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**Reference data for financial  
services — Specification for the  
description of banking products or  
services (BPoS)**

*Données de référence pour les services financiers — Spécification  
pour la description de produits ou services bancaires (BPoS)*

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CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier, Geneva  
Phone: +41 22 749 01 11  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
Website: [www.iso.org](http://www.iso.org)

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# Contents

	Page
<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms, definitions and abbreviated terms</b> .....	<b>1</b>
<b>4 Principles</b> .....	<b>4</b>
4.1 General principles.....	4
4.2 Concrete principles.....	4
4.2.1 Types of key elements.....	4
4.2.2 Description of multiple BPoS.....	5
4.2.3 Sequence of key elements.....	6
4.2.4 Descriptive style.....	7
<b>5 Level of conformity</b> .....	<b>7</b>
5.1 General.....	7
5.2 Concrete conformity.....	7
<b>6 Key elements</b> .....	<b>8</b>
6.1 General.....	8
6.2 Concrete key elements.....	8
6.2.1 How can a BPoS be identified?.....	8
6.2.2 How can the issuer of a BPoS be identified?.....	11
6.2.3 What are the credentials of a BPoS?.....	15
6.2.4 What are the fundamental financial characteristics of a BPoS?.....	18
<b>7 Requirements of representation</b> .....	<b>29</b>
7.1 General.....	29
7.2 Logical tier.....	29
7.3 Physical tier.....	29
7.3.1 Principles.....	29
7.3.2 Key aspects for human reading.....	29
7.4 Version management.....	30
<b>Annex A (informative) Method of recording versions of a description</b> .....	<b>32</b>
<b>Annex B (informative) Logical representation model of BPoS descriptions</b> .....	<b>33</b>
<b>Annex C (informative) Relationship between fiat currency, historical currency and cryptocurrency</b> .....	<b>39</b>
<b>Annex D (informative) Related methodologies</b> .....	<b>40</b>
<b>Annex E (informative) An example of a BPoS description based on a credit card</b> .....	<b>41</b>
<b>Bibliography</b> .....	<b>50</b>

## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 68, *Financial services*, Subcommittee SC 8, *Reference data for financial services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

Banking is an ancient industry. Until the middle of the last century, most banking services had been simple and could be easily understood by common people. Services provided by different banks were similar and did not require any specific explanation. Thus, standardizing the descriptions of banking services was unnecessary at that time.

This situation gradually changed with the introduction of information technology into the banking industry and the faster adoption of financial innovation. Since the beginning of this century, especially when Fintech started to play a more important role in the banking industry, the situation has changed dramatically. On the one hand, traditional banking services are becoming more integrated through **productization** as the functions and behaviours of services are determined before they are provided to customers. The establishment of product management functions in many banks can be deemed circumstantial evidence of this development. On the other hand, the working of banking products or services (BPoS, see 3.3) has become so **complex** that even the practitioner of its issuer cannot always explain it thoroughly and unambiguously. Moreover, a growing number of institutions other than traditional financial institutions are selling and servicing BPoS around the world. In some cases, these institutions are not even supervised by financial supervisory authorities.

To compensate for the increase in complexity, many institutions have started to provide some structured descriptions for their BPoS, often related to retail products. However, those descriptions are so diverse amongst the different institutions that customers can barely perform a proper comparison, even for similar products. Writing the description for BPoS can be a complex job for which only a small number of experienced staff meet the requirements. Consequently, the standardization of the BPoS descriptions has become more and more important.

At first glance, it seems relatively easy to establish a specification for the description of BPoS. However, some issues arise when a specification requires several provisions of the required elements to be combined.

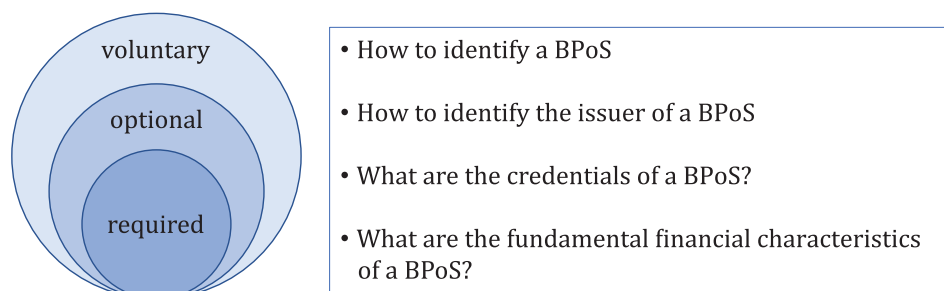
This document is intended to solve the issues mentioned above. **Key elements** necessary to describe a BPoS are defined. These elements are grouped into three categories: required, optional and voluntary.

**Required elements:** readers would not understand the BPoS correctly if these elements were described incompletely or ambiguously.

**Optional elements:** readers would understand the BPoS more completely, clearly and accurately by acquiring information from these elements.

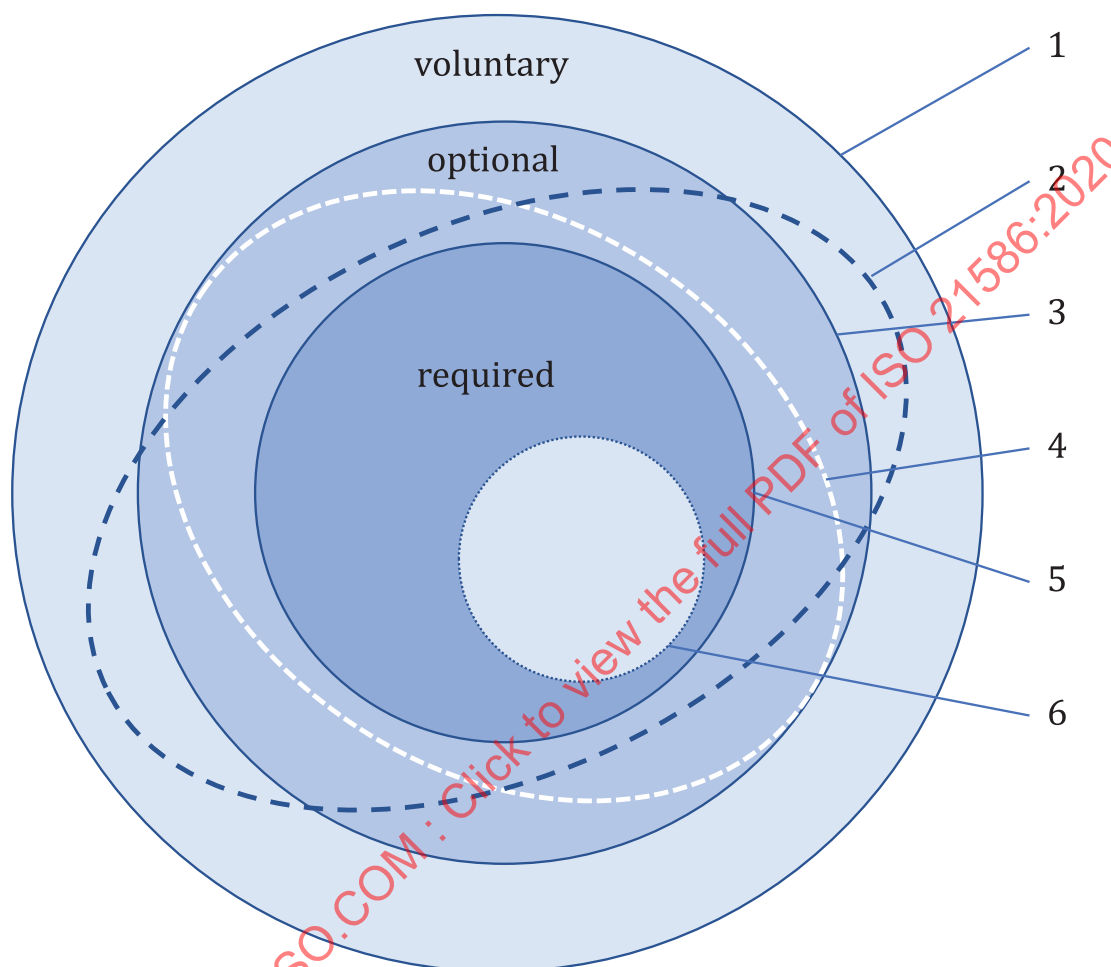
**Voluntary elements:** readers would understand the peculiarities and extra benefits of the BPoS.

Required and optional elements are focused on answering four questions: 'How to identify a BPoS', 'How to identify the issuer of a BPoS', 'What are the credentials of a BPoS?' and 'What are the fundamental financial characteristics of a BPoS?'. Voluntary elements are not listed as they are determined when the description of a BPoS is being formulated so that innovation is not constricted. [Figure 1](#) illustrates the relationship between these elements.



**Figure 1 — Logical categories and groups of elements**

Ordinary customers as well as many employees of financial institutions have no interest in reading or opportunity to read an ISO standard. How to choose appropriate elements might be a cumbersome matter. Considering this, six templates are given, called the **level of conformity**. Figure 2 illustrates the conceptual mapping on key elements for every level of conformity. If the concept of conformity is introduced when this document is implemented, customers might easily judge which elements of a BPoS have been described and practitioners might easily write a description of a BPoS by choosing a suitable template.



#### Key

- |                       |                  |
|-----------------------|------------------|
| 1 expanded            | 4 picked         |
| 2 picked and expanded | 5 baseline       |
| 3 coincident          | 6 below baseline |

**Figure 2 — The relationship of six conformity level templates**

After defining the necessary key elements to describe a BPoS, the next step is how to present them in an appropriate fashion. In this document, this question is dealt with at two levels: a logical tier and a physical tier. The organization of the information is considered the logical tier and deals with the correctness of the contents of the BPoS description. Plain language should be used in describing BPoS. Additionally, more structured ways to organize information (such as XML or JSON) can be used. The presentation of the information is considered the physical tier and deals with the suitability of the content for human reading. Some ISO guides, such as ISO/IEC Guide 14 and ISO/IEC Guide 37, are followed, with mentions of special elements involving personal safety or environmental protection.

These developments around BPoS are considered not only by ISO TC68/SC8 but also by many regulatory authorities, with regulations having been implemented recently. Methodologies have also been developed in relation to BPoS (see [Annex D](#)). These factors have been considered in this document.

In conclusion, many stakeholders can benefit from this document. In particular:

- customers can understand the characteristics of a BPoS and take better-informed decisions;
- practitioners can be more efficient in describing the characteristics of a BPoS using the tailoring templates;
- regulatory authorities can detect whether the information provided for a BPoS is compliant or transparent enough.

Furthermore, descriptions of BPoS can be readily stored, processed and compared. Innovation can be triggered by analysing key elements. In a sense, the change induced by Fintech could be considered to begin with the expansion of channels while the channel is a key element.

