



EUROPEAN CENTRAL BANK

EUROSYSTEM

ECB-PUBLIC

T2-CG Satisfaction Survey: Outcome and Way Forward

T2-CG meeting
11 June 2026

target | T2
services

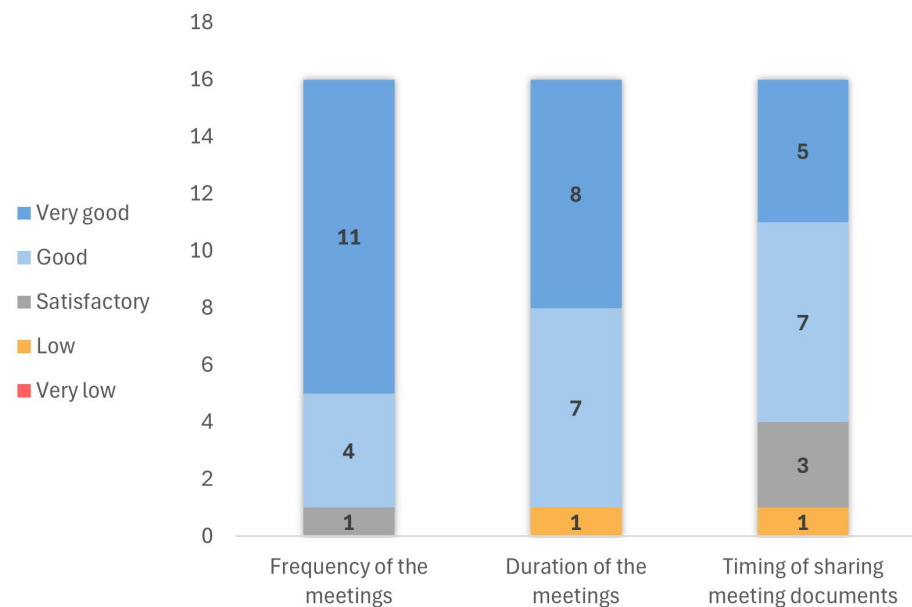


T2-CG Survey - Background

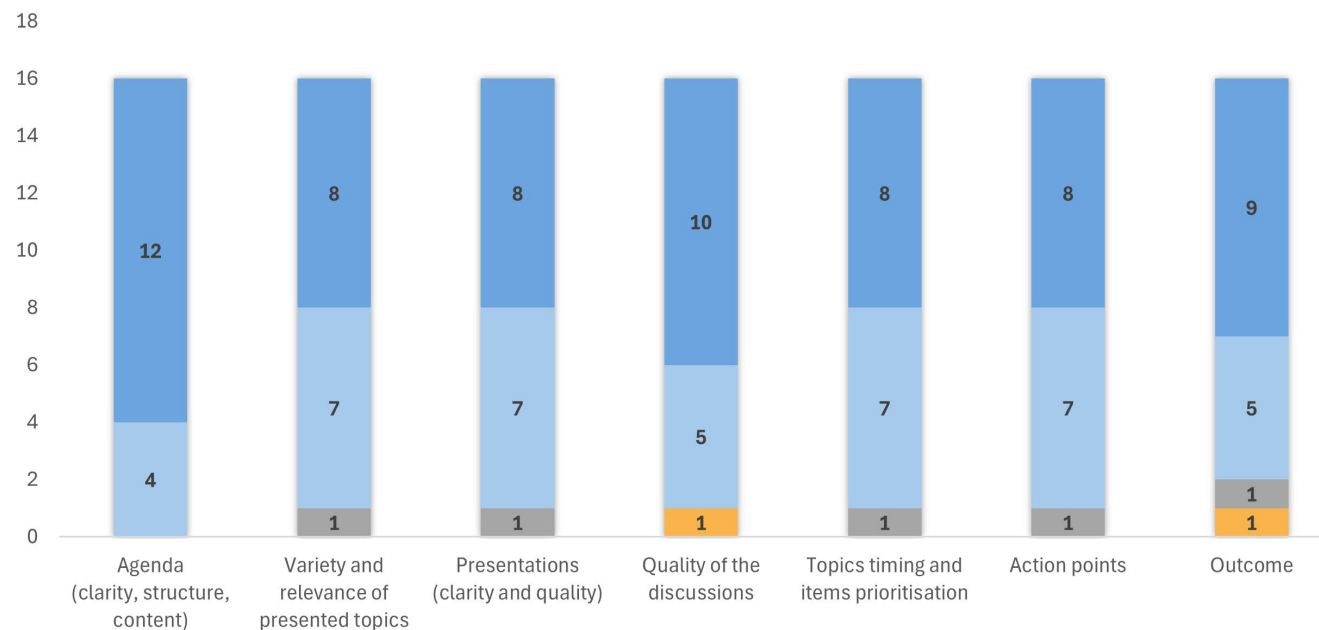
- Satisfaction survey circulated on 3 February 2026
- The deadline to complete the survey was 27 February 2026
- A total of 16 valid responses submitted

