



# IAIS

INTERNATIONAL ASSOCIATION OF  
INSURANCE SUPERVISORS

Public

## **INSURANCE CORE PRINCIPLES, STANDARDS, GUIDANCE AND ASSESSMENT METHODOLOGY**

**REVISED ICPs 3 AND 25  
AND  
COMFRAME MATERIAL  
INTEGRATED INTO ICP 25**

**VERSION FOR PUBLIC CONSULTATION  
MARCH 2017**

### **ICP 3 Information Sharing and Confidentiality Requirements**

**The supervisor obtains information from and shares information with relevant supervisors and authorities subject to confidentiality, purpose and use requirements.**

#### **3.1 The supervisor requests supervisory information, including non-public information, from relevant supervisors and authorities with respect to insurers.**

3.1.1 Supervisory information may include, but is not limited to:

- information on strategy, business activities and business models including prospective and recent acquisitions or disposals of insurance business;
- financial data relating to an insurer;
- organisational structure, both legal and management structure;
- information on the management and operational systems and controls used by insurers;
- information on individuals holding positions of responsibility in insurers such as Board Members, Senior Management, Key Persons in Control Functions and Significant Owners;
- information on individuals or insurers involved, or suspected of being involved, in criminal activities;
- information on any failure to comply with supervisory requirements, regulatory investigations and reviews, and on any restrictions imposed on the business activities of insurers;
- information concerning regulated entities related to the insurance group, whether undertaking insurance business or other financial business which is subject to regulation, and information concerning non-regulated entities related to the insurance group such as service companies or holding companies;
- specific information requested and gathered from a regulated entity, including relevant customer transactional information; and
- reporting information within groups to meet group supervisory requirements, including subsidiaries and non-regulated holding companies.

3.1.2 Relevant supervisors and authorities, whether in the same or a different jurisdiction, may include, but are not limited to:

- other insurance supervisors;
- supervisors responsible for banks and other credit institutions;
- supervisors responsible for investments, securities, financial markets and other sectors;

- authorities responsible for the recovery or resolution of insurers;
- authorities responsible for anti-money laundering or combating the financing of terrorism; and
- law enforcement agencies.

### **3.2 The supervisor shares information, including non-public information, with relevant supervisors and authorities at its sole discretion and subject to appropriate safeguards.**

#### *Agreements on information sharing*

- 3.2.1 Although the existence of an agreement or understanding on providing requested information is not a prerequisite for sharing information, the supervisor should use agreements, including memoranda of understanding (MoUs), where there is a need to facilitate sharing of information between relevant supervisors and authorities. Such agreements establish a framework to facilitate the efficient exchange of confidential information.
- 3.2.2 The supervisor should use bilateral or multilateral agreements to facilitate information sharing because they provide the basis for a two-way flow of information and the basis for confidential treatment of the information shared. Such agreements may set out the types of information to be shared, as well as the basis on which the confidential information may be passed on to other relevant supervisors and authorities. The IAIS MMoU is an example of a multilateral memorandum of understanding for cooperation and exchange of information between insurance supervisors related to the supervision of insurance legal entities and insurance groups. All signatories to the IAIS MMoU undergo a validation of their laws and regulations to demonstrate compliance with the MMoU's strict confidentiality regime. For this reason, if all relevant parties are signatories to the IAIS MMoU, it is the preferred framework for multilateral information exchange.

#### *Information Sharing in Supervisory Colleges*

- 3.2.3 Supervisory colleges can provide a framework for supervisory cooperation and crisis management in which information sharing between involved supervisors occurs on an ongoing basis.
- 3.2.4 Information sharing is particularly important for the operation of a supervisory college. For a supervisory college to be effective there needs to be mutual trust and confidence between supervisors, particularly in relation to exchange and protection of confidential information.
- 3.2.5 Supervisors are responsible for ensuring the safe handling of confidential information. Each member of the college should take measures necessary to avoid the unintentional divulgence of information or the unauthorised release of confidential information. It is important that appropriate information exchange agreements or other arrangements are in place between the members of the

supervisory college to ensure that information can be exchanged in a secure environment.