This document contains the following clauses:

Scope ( <a href="#">Clause 1</a> )	This document is intended to be used to describe banking products or services (BPoS) only. The main addressees are practitioners.
Normative references ( <a href="#">Clause 2</a> )	Documents which are referred to normatively in this document.
Terms, definitions and abbreviated terms ( <a href="#">Clause 3</a> )	The terms used in this document are defined. The definition of BPoS is based on ISO 9000.
General principles ( <a href="#">Clause 4</a> )	Five principles are followed: <ol style="list-style-type: none"> <li>1. Types of key elements</li> <li>2. Description of multiple BPoS</li> <li>3. Sequence of key elements</li> <li>4. Descriptive style (concise everyday language)</li> <li>5. Implementation as a complement to regulations</li> </ol>
Level of conformity ( <a href="#">Clause 5</a> )	Six patterns of conformity are described: <ol style="list-style-type: none"> <li>1. Below baseline</li> <li>2. Baseline</li> <li>3. Picked</li> <li>4. Coincident</li> <li>5. Picked and expanded</li> <li>6. Expanded</li> </ol>
Key elements ( <a href="#">Clause 6</a> )	Relevant information elements for customers to understand the nature of a BPoS.
Requirements of representation ( <a href="#">Clause 7</a> )	Presentation of the elements in logical (organizing elements correctly) and physical (showing elements correctly) mode.
Annexes	

The content of [Clause 4](#) to [Clause 6](#) aims to depict the relevant aspects of describing a BPoS. [Figure 3](#) gives a landscape of those clauses.

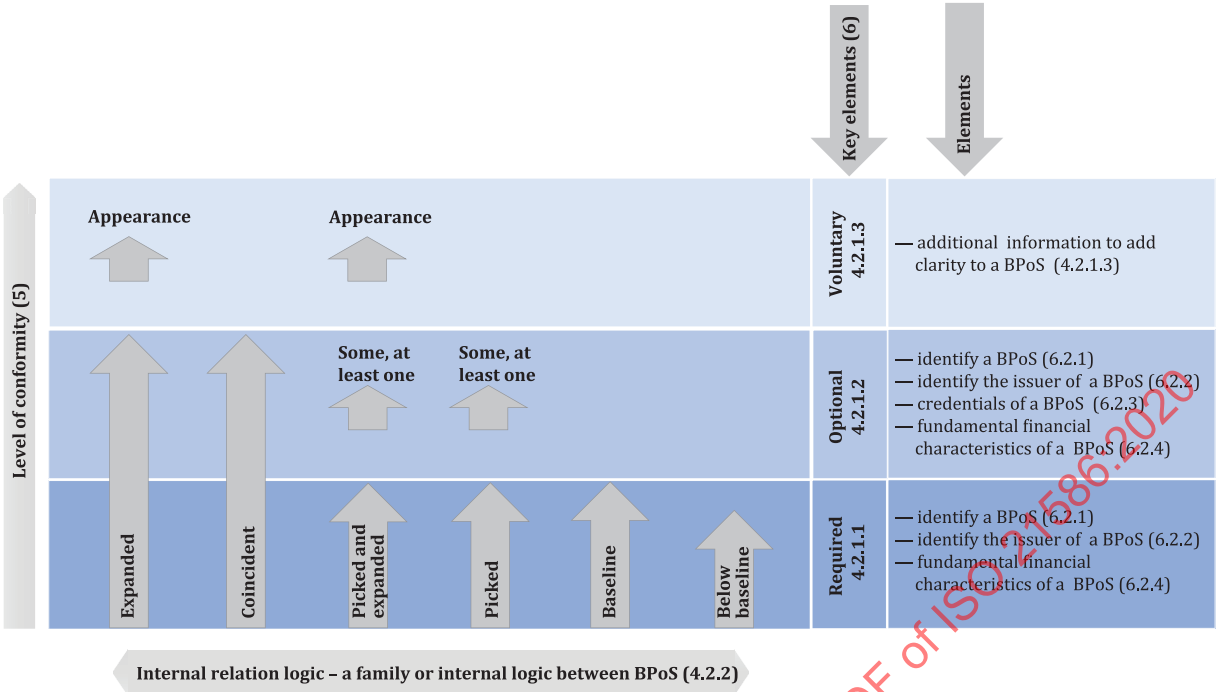


Figure 3 — Landscape of substantial elements for describing BPoS



# Reference data for financial services — Specification for the description of banking products or services (BPoS)

## 1 Scope

This document specifies how to describe the characteristics of banking products or services (BPoS) from a customer's perspective.

Characteristics of a BPoS can be observed from different facets, called key elements, which are divided into three groups: required, optional or voluntary elements. This document elaborates on the purpose, content and description approach for the required and optional key elements.

Six levels of conformity are described in this document which are intended to allow a customer to assess the coverage of key elements in a BPoS. The logical and physical formats to express key elements are also defined. This document excludes requirements of a BPoS itself and specific value ranges of any key element are out of the scope.

This document guides the provider of BPoS in describing their products or services with the intent to help customers understand or compare specific BPoS. It is not applicable to describing securities or insurance-related products or services. BPoS can be issued by banks and other institutions.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 4217:2015, *Codes for the representation of currencies*

ISO 9000:2015, *Quality management systems — Fundamentals and vocabulary*

ISO 9362, *Banking — Banking telecommunication messages — Business identifier code (BIC)*

ISO 10962, *Securities and related financial instruments — Classification of financial instruments (CFI code)*

ISO 20275, *Financial services — Entity legal forms (ELF)*

## 3 Terms, definitions and abbreviated terms

For the purposes of this document, the terms and definitions given in ISO 9000 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

### 3.1

#### banking product

output of a *BPoS* (3.4) that can be produced without any transaction taking place between the BPoS and the *customer* (3.5)

Note 1 to entry: In situations where a banking product is defined in accordance with ISO 9000, the term may be equal to the BPoS.

[SOURCE: ISO 9000:2015, 3.7.6, modified]

### 3.2

#### **banking service**

output of a *BPoSP* (3.4) with at least one activity necessarily performed between the *BPoSP* and the *customer* (3.5)

Note 1 to entry: In situations where a banking service is defined in accordance with ISO 9000, the term may be equal to the *BPoS*.

[SOURCE: ISO 9000:2015, 3.7.7, modified]

### 3.3

#### **banking product or service**

##### **BPoS**

output provided by a provider to their *customers* (3.5) to meet certain customers' financial needs or finance-related needs

Note 1 to entry: The scope of the *BPoS* shall be a subset of group 711 in CPC version 2.1<sup>[30]</sup>, namely including some financial services, except investment banking, insurance services and pension services.

Note 2 to entry: The customer can experience the *BPoS* as either a product or a service, or as a product and a service inseparably intertwined. See also C. "Goods, services and other products" in Chapter II "The underlying principles of the classification" of CPC version 2.1<sup>[30]</sup>.

Note 3 to entry: If the plural of *BPoS* is mentioned, such as a set of *BPoS* or a family of *BPoS*, the acronym remains *BPoS*.

### 3.4

#### **banking product or service provider**

##### **BPoSP**

organization that provides a *BPoS* (3.3) to a *customer* (3.5)

Note 1 to entry: The *BPoSP* is considered as the organization which delivers the *BPoS* directly to the customer.

### 3.5

#### **customer**

person or organization that could or does receive a *BPoS* (3.3), namely a *banking product* (3.1) or a *banking service* (3.2), that is intended for or required by this person or organization

Note 1 to entry: Synonym for consumer, client, end-user, retailer, receiver of product or service from an internal process, beneficiary or purchaser.

[SOURCE: ISO 9000:2015, 3.2.4, modified]

### 3.6

#### **credential**

data provided to the *customer* (3.5) for identification/authentication purposes

[SOURCE: ISO 12812-1:2017, 3.10]

### 3.7

#### **credential of BPoS**

*credential* (3.6) issued by a *BPoSP* (3.4) to the *customer* (3.5) for identification/authentication purposes in relation to the *BPoS* (3.3)

Note 1 to entry: Usually, the credential of *BPoS* consists of two parts: the identification message and the authenticated message. Where, depending on the nature of the *BPoS*, the authenticated message may be omitted, the identification message alone forms the credential message.

Note 2 to entry: When the credential message is stored in a carrier, the chosen *BPoS* shall be identified by the *BPoSP* via the stored identification message. When the credential message exists without a carrier, the chosen *BPoS* shall be identified by the *BPoSP* via the identification message provided by the customer.

**3.8****instant transaction**

operation mode in which the request is processed and the result supplied instantly

Note 1 to entry: Usually the processing result is obtained immediately after the request has been submitted by the *customer* (3.5) according to the contract, agreement or regulation of *BPoS* (3.3).

Note 2 to entry: This mode is available during a specific period of time in accordance with the key elements of *BPoS*.

**3.9****subscribing transaction**

subscription transaction

operation mode in which the request is processed with a delay and the processing status, rather than processing result, is supplied immediately after the request has been submitted

Note 1 to entry: The actual request is processed later, and the execution time depends on the contract, agreement or regulation of a *BPoS* (3.3). The actual result of the request is fed back to the *customer* (3.5) according to the *BPoS*. The feedback can be a quiet confirmation when the request was executed successfully, provided this type of feedback is specified in the *BPoS*.

Note 2 to entry: In this document, unless indicated otherwise, the terms subscribing transaction and batch transaction are synonyms.

**3.10****period of service**

time interval during which instant transactions, subscribing transactions or both are performed

**3.11****channel of service**

information transfer path with which instant transactions, subscribing transactions or both are performed

Note 1 to entry: The channel of service can be a manual operation, an electronic operation or a combination of both.

Note 2 to entry: The channel of service is generally related to the period of service and vice versa. In different channels of service, the *period of service* (3.10) can be different.

**3.12****key element**

piece of description which describes a facet of *BPoS* (3.3)

Note 1 to entry: A key element is a non-negligible characteristic of a *BPoS*.

**3.13****required key element**

*key element* (3.12) describing the obligatory facet of a *BPoS* (3.3)

Note 1 to entry: The required key element shall be included in the description of every *BPoS* except if the below baseline conforming implementation is adopted (see 5.2). *Customers* (3.5) cannot correctly understand a *BPoS* if the required key elements are incomplete or ambiguous.

**3.14****optional key element**

*key element* (3.12) describing the complementary facet of a *BPoS* (3.3)

Note 1 to entry: The optional key element should be described for every *BPoS*. The optional key elements help customers to understand the *BPoS* more completely, unambiguously and accurately.

### 3.15

#### **voluntary key element**

*key element* (3.12) describing additional facets of a BPoS (3.3)

Note 1 to entry: The voluntary key elements are information that the BPoS considers necessary to fully inform a customer (3.5) about a BPoS but that are not contained in the required and optional key elements.

### 3.16

#### **conformity**

fulfilment of a requirement

Note 1 to entry: In English the word “conformance” is synonymous but dated. In French the word “compliance” is synonymous but dated.

Note 2 to entry: Conformity constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

[SOURCE: ISO 9000:2015, 3.6.11]

## 4 Principles

### 4.1 General principles

The following principles are given as a guidance on using key elements in describing a BPoS.

