



Directive 3—Information and Reportage in State of Emergency from Controlled Payment System and Designated Controlled Payment System

1. Introduction

In accordance with the provisions of Sections 12 and 17 of the Payment Systems Law, 5668-2008 (hereinafter: “the Payment Systems Law”), the Governor, or a person deputized thereby for said purpose, may demand that the operator of a controlled payment system or a designated controlled payment system, and participants therein, provide any information or document for the purpose of implementing the provisions of the Payment Systems Law and for the collection and processing of statistical information.

This Directive regulates the array of reportage by payment-system operators and payment-system participants to the Payment Systems Oversight Unit at the Payment and Settlement Systems Division of the Bank of Israel in a state of emergency.

2. Definitions

“Payment system,” “controlled payment system”, “designated controlled payment system”, “system rules”, “payment-system operator” - “Payment Systems Oversight” or “Oversight” -	As defined in the Payment Systems Law ; The Payment Systems Oversight Unit at the Payment and Settlement Systems Division of the Bank of Israel;
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“State of emergency” -

One of the following, singly and severally: a **time of emergency**—a period in which the Emergency Economic System is activated in accordance with Government Resolution 1716 of July 6, 1986, Government Resolution 1080 of February 13, 2000, Government Resolution 5228 of November 16, 2012, Government Resolution 1842 of July 10, 2014, Government Resolution 2007 of October 27, 2016, and any other government resolution in the matter at hand; the proclamation of a Special Home Front Situation under Section 9c of the Civil Defense Law, 5711-1951; or the declaration of an emergency by the Supervisor of Banks; a **critical event** is an event that has a material and prolonged effect on the payments system and is considered and declared as such by Oversight;



“Participant in a payment system” -

One who is defined as a participant under the system rules;

“Provider of critical services” -

A third party that supplies services that are critical for payment-system activity;

3. Incidence

3.1 This Directive shall apply in a state of emergency to the operator of any payment system that the Governor has declared a controlled payment system or a designated controlled payment system and to any participant in a controlled payment system or a designated controlled payment system.

3.2 The Bank of Israel may, as circumstances shall indicate, absolve or exempt a payment-system operator or participant from the incidence of certain sections of this Directive and may rescind said exemption.

4. Reportage in state of emergency

4.1 Form for reportage in a state of emergency:

4.1.1 for an operator of a controlled payment system / designated a controlled payment system or a designated controlled payment system: shown in Appendix 1.

4.1.2 for a participant in a controlled payment system / designated a controlled payment system or a designated controlled payment system: shown in Appendix 2.

4.2 In the course of the state of emergency, Oversight may occasionally update the “State of Emergency Reportage Form” in accordance with developments in the state of emergency. Said update may be across-the-board or tailored to a given system operator or participant.



5. Format of reportage

5.1 The State of Emergency Reportage Form shall be filled in by means of a digital document (the **Excel** file attached to this Directive).

5.2 A system operator shall save and send the reportage form in the following format: "Name of System Operator—Name of Payment System." The way in which the information shall be forwarded to the Bank of Israel is specified in Section 8 below.

5.3 A payment-system participant shall save and send the reportage form in the following format: "Name of Participant—Name of Payment System." The way in which the information shall be presented to the Bank of Israel is specified in Section 8 below.

6. Emergency contact persons

6.1 A payment-system operator and a payment-system participant shall designate emergency contact persons who shall be responsible for applying this Directive.

6.2 The system operator shall keep a list of his or her emergency contact persons and of system participants, comprising primary contact person and secondary (backup) contact person (hereinafter: "list of emergency contact persons").

6.3 The list of emergency contact persons shall include the following details: name, position, participant's name (when the contact person is of a participant), electronic mail address, mobile telephone number, and office telephone number.

6.4 The system operator shall designate a distribution group by electronic mail addresses and telephone numbers so as to send an emergency notice to all participants.

6.5 The payment-system operator shall review the adequacy of the list of emergency contact persons twice per year on dates that she or he shall determine.