- 3.2.6 Where confidential information exchanged within a supervisory college is communicated to relevant supervisors or authorities who are not involved in the college, supervisors should have a formal mechanism in place between the group-wide supervisor and the other supervisors or authorities to ensure the protection of the confidential information. Such mechanisms could be included in the relevant information sharing agreements.

**3.3 The supervisor requesting confidential information (the requesting supervisor) has a legitimate interest and valid supervisory purpose related to the fulfilment of their supervisory functions in seeking information from another relevant supervisor or authority.**

- 3.3.1 A legitimate interest is derived from the powers and responsibilities the requesting supervisor has in relation to the subject matter of the request. For example:

- if the requesting supervisor only has the power and responsibility to supervise intermediaries and not insurers, it may not have a legitimate interest in requesting information relating to an insurer; or
- if the requesting supervisor requests information relating to an insurer that has no current or planned operations or other connections to the requesting supervisor's jurisdiction, it may not have a legitimate interest in requesting such information.

- 3.3.2 A valid supervisory purpose is relevant to the requesting authority's performance of a supervisory task. Valid supervisory purposes may include, but are not limited to information requested for the purposes of:

- licensing;
- suitability criteria;
- intra-group transactions such as loans and extensions of credit, parental guarantees, management agreements, service contracts, cost-sharing arrangements, reinsurance agreements, dividends and distributions;
- prevention of financial crime, such as fraud, anti-money laundering or combating the financing of terrorism;
- ongoing supervision, including preventive and corrective measures and sanctions; and
- exit from the market and resolution.

- 3.3.3 The supervisor should have documented policies and procedures on making requests for confidential information. These policies and procedures should reinforce that information is only requested where the supervisor has a legitimate interest in the subject matter of the request and the use of the information fulfils a valid supervisory purpose.

**3.4 The supervisor that has received a request for confidential information (the requested supervisor):**

- **assesses each request for information on a case-by-case basis; and**
- **responds to requests in a timely and comprehensive manner.**

3.4.1 In principle, the requested supervisor is expected to share information with a requesting supervisor with a legitimate interest and for a valid supervisory purpose.

3.4.2 In deciding whether and to what extent to fulfil a request for information, the requested supervisor may take into account matters including, but not limited to:

- the nature of the information to be provided;
- the purpose for which the information will be used;
- whether the request is covered by a coordination agreement, if any;
- whether it would be contrary to the interest of the jurisdiction of the requested supervisor;
- the ability of the requesting supervisor or authority to maintain the confidentiality of any information received, taking account of the IAIS MMoU or other existing agreements in each jurisdiction; and
- relevant laws and regulations in each jurisdiction (in particular those relating to confidentiality and professional secrecy, data protection and privacy, and procedural fairness).

3.4.3 While requests for information should normally be made in writing, the requested supervisor should not insist on written requests in an emergency situation, and should not unreasonably delay a response to an oral request made for a valid supervisory purpose by a requesting supervisor.

3.4.4 The requested supervisor may receive a request for insurer information which is not already in their possession. In such circumstances, the requested supervisor should, if it considers it reasonable, obtain that information from the insurer or other entities from which it has the power to obtain information.

3.4.5 If the requested supervisor denies a request, it should explain its reason for the denial to the requesting supervisor.

3.4.6 Lack of strict reciprocity should not be used by the requested supervisor as the reason for not sharing information that would otherwise be appropriate to share, particularly in an emergency or other crisis situation. Strict reciprocity in terms of the level, format and detailed characteristics of information requested is not required.

**3.5 The requesting supervisor uses confidential information received from the requested supervisor only for the purposes specified when the information was requested. Unless otherwise agreed, before using the information for another purpose or passing it on to others, the requesting supervisor obtains agreement of the requested supervisor.**

- 3.5.1 The requesting supervisor should specify the intended purposes of the information sought. Additionally, MoUs may address purposes for which the requested information may be used by the requesting supervisor.
- 3.5.2 The requesting supervisor first obtains agreement with the requested supervisor before passing on requested information to another relevant supervisor or authority. Supervisors and authorities are encouraged to request information directly from the requested supervisor, rather than from the requesting supervisor, to provide an opportunity for direct dialogue and further consultation. Supervisors should ensure that appropriate confidentiality requirements are in place and the information is only passed on to another relevant supervisor or authority with a legitimate interest and – in case of a supervisory authority – for valid supervisory purposes.
- 3.5.3 There are specified circumstances within the IAIS MMoU where signatories are expected to consent to the passing on of information to other relevant supervisors and authorities. This includes situations where passing on information will assist:
- other IAIS MMoU signatories in the fulfilment of their supervisory functions; and
  - other relevant domestic financial sector bodies such as central banks, law enforcement agencies, relevant courts and other authorities (see Annex B of the IAIS MMoU).
- 3.5.4 Conditions imposed by the requested supervisor on the passing on of information to third parties should not prevent the requesting supervisor or authority from being able to use the information for its own valid supervisory purposes.

