



EUROPEAN CENTRAL BANK

EUROSYSTEM

# Update on the TIPS Contact Grid Pilot

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DG-MIP/MIM

# TIPS Contact Grid Pilot

The Eurosystem is **piloting** a tool for easing the exchange of contact information for TIPS operational matters between participants: **the TIPS Contact Grid.**

- ✓ offline list that consists of contact details of TIPS DCA holders and TIPS AS technical account holders.
- ✓ provision of contact details is on a voluntary basis
- ✓ contact details are in the form of email and phone number
- ✓ contact details must be generic/team contacts corresponding to the relevant departments that can intervene and provide support with TIPS-related requests
- ✓ contacts appearing in the list may be contacted on a 24/7/365 basis, however without an obligation to respond

for information

# TIPS Contact Grid Pilot

## Participation to the piloting phase

- **Consultation:** The TIPS participants were asked via the NSDs for their interest to take part. Harmonised communication was shared via a letter describing the principles of the tool and the registration steps.
- **Observations:**
  - numerous **personal details** were shared initially
  - some large ACHs did not provide any details
  - some **reachable participants** were included

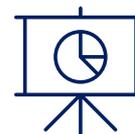


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# TIPS Contact Grid Pilot

## Participation to the piloting phase

- **Outcome:** 82 TIPS DCAs or TIPS ASTA holders are part of the list
  - represents **46%** out of the total number of TIPS DCAs and TIPS ASTA holder
  - only **62%** of them provided both email and phone contacts
  - **38%** provided email contacts only



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The TIPS Contact Grid will be provided to all TIPS participants via their NSDs for their own use and no further distribution.

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# TIPS Contact Grid Pilot

## Next steps

- The **piloting phase** of the Contact Grid will last **one year**.
- **Updates** on a **quarterly basis** via the NSDs.
- **Post the piloting phase**, agreement on the way forward: the Eurosystem will analyse the lessons learnt and **consider whether the implementation of the TIPS Contact Grid shall be permanent**.



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# Questions



**Thank you for your attention!**



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