

**T+1 Communications & Education Working Group List of Issues (at Jan. 11, 2022)**

#	Issue/Risk	Needed	Status/Comments
1.	<p><b>Key stakeholder engagement:</b> The Canadian co-ordinating team is small and part-time yet must keep pace with the considerably larger U.S. team; resource limits in Canada may impede progress.</p>	<ol style="list-style-type: none"> <li>1. Solicit involvement of key stakeholder associations/ organizations that can connect with all parts of the industry as communications channel</li> <li>2. Update contact database</li> <li>3. Seek advice from/share information with key stakeholder associations to develop communications strategy</li> <li><b>4. Identify main benefits/challenges for each industry segment/their clients</b></li> <li>5. Co-ordinate presentations to industry parties</li> </ol>	<p>Done</p> <p>Underway – CCMA Underway</p> <p><b>For discussion</b></p> <p>Underway</p>
2.	<p><b>CCMA website:</b> The CCMA website must be the recognized dissemination point of clear, consistent, reliable T+1 information multiple as conflicting sources cause confusion, cost and risk.</p>	<ol style="list-style-type: none"> <li>1. Update website for the T+1 program (English)</li> <li>2. Update website for the T+1 program (French)</li> </ol>	<p>Done</p> <p>Pending</p>
3.	<p><b>Industry image/reputation:</b> Capital markets are highly competitive and sensitive to real and perceived variations between markets; the CCMA must help deliver credible messages regarding Canada’s preparations and preparedness for T+1</p>	<ol style="list-style-type: none"> <li><b>1. Prepare key message, standby statements/Qs&amp;As to be ready for questions</b></li> <li><b>2. Identify key data to support messaging</b></li> <li><b>3. Prepare approach for developing and releasing quick responses if needed</b></li> <li><b>4. Be prepared with key spokesperson(s)</b></li> </ol>	<p><b>For discussion</b></p>
4.	<p><b>Stakeholder T+1 awareness:</b> Because of the breadth of firms T+1 affects, and the technical nature of T+1, there is a risk that T+1 will not be given the necessary firm priority until too late, affecting institutional and retail clients and negatively impacting Canadian markets.</p>	<ol style="list-style-type: none"> <li>1. Effective segment awareness-building approaches: Events, webinars; FAQs; newsletters; media; surveys</li> <li>2. Tools re how different industry segments will be affected</li> <li>3. Expanded contact database</li> <li>4. Easy-to-understand and use               <ol style="list-style-type: none"> <li>a. list of affected products</li> <li>b. issue logs</li> <li>c. timeline</li> </ol> </li> <li>5. Self-serve presentation with T+1 info</li> <li>6. T+1 impact, if any, on institutional and retail clients</li> <li>7. Work with regulators on supportive communications</li> <li>8. Surveys re awareness and readiness</li> </ol>	<p><b>For discussion</b></p>
5.	<p><b>Co-ordination with the U.S.:</b> In light of the common T+1 deadline, Canada and the U.S. must both be ready at the same time, meaning not just systems/operations must be in synch, but also communications should be consistent.</p>	<ol style="list-style-type: none"> <li>1. Work with U.S. counterparts to co-ordinate communications where necessary or desirable</li> </ol>	<p><b>For discussion</b></p>