- a) A key element belongs to either the required, optional or voluntary category, so that the baseline can be established while innovation can occur.
- b) Many BPoS can be described together according to an internal relation logic (a family) or irrespective of internal logic (a set).
- c) The sequence of key elements should be arranged in a way to allow for easy human comparison.
- d) The descriptions should use everyday, concise language.

### 4.2 Concrete principles

#### 4.2.1 Types of key elements

##### 4.2.1.1 Required key elements

The requirements for using required key elements are:

- a) If available, content shall be described.
- b) “None” shall be indicated if the content of the description does not exist.
- c) “Not applicable” shall be indicated if the BPoS considers the content of the description not to be applicable.
- d) “Uncertain” shall be indicated if the BPoS considers the content of the description to be uncertain.

The words “none”, “not applicable” and “uncertain” shall be replaced with their synonyms in the language used to describe a BPoS.

##### 4.2.1.2 Optional key elements

The description requirements of the optional key element are as follows:

- a) The content shall be described only if content exists.

- b) The content and its chapter heading in the description of a BPoS may be omitted in one of three situations:
  - 1) The BPoS considers no content should be described.
  - 2) The BPoS considers the content is not applicable.
  - 3) The BPoS considers the content is uncertain.
- c) When the content must be declared according to local regulatory requirements, the optional key element shall become a required key element in the jurisdiction.

#### 4.2.1.3 Voluntary key elements

The voluntary key elements are described only when a BPoS considers that some information can add clarity to a BPoS or make it more attractive for customers. For instance, a voluntary key element may be additional descriptions for special groups of suitable customers, for distinct channels of service or for specific regions of service.

The description of a BPoS may include voluntary key elements. The chapter heading in the description should be provided only when the content of the voluntary key element occurs. The chapter heading and the content of the voluntary key element shall not overlap with or contradict required or optional key elements. The BPoS shall not utilize the voluntary key element to change the substantive meanings of required or optional key elements.

**EXAMPLE** The following voluntary key elements have been included in a description of a BPoS because the BPoS considers this information to be attractive to potential customers:

- a) sales progress;
- b) trend of the benefits during the life of the BPoS;
- c) investment manager performance on the invested BPoS;
- d) comparative information of similar BPoS;
- e) ways of solving unusual problems of specific BPoS.

### 4.2.2 Description of multiple BPoS

#### 4.2.2.1 General rules

Multiple BPoS can be organized in two ways, a set or a family, for which the same rules apply:

- a) every set or family of BPoS shall be identifiable by customers without professional knowledge;
- b) one BPoS can provide more than one set or family of BPoS;
- c) one set or family of BPoS can be used by more than one BPoS, in which case each BPoS shall be identified via the BPoS identifier.

#### 4.2.2.2 Set of BPoS

A set of BPoS is an unsystematic collection of BPoS. In a given set of BPoS, any single BPoS is unique, uniquely identified and not related by default to any other BPoS unless otherwise declared.

#### 4.2.2.3 Family of BPoS

A family of BPoS is a systematic collection of BPoS. In a given family of BPoS:

- a) any single BPoS is unique;

- b) more than one BPoS can be grouped into a parent BPoS. In such cases, each parent shall be uniquely identified and not be identical to any other BPoS;
- c) one parent BPoS is a subfamily;
- d) a family can consist of subfamilies;
- e) every BPoS in one family has some identical values for some key elements but at least one unequal value.

#### 4.2.3 Sequence of key elements

The sequential arrangement of key elements depends upon whether it is the description of a single BPoS or the description of a family or subfamily of BPoS.

- a) When a single BPoS is described, the elements should be arranged for human reading in accordance with the sequence listed in [Clause 6](#), with the following additional requirements:
  - 1) Required key elements shall not be omitted unless the level of conformity “below baseline” described in [5.2](#) is chosen.
  - 2) Whether optional key elements may be omitted depends on the choice of the level of conformity described in [5.2](#).
  - 3) Voluntary key elements should be listed after the elements listed in [Clause 6](#).
- b) When a subfamily of a family of BPoS is described, elements for human reading shall be arranged in accordance with the sequence listed in [Clause 6](#), with the following additional requirements:
  - 1) Common key elements of a subfamily or family shall be described first, and the sequential arrangement shall list required key elements, optional key elements and voluntary key elements, in this order.
  - 2) Key elements belonging only to some members of a subfamily or family are listed subsequently as follows: required key elements, optional key elements and voluntary key elements. If a BPoS can be grouped by some elements, the group can be divided into subfamilies according to [4.2.3 b\) 1\)](#) until every element of each BPoS is explained.
  - 3) The description of a subfamily or family of BPoS can be grouped together. Each element of every BPoS in a subfamily or family shall be found in the description. Otherwise, the description of the BPoS shall be made according to [4.2.3 c\)](#).
- c) When a single BPoS belonging to a family has inherited some information from it, additional requirements are:
  - 1) The description of the family of BPoS shall be composed and released. Namely, customers can access the description of the family of BPoS while the customer touches the description of the single BPoS.
  - 2) The cited description of the family of BPoS shall be declared accurately.
  - 3) In cases where some information needs to be supplied to the existing key element described in the description of the family of BPoS, the supplemental content shall be placed behind the original content of the related key element.
  - 4) When some information beyond the scope of the required and optional key elements defined in this document needs to be supplied, the supplemental content can be managed as voluntary key elements and composed according to [4.2.1.3](#).

NOTE The principle and approach by which the set, family and subfamily were divided are not included in this document.



#### 4.2.4 Descriptive style

The use of everyday language should be used whenever possible. If technical, business or industry-specific words have to be used, some examples should be given as supplementary information.

The description shall be clear and concise, with enough depth of information to avoid misinterpretation. Using plain language does not mean reducing the length, changing the meaning or oversimplifying the BPoS descriptive text.

## 5 Level of conformity

### 5.1 General

The level of conformity addresses the need of consumers to understand to which degree a BPoS description conforms to the standard and facilitates the work of BPoS to produce BPoS. Six patterns are described so that the customers can recognize the conformity level of descriptions of a specific BPoS and serve as a set of predefined tailoring templates for a BPoS to easily choose the conformity level.

### 5.2 Concrete conformity

The level of conformity chosen should be set out in the description. A description shall adopt one of six levels of conformity to describe a BPoS, subfamily or family of BPoS. A summary of all levels of conformity is shown in [Table 1](#).

**Table 1 — Levels of conformity**

Level of conformity	Required key elements	Optional key elements	Voluntary key elements	Degrees of correspondence <sup>a</sup>
Coincident	All	All	None	Identical
Baseline	All	None	None	Modified
Picked	All	Some, at least one	None	
Expanded	All	All	Appearance <sup>b</sup>	
Picked and expanded	All	Some, at least one	Appearance <sup>b</sup>	
Below baseline <sup>c</sup>	Few, at least one	No limit <sup>d</sup>	No limit <sup>d</sup>	Not equivalent
<sup>a</sup> The concept "Degrees of correspondence" comes from ISO/IEC Guide 21-1:2005, Clause 4. <sup>b</sup> Appearance means that at least one voluntary key element occurs to describe additional features. <sup>c</sup> When composing the description of a BPoS, a subfamily or a family, the conformity of below baseline may be adopted in cases where it is impossible to confirm all required key elements, even including the statement of "None", "Not applicable" or "Uncertain". <sup>d</sup> No limit means that any limit is useless because of the lack of required key elements.				

**EXAMPLE 1** If a description of a BPoS in which all required and optional key elements are described contains the sentence "ISO 21586 coincident conformity", customers can induce that the lack of key aspects of the BPoS is a small probability.

**EXAMPLE 2** If a description of a BPoS in which all required key elements and some optional key elements are described, while some properties are voluntary key elements, contains the sentence "ISO 21586 picked and expanded conformity", customers can be prompted to carefully consider whether the voluntary key elements are not in contradiction with the optional key elements and are genuine innovation and not misleading information.

**EXAMPLE 3** If a description of a BPoS in which just some required key elements, some optional key elements or both are described, regardless of voluntary key elements, contains the sentence "ISO 21586 below baseline conformity", customers can be prompted to carefully consider whether the key properties related to risks and benefits are available, hence protecting the consumer interests.

## 6 Key elements

### 6.1 General

In this clause all the required and optional key elements are described in detail. Information items which shall or should be disclosed to customers are enumerated. The type, content, purpose and some suggestions are indicated.

The key elements can be grouped into four categories, answering the following questions:

- a) How can a BPoS be identified?
- b) How can the issuer of a BPoS be identified?
- c) What are the credentials of a BPoS?
- d) What are the fundamental financial characteristics of a BPoS?

All groups are introduced by an overview table.

An example of a BPoS description based on a credit card can be found in [Annex E](#).

### 6.2 Concrete key elements

#### 6.2.1 How can a BPoS be identified?

Element	Type
<a href="#">6.2.1.1</a> BPoS identifier	Required
<a href="#">6.2.1.2</a> Version of the description	Required
<a href="#">6.2.1.3</a> Full commercial name	Required
<a href="#">6.2.1.4</a> Abbreviated commercial name	Optional
<a href="#">6.2.1.5</a> Professional name	Required

#### 6.2.1.1 BPoS identifier

##### 6.2.1.1.1 Element category

Required.

##### 6.2.1.1.2 Content of description

The unique identification of a described BPoS, a subfamily or a family of BPoS.

##### 6.2.1.1.3 Purpose of description

The purpose of describing the BPoS identifier is:

- a) to differentiate a BPoS, a subfamily or a family of BPoS from each other;
- b) to make sure customers can search for the description of the BPoS, subfamily or a family of BPoS rapidly and unequivocally.

##### 6.2.1.1.4 Suggestion for description

The BPoS identifier can consist of every way to identify an object uniquely. The readability of BPoS identifier shall be well thought through because a description of a BPoS is intended to be read by individual persons.



If a BPoS identifier is chosen, such as IRI (see IETF RFC 3987) that can be easily read by machines only, an alias of the BPoS identifier should be provided to also be read by human beings.

#### **6.2.1.2 Version of the description**

##### **6.2.1.2.1 Element category**

Required.

##### **6.2.1.2.2 Content of description**

Version of the description.

##### **6.2.1.2.3 Purpose of description**

To make sure customers can unequivocally distinguish the different versions of the description, particularly if it is the latest version of the description issued by the BPoSP.

##### **6.2.1.2.4 Suggestion for description**

The version of the description should be described in a way that can easily be recognized and understood by human beings and that can be processed and transmitted through IT systems.

The current and historic versions of the description should be shown on an IT system that can easily be accessed by customers. If more than one version of the description of a BPoS has been published, the later versions should describe the main changes from the previous versions.

A method of recording the versions of the description is indicated in [Annex A](#).

#### **6.2.1.3 Full commercial name**

##### **6.2.1.3.1 Element category**

Required.

##### **6.2.1.3.2 Content of description**

Full commercial name of a BPoS. The full commercial name can also be the full name of a subfamily or a family depending on the object described.

The commercial description should be written in the most commonly used language in a region where a BPoS is sold or used. If necessary, it can be multilingual. Whether official languages should be used depends upon the requirement of the jurisdiction. The full commercial name in English should be provided if the description is written in a language other than English.