T2-CG Meetings

Level of satisfaction with T2-CG meeting planning

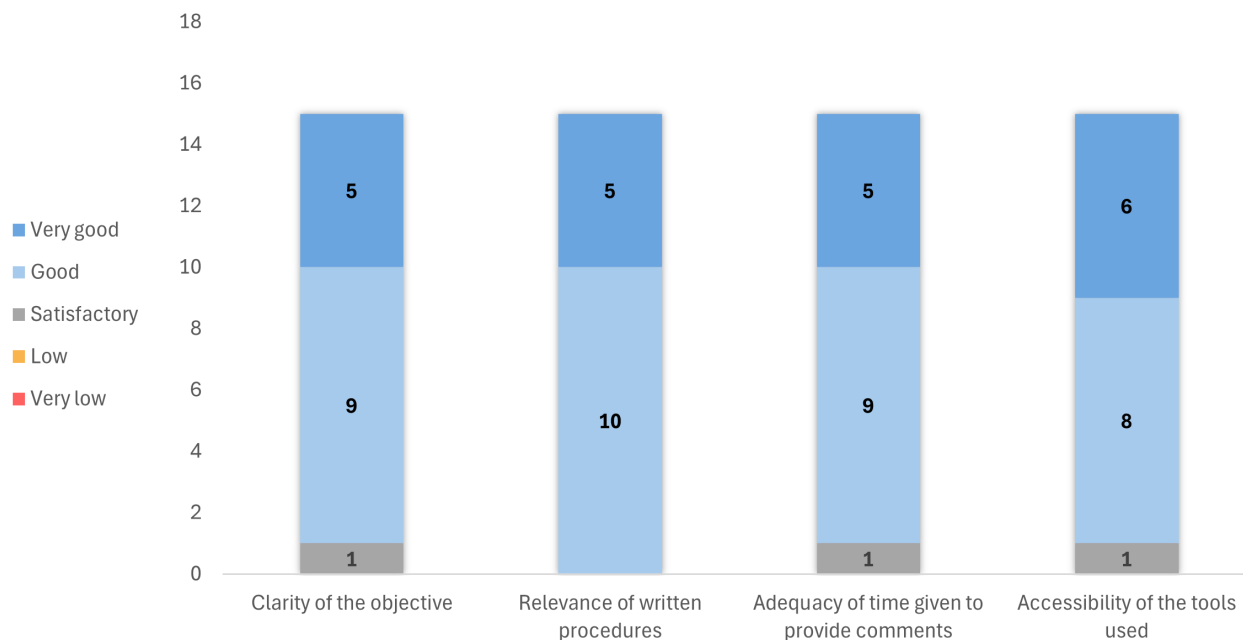


Level of satisfaction with T2-CG meeting content

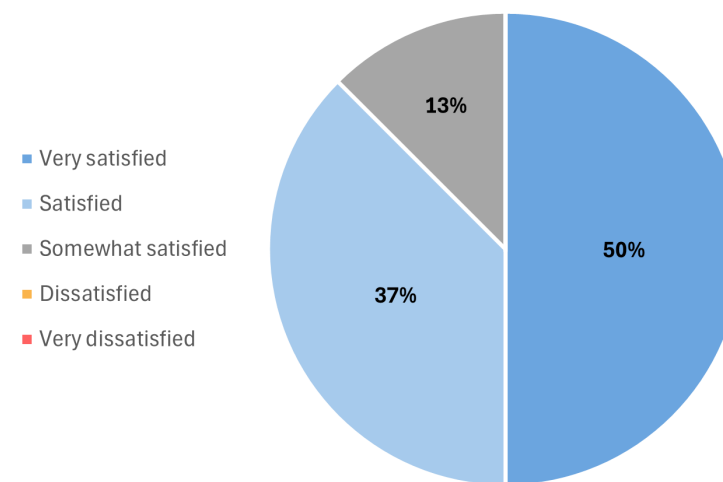


T2-CG Written Procedures and Information Items

Level of satisfaction with T2-CG written procedures

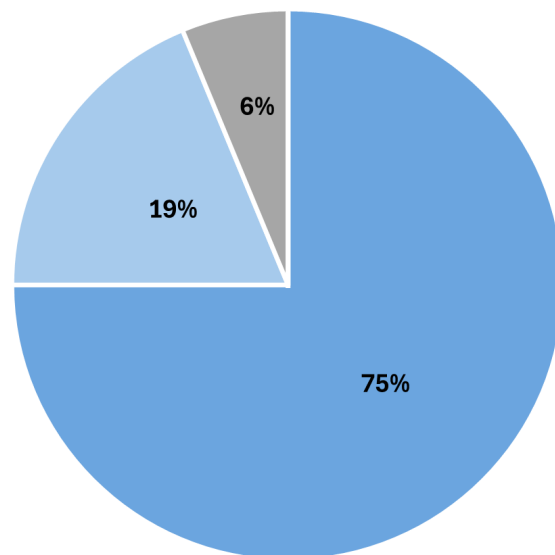


Level of satisfaction with T2-CG information items

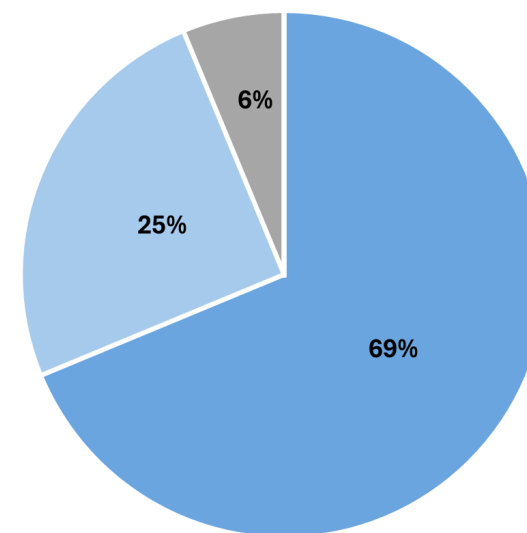


T2-CG Chairpersons and Secretariat

Level of satisfaction with T2-CG Chairpersons



Level of satisfaction with interactions with the T2-CG Secretariat



- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very dissatisfied

Points for Improvement and Way Forward 1/2

T2-CG feedback



Agenda items should be categorised into: For Information, For discussion, For decision



Both outcome and meeting documentation should be circulated earlier



It would be beneficial to have more onsite meetings, as it allows for a better focus on the discussions and is more effective

ECB responses/actions to be taken

We welcome the proposal and will indicate the related category for each agenda going forward

We suggest adopting a new approach to outcome drafting to ensure the timely delivery of this document. In addition, we acknowledge that further efforts are needed to continue improving the timeliness of document distribution prior to the meeting

We share your view that in-person meetings are preferable compared to virtual meetings. To increase the number of in-person meetings in the coming year we would like to ask T2-CG members to volunteer to host such meetings.

