

PUBLIC AWARENESS AND COMMUNICATION

One of CODI's core functions is to promote awareness among financial consumers on the benefits and limitations of deposit insurance protection. Since 1 April 2024, CODI has continued to roll out a comprehensive communication programme and the key activities included:

- updating CODI's webpage to publish deposit insurance information, including frequently asked questions, newsletters, discussion papers and relevant legislation;
- developing communication material for use on CODI's webpage and social media platforms;
- distributing standardised deposit insurance information for banks to provide to their depositors, effective from 1 April 2024;
- providing digital membership logos to banks to support communication of their CODI membership to depositors;
- developing guidelines to support banks in meeting their public awareness obligations;
- conducting refresher training sessions for customer-facing staff of member banks, supported by depositor protection reference material;
- participating in media interviews across television, radio, print and online platforms;
- strengthening communication efforts during the Ditsobotla payout through public announcements on how and where depositors could access their covered deposits; and
- developing targeted deposit insurance information, including frequently asked questions, to inform Ditsobotla depositors about CODI's protection.