7. Information reported and reporting frequency

- 7.1 A system operator shall forward the results of said review of the adequacy of the list of emergency contact persons to Oversight.
- 7.2 Once a state of emergency is declared, the system operator shall forward the list of emergency contact persons to Oversight.
- 7.3 The payment-system operator shall forward to Oversight the State of Emergency Reportage Form for a payment-system operator (Appendix 1), and participants in the system shall forward to Oversight the State of Emergency Reportage Form for a payment-system participant (Appendix 2)¹:
- 7.3.1 two (2) hours after the time of declaration of state of emergency;
- 7.3.2 on every banking business day by 10:00, including Fridays, festival eves, and the intermediate days of Passover and Sukkot.
- 7.3.3 whenever the information reported has undergone a material update.
- 7.4 The Emergency Reportage Directive shall be applied until the state of emergency is declared over.

8. Forwarding information to the Bank of Israel

- 8.1 A payment-system operator and a payment-system participant shall forward the information that must be reported under this Directive by means of secured communication (the Kasefet application). Said application shall be used after prior coordination with Oversight. Oversight may allow the information to be forwarded in other ways. Those who do not have Kasefet for use in their interaction with Oversight shall forward the information to the following e-mail address: payments-oversight@boi.org.il.

¹ A payment-system operator may include a State of Emergency Reportage Form for those participating in the system as part of the system rules, for the purpose of forwarding them to Oversight in a state of emergency and pursuant to the instructions in this Directive.



- 8.2 In the event of a communication failure, the information shall be forwarded to the Bank of Israel offices in Jerusalem (by 12:00). In the event of problems in transport to Jerusalem and absent other instructions, the information shall be forwarded via the Bank of Israel offices in Tel Aviv (69 Nahalat Binyamin Street).
- 8.3 The payment-system operator or participant shall apprise the contact persons at Oversight who shall be appointed for this purpose of the performance of Section 8.1 above, i.e., forwarding of information as set forth in this Directive.
- 8.4 A payment-system operator or participant who forwards information as set forth in this Directive shall ascertain its receipt by the contact persons in the manner specified in Section 8.3, via telephone confirmation or receipt of an electronic-mail message from the contact persons listed in Section 8.3, confirming receipt of the information.
- 8.5 In sections where the information is irrelevant to the activity of the rapporteur, the word “Irrelevant” shall be noted.
- 8.6 Reportage forms shall be presented by the deadlines established for each report. Insofar as a payment-system operator believes that a given report will not be presented by the specified deadline, he or she shall present Oversight, by electronic mail, with a written request to postpone the deadline for the presentation of the report. Said request shall include, *inter alia*, the actions taken up to said request for postponement, the reasons for requesting the postponement, and the requested target date for the presentation of said report. A report presentation for which postponement is not approved by Oversight shall be presented by the deadline established for said report.

9. Promulgation and update of Directive

Date of promulgation	Essence of update
November 20, 2016	Promulgation of Directive
December 24, 2018	Update of Directive
October 8, 2023	Update of Directive



**Appendix 1—Emergency Reportage Form
for Operator of Controlled / Designated Controlled Payment System**

Rapporteur's details

Rapporteur's name _____
Position _____
Telephone _____
E-mail address _____
Hour of report _____
Date _____

1. Describe preparations and changes made in the system as a result of the state of emergency.

2. Describe the business-continuity procedures and programs that have been invoked in the system in response to the state of emergency.

2.1 At what level are these programs effective and how long can they be invoked?

3. Describe operational changes made in the system as a result of the declaration of the state of emergency. In your description, specify business, physical, and communication changes that are affecting system operation.



4. The system's operational staff (main site / secondary site / information centers):

4.1 How many staff members, **total**, does it take to operate the system in ordinary times?
Please note the number of staff for various functions of system activity (IT /
administration / back office, etc.).

4.2 What is the minimum number of staff that are needed to operate the system? Please
note the number of staff for various functions of system activity (IT / administration /
back office, etc.).

