

Automated Inquiry Service – Autoinquiry.

Autoinquiry is the automated SWIFT-based inquiry service of UBS, *offered free of charge*. It enables your bank to inquire about your payment transactions by using formatted SWIFT MT195/295/995 or MT199/299/999 messages. Your Autoinquiry message automatically accesses the payment database of UBS, locates the corresponding transaction (debit or credit), and generates an automated reply. An automated authentication process is in place to ensure that only authorized parties have access to client-specific data.

Service features

- The Autoinquiry service can be used for inquiries relating to payments in all currencies.
 - Autoinquiry can be used if the underlying transaction has a transaction date of *less than one calendar year from the date of inquiry*. If it has an older transaction date, then please send a regular query for the attention of Payments Customer Service.
 - Each Autoinquiry message can relate to *one single transaction* and may include only *one query number*.
 - If the Autoinquiry message is *incorrectly formatted* or does not qualify for automated processing, your bank will be notified by SWIFT.
- If the *beneficiary* of the funds transfer *claims non-receipt of funds*, you can utilize our Autoinquiry service to investigate the transaction ([SWIFT query number /3/](#)).
 - If the *beneficiary* of the funds transfer is *unable to identify the transaction*, your bank can send an Autoinquiry to request full details ([SWIFT query number /4/](#)).
 - If your bank is *unable to reconcile a debit or credit entry on your MT940/950* account statement received from UBS, you can use Autoinquiry to request further details ([SWIFT query number /14/](#)).

If an inquiry is received with another SWIFT query number, it is no longer considered as an Autoinquiry and an investigation fee may apply.

Autoinquiry initiation process

To initiate an inquiry through Autoinquiry, send a formatted MT195/295/995 or MT199/299/999 SWIFT message as shown below. Based on the query numbers used, Autoinquiry knows what type of information you are requesting. Autoinquiry reads your message, searches for the appropriate transaction and responds to your bank automatically. You will receive a reply in the format of a SWIFT MT199/MT299/MT999.

SWIFT query numbers supported by Autoinquiry

Our Autoinquiry service *supports SWIFT query numbers /1/, /3/, /4/ and /14/*. Here are some examples where we recommend using Autoinquiry:

- If your bank is unable to *locate an expected debit entry* on your account, you can send UBS an Autoinquiry to obtain confirmation ([SWIFT query number /1/](#)).

MT195/295/995 format requirement

If your bank submits an Autoinquiry message with an *MT195*, *MT295* or *MT995*, then the *standard SWIFT format* applies.

Important note: The query number */nn/* given below can have a value of **1, 3, 4 or 14***.

Field	Description
BANCUSXX	SWIFT message sender
UBSWCHZH80A	SWIFT message receiver
195/295/995	SWIFT message type
M :20: INV 45632	Sender's reference
M :21: 1234567890123456	Field 20 of the payment order or the UBS transaction reference from the MT950 you are inquiring about
M :75:/nn/	Autoinquiry query number
O USRF L.ORCA/5599	Reference of the inquirer
M :11a:### YYMMDD	"11a" identifies your institution as R for Receiver or as S for Sender of message you are inquiring about. ### contains the SWIFT MT you are inquiring about. With option R , YYMMDD equals the UBS transaction date from your statement. With option S , YYMMDD equals the date of the SWIFT MT in question.

M = Mandatory O = Optional

* Please note that query number */14/* can only be used to inquire about a debit or credit entry you are unable to reconcile on the statement that your bank received from UBS (e.g. :11R:950). The inclusion of the UBS transaction reference in field 21 is mandatory.

If your bank is systematically unable to send an MT195/295/995, then you can submit an Autoinquiry message with an *MT199*, *MT299* or *MT999*. Since these are free format message types, *certain proprietary keywords & format must be used*, so that our system can recognize your inquiry as an Autoinquiry. Kindly refer to the Autoinquiry User Guide for exact formatting requirements.

Your advantages

Cost Savings

With our Autoinquiry service, you can avoid investigation fees for inquiry types correlating to SWIFT query numbers 1, 3, 4 and 14.

Efficiency & Speed

Properly formatted Autoinquiry messages are processed and replied to shortly after receipt.

No Investment

To use Autoinquiry, no additional hardware or software is required because you are already a SWIFT member.

Easy to Use

Autoinquiry is a user-friendly product based on SWIFT standards.

Customer Support

You have access to qualified experts who can assist you with any questions concerning Autoinquiry.

Security

All Autoinquiry messages that you send to UBS and all responses you receive are systematically verified.

Extended Availability

Autoinquiry is available from 12:30 AM (CET) to 11:30 PM (CET), Monday to Friday.

Contacts

Should you have any questions related to UBS's Autoinquiry service or would like to receive the Autoinquiry User Guide, please contact your Account Manager directly or write to the following address:

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