EBICS – Frequently Asked Questions

General Questions

No.	Question	Answer
1	What does the acronym EBICS stand for?	Electronic Banking Internet Communication Standard
2	What is EBICS?	EBICS is an Internet based communication and security standard primarily for the remote data transfer between customer and financial instituition.
3	What are the quintessential changes in comparison to the previous process?	**Basically, the communication process has been changed: The communication is effected via the Internet instead of an X25 connection.** Regarding the workflows, however, EBICs still conforms strongly to the previous processes.
5	Does EBICS require additional software?	EBICS is a communication and security standard. In order to apply this standard, software is needed.
5	Is an access via the Internet banking (online banking) interface of the financial institution feasible?	At present, there are no solutions scheduled.
6	Which advantages does EBICS have in comparison to the previous process?	EBICS offers a secure communication with high performance via IP based networks. Subject to an appropriate network connectivity, a high data transfer rate is provided by the integrated ZIP compression.
7	What does the application of EBICS cost?	Please contact your bank. Your customer advisor will be happy to consult you.

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Security

No.	Question	Answer
1	Are there any risks that data are being manipulated or spied out secretly by unknown and unauthorised persons during the transmission via the Internet?	No. These data are protected by the most up-to-date encryption and security procedures that provide a very high level of security. Most of all, protection is guaranteed as every submission has to be signed electronically. An unauthorised access is prevented by the double encryption which is mandatory for all order data.
2	By which means is the secure data transfer via the Internet ensured?	A double encryption consisting of a combination of symmetrical and asymmetrical cryptographic algorithms (RSA-AES hybrid process) and the TLS encryption (the standard process for secure communication on the Internet) is mandatory. Moreover, each data package transferred is authenticated by a digital signature (identification and authentication signature).
3	Is there any risk that phishing may occur?	Phishing in its classical known form cannot occur when using EBICS. However, safety recommendations issued for Internet and online banking should be strictly adhered to (e.g. the use of virus scan software, a personal firewall or an enterprise firewall, regular software updates).
4	Is there any risk that so called "Trojans" damage my system while using EBICS?	Because of the high security standards (especially the identification and authentication signature), this is virtually impossible. However, safety recommendations issued for Internet and online banking should be strictly adhered to (e.g. the use of virus scan software, a personal firewall or an enterprise firewall, regular software updates).
5	How has the quality of the security measures applied been ensured?	The security concept EBICS is based upon has been inspected by an independent reviewer specialised in security standards who has been commissioned by the ZKA.
6	Which security measures can be taken at the customer's end?	Safety recommendations issued for Internet and online banking should be strictly adhered to (e.g. the use of virus scan software, a personal firewall or an enterprise firewall, regular software updates). In addition, the keys at the customer's end have to be stored in a safe place.

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Technical and Organisational Topics

No.	Question	Answer
1	Can previous customer products still be used?	Basically yes, as EBICS does not require any particular software architecture at the customer's end. Client/server applications as well as applet or thin client solutions can be connected likewise.
2	Will the standards ETEBAC 3 and ETEBAC 5 still be supported in the future or does everyone have to switch to EBICS sooner or later?	In the medium term, a complete detachment from ETEBAC is aimed at. In order to facilitate the migration, the financial institutions will support both standards simultaneously for a limited duration.
3	Does the customer product have to be adjusted to the new system?	The manufacturers of customer products themselves are interested in a timely provision of new versions supporting the new standard. According to the agreement made for a particular product, they will provide an update version, an offering for an update version, or an offering for a new software product. If you are using a product provided by your financial institution, a new EBICS-enabled version of the customer product will be provided in time.
5	Can existing master data of the customer system still be used?	Basically yes, as master data at the customer's end (Order party and recipient data as well as accounts, currencies) are widely independent of the EBICS process. Therefore, the master data applied with a customer system version supporting EBICS can be made further use of.
6	Can every financial institution be reached by way of the EBICS process?	Any French financial institution which offers EBICS standard can be reached.
7	Does a new contract between customer and institution have to be set up?	Yes, existing contracts have to be adapted to the new process.
8	Where can I obtain detailed technical information about the new standard?	The recent versions are being published by the ZKA on the the EBICS web site: (www.ebics.org) and by the CFONB on its Website www.cfonb.org