**3.6 In the event the requesting supervisor has received notice of proceedings, which may legally compel it to disclose confidential information which it has received from the requested supervisor, the requesting supervisor:**

- **to the extent permitted by law, promptly notifies the requested supervisor; and**
  - **where consent to disclosure is not given, uses all reasonable means to resist the demand and to protect the confidentiality of the information.**
- 3.6.1 Where allowed by the laws and practices of the jurisdiction, a requesting supervisor required to disclose confidential information by legal compulsion should place, or seek to place, protections from disclosure on that information. Such protections could include:
- a protective order placing restrictions on use or further distribution of the confidential information; or
  - limitations on the means and location of the disclosure of the confidential information.

## **ICP 25 Supervisory Cooperation and Coordination**

**The supervisor cooperates and coordinates with involved supervisors and relevant authorities to ensure effective supervision of insurers operating on a cross-border basis.**

### *Introductory Guidance*

- 25.0.1 Supervisors of the different insurance legal entities within an insurance group with cross-border activities should coordinate and cooperate in the supervision of the insurance group as a whole. Supervisors of different insurance legal entities which are not part of the same group may also need to cooperate and coordinate particularly where the insurers are connected through reinsurance treaties or when difficulties in one insurer may affect the market more generally, such as in resolution situations (see ICP 12 Exit from the Market and Resolution).
- 25.0.2 Supervisors may draw upon several supervisory practices to facilitate cross-border cooperation and coordination. These practices include the identification of a group-wide supervisor and the use of coordination arrangements, including supervisory colleges.
- 25.0.3 The group-wide supervisor is one of the involved supervisors and is chosen to lead group-wide supervision of an insurance group. The group-wide supervisor should facilitate and lead the cooperation and coordination between the other involved supervisors and engage them in supervisory decisions regarding the insurance group. The group-wide supervisor is ultimately responsible for ensuring effective and efficient group-wide supervision. The other involved supervisors should provide the group-wide supervisor with information regarding insurance legal entities they supervise and otherwise participate in group-wide supervision.
- 25.0.4 The undertaking of cooperation and coordination should not be taken to imply joint decision making authority or any delegation of an individual supervisor's responsibilities.

### *Supervisory Recognition*

- 25.0.5 Supervisors wishing to determine whether they can recognise and rely upon another supervisory regime for the purpose of group-wide supervision and designation of supervisory tasks should carry out an assessment of the acceptability of the counterpart's regime reflecting the level or objective of supervisory recognition sought. Supervisors may use different processes to conduct a supervisory recognition assessment. The form of recognition and the criteria used for assessment will vary depending on its purpose (see IAIS Application Paper on Supervisory Recognition).
- 25.0.6 When the assessment has been finalised, the decision as to whether to recognise the supervisor should be communicated to the subject of the assessment. If recognition is not possible, the areas where the criteria were not met should be communicated and the supervisors

should discuss how recognition may be achieved in future. A process for reassessment could then be established.

25.0.7 Following recognition, the supervisor should periodically assess whether a recognised supervisor continues to meet the criteria for recognition.

25.0.8 The terms of supervisory recognition, as well as specific roles and responsibilities, may be set out in unilateral statements, bilateral agreements, or multilateral agreements.

**25.1 The supervisor discusses and agrees with the involved supervisors which of them is the group-wide supervisor for cross-border insurance groups operating in its jurisdiction.**

25.1.1 In principle, the home supervisor of the head of the insurance group should be considered first to take the role of the group-wide supervisor in accordance with its authority and powers in its jurisdiction. In some jurisdictions, the legal or regulatory system may include provisions which allow or require the designation of a group-wide supervisor.