4.3 Is there a deficiency in human resources that affects the system's sound operation?

4.4 How are you making sure that you will have the minimum number of staff needed?

5. Critical service providers

5.1 Provide a detailed list of providers of critical services for system operation (excluding
national infrastructures) who have been identified, and specify the services that they
provide.



5.2 Have the implications of non-provision of these services by these suppliers been examined?

5.3 How are these possible implications being managed?

6. Have problems / impediments / changes (technical / business-related) in participants' activity or in the market, relative to activity in ordinary times, been detected?

7. Are changes expected, or have changes occurred, in managing the risks associated with system operation due to the state of emergency? Please elaborate.

8. Are disruptions in closing the business day or opening the next business day expected or feared? Please specify the expected disruptions and their effect on system activity.

9. Is there additional relevant information associated with system activity, of which Oversight should be aware and is not noted in the questions above?



Question 10 is relevant for a ZAHAV (RTGS) system operator:

10. Is there additional relevant information associated with system activity, of which Oversight should be aware and is not noted in the questions above?

Questions 11–13 are relevant for a system operator who does not operate a ZAHAV (RTGS) system:

11. Does the system operator need help from the Bank of Israel in anything related to her or his activity in the state of emergency?

12. Is it necessary to operate in the ZAHAV (RTGS) system by means of the situation room established at the Bank of Israel or to invoke any of the backup measures?

13. Are there financial implications for the operator as a result of the state of emergency, including a situation of prolongation of the state of emergency?



Appendix 2—Emergency Reportage Form

for Participant in Controlled / Designated Controlled Payment System

Rapporteur's details

Rapporteur's name _____
Position _____
Telephone _____
E-mail address _____
Hour of report _____
Date _____

1. Describe preparations and changes made in the system as a result of the state of emergency.

2. Describe the business-continuity procedures and programs that have been invoked in the system in response to the state of emergency.

2.1 At what level are these programs effective and how long can they be invoked?

3. What is the operational effect of your activity in the system? Has your sound activity as a participant in the system been disrupted (in the business, communication, and/or physical senses)?



4. Operational staff that works with the system (main site / secondary site / information centers):

4.1 How many staff members does it take to operate the system in ordinary times?

4.2 What is the minimum number of staff that are needed to enable you to participate in the system?

4.3 Is there a deficiency in human resources that affects sound participation in the system?

4.4 How are you making sure that you will have the minimum number of staff needed?

5. Critical service providers

5.1 Provide a detailed list of providers of critical services for your continued activity as a participant (excluding national infrastructures) who have been identified, and specify the services that they provide.



5.2 Have the implications of non-provision of these services by these suppliers been examined?

5.3 How are these possible implications being managed?

6. Have problems / impediments / changes (technical / business-related) relative to your activity in the system in ordinary times been detected?

7. Are changes expected, or have changes occurred, in managing the risks associated with participation in the system due to the state of emergency? Please elaborate.

8. Have changes in market activity (volumes or quantities) been detected? Please elaborate briefly.

9. Are disruptions in closing the business day or opening the next business day expected or feared? Please specify the expected disruptions and their effect on system activity.



10. Does the participant need help from the Bank of Israel in anything related to her or his activity in the state of emergency? Please specify the requisite help in detail.

11. Is there additional relevant information associated with your participation in the system, of which Oversight should be aware and is not noted in the questions above?

Insofar as you are a participant in a ZAHAV (RTGS) system:

12. Are changes in quantities and/or in sums of transactions forwarded to the ZAHAV system for settlement expected or feared? Please specify the changes and the reasons for them.

13. Are there disruptions associated with the participant's activity in a CLS? Please specify the reasons for the disruptions of activity.

14. Is it necessary to operate in the ZAHAV (RTGS) system by means of the situation room established at the Bank of Israel or to invoke any of the backup measures?

Bank of Israel

Payments and Settlement Systems Department
Payment Systems Oversight Division



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Emergency from Controlled Payment
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Directive 3

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