



CONDENSED AGENDA: Prêt-à-PSD PSD PROGRAMME HEALTHCHECK

Based on a series of “Best Practice” checklists

Scope

- Customer-facing business units, IT and Ops units
- Overseas units in EEA
- Legal and Compliance
- Customer channels
- Service providers (correspondents, clearings, outsources..)

Background

- Inventory of current “Payment Services”
- This means every combination of an outcome and a channel-to-customer
- Library of policies, processes, customer documents, prices behind each “Payment Service”

Compliance analysis

- Benchmarking template on main features of the service that PSD impacts
- High-level scoring on compliance 1-5 per feature

Compliance definition

- By service and feature, definition of PSC compliance
- Gap between that and today’s state
- When gap must be closed
- Who will be involved in closing it (e.g. a clearing system, an external provider..)
- Opt-outs via “Framework Agreements”/national derogation

Compliance delivery

- Statements of policy-process-IT changes to achieve compliance
- Senior executive buy-in and funding
- High-level change plans
- ToR for each sub-project/response

Programme structure

- Executive sponsor and ToR from the Board
- Composition and remit of Steering Committee
- Size, resources and remit of Programme Office
- Process to engage Customer-facing business units, IT and Ops units
- Business case for PSD compliance, revenue impact of PSD , statement of required actions and resources, and costs

Communications and Interlinkages

- Internal communications and training
- External communications/customers
- External communications/national banking community, national parliament
- Projecting our point of view; influencing change
- Lobbying

Dependencies, reporting and risk management

- Identification of dependencies
- Control and management of dependencies
- Progress reporting
- Feedback loop
- Change management
- Risk assessment
- Risk monitoring and remedial action loop