

**Operations Managers Group
BCP Task Force
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SWIFT connection

- To what extent are you prepared for a failure of your SWIFT connection?
- To what extent can we develop a set of best practices for a failure of the SWIFT connection?
- Sometimes it is mentioned that a stand alone SWIFT terminal could be a contingency solution, whereby the input of the most important messages is done manually.
 - Is this a workable solution?
 - And, more important, is it feasible if the failure is due to a telecom problem?
- To what extent do banks audit the resilience provided to them by the telecom operators, not only on a national level but also cross border?

Mutual contingency procedures

- Do you see a case for developing harmonised contingency procedures by the market at large?
- What difficulties do you see?
- Who should take the lead in this process (FBE?)?
- How can we elaborate further on this topic?

Compensation guidelines

- To what extent do you need more certainty about the settlement of claims after an MOD?
- If there is a genuine need felt to do this, who will take the initiative to start the process?
- To what extent is it the responsibility of the European banking Federation to elaborate on extending the present compensation guidelines to amounts > 200 million?