25.1.2 In case a different or several involved supervisors fulfil the conditions to be considered as a group-wide supervisor, factors to consider regarding the identification of a group-wide supervisor should include, but not be limited to:

- the location of the insurance group's head office, given that this is where the group's Board and Senior Management is most likely to meet (having ready access of the group-wide supervisor to the group's Board and Senior Management is an important factor);
- where the registered head office is not the operational head of the insurance group, the location where:
  - o the main business activities are undertaken;
  - o the main business decisions are taken;
  - o the main risks are underwritten; and/or
  - o the largest balance sheet total is located; and
- the involved supervisors' resources, skills, authorities and powers in their jurisdictions.

<b>CF25.1a.1</b> When determining the group-wide supervisor of an IAIG, the involved supervisors should place particular emphasis on which supervisor would have direct powers over the Head of the IAIG (see ComFrame material under ICP 10 Preventive Measures, Corrective Measures and Sanctions).
---

**25.2 As a group-wide supervisor, the supervisor:**

- **understands the structure and operations of the insurance group; and**
- **leads group-wide supervision, taking into account assessments made by the other involved supervisors.**



*Overall responsibilities of a group-wide supervisor*

- 25.2.1 Once identified, the group-wide supervisor should be responsible for coordinating the input of insurance legal entity supervisors in undertaking group-wide supervision as a supplement to the existing insurance legal entity supervision.
- 25.2.2 Responsibilities of the group-wide supervisor should include, but not be limited to:
- initiating and chairing of the supervisory college (where one exists);
  - determination of the scope of group supervision;
  - leadership, planning and coordination of group-wide supervisory activities;
  - aggregation of group-wide information and dissemination of the relevant information to other involved supervisors;
  - preparation and discussion of group-wide supervisory analysis;
  - performing a group-wide supervisory assessment, including assessing group capital management, risk and solvency, risk concentration, intragroup transactions and group governance;
  - coordination of information sharing procedures amongst other involved supervisors;
  - decision making on group-wide issues in consultation with other involved supervisors;
  - implementation and coordination of group-wide supervisory decisions including preventive and corrective measures and sanctions; and
  - identification of gaps in supervision.
- 25.2.3 The group-wide supervisor should take the initiative in coordinating the roles and responsibilities of, and facilitating communication between, the other involved supervisors. In carrying out its agreed functions, the group-wide supervisor should strive to act with the consensus of other involved supervisors.

*Information sharing and key contact point function*

- 25.2.4 The group-wide supervisor should request information from other involved supervisors needed to fulfil its role.
- 25.2.5 The group-wide supervisor should make information available to other involved supervisors:
- on a proactive basis;
  - without delay; and
  - in a full and detailed manner.

25.2.6 The group-wide supervisor functions as a key contact point for all other involved supervisors, which is of importance both in going concern situations and in crisis situations.

**25.3 As an other involved supervisor, the supervisor understands:**

- **the structure and operations of the group insofar as it concerns the insurance legal entities in its jurisdiction; and**
- **the way that operations of insurance legal entities of the group in its jurisdiction may affect the rest of the group.**

*Responsibilities*

25.3.1 Responsibilities of other involved supervisors should include, but not be limited to:

- actively participating in the group supervision process, such as that determined by a supervisory college;
- informing the group-wide supervisor and, if necessary, other involved supervisors, of material findings affecting their insurance legal entity that could affect entities in other jurisdictions;
- sharing all relevant information with the group-wide supervisor to assist with supervision at the group-wide level and discussing findings and concerns at the group level with the group-wide supervisor;
- analysing information received from the group-wide supervisor;
- cooperating in the analysis and decision making as well as implementation and enforcement;
- assisting the group-wide supervisor in reaching agreements on supervisory process at the group level; and
- identifying gaps in supervision.

*Information sharing*

25.3.2 Other involved supervisors should provide the group-wide supervisor with relevant key information, regarding insurance legal entities within the insurance group, including but not limited to:

- any granting and withdrawal of a licence;
- location of significant business;
- developments in the legal structure of the insurance group;
- changes in business model;
- changes to the Board or Senior Management;
- changes in the systems of risk management and internal controls;
- significant developments or material changes in the business operations;

- significant developments in the financial position;
- significant investments in group entities;
- significant financial links;
- the transfer of risks to and from non-regulated entities;
- operational risk as well as conduct risk, including mis-selling claims and fraud;
- potential high-risk factors for contagion; and
- events which may endanger the viability of the insurance group or major entities belonging to the insurance group.