##### **6.2.1.3.3 Purpose of description**

To inform customers about the full commercial name of a BPoS.

##### **6.2.1.3.4 Suggestion for description**

The full commercial name should:

- a) help customers understand elementary features of BPoS;
- b) help customers recognize and remember the BPoS, subfamily or family when the abbreviated commercial name is not given;

- c) not be identical to others in the same set, subfamily or family of BPoS;
- d) not be used more than one time in the same set, subfamily or family of BPoS.

#### **6.2.1.4 Abbreviated commercial name**

##### **6.2.1.4.1 Element category**

Optional.

##### **6.2.1.4.2 Content of description**

Abbreviated commercial name of a BPoS. It uses the same language as the full commercial name.

If a full commercial name is provided in several languages, abbreviated commercial names should be provided in the corresponding languages.

If a Financial Instrument Short Name (FISN) has been registered for this BPoS according to ISO 18774, the FISN of the BPoS shall be included. If the abbreviated commercial name of the BPoS is not equal to the FISN, the FISN should be included as a voluntary key element to show the information adequately.

##### **6.2.1.4.3 Purpose for description**

To inform customers about the abbreviated commercial name of a BPoS. Abbreviated commercial names can be used as the variation of the identifier often used by customers.

##### **6.2.1.4.4 Suggestion for description**

Abbreviated commercial names should:

- a) be derived from the full commercial name if possible;
- b) not be identical to others in the same set, subfamily or family of BPoS;
- c) not be used more than one time in the same set, subfamily or family of BPoS;
- d) conform to the usual rules of abbreviation in a language and be easy to pronounce by normal speakers. The meaning and pronunciation should conform to the rules of proper language;
- e) be easily usable by persons who do not speak that language ordinarily.

#### **6.2.1.5 Professional name**

##### **6.2.1.5.1 Element category**

Required.

##### **6.2.1.5.2 Content of description**

The professional name of a BPoS, subfamily or family of BPoS.

##### **6.2.1.5.3 Purpose of description**

To make customers who have subject-relevant knowledge or experience quickly understand a BPoS, subfamily or family of BPoS from a professional perspective.

NOTE 1 The subject-relevant knowledge or experience is related to finance and economics or banking experience, or both.

NOTE 2 The professional name is used with the intent to help customers recognize the suitability of the BPoS, subfamily or family of BPoS. It facilitates the construction of appropriate subfamilies or families of BPoS.

#### 6.2.1.5.4 Suggestion for description

A knowledge system broadly used in the banking industry should be adopted as the basis of the description. The same terminology should be used to describe the BPoS in the same set, subfamily or family of BPoS.

### 6.2.2 How can the issuer of a BPoS be identified?

Element	Type
<a href="#">6.2.2.1</a> LEI code of BPoS	Optional
<a href="#">6.2.2.2</a> ELF code of BPoS	Optional
<a href="#">6.2.2.3</a> Full name of BPoS	Required
<a href="#">6.2.2.4</a> Address of BPoS	Optional
<a href="#">6.2.2.5</a> Contacting phone number of BPoS	Required
<a href="#">6.2.2.6</a> Website address of BPoS	Required
<a href="#">6.2.2.7</a> Email address of BPoS	Optional
<a href="#">6.2.2.8</a> Instant messaging account of BPoS	Optional

#### 6.2.2.1 LEI code of BPoS

##### 6.2.2.1.1 Element category

Optional.

The legal entity identifier (LEI) code of the BPoS should be provided if the BPoS is circulated in an international market where the LEI code has been used to identify the BPoS.

##### 6.2.2.1.2 Content of description

LEI code of the BPoS which is defined following the ISO 17442 series and registered at the Global Legal Entity Identifier Foundation (GLEIF).

##### 6.2.2.1.3 Purpose of description

Customers get access to relevant information about the BPoS.

##### 6.2.2.1.4 Suggestion for description

It shall be identical to the LEI code.

If the BPoS is a branch of an organization, the relationship between the BPoS and LEI shall be indicated.

#### 6.2.2.2 ELF code of BPoS

##### 6.2.2.2.1 Element category

Optional.

The entity legal form (ELF) code of the BPoS should be provided if the BPoS is circulated in an international market where the ELF code has been used to describe the legal form of the BPoS.

#### 6.2.2.2.2 Content of description

ELF code of the BPoSP which is attributed by GLEIF in accordance with ISO 20275.

#### 6.2.2.2.3 Purpose of description

Customers are informed about the ELF of the BPoSP.

#### 6.2.2.2.4 Suggestion for description

It shall be identical to the ELF code.

A reference to the ELF global list should be mentioned to promote the confidence level.

NOTE <https://search.gleif.org/#/search/> provides the ELF code of every BPoSP which has registered an LEI.

### 6.2.2.3 Full name of BPoSP

#### 6.2.2.3.1 Element category

Required.

#### 6.2.2.3.2 Content of description

Full name of the BPoSP issuing the BPoS.

If the BPoSP has registered an LEI code, the full name of BPoSP shall be identical to the name they submitted to GLEIF.

NOTE Established by the Financial Stability Board in June 2014, the GLEIF is tasked to support the implementation and use of the LEI. See <https://www.gleif.org>.

If the BPoSP has registered a bank identifier code (BIC) in accordance with ISO 9362, the full name of the BPoSP shall be equal to the full legal name defined in ISO 9362. The branch defined in ISO 9362 shall be indicated if the BPoSP is not the head office of a financial institution. The BIC of the BPoSP should be described in a voluntary key element.

If the BPoSP has registered both LEI code and BIC code, theoretically the full name shall be identical. Otherwise, the BPoSP shall perform the change to ensure the name is aligned with the registered name in the authority of the jurisdiction.

#### 6.2.2.3.3 Purpose of description

Customers know which organization issues the BPoS.

NOTE 1 If a BPoS is provided to customers by an agent that cannot be liable for the consequence of the BPoS, the agent is not the BPoSP.

NOTE 2 If a BPoS is provided to customers by a branch of an organization that is fully liable for the consequences of the BPoS, the branch is the BPoSP.

#### 6.2.2.3.4 Suggestion for description

It shall be identical to the name of the BPoSP registered in the authority of the jurisdiction.

If the BPoSP is a listed company, the market identifier code (MIC), defined according to ISO 10383, can be mentioned.

#### 6.2.2.4 Address of BPoSP

##### 6.2.2.4.1 Element category

Optional.

The BPoSP should ensure customers get a detailed address or an access to it through other means.

##### 6.2.2.4.2 Content of description

The detailed address of the BPoSP.

If the BPoSP has registered an LEI code, this address may be equal to the address of legal formation defined in the ISO 17442 series. It might also be the current operational address and is not equal to the address of legal formation. If the operational address is used, an explanation shall be given.

If the BPoSP has registered a BIC in accordance with ISO 9362, this address should be equal to the operational address defined in ISO 9362. If they are not equivalent, an explanation shall be given. The operational address registered with the BIC of the BPoSP should be described in a voluntary key element.

##### 6.2.2.4.3 Purpose of description

Customers get the information on how to communicate with the BPoSP.

##### 6.2.2.4.4 Suggestion for description

The detailed address shall satisfy the requirement that customers can communicate with staff of the BPoSP face-to-face. Therefore, the appropriate address is where the BPoSP has set the reception desk for visitors.

Generally, it is impossible for all issues raised by a visitor to be resolved at that address instantly, but the address should be an interface to receive the issue raised by the visitor. The subsequent action between the BPoSP and the visitor can be processed at the same address, or at another address, even through different channels.

If the customer can acquire the required information from any branch of the BPoSP, the address of the BPoSP may be any of the branches or a list of branches in a particular region. If the customer can only acquire the requisite information from a particular branch, only the address of this branch is suitable.

#### 6.2.2.5 Contacting phone number of BPoSP

##### 6.2.2.5.1 Element category

Required.

##### 6.2.2.5.2 Content of description

Contacting phone number of the BPoSP.

##### 6.2.2.5.3 Purpose of description

Customers can have a conversation with staff of the BPoSP via the telephone.

#### 6.2.2.5.4 Suggestion for description

The phone number should be a unified number which accepts calls in the region where the BPoS is issued and/or used. If an inquiry about a BPoS can only be answered in a specific region and the call cannot be switched from another region, the dialling code for the region shall be included.

When the number for incoming calls is different from the number for outgoing calls, it shall be indicated clearly.

#### 6.2.2.6 Website address of BPoSP

##### 6.2.2.6.1 Element category

Required.

##### 6.2.2.6.2 Content of description

The website address of the BPoSP.

##### 6.2.2.6.3 Purpose of description

Customers can find the official website address of the BPoSP.

##### 6.2.2.6.4 Suggestion for description

The BPoSP should provide at least one homepage address. If there is more than one homepage address, their relationship shall be clarified.

It shall be indicated that the homepage address can link to other websites.

#### 6.2.2.7 Email address of BPoSP

##### 6.2.2.7.1 Element category

Optional.

If the email address is not provided in the description, a BPoSP should provide other means to get the email address.

##### 6.2.2.7.2 Content of description

Email address of the BPoSP.

##### 6.2.2.7.3 Purpose of description

Customers can communicate with the BPoSP by email.

##### 6.2.2.7.4 Suggestion for description

The email address should have the same domain name as the homepage address of the BPoSP.

The email can also be sent via the web page, and attachments can be uploaded if necessary.

If the domain name of the email address is not the same as the domain name of the website, a full email address should be provided on the website to raise the confidence of the reader.

### 6.2.2.8 Instant messaging account of BPOSP

#### 6.2.2.8.1 Element category

Optional.

#### 6.2.2.8.2 Content of description

Instant messaging (IM) account of the BPOSP.

#### 6.2.2.8.3 Purpose of description

Customers can communicate with the BPOSP with instant messages (i.e. chatting).

#### 6.2.2.8.4 Suggestion for description

The IM account should be tied to the homepage of the BPOSP.

More than one IM account from different IM providers can be provided.

### 6.2.3 What are the credentials of a BPOSP?

Element	Type
<a href="#">6.2.3.1</a> Credential of BPOSP	Optional
<a href="#">6.2.3.2</a> Safekeeping, cleaning and maintaining the carrier of the BPOSP credential	Optional
<a href="#">6.2.3.3</a> Renewal of the carrier of the BPOSP credential	Optional
<a href="#">6.2.3.4</a> Energy supplies of the carrier of the BPOSP credential	Optional
<a href="#">6.2.3.5</a> Disposal of the carrier of the BPOSP credential	Optional

#### 6.2.3.1 Credential of BPOSP

##### 6.2.3.1.1 Element category

Optional.

If the credential of a BPOSP is established, it should be described. If the credential of a BPOSP is not described, how to identify and authenticate the BPOSP exclusively should be described.

##### 6.2.3.1.2 Content of description

The credential held by the customer is used to prove the holder's right to use, manage and dispose of the BPOSP.

If a BPOSP has more than one credential, each of them should be described separately. If a credential of a BPOSP can be used to identify more than one BPOSP, all of the BPOSP that can be identified by the credential should be indicated. If a credential consists of a group of sub-credentials, each sub-credential should be indicated.

