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| <b>Ref No</b> | DI/CP48-R/2026                                                                                                                                         | <b>Issued on</b> | 22 September 2026 |
| <b>TITLE</b>  | Response to the Industry Feedback on the Exposure Draft on Resolvability Assessment Framework – Communication in Resolution for Deposit-Taking Members |                  |                   |

### 3.6 **Exposure Draft on Guidance Paper for Resolvability Assessment - Communication in Resolution**

Respondents generally viewed DTMs' existing communication, stakeholder management and crisis response frameworks as sufficiently robust and adaptable to support resolution scenarios. Key feedback focused on the practical challenges of maintaining a dedicated resolution stakeholder map and ensuring that existing communication frameworks can be adapted to address resolution-specific needs effectively.

#### **a. Identification of Key Stakeholders**

##### **Feedback Received**

Respondents generally viewed DTM's existing communication frameworks, stakeholder management and crisis response as sufficiently adaptable to incorporate resolution scenarios. They noted resolution-related communication requirements could be integrated into existing BCM and RCP Policy Documents as well as the crisis communication framework.

Respondents also indicated that leveraging DTM's existing communication and stakeholder management frameworks would be more practical than developing separate resolution-specific arrangements. Some respondents highlighted practical challenges in maintaining a dedicated resolution stakeholders' map, including keeping information current, assigning ownership for updates and adapting existing stakeholder lists to reflect resolution specific needs.

##### **Preliminary Response by PIDM**

PIDM notes the feedback received. Maintaining up-to-date stakeholder information is important to ensure that PIDM and DTMs are able to execute communication strategies effectively during resolution.

As an initial step, DTMs are encouraged to embed the maintenance of resolution stakeholder information within existing processes such as annual BCM or RCP reviews, business impact analysis, third-party risk management or outsourcing register updates. DTMs should establish clear ownership and accountability for updating specific stakeholder information to ensure the information remains current and reliable.

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### Preliminary Response by PIDM

PIDM will consider whether further guidance on data currency, ownership and accountability would be useful when reviewing and finalising the guidance paper on CIR for issuance.

## b. Adequate Arrangements to support Communication Plan

### Feedback Received

Industry feedback indicated that DTMs generally have established communication, stakeholder management and crisis response capabilities that can support resolution-related communication. These include engagement protocols, designated points of contact, communication channels, approval hierarchies and spokesperson arrangements, which respondents considered broadly adaptable for resolution scenarios.

DTMs generally maintain surge-capacity arrangements proportionate to their size and complexity, supported by existing crisis management structures, and where applicable, group resources. Most DTMs are able to activate alternative communication channels and have traditional media and social media monitoring capabilities with defined escalation processes.

For DTMs with cross-border operations, respondents highlighted that group-level crisis communication frameworks, centralised oversight structures and coordination arrangements with head offices are already in place to support consistent messaging across jurisdictions.

### Preliminary Response by PIDM

PIDM notes that DTMs generally have the necessary communication, coordination, monitoring and escalation capabilities to support resolution scenarios.

PIDM's approach is to build on existing DTM capabilities, rather than require the development of entirely separate dedicated resolution arrangements. When the guidance paper on CIR is issued in the future, PIDM will engage with DTMs to assess how existing communication, coordination and escalation mechanisms can be applied or adapted to support resolution scenarios.