25.3.3 Other involved supervisors should request information in relation to the group for a timely assessment of an insurance legal entity located in its jurisdiction.

**25.4 The supervisor discusses and agrees with involved supervisors to establish suitable coordination arrangements for cross-border insurance groups operating in its jurisdiction.**

25.4.1 Coordination arrangements are mechanisms to foster cooperation and coordination between involved supervisors with regard to the supervision of insurance groups, as well as to promote common understanding, communication and information exchange (see ICP 3 Information Sharing and Confidentiality Requirements).

25.4.2 The group-wide supervisor should initiate discussions with other involved supervisors about suitable coordination arrangements. All involved supervisors should seek a consensus about the most appropriate form of coordination arrangements.

**25.5 The group-wide supervisor sets out the coordination arrangements in a written coordination agreement and puts such arrangements in place.**

25.5.1 The scope of coordination arrangements will vary and should reflect the circumstances of the particular insurance group and involved supervisors.

25.5.2 A written coordination agreement should cover activities including, but not limited to:

- information flows between involved supervisors;
- communication with the head of the group;
- convening periodic meetings of involved supervisors; and
- the conduct of a comprehensive assessment of the group.

**25.6 The supervisor discusses and agrees with involved supervisors whether to establish a supervisory college for cross-border insurance groups operating in its jurisdiction, and if so, how to structure and operate the supervisory college.**

*Establishing a supervisory college*

25.6.1 The group-wide supervisor, in cooperation and coordination with other involved supervisors, should consider establishing a supervisory college where, for instance:

- the nature, scale and complexity of the cross-border activities or intra-group transactions are significant and associated risks are high;
- group activities or their cessation could have an impact on the overall stability of the insurance markets in which the insurer operates; and
- the insurance group has significant market share in one or more specific jurisdictions.

(See Application Paper on Supervisory Colleges).

#### *Structure and membership of a supervisory college*

25.6.2 The group-wide supervisor, in cooperation and coordination with the involved supervisors, should carefully consider the structure of the supervisory college (for example, inclusive, tiered, or regional).

25.6.3 A supervisory college should be comprised of representatives of each of the supervisors responsible for the day-to-day supervision of the insurance legal entities which are part of the group and, as appropriate, any supervisors of other material non-insurance entities.

25.6.4 Clear criteria should be established for defining the basis of membership and participation in the supervisory college. Issues which should be considered in establishing these criteria include, but are not limited to:

- the relative size and materiality of the insurance legal entity relative to the insurance group as a whole;
- the relative size or materiality of the insurance legal entity relative to its local market;
- the level of risk in a particular insurance legal entity; and
- the role of the supervisory college and its relevance to the particular insurance legal entity.

25.6.5 The structure of and membership in the supervisory college should be reviewed on a regular basis to reflect changing circumstances in the insurance group.

#### *Coordination agreement for a supervisory college*

25.6.6 A supervisory college coordination agreement is not legally binding and does not create enforceable obligations from one supervisor to another. However, jurisdictions may be subject to an obligation to establish such an agreement.

25.6.7 While recognising the need to allow for flexibility in the operation of a supervisory college, matters covered by the coordination agreement generally should include, but not be limited to:

- membership of the supervisory college – including the approach to participation of members in the college;
- the process for appointing a supervisor to chair the college (typically, but not necessarily, the group-wide supervisor);
- roles and functions of the supervisory college and of the members of the supervisory college, including expectations of the chair;
- frequency and locations of meetings (meetings should take place by telephone conference call or other means where an in-person meeting is not practical); and
- scope of the activities of the supervisory college, including ongoing information exchange.

25.6.8 Members of a supervisory college who are not signatories to the IAIS MMoU should enter into a similar long-term agreement covering information exchange and confidentiality.

