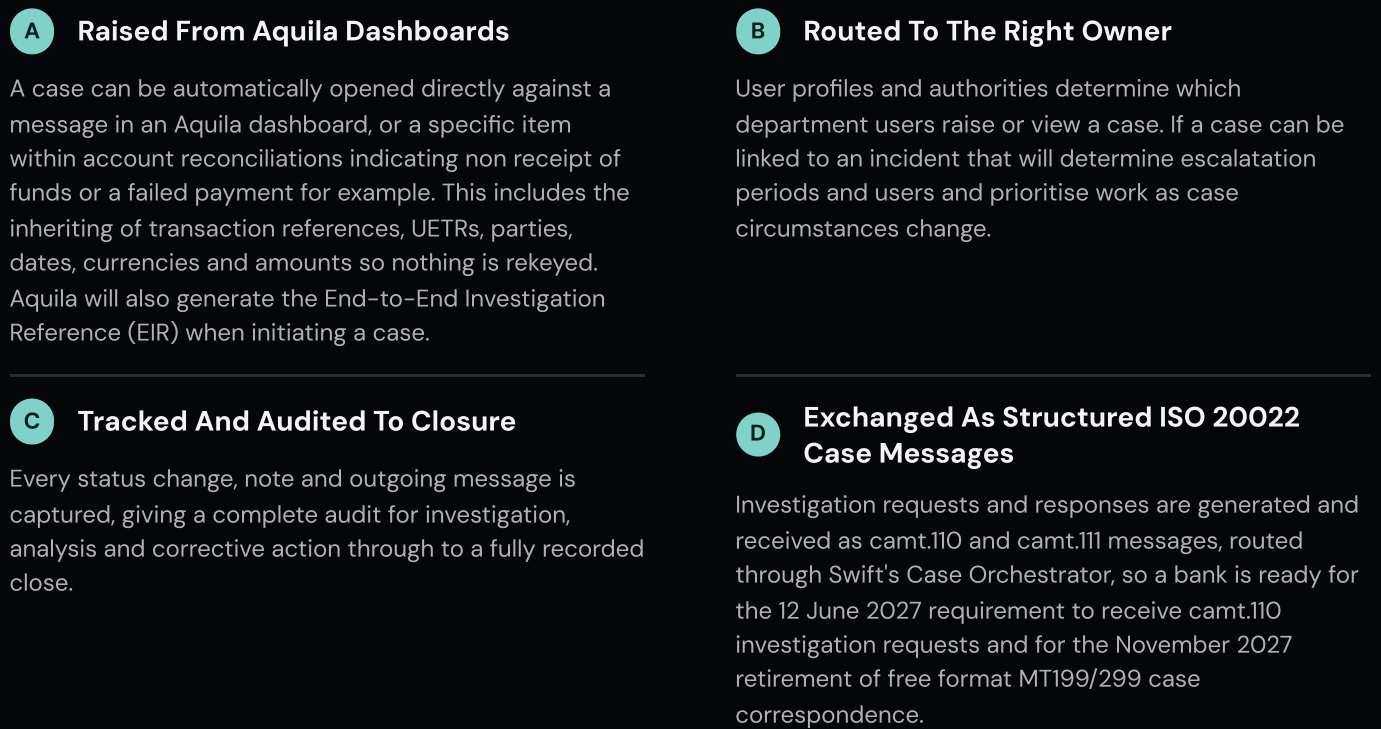
As every case is linked to its originating transaction and to the messages exchanged along the way, investigators see the current status at a glance, act on exceptions before deadlines are breached, and demonstrate exactly what happened and when, all from one controlled queue.

The Case Lifecycle

A case moves through five stages, from the payment that raised it to a settled outcome, with bank operations, Aquila and the counterparty bank working from the same record throughout.



How Aquila Manages A Case



What You Gain

Fewer Missed Deadlines

Live status and prioritisation help teams act before cut-off times pass.

Full Auditability And Improved Operational Control

Every action is time-stamped and recorded for compliance and later analysis, with clear ownership, visibility and resolution options.