The credential of a BPOSP is usually provided by the BPOSP, which may use an existing identification issued by another organization, especially when only an identification message is required.

The credential may need a credential carrier to store itself.

**NOTE** A credential carrier can be confounded with the credential itself, especially when only one credential is stored on a credential carrier.

**EXAMPLE 1** A plastic card with a magnetic stripe and a chip is a carrier storing more than one credential message. The credential messages [e.g. the primary account number (PAN) defined in ISO/IEC 7813:2006, 7.4.1] can be recorded in both the chip and on the magnetic stripe. They can also be embossed on the card itself. The customer as a cardholder provides the card to the teller of a bank to execute a financial transaction, and which credential message in the card is chosen depends on the agreement between the customer and the BPoS.

**EXAMPLE 2** An online bank certificate can identify more than one BPoS. With this a credential authentication can be completed reliably, but the BPoS which will be used might need to be chosen if the certificate addresses more than one BPoS. From the perspective of the BPoS, the BPoS has more than one credential. When a customer logs in with an online bank certificate, the identification can generally be chosen from a list based on the BPoS. However, an authentication code such as the password might be needed when certain transactions are requested (e.g. money transfers).

#### **6.2.3.1.3 Purpose of description**

The purpose of the description is to make readers know which credentials can be used for identifying and authenticating a BPoS, how many credentials can be used to identify and to authenticate a BPoS and what is the distinction between each credential.

A BPoS may use more than one credential to identify and authenticate itself. It can also use the credential held by the customer instead of using a new credential to identify the BPoS.

#### **6.2.3.1.4 Suggestion for description**

Both credentials themselves and carriers used to store the credentials shall be described. Since the concept "credential" is very important yet difficult to understand, the description of the credential should be clear and accurate and include the following information:

- a) the number of credentials that the BPoS involves;
- b) for each credential,
  - 1) function for which the credential can be used: as either identification, authentication or both;
  - 2) the related authentication means of the credential itself;
  - 3) the related identifier if the credential is used as the authentication means of the BPoS;
  - 4) the carrier needed to store the credential;
  - 5) the environment and conditions in which the credentials can be used;
- c) the relationships of those credentials, if a BPoS has more than one credential;
- d) which credential is mandatory, or which group of credentials is mandatory.

#### **6.2.3.2 Safekeeping, cleaning and maintaining the carrier of the BPoS credential**

##### **6.2.3.2.1 Element category**

Optional.

##### **6.2.3.2.2 Content of description**

Fundamental requirements for safekeeping, cleaning and maintaining the carrier of the BPoS credential.

##### **6.2.3.2.3 Purpose of description**

To inform customers about fundamental requirements for safekeeping, cleaning and maintaining the carrier of the BPoS credential, especially in relation to personal safety or financial risks.



**6.2.3.2.4 Suggestion for description**

The usual correct ways for safekeeping, cleaning and maintaining the carrier of the BPoS credential should be described.

**6.2.3.3 Renewal of the carrier of the BPoS credential****6.2.3.3.1 Element category**

Optional.

**6.2.3.3.2 Content of description**

Procedures and places where the carrier of the BPoS credential can be renewed or replaced.

**6.2.3.3.3 Purpose of description**

To inform customers about how to replace a carrier of a BPoS credential when the credential has expired, is damaged or is lost.

**6.2.3.3.4 Suggestion for description**

The following cases shall be covered:

- a) carrier cannot be replaced immediately, i.e. the customer cannot get the new carrier instantly;
- b) different replacement procedures apply to different types of customers having the same BPoS;
- c) different replacement procedures apply depending on the place of business or the country;
- d) different fees apply depending on the replacement procedure and period.

**6.2.3.4 Energy supplies of the carrier of the BPoS credential****6.2.3.4.1 Element category**

Optional.

**6.2.3.4.2 Content of description**

Power supplied to the carrier of the BPoS credential.

**6.2.3.4.3 Purpose of description**

To inform customers about the power supply needed by the carrier of the BPoS credential and how to change it if necessary.

**6.2.3.4.4 Suggestion for description**

The power supply of the carrier of the BPoS credential and the procedure to change the energy supply should be described. Typical cases are:

- a) a power supply is not necessary (e.g. a plastic card);
- b) power is supplied by the equipment with which the carrier of the BPoS credential is connected when working;
- c) a guide to changing batteries should be described when the carrier of the BPoS credential is powered by replaceable batteries. In cases where the change cannot be carried out by the consumer

themselves this should be indicated. The disposal method for the power supply should also be indicated.

### 6.2.3.5 Disposal of the carrier of the BPoS credential

#### 6.2.3.5.1 Element category

Optional.

#### 6.2.3.5.2 Content of description

Disposal method of the carrier of the BPoS credential.

#### 6.2.3.5.3 Purpose of description

To inform customers about how to dispose of the carrier of the BPoS credential.

#### 6.2.3.5.4 Suggestion for description

Safe and environmentally friendly ways of disposal of the BPoS credential carrier should be described. Methods which are not recommended should also be indicated if necessary.

### 6.2.4 What are the fundamental financial characteristics of a BPoS?

Element	Type
<a href="#">6.2.4.1</a> CFI code of BPoS	Optional
<a href="#">6.2.4.2</a> Suitability	Required
<a href="#">6.2.4.3</a> Supported currency	Required
<a href="#">6.2.4.4</a> BPoS time limits	Required
<a href="#">6.2.4.5</a> Channel of distribution	Required
<a href="#">6.2.4.6</a> Channel of service	Required
<a href="#">6.2.4.7</a> Period of service	Required
<a href="#">6.2.4.8</a> Region of selling	Required
<a href="#">6.2.4.9</a> Region of service	Required
<a href="#">6.2.4.10</a> Purpose of BPoS	Required
<a href="#">6.2.4.11</a> Fundamental business procedure	Optional
<a href="#">6.2.4.12</a> Expected financial benefits	Required
<a href="#">6.2.4.13</a> Cost of BPoS	Required
<a href="#">6.2.4.14</a> Risks analysis	Required
<a href="#">6.2.4.15</a> Matters requiring attention	Optional
<a href="#">6.2.4.16</a> Relevant BPoS	Optional
<a href="#">6.2.4.17</a> Terms explaining	Optional

#### 6.2.4.1 CFI code of BPoS

##### 6.2.4.1.1 Element category

Optional.

##### 6.2.4.1.2 Content of description

CFI code in accordance with ISO 10962.

**6.2.4.1.3 Purpose of description**

If the CFI code has been obtained according to ISO 10962, customers may understand characteristics that are defined when a BPoS is issued and that remain unchanged during its entire lifetime.

**6.2.4.1.4 Suggestion for description**

If the BPoS has registered an ISIN and an FISN, the CFI code should be acquired with ISIN and FISN at the same time.

**6.2.4.2 Suitability****6.2.4.2.1 Element category**

Required.

**6.2.4.2.2 Content of description**

BPoS that are adapted to the needs of a customer or characteristics of customers that acquire a BPoS.

Certain BPoS are restricted to a selected group of customers due to regulations or BPoS design. BPoS need to ascertain the suitability of a BPoS and require some information or documents, such as financial asset statements or legal documents. The type of legal documents to be provided by potential customers shall be declared. The actions to be performed on the customer's legal documents, such as copying and transmitting, preserving or processing, shall be declared.

Some equipment could be required, such as a smartphone for using BPoS with a mobile payment function.

If a BPoS can be acquired and used by any person without any legal documents, it shall be declared.

**6.2.4.2.3 Purpose of description**

Customers understand the conditions under which they can acquire a BPoS.

**6.2.4.2.4 Suggestion for description**

The customer's qualification for acquiring a BPoS shall be described clearly and unambiguously.

EXAMPLE A customer can obtain a platinum credit card only if they have deposited a specific minimum amount of money at the bank.

**6.2.4.3 Supported currency****6.2.4.3.1 Element category**

Required.

**6.2.4.3.2 Content of description**

The currency supported by the BPoS.

**6.2.4.3.3 Purpose of description**

To inform customers about:

- a) the types of currency supported by the BPoS;
- b) the circumstances in which certain types of currency can be used;

- c) the types of supported currency conversions when more than one type of currency is supported by the BPoS;
- d) whether any historical currencies or cryptocurrencies are supported by the BPoS.

#### 6.2.4.3.4 Suggestion for description

The relationship between types of currencies and other key elements, such as service channels and service regions, shall be described as those key elements are interrelated.

The name and code of the fiat currency shall be in accordance with ISO 4217. Historical currencies or cryptocurrencies involved in the BPoS shall be fully described. An elementary analysis of the relationship between fiat currencies, historical currencies and crypto currencies is discussed in [Annex C](#).

The exchange rate and relevant auxiliary costs shall be described along with the transaction. Additional costs related to exchange rates shall be described.

Fees for multi-currency transactions may be charged in one currency only.

Exchange rates fluctuate permanently so that a fixed exchange rate is rarely given. However, the exchange rate source shall be indicated in an unambiguous way.

#### 6.2.4.4 BPoS time limits

##### 6.2.4.4.1 Element category

Required.

##### 6.2.4.4.2 Content of description

The time limit of a BPoS is the period of validity. If the time limit is exceeded, the characteristics of the BPoS will change.

##### 6.2.4.4.3 Purpose of description

To inform customers about changes of characteristics of the BPoS, such as:

- a) the point in time and the procedure to change the carrier of the BPoS credential;
- b) the point in time and the conditions when the expected benefits of the BPoS are modified;
- c) the point in time and the conditions when the service charges of the BPoS are modified.

**EXAMPLE** A bank will pay customers the agreed interest when the customer withdraws funds according to a due certificate of time deposit. The expected benefits will change if the customer withdraws in advance.

##### 6.2.4.4.4 Suggestion for description

Each time limit shall be described if the BPoS has more than one time limit. The relevant changes about the time limit, such as expected benefits and service charge, shall be described simultaneously. Each starting date (also time if necessary) and expiration date shall be indicated.

The starting date and expiration date should be explained, and whether the date itself is included should be explained. The time and its time zone can also be illustrated.

#### 6.2.4.5 Channel of distribution

##### 6.2.4.5.1 Element category

Required.

##### 6.2.4.5.2 Content of description

Places and modes of distribution provided by the BPoSP from the perspective of customers.

##### 6.2.4.5.3 Purpose of description

To inform customers of the channel(s) where the BPoS can be obtained. The channel can be manual or online.

##### 6.2.4.5.4 Suggestion for description

Channels can be divided into some typical classes, as follows:

- a) bank branch, where customers can talk to staff of the BPoSP face to face;
- b) phone banking, where customers can talk to customer service representatives of the BPoSP via the phone;
- c) online banking, where customers can interact with the BPoSP via a web browser or an app;
- d) self-service equipment, where customers can interact with the BPoSP via the interface on the self-service equipment.

Any BPoS shall be distributed via at least one channel. In different jurisdictions, the same BPoS may be distributed via a different channel. More than one channel can be involved for the distribution of one BPoS.