<b>CF25.6a</b>	<b>The group-wide supervisor establishes a supervisory college for the IAIG which meets at least annually.</b>
CF25.6a.1	If a supervisory college does not already exist, one should be formed and its first meeting should take place in a timely manner after the identification of the IAIG.
CF25.6a.2	Priorities for the initial supervisory college meeting should include, at a minimum: <ul style="list-style-type: none"> <li>• confirming the designation of the group-wide supervisor and the structure of the supervisory college;</li> <li>• describing the scope of group-wide supervision including, where applicable, an explanation from the group-wide supervisor of its decision to exclude an entity from the scope of group supervision; and</li> <li>• discussing the proposed coordination agreements.</li> </ul>
CF25.6a.3	The group-wide supervisor should ensure that the IAIG supervisory college discusses the most relevant elements of the group-wide supervisory process and the supervisory plan. In particular, the agenda set by the group-wide supervisor should provide for discussion of the IAIG's main risks, group-wide governance, enterprise risk management and the IAIG's financial condition.
CF25.6a.4	When deciding on the topics to be covered in the IAIG supervisory college meeting, the group-wide supervisor should cooperate and coordinate with involved supervisors to ensure that matters pertinent at an entity level are appropriately raised.
<b>CF25.6b</b>	<b>The members of the IAIG supervisory college communicate and exchange information on an ongoing basis.</b>

### *Functions and activities of a supervisory college*

- 25.6.9 The group-wide supervisor, in cooperation and coordination with the involved supervisors, should establish the appropriate ongoing functions of the supervisory college and clearly allocate those functions among the involved supervisors to avoid unnecessary duplication of supervisory tasks and to ensure no gaps exist in the supervision of the group.
- 25.6.10 In establishing the functions of a supervisory college, the key activities which should be considered include, but are not limited to:
- providing access for involved supervisors to information and knowledge about the group and the environment in which it operates through information sharing (see ICP 3 Information Exchange and Confidentiality Requirements);
  - assessing group-wide risk exposures, financial soundness and capital adequacy and group corporate governance, including risk management, internal control and intra-group relationships such as intra-group transactions and exposures;
  - understanding the material operations, solvency and liquidity needs of the material legal entities within the group;
  - coordinating supervisory activities such as joint off-site monitoring or on-site inspections or review of one or more group entities or of a particular aspect of the group's functions such as internal audit, actuarial or risk management;
  - coordinating appropriate actions to mitigate identified risks;
  - forming special focus teams to evaluate areas of particular concern or importance to the involved supervisors, or to bring together the requisite expertise to examine an aspect of the group's operations;
  - providing a forum for involved supervisors to interact with the insurer's group-wide Senior Management in order to, for example, inform Senior Management of an identified issue at an insurance legal entity that affects the whole insurance group; and
  - regularly assessing the effectiveness of the supervisory college in achieving its agreed role and functions, with the assessment organised by the group-wide supervisor and taking into account input from involved supervisors and, as appropriate, insurance legal entities.
- 25.6.11 Aside from group-level issues, supervisory colleges may also focus on issues specific to insurance legal entities within the insurance group.

## *Supervisory cooperation in planning for crisis management*

### **25.7 The group-wide supervisor coordinates crisis management preparations with all other involved supervisors and relevant authorities.**

#### *Objectives of crisis preparation planning*

- 25.7.1 The main objectives of supervisory crisis management should be:
- to protect policyholders; and
  - to prevent serious domestic or international financial instability which could have an adverse impact on the real economy.
- 25.7.2 Supervisory actions in planning for crisis management should seek to:
- ensure, as far as possible, that insurers behave prudently;
  - promote private sector solutions such as portfolio transfers and run-offs;
  - minimise the need to use public support to protect policyholders;
  - safeguard financial stability; and
  - minimise distortions to the efficient operation of the insurance sector as well as across jurisdictions.