One Source Of Truth

Cases sit beside the payments and messages they relate to, not in a separate system.

Ready For Both E&I Milestones

Native camt.110/111 support covers the 12 June 2027 requirement to receive investigation requests and the November 2027 move to sending and receiving through Case Management. Aquila's payments processing already supports the camt.056 cancellation and pacs.004 return messages.

Faster Resolution And Reduced Effort

Automated processes can be configured to facilitate issue identification, routing and ideal response quickly and effectively, allowing teams to focus their expertise on the complex cases that genuinely require human intervention.

Greater Consistency And Customer Outcomes

By applying structured processes according to issue type, counterparties are quickly and unambiguously informed of issues.

The result is a more proactive and scalable case management capability, automating the routine while ensuring the right people are engaged when human judgement is required.

THE TWO DATES THAT MATTER (Pending Swift's confirmation in December 2026)

12 June 2027

Every institution on the Swift network must be able to receive camt.110 investigation requests. This milestone was originally set for November 2026 and moved when Swift deferred Standards Release 2026, with the revised date confirmed on 21 September 2026.

November 2027

Investigation requests and responses must be sent and received in ISO 20022 only, through Case Management over FINplus. In flow translation ends, legacy MT192, 292, 195, 295, 196 and 296 are removed, and MT199 and MT299 are retired for exceptions and investigations.

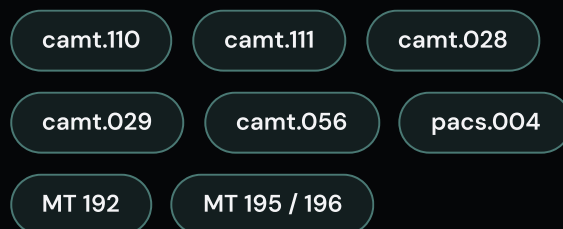
PART OF ONE INTEGRATED PLATFORM

Case management messages are stored in and share Aquila's single database with message management, matching, reconciliation and incident management, so investigations draw on common information within a single platform.

AT A GLANCE

MODULE	Aquila Case Management
COVERS	Recalls, queries, exceptions, investigations
STANDARDS	Swift FIN, ISO 20022 (MX), camt.110/111 via Case Orchestrator
CONTROL POINT	Queue Management, Account Reconciliations, Incident Management
DEPLOYMENT	Aquila's single shared-database platform

MESSAGE TYPES



Investigation traffic is exchanged as structured ISO 20022 case messages, so requests and responses carry the same references and parties as the payment that raised them.

Raise. Route. Investigate. Resolve.

Payment investigations and exceptions, handled inside Aquila.

One controlled queue. Recalls, queries and exceptions are raised directly against the message that triggered them in the appropriate Aquila dashboard, inheriting the item details so nothing is rekeyed.

The right owner, first time. User profiles and authorities determine which department sees a case, and automated rules assign, escalate and prioritise the work as circumstances change.

Deadlines stay visible. Live status and prioritisation let teams act on exceptions before cut-off times pass, rather than discovering a breach after the fact.

A complete record. Every status change, note and outgoing message is time-stamped and captured, giving a full audit for investigation, analysis and corrective action through to a recorded close.

About Aqua Global

Aqua Global is a software provider that has been assisting financial institutions to automate their transaction lifecycle since 1983, providing seamless, secure and robust message automation.

Headquartered in London with a support hub in Poland and global business partners, Aqua Global has supported banks across over 30 countries around the world. Our solutions support real time operations, regulatory compliance and scalable automation, and we focus on building long term partnerships, tackling complex operational challenges, and providing reliable, high performance systems that assist our clients every day.

The Aquila Platform

Centralised Orchestration



Message Management



ISO 20022 Processing



Payments



Treasury



Securities



Reconciliations



Matching



Incident Management



Case Management



For more information, visit

Web: aquaglobal.co.uk

LinkedIn: [@aquaglobal](https://www.linkedin.com/company/aquaglobal)