**EXAMPLE** A BPoS can be ordered via an app installed on a mobile phone or a contract signed at a branch outlet, while the BPoS credential carrier is provided by mail.

#### 6.2.4.6 Channel of service

##### 6.2.4.6.1 Element category

Required.

##### 6.2.4.6.2 Content of description

Locations and the way an instant transaction, subscribing transaction (except signing) or both are executed.

##### 6.2.4.6.3 Purpose of description

To inform customers about the channels through which the BPoS can be used.

##### 6.2.4.6.4 Suggestion for description

Any channel of distribution may be used as a channel of service. Two BPoS can be differentiated by service channels only, although other characteristics are identical.

If instant/subscribing transactions of a BPoS are divided into different clusters according to function or risk, each cluster can be supported via different channels. Channels of service to each cluster of the BPoS should be described. Credentials and carriers of credentials which can be used for each channel shall be described as well.

The relationship between the channel of service and the period of service shall be indicated to establish the notion that each channel corresponds to a special period in which the channel can be utilized.

It shall be explained that different service languages are provided via unified channels.

#### **6.2.4.7 Period of service**

##### **6.2.4.7.1 Element category**

Required.

##### **6.2.4.7.2 Content of description**

The period in which an instant transaction can be taken or a subscribing transaction can be subscribed for the BPoS.

Different channels may work in different periods of service.

For some BPoS, some other periods and/or points of time may relate to the period of service. Those periods and/or points of time may be described as some voluntary elements, such as period of open, period of actual interest, as well as time to maturity, time of redemption and so on. Customers should deal with the BPoS within the period of service via the relevant channel in order to satisfy the requirement of those additional periods and/or points of time.

EXAMPLE 1 Instant money transfers within a BPoSP is typically an instant transaction.

EXAMPLE 2 Reservation of investment products is a typical subscribing transaction. In this case, a customer delivers the request any time before the actual time of the deal and can receive the application status instantly. When the deal is completed, according to the BPoS key elements, the customer can be notified of the result.

##### **6.2.4.7.3 Purpose of description**

To inform customers when an instant or subscribing transaction of the BPoS, or both, can be taken.

##### **6.2.4.7.4 Suggestion for description**

Since customers are only able to contact a BPoS via a channel, the period of service in each channel should be described. If services provided by a BPoS are different in different periods of service within the same channel, every period of service should be described separately.

Well-known customary descriptions may be provided to improve the general understanding.

EXAMPLE Although online services can be accessed at any time, an instant transaction might not be able to be executed if the BPoS is not designed for a 24/7 service.

#### **6.2.4.8 Region of selling**

##### **6.2.4.8.1 Element category**

Required.

##### **6.2.4.8.2 Content of description**

Regions where the BPoS is sold.

NOTE Regions of selling can be the same as regions of service or not.

##### **6.2.4.8.3 Purpose of description**

To inform customers where (geographically) the BPoS can be obtained.

**6.2.4.8.4 Suggestion for description**

A selling region should be described using country codes defined in ISO 3166-1 and country subdivision codes defined in ISO 3166-2.

Lists of branches of a BPoSP can be given with detailed addresses if the requirement of the selling region cannot be satisfied in accordance with the ISO 3166 series.

It should be indicated which language is supported for each region, especially in multilingual regions or if the supported languages are not equal to the language in which the description is written.

**6.2.4.9 Region of service****6.2.4.9.1 Element category**

Required.

**6.2.4.9.2 Content of description**

Geographical regions where an instant or subscribing transaction, or both, can be taken through a channel of service.

NOTE Generally, both the region of service and the channel of service are inseparably intertwined. However, one channel might be used in some regions, while other channels cannot be used. For instance, the online website can be accessed globally, but branch outlets can only be accessed where the branch of a BPoSP can do business.

**6.2.4.9.3 Purpose of description**

To inform customers where instant or subscribing transactions, or both, can be taken.

**6.2.4.9.4 Suggestion for description**

A region of service should be described by using country codes defined in ISO 3166-1 and country subdivision codes defined in ISO 3166-2.

A BPoSP branch outlet list can be given with detailed addresses if the requirement of region of service cannot be satisfied in accordance with the ISO 3166 series.

The language supported in the geographical region should be described if it is not described for every channel.

**6.2.4.10 Purpose of BPoS****6.2.4.10.1 Element category**

Required.

**6.2.4.10.2 Content of description**

Functions that a BPoS can support and constraints that a BPoS has.

**6.2.4.10.3 Purpose of description**

To help customers estimate how much of their banking needs can be satisfied by obtaining the BPoS.

#### 6.2.4.10.4 Suggestion for description

Statements shall be written accurately and truthfully, without exaggeration. Adjectives and adverbs that can lead to ambiguity should not be used.

EXAMPLE 1 If a payment BPoS can be used in only a few shops, the statement "It can be used everywhere" is false.

EXAMPLE 2 If a financing BPoS is described with the sentence "It will ensure you obtain the most beneficial gains", "most beneficial" could lead to ambiguity.

#### 6.2.4.11 Fundamental business procedures

##### 6.2.4.11.1 Element category

Optional.

##### 6.2.4.11.2 Content of description

The fundamental and essential business procedures in which the customer is involved.

Procedures involving the customer can include some nodes of the business process. At each of those nodes the status of the BPoS can change without interacting with the customer.

Message exchange between nodes of a business procedure can be of any format even if the message is transmitted by a person manually.

##### 6.2.4.11.3 Purpose of description

To inform the customer about:

- a) the status of the BPoS at major nodes which reflect the progress of the BPoS operation;
- b) the interactions between the BPoS and other organizations which generally work as the initiator of the transaction;
- c) the processes of the BPoS, especially time intervals between two nodes so that the customer can evaluate whether or not the BPoS will be acquired or will work in time.

EXAMPLE When applying for a credit card, if the applicant understands the procedures which need to be followed and have been completed, it can improve the understanding of the BPoS and generate appropriate expectations.

##### 6.2.4.11.4 Suggestion for description

The process of obtaining a BPoS can include signing a contract or an agreement.

Descriptions including BPoS life cycle shall be expressed from a customer's perspective.

Procedures inside the BPoS and the interactions between the BPoS and relevant parties may be involved.

Descriptions of relevant BPoS shall be available if they are referenced.

It can be appropriate to use graphics and flow diagrams to express processes and interactions.

#### 6.2.4.12 Expected financial benefits

##### 6.2.4.12.1 Element category

Required.



**6.2.4.12.2 Content of description**

The financial benefits of the BPoS that will be obtained by customers. They shall be calculated according to the period specified in the contract of the BPoS.

The advantages may be described in such a way that the benefits are not presented directly as financial gains but in terms of additional ease or savings (resources, time, money).

**6.2.4.12.3 Purpose of description**

To inform customers about the possible benefits gained from the BPoS and allow them to understand the probabilities of financial outcomes.

**6.2.4.12.4 Suggestion for description**

Expected financial benefits should be described in this order:

- a) the financial fixed gain of its family if the BPoS belongs to a family;
- b) the financial fixed gain only belonging to this BPoS;
- c) the contingent benefit of its family if the BPoS belongs to a family;
- d) the contingent benefit only belonging to this BPoS.

If an expected benefit is complex, an example should be given to enhance understanding.

**6.2.4.13 Cost of BPoS****6.2.4.13.1 Element category**

Required.

**6.2.4.13.2 Content of description.**

Cost that shall or may be charged to a customer holding the BPoS.

**6.2.4.13.3 Purpose of description**

To inform customers about the costs required to benefit from the BPoS or the costs that may be incurred when using it.

NOTE 1 The purpose of describing cost is to reveal components of those costs charged by the BPoS to customers. Also, it can avoid unreasonable costs being charged by the BPoS.

NOTE 2 The cost of a BPoS described in this subclause are the concrete costs charged to customers, rather than of pricing mechanisms or the cost elements that are used to derive a price.

**6.2.4.13.4 Suggestion for description**

The costs of a BPoS should be described in accordance with three categories:

- a) Undoubted costs are charged while the customer uses the BPoS, except when compensatory measures are triggered due to special conditions.
- b) Contingent costs are charged when the customer makes specific transactions.

EXAMPLE The replacement of a lost credit card might incur a replacement fee.

- c) Additional costs are charged only when the customer makes a transaction via a special channel of service.

NOTE A service channel can serve more than one BPoS. A BPoS can make transactions via the channels designed and chosen by the BPoSP. The difference between two BPoS might only be the channels of service or restrictions within the same channel.

If different costs are charged in different currencies, or if the currency can be chosen by customers, it shall be illustrated.

#### **6.2.4.14 Risk analysis**

##### **6.2.4.14.1 Element category**

Required.

##### **6.2.4.14.2 Content of description**

Risks brought by obtaining and using a BPoS from the perspective of customers.

##### **6.2.4.14.3 Purpose of description**

To inform customers about the risks induced by obtaining and using a BPoS.

##### **6.2.4.14.4 Suggestion for description**

Risks described here should be risks faced by customers. However, risks faced by BPoSP can be transferred to customers. Those risks can include:

- a) credit risks;
- b) market risks;
- c) operational risks;
- d) liquidity risks;
- e) business risks;
- f) reputation risks;
- g) systemic risks;
- h) moral hazard.

NOTE 1 Of these eight risks, credit risk, market risk and operational risk are the three major risks. Other important risks are liquidity risk, business risk and reputation risk. Systemic risk and moral hazard are unrelated to routine banking operations, but they might have a big bearing on the profitability and solvency of a BPoSP.

Those risks can become economic or credit risks faced by the customer, as follows.

- a) Economic risks:
  - 1) leaking credentials of a BPoS or its carrier;
  - 2) embezzlement;
  - 3) leaking of private information;
  - 4) misoperation while using BPoS.
- b) Credit risks:
  - 1) misuse of a BPoS because of misunderstandings;
  - 2) promissory actions not being completed according to the agreement.

NOTE 2 Risk mitigation measures typically fall into four categories:

- a) risk avoidance, by not performing an activity that could carry risks;
- b) risk reduction or risk optimization, by reducing the severity or the likelihood of the loss;
- c) risk sharing or risk transfer, by sharing with another party the burden of a loss (or possible gain) or the costs of reducing a risk;
- d) risk acceptance, which involves accepting the loss (or possible gain) from a risk when it occurs.

#### **6.2.4.15 Matters requiring attention**

##### **6.2.4.15.1 Element category**

Optional.

##### **6.2.4.15.2 Content of description**

Specific matters that a customer should pay attention to when obtaining or using a BPoS. Those matters can be relevant to protect against risks, to improve convenience of use or to obtain more benefits.

##### **6.2.4.15.3 Purpose of description**

To inform customers about matters which require attention when obtaining or using a BPoS.

##### **6.2.4.15.4 Suggestion for description**

Measures that can make a BPoS convenient to use can be described.

Matters involving security and safety can be highlighted here even if they are mentioned in other elements.

When a BPoS is developed in accordance with specific methodologies, its advantages and limitations can be pointed out to eliminate the doubts of professional customers. Refer to [Annex D](#) for methodologies closely linked to this document.