#### *Process for crisis management planning*

- 25.7.3 Supervisory actions in planning for crisis management should seek to secure early communication between involved supervisors and relevant authorities in order to maximise time for coordination and cooperation.
- 25.7.4 The group-wide supervisor should meet regularly with the other involved supervisors and relevant authorities to share and evaluate information relating to the insurance group and to analyse and assess specific issues (including whether there are systemic implications). These meetings may be held in conjunction with the supervisory college or separately if no supervisory college is held or in place.
- 25.7.5 Supervisors should remain aware of potential contagion channels, conflicts of interest and possible barriers to coordinated action in a crisis situation within a specific cross-border insurance group (such as legally required transparency rules in the case of publicly listed companies or particular legislative requirements across jurisdictions).
- 25.7.6 Effective crisis management should ensure that preparations for and management of a cross-border crisis – including policy measures, crisis response decisions and matters of external communication – are coordinated, timely and consistent. Supervisors and other relevant authorities (e.g. ministries of finance, central banks, other financial sector supervisors, and policyholder protection schemes)

should exchange information to facilitate effective crisis management.

25.7.7 The group-wide supervisor should share with the other involved supervisors and relevant authorities information relevant to crisis management, including but not limited to:

- group structure (focusing on legal, financial and operational intragroup dependencies, which may not be always available to the other authorities);
- inter-linkages between the insurance group and the financial system in each jurisdiction where it operates; and
- potential impediments to a coordinated solution to a crisis.

25.7.8 A supervisory college should plan in advance the process for cooperation and coordination during crisis situations in order to benefit from well-established information and cooperation channels and procedures should a crisis occur. The channels for communication with the head of the group, as well as other parts of the group, should be clearly established in case a crisis emerges. The group-wide supervisor should establish close communication channels with group Board and Senior Management as well as Significant Owners.

<b>CF25.7a</b>	<b>The group-wide supervisor establishes a crisis management group with the objective of enhancing preparedness for, and facilitating the recovery and resolution of the IAIG.</b>
CF25.7a.1	Membership of a crisis management group for IAIGs (collectively referred to as the 'IAIG CMG') should include the group-wide supervisor, and other involved supervisors and resolution authorities in relevant major jurisdictions.
CF25.7a.2	The crisis management group may be established under a different name so long as the group fulfils the objectives of an IAIG CMG.
CF25.7a.3	There should be clear conditions as to the composition of membership of the IAIG CMG.
CF25.7a.4	If the college's coordination arrangements address recovery and resolution and membership includes the necessary resolution authorities, a supervisory college may qualify as an IAIG CMG.
CF25.7a.5	The IAIG CMG should keep under active review: <ul style="list-style-type: none"><li>• progress in coordination and information sharing within the IAIG CMGs and with host resolution authorities that are not represented in the IAIG CMG;</li><li>• the recovery and resolution planning process for the IAIG; and</li><li>• the resolvability of the IAIG.</li></ul>
<b>CF25.7b</b>	<b>The group-wide supervisor puts in place a coordination agreement between IAIG CMG members.</b>
CF25.7b.1	Coordination agreements describe, at least:



- roles and responsibilities of the respective IAIG CMG members; and
- the process for coordination and cooperation, including information sharing, among IAIG CMG members.

CF25.7b.2 Coordination agreements could include memoranda of understanding.

*Supervisory cooperation during a crisis*

**25.8 The supervisor:**

- **Informs the involved supervisors as soon as it becomes aware of a crisis;**
- **cooperates and coordinates with the involved supervisors and relevant authorities to analyse and assess the crisis situation and its implications to reach a common understanding of the situation; and**
- **identifies coordinated, timely and effective solutions to a crisis situation.**

25.8.1 The group-wide supervisor should coordinate the gathering and analysis of information, as well as coordinate supervisory activities to respond to the crisis.

25.8.2 Such analysis should include, but may not be limited to:

- implications for policyholder protection in each relevant jurisdiction;
- whether the crisis is of systemic relevance and, if so, the identification of possible sources of systemic risk; and
- ways involved supervisors and relevant authorities can respond in a coordinated way.

25.8.3 Such cooperation and coordination takes account of the impact of the crisis on policyholders, financial systems and real economies of all relevant jurisdictions, drawing on information, arrangements and crisis management plans developed beforehand.

**25.9 The group-wide supervisor coordinates with other involved supervisors and relevant authorities on public communication and communication with the insurance group during the crisis.**

25.9.1 The group-wide supervisor, where practicable, shares its plan for public communication with the involved supervisors and other authorities to ensure that communication is handled in a coordinated and timely way.

25.9.2 The group-wide supervisor considers when, and to what extent, to communicate with the insurance group and the insurance legal entities that are part of the group, through their respective insurance legal entity supervisors.