EXAMPLE To improve account security a customer holding a debit card will receive an SMS if the balance of the account changes.

#### **6.2.4.16 Relevant BPoS**

##### **6.2.4.16.1 Element category**

Optional

##### **6.2.4.16.2 Content of description**

The description of relevant BPoS can include:

- a) a list of relevant BPoS which share the same credential or the same carrier of BPoS credential;
- b) a list of relevant BPoS which have similar functions and can bring more benefits to customers;
- c) a list of basic BPoS which construct the foundation of this BPoS.

#### 6.2.4.16.3 Purpose of description

To inform customers about:

- a) the BPoS which is the foundation for using another BPoS;
- b) the BPoS with the same credential and/or the same carrier of BPoS credential.

EXAMPLE When a customer has a debit card which is linked to a current account, a fixed-term deposit account which is attached to the debit card would be welcomed.

#### 6.2.4.16.4 Suggestion for description

The BPoS identifier number, commercial name and purpose of the BPoS (concise version) should be provided.

EXAMPLE 1 The BPoS "escrow account" might need an ordinary debit card as the fundamental BPoS.

EXAMPLE 2 Two BPoS can have a complementary function. For instance, overdrawing repayment will be subscribed and be performed automatically when the customer possesses a credit card and a debit card simultaneously.

#### 6.2.4.17 Terms explanation

##### 6.2.4.17.1 Element category

Optional.

##### 6.2.4.17.2 Content of description

The terms used in the descriptions of the BPoS.

##### 6.2.4.17.3 Purpose of description

To help readers understand the descriptions of a BPoS correctly and accurately. Special care has to be used for the following terms:

- a) financial terms not commonly used in daily life;
- b) terms that have multiple meanings and only one of which is suitable for the BPoS description.

##### 6.2.4.17.4 Suggestion for description

The following cases should be considered while explaining terms:

- a) If some industry terminology must be used to express a concept correctly and precisely, the equivalent statements in plain language should be given. Typical scenarios as examples can be a good practice.
- b) If a term has multiple meanings it shall be stated which one of the meanings has been selected to reduce misunderstandings.
- c) To avoid misunderstandings examples should be used to illustrate the meaning of a term.
- d) For customers with financial, banking or IT background knowledge the mainstream terminology should be used. Otherwise it should be assumed that customers do not have such background knowledge.

## 7 Requirements of representation

### 7.1 General

The description of BPoS can generally be considered on two tiers. The first tier is a logical tier that describes the substantive contents, namely the required and optional key elements. The second tier is physical and is derived from the first tier in order to satisfy actual requirements of implementation, for example descriptions read by humans or descriptions processed by machines.

### 7.2 Logical tier

The logical tier focuses on the organization of key elements. The required key elements shall be described. The optional and voluntary key elements should be described in this tier.

XML format is preferred because of its perfect syntax. Other languages may be used to satisfy various requirements. The representation of the logical tier is shown in [Annex B](#).

### 7.3 Physical tier

#### 7.3.1 Principles

The principles of the physical tier are as follows:

- a) The physical tier is a corresponding representation of the logical tier which aims to be understood by humans, machines or both. The physical tier shall not modify the substantive contents.
- b) When the purpose of the physical representation is intended to be understood by humans, guidance described in ISO/IEC Guide 37 and ISO/IEC Guide 76 should be considered.
- c) When the purpose of the physical representation is intended to be handled by machines, suitable languages and formats and their constraints should be considered. When choosing a language or format, the analysis of information loss, such as truncation or code translation mismatch, should be addressed.
- d) When the purpose of the physical representation is intended to suit both humans and machines, the suitability for humans shall be the primary concern.
- e) To ensure that the formats in which information is provided conform with the requirements, an additional format facility, such as templates, wizards and schemes, should be made available.

#### 7.3.2 Key aspects for human reading

##### 7.3.2.1 Forms of representation

The description can be in electronic or paper form. If both electronic and paper forms are provided, their content shall be consistent. If only the electronic form or the paper form is provided, the stamp "electronic version only" or "hardcopy version only" shall be used.

If an electronic form is chosen, a format which cannot be modified, or leaves a clear track record after being modified, shall be applied.

When using other formats for some requirements, the substantive content of each key element in each format shall be consistent.

In order to meet the demands of publicity, the description may be expressed in video or audio format. When using video formats, some illustrations can be graphical or animated.

#### 7.3.2.2 Typesetting

Both the title and content of an element should be presented using a different font or font size. The title of an element should be highlighted visually.

Titles of an element shall be well marked and should be on one line alone. All titles of elements shall be presented using the same font and font size.

The content of the element should be put on a new line. If the content needs to be emphasized, some noticeable formatting such as bold or the insertion of graphical symbols should be applied. However, warning information should not be abused.

When using graphics, the graphic and the corresponding text shall be typeset as closely as possible or arranged in a position for easy referral.

When a description is multilingual, each language shall be clearly identified.

A catalogue or an index of descriptions should be provided when the content exceeds four pages.

#### 7.3.2.3 Readability

If the distant and near vision of a reader is not lower than 1,0 as specified in ISO 8596:2017, Clause 4, Table 1, the entire content of a paper description should be visible without any corrective measures.

When the font size used to describe the main content is less than (excluding) 10,5pt in a paper description and the BPoSP has a website, the website shall provide downloads of the description in which the font size of the content is not less than 10,5pt.

The printout of an electronic description shall meet the readable requirement of the paper description.

The contrast between the printed font colour and the paper background colour of the description should not be less than 70 %. The colour pattern shall consider older people or people with colour vision disabilities for the identification of content.

NOTE When words are printed black on white paper, the contrast is about 80 %.

When descriptions are printed on both sides of a paper, the content on each side shall not interfere with the readability of the other side.

#### 7.3.2.4 Warning

In the description of a BPoS, every warning shall be described by using special typesetting methods (e.g. boxes, different font styles, different font colours) to attract readers' attention.

The warning information should be unambiguous and concise and be able to link to other content in the description.

The warning which involves personal safety and security should be listed separately at the beginning of the description.

#### 7.3.2.5 Information repetition

Information which involves safe and appropriate operation can be repeated in a description if necessary.

### 7.4 Version management

Effective version control measures shall be taken for all descriptions. The current valid version shall be declared in public, for instance on the official website.

If a description of BPoS is issued in various forms, such as different formats in electronic form or different sizes in paper form, the changes in the description should be presented on every form concurrently.

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## **Annex A** **(informative)**

### **Method of recording versions of a description**

The version of a description of a BPoS can be specified as follows:

Vp.q-yyyymmdd

V stands for version

"p" and "q" are positive integers starting from 1.

"yyyy" means the year with century, "mm" means month and "dd" means date (when mm or dd is less than 10, the leading 0 is included, so that the length is equal to two digits). The "yyyy", "mm" and "dd" shall use Arabic numbers.

When the substantive content of a description is not altered, for example changing some words to improve readability, "p" can remain the same and "q" shall accrue. When substantive changes to the description are needed, such as changing a BPoS or major corrections to the description, "p" shall accrue and "q" shall restart counting from 1.



## Annex B (informative)

### Logical representation model of BPoS descriptions

#### B.1 General

The logical model shows the relationship between key elements of a BPoS. Considering the popularity of XML and JSON, both formats are represented in this annex. In actual use, any format which can express key elements completely and accurately can be utilized.

The logical model shows a BPoS only. For the description of a set or a family of BPoS, the common key elements should also be described, followed by the specific key elements for each sub-family or each BPoS. No matter how the presentation of the common key elements is arranged, the final description of a BPoS shall conform to the logical model, including every key element.

#### B.2 Attribute notation

For each element there is an attribute to indicate to which degree it is required. The allowed values are as follows:

- 'R' representing the required key element for describing a BPoS.
- 'O' representing the optional key element for describing a BPoS.
- 'V' representing the voluntary key element for describing a BPoS.

#### B.3 Essential logical representative model in XML format

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- supposing the root element is the description of BPoS, a website https://standards.
iso.org/iso/21586/ed-1/en.is established, the XML Scheme files are stored here -->
<Description_of_BPoS
  xmlns="www.iso21586.org/keyelement/"
  xmlns:xsi="www.iso21586.org/xmlscheme"
  xsi:schemaLocation="www.iso21586.org/xmlscheme/2019 logicalmodelv01.xsd">
  <ID_of_BPoS Existence="R">
```

Sample BPoS identifier as described in [6.2.1.1](#).

```
</ID_of_BPoS>
<Version_of_description Existence="R">
```

Sample version of the description as described in [6.2.1.2](#).

```
</Version_of_description>
<Commercial_name Existence="R">
```

Sample full commercial name as described in [6.2.1.3](#).

```
</Commercial_name>
<Commercial_abbreviated_name Existence="O">
```

Sample abbreviated commercial name as described in [6.2.1.4](#).

```
</Commercial_abbreviated_name>
<Professional_name Existence="R">
```

Sample professional name as described in [6.2.1.5](#).

```
</Professional_name>  
<LEI_of_BPoSP Existence="O">
```

Sample LEI code of BPoSP as described in [6.2.2.1](#).

```
</LEI_of_BPoSP>  
<ELF_of_BPoSP Existence="O">
```

Sample ELF code of BPoSP as described in [6.2.2.2](#).

```
</ELF_of_BPoSP>  
<Full_name_of_BPoS Existence="R">
```

Sample full name of BPoSP as described in [6.2.2.3](#).

```
</Full_name_of_BPoSP>  
<Address_of_BPoSP Existence="R">
```

Sample address of BPoSP as described in [6.2.2.4](#).

```
</Address_of_BPoSP>  
<Tel_No_of_BPoSP Existence="R">
```

Sample contacting phone number of BPoSP as described in [6.2.2.5](#).

```
</Tel_No_of_BPoSP>  
<Website_of_BPoSP Existence="R">
```

Sample website address of BPoSP as described in [6.2.2.6](#).

```
</Website_of_BPoSP>  
<Email_of_BPoSP Existence="O">
```

Sample email address of BPoSP as described in [6.2.2.7](#).

```
</Email_of_BPoSP>  
<IM_account_of_BPoSP Existence="O">
```

Sample instant messaging account of BPoSP as described in [6.2.2.8](#).

```
</IM_account_of_BPoSP>  
<Credential_of_BPoS Existence="O">
```

Sample credential of BPoS as described in [6.2.3.1](#).

```
</Credential_of_BPoS>  
<Maintaining_of_the_carrier_of_BPoS_credential Existence="O">
```

Sample safekeeping, cleaning and maintaining the carrier of the BPoS credential as described in [6.2.3.2](#).

```
</Maintaining_of_the_carrier_of_BPoS_credential>  
<Renewal_of_the_carrier_of_BPoS_credential Existence="O">
```

Sample renewal of the carrier of the BPoS credential as described in [6.2.3.3](#).

```
</Renewal_of_the_carrier_of_BPoS_credential>  
<Energy_of_the_carrier_of_BPoS_credential Existence="O">
```

Sample energy supplies of carrier of the BPoS credential as described in [6.2.3.4](#).

```
</Energy_of_the_carrier_of_BPoS_credential>  
<Disposal_of_the_carrier_of_BPoS_credential Existence="O">
```

Sample disposal of carrier of the BPoS credential as described in [6.2.3.5](#).

```
</Disposal_of_the_carrier_of_BPoS_credential>
<CFI_of_BPoS Existence="O">
```

Sample CFI code of BPoS as described in [6.2.4.1](#).

```
</CFI_of_BPoS>
<Suiting_customer Existence="R">
```

Sample suiting customer as described in [6.2.4.2](#).

```
</Suiting_customer>
<Currencies Existence="R">
```

Sample supported currency as described in [6.2.4.3](#).

```
</Currencies>
<BPoS_time_limits Existence="R">
```

Sample BPoS time limits as described in [6.2.4.4](#).

```
</BPoS_time_limits>
<Channel_of_distribution Existence="R">
```

Sample channel of distribution as described in [6.2.4.5](#).

```
</Channel_of_distribution>
<Channel_of_service Existence="R">
```

Sample channel of service as described in [6.2.4.6](#).

```
</Channel_of_service>
<Period_of_service Existence="R">
```

Sample period of service as described in [6.2.4.7](#).

```
</Period_of_service>
<Region_of_selling Existence="R">
```

Sample region of selling as described in [6.2.4.8](#).

```
</Region_of_selling>
<Region_of_service Existence="R">
```

Sample region of service as described in [6.2.4.9](#).

```
</Region_of_service>
<Purpose_of_BPoS Existence="R">
```

Sample purpose of BPoS as described in [6.2.4.10](#).

```
</Purpose_of_BPoS>
<Fundamental_business_procedure Existence="O">
```

Sample fundamental business procedure as described in [6.2.4.11](#).

```
</Fundamental_business_procedure>
<Expected_financial_benefits Existence="R">
```

Sample expected financial benefit as described in [6.2.4.12](#).

```
</Expected_financial_benefits>
<Cost_of_BPoS Existence="R">
```

Sample cost of BPoS as described in [6.2.4.13](#).

```
</Cost_of_BPoS>
<Risks_analysis Existence="R">
```

Sample risks analysis as described in [6.2.4.14](#).

```
</Risks_analysis>
<Matters_requiring_attention Existence="O">
```

Sample matters requiring attention as described in [6.2.4.15](#).

```
</Matters_requiring_attention>
<Relevant_BPoS Existence="O">
```

Sample relevant BPoS as described in [6.2.4.16](#).

```
</Relevant_BPoS>
<Terms_explaining Existence="O">
```

Sample terms explaining as described in [6.2.4.17](#).

```
</Terms_explaining>
<!-- Voluntary key elements are described here if existing -->
</Description_of_BPoS>
```

## B.4 Essential logical representative model in JSON format

```
{
  "ID_of_BPoS": {
    "@Existence": "R",
    "#text": "Sample BPoS identifier as described in 6.2.1.1"
  },
  "Version_of_description": {
    "@Existence": "R",
    "#text": "Sample Version of the description as described in 6.2.1.2"
  },
  "Commercial_name": {
    "@Existence": "R",
    "#text": "Sample Full commercial name as described in 6.2.1.3"
  },
  "Commercial_abbreviated_name": {
    "@Existence": "O",
    "#text": "Sample Abbreviated commercial name as described in 6.2.1.4"
  },
  "Professional_name": {
    "@Existence": "R",
    "#text": "Sample Professional name as described in 6.2.1.5"
  },
  "LEI_of_BPoS": {
    "@Existence": "O",
    "#text": "Sample LEI code of BPoS as described in 6.2.2.1"
  },
  "ELF_of_BPoS": {
    "@Existence": "O",
    "#text": "Sample ELF code of BPoS as described in 6.2.2.2"
  },
  "Full_name_of_BPoS": {
    "@Existence": "R",
    "#text": "Sample Full name of BPoS as described in 6.2.2.3"
  },
  "Address_of_BPoS": {
    "@Existence": "R",
    "#text": "Sample Address of BPoS as described in 6.2.2.4"
  },
  "Tel_No_of_BPoS": {
    "@Existence": "R",
    "#text": "Sample Contacting phone numnber of BPoS as described in 6.2.2.5"
  },
  "Website_of_BPoS": {
    "@Existence": "R",
    "#text": "Sample Website address of BPoS as described in 6.2.2.6"
  },
  "Email_of_BPoS": {
    "@Existence": "O",
    "#text": "Sample Email address of BPoS as described in 6.2.2.7"
  }
}
```

```

},
"IM_account_of_BPoSP": {
  "@Existence": "O",
  "#text": "Sample Instant Messaging account of BPoSP as described in 6.2.2.8"
},
"Credential_of_BPoS": {
  "@Existence": "O",
  "#text": "Sample Credential of BPoS as described in 6.2.3.1"
},
"Maintaining_of_the_carrier_of_BPoS_credential": {
  "@Existence": "O",
  "#text": "Sample Safekeeping, cleaning and maintaining the carrier of the BPoS
credential as described in 6.2.3.2"
},
"Renewal_of_the_carrier_of_BPoS_credential": {
  "@Existence": "O",
  "#text": "Sample Renewal of the carrier of the BPoS credential as described in 6.2.3.3"
},
"Energy_of_the_carrier_of_BPoS_credential": {
  "@Existence": "O",
  "#text": "Sample Energy supplies of carrier of the BPoS credential as described in
6.2.3.4"
},
"Disposal_of_the_carrier_of_BPoS_credential": {
  "@Existence": "O",
  "#text": "Sample Disposal of carrier of the BPoS credential as described in 6.2.3.5"
},
"CFI_of_BPoS": {
  "@Existence": "O",
  "#text": "Sample CFI code of BPoS as described in 6.2.4.1"
},
"Suiting_customer": {
  "@Existence": "R",
  "#text": "Sample Suiting customer as described in 6.2.4.2"
},
"Currencies": {
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  "#text": "Sample Supported currency as described in 6.2.4.3"
},
"BPoS_time_limits": {
  "@Existence": "R",
  "#text": "Sample BPoS time limits as described in 6.2.4.4"
},
"Channel_of_distribution": {
  "@Existence": "R",
  "#text": "Sample Channel of distribution as described in 6.2.4.5"
},
"Channel_of_service": {
  "@Existence": "R",
  "#text": "Sample Channel of service as described in 6.2.4.6"
},
"Period_of_service": {
  "@Existence": "R",
  "#text": "Sample Period of service as described in 6.2.4.7"
},
"Region_of_selling": {
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  "#text": "Sample Region of selling as described in 6.2.4.8"
},
"Region_of_service": {
  "@Existence": "R",
  "#text": "Sample Region of service as described in 6.2.4.9"
},
"Purpose_of_BPoS": {
  "@Existence": "R",
  "#text": "Sample Purpose of BPoS as described in 6.2.4.10"
},
"Fundamental_business_procedure": {
  "@Existence": "O",
  "#text": "Sample Fundamental business procedure as described in 6.2.4.11"
},

```

```
"Expected_financial_benefits": {
  "@Existence": "R",
  "#text": "Sample Expected financial benefit as described in 6.2.4.12"
},
"Cost_of_BPoS": {
  "@Existence": "R",
  "#text": "Sample Cost of BPoS as described in 6.2.4.13"
},
"Risks_analysis": {
  "@Existence": "R",
  "#text": "Sample Risks analysis as described in 6.2.4.14"
},
"Matters_requiring_attention": {
  "@Existence": "O",
  "#text": "Sample Matters requiring attention as described in 6.2.4.15"
},
"Relevant_BPoS": {
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  "#text": "Sample Relevant BPoS as described in 6.2.4.16"
},
"Terms_explaining": {
  "@Existence": "O",
  "#text": "Sample Terms explaining as described in 6.2.4.17"
}
}
```

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## **Annex C**

### **(informative)**

# **Relationship between fiat currency, historical currency and cryptocurrency**

## **C.1 Tiers of currencies supported by BPoS**

A BPoS can support both fiat currencies and non-fiat currencies, including historical currencies that are no longer in circulation and cryptocurrencies.

To help customers understand a BPoS that involves a fiat currency and a non-fiat currency, it is possible to divide the supported currencies into two logical tiers. Fiat currencies coding as defined in ISO 4217 are in the first tier.

## **C.2 Characteristics of second-tier currencies from the perspective of the description of a BPoS**

Historical currencies in the second tier would mainly be the fiat currency used for a BPoS when issued and still within the BPoS time limits described in [6.2.4.4](#). For example, the redenomination defined in ISO 4217:2015, 3.5, might be a reason.

Cryptocurrencies in the second tier might be approved for a BPoS in a jurisdiction. If the region of selling described in [6.2.4.8](#) and the region of service described in [6.2.4.9](#) are not identical, it should be noted that a cryptocurrency might be allowed in one jurisdiction but not in another.

## **Annex D** **(informative)**

### **Related methodologies**

#### **D.1 General**

There are a lot of standards addressing different aspects of BPOs. Each standard focuses on resolving or improving specific dimensions. Both how to communicate between different IT systems and how to construct IT systems which underpin the financial industry are common themes.

The relationship between those standards and this document is complementary.

#### **D.2 BIAN**

BIAN is designed to define service-oriented architectural standards for banking and to develop universal service landscapes and generic service operation semantic definitions. By establishing a semantic framework, the underlying architecture is identified and defined. This underlying architecture is taken from the service-oriented architecture. BIAN uses UML to describe the architecture, elements, attributes, methods and relationships of its service scenarios.

The goal of BIAN is to ensure coherence in service definitions and to define the boundaries of services that are broken down and strictly defined. The interoperability between systems developed within or outside the bank should be improved. The integration work required to connect new and old services should also be reduced. At the same time, the complexity and the integration cost of a banking system should be reduced, while the implementation of commercial off-the-shelf software based on service-oriented architecture can be done more effectively.

The BIAN Service Landscape is a reference framework for the BIAN service domain classification and organization. The Service Landscape for BIAN is a hierarchical decomposition of bank functions. It consists of three levels: service domain, business domain and business area. The service domain is a basic component which consists of a set of coherent functions and responsibilities. The information is delivered through service operations between different service domains. The service domain is divided into the business domain according to different standards. Separate standards classify and organize service domains, which lead to different layouts of BIAN service domains. The highest level of the hierarchy is the business area, with reference data, sales and services, operations and execution, risk and regulatory analysis and business support.

#### **D.3 The ISO 20022 series**

ISO 20022 is a series of standards for electronic data interchange between financial institutions. These describe a metadata repository containing descriptions of messages and business processes, and a maintenance process for the repository content. The series covers financial information including payment transactions, securities trading and settlement information, and credit and debit card transactions.

A modelling method based on UML is adopted in the ISO 20022 series. By using this method, business elements such as business areas, business processes, business transactions, business participants, business roles and business information are analysed and described without ties to a specific grammar. Message definitions and flowcharts to be utilized in the information exchange are defined. The mapping rules with which messages defined in the modelling language can be translated into standardized grammar are indicated.