Points for Improvement and Way Forward 2/2

T2-CG feedback



A minimum of 10 business days should be allocated for providing feedback on written procedures



In some cases, there is an overlap with requests coming from ECB and from the NCBs

ECB responses/actions to be taken

Deadlines for WPs on complex topics, long documents or during holidays are aimed to last longer than regular 5 BDs. In case you are unable to provide feedback in the given timeframe, please feel free to contact the T2-CG Secretariat

Banks that are T2-CG members can channel their input directly to us. However, since not all banks are T2-CG members, it is important that NCBs continue to collect input from their respective NSGs

Annex – Comments Submitted by T2-CG 1/4

T2-CG Meetings			
What are your suggestions for the frequency of the meetings ?	What are your suggestions regarding the duration of the meetings ?	What could we do to improve upon the effectiveness and clarity of action points ?	What could we do improve the readability and length of the meeting outcome ?
It may be worth to consider one additional meeting.	Categorize topics into: For Information, For discussion, For decision. and then only spend time on the discussions and decisions unless there are questions to the information part. I would categorize the T2 analytics as information that could be skipped.	To actually take action.	The meeting outcomes may or may not lead to a CR, which
			The outcome is a relevant document to be shared with market participants in a timeline manner. I think it is currently published too late.

Annex – Comments Submitted by T2-CG 2/4

T2-CG Meetings			
Overall, regarding the T2-CG meetings, what worked well ? What should we continue doing to make the most of our meetings? Please consider regular T2-CG meetings.		Overall, regarding the T2-CG meetings, what could be improved ? What should we change to make the most of our meetings? Please consider regular T2-CG meetings.	
we should continue maintaining a clear agenda, encouraging open participation, and focusing on actionable outcomes. Keeping discussions concise and ensuring follow-up on decisions and next steps will help sustain the effectiveness of the meetings. The meetings are structured to actively encourage participation from all CG members, ensuring that relevant topics are brought forward and that the discussions meaningfully contribute to the evolution of T2.	I think in general everything works quite well.	Avoid multiple versions of the same document. Only final document should be distributed. When newer documents are published, one should review his or her preparation and that is time-consuming.	As participation and topics continues to broaden, the T2CG meetings could also serve to support a shared baseline understanding across stakeholders. Where appropriate, brief high-level refresher or educational segments could further enhance alignment and effectiveness, making good use of existing meeting format.
Keep physical meetings to ensure involvement of all participants	The information sharing is very good and continue to do the good work	Receiving the document sufficiently in advance of the meeting is important. If it arrives too late, we do not have the possibility to discuss the matter internally.	It would be great if more participants would actively participate in the discussions.
The possibility to attend the meeting remotely is, in our view, essential. We hope that this option will continue to be available in the future.	We highly appreciate the structured and well-organized agenda of the regular T2CG meetings, with topics that are consistently relevant, timely, and important for the industry. We also value the openness of the Eurosystem T2CG to actively listen to industry feedback and, where justified, adjust priorities or approaches based on demonstrated urgency. The co-chairs and team strike a good balance between steering the market towards necessary change and innovation, while remaining mindful of operational risk and migration constraints. In particular, the pragmatic approach to bridging existing solutions with future developments (e.g. coexistence of ISO 20022 and APIs for liquidity management) is very much appreciated and should be continued.	The documents could be shared earlier, to allow discussions in the communities before the T2CG and improve the relevance of the discussions during the meetings.	I have nothing particular to improve; please maintain the current high standard.
Structure is good, but need more member opinions. Also, some discussion points need to translate to action, and not for the 2035 release, but for the immediate next one. This goes especially for bug fixes (it took 1 weekend to mess up the ASI D model form, but seems to take ages to repair).	The variety of presented topics is very good and should be continued. Very positive is that topics which are in the future like DESP DCA and Pontes are already part of the discussion.	I would not think that big changes are required.	Prioritization of our Change Requests!
it is really appreciated to spend some time to explain and discuss the evolutions planned.	Organisation, agenda structure/setting and how discussions are moderated.	for me it is fine. Thanks a lot for your good work.	
Overall I think the meetings are informative and well structured.	The T2 CG meetings work well thanks to clear agendas and focused discussions. Maintaining this structure and cadence would continue to make the meetings effective.	In general I don't like hybrid meetings so I suggest you change to having 1 dedicated physical meeting pr. year and the rest are online only meetings.	
the quality of the presentations and the discussions are very good. For some topics it would be better to the documents earlier as now.	Prioritization of Change Requests!	The information sharing is very good and continue to do the good work	

Annex – Comments Submitted by T2-CG 3/4

T2-CG Written Procedures and Information Items					
Was there a reason for not contributing to T2-CG written procedures ?	Usually written procedures provide 5 to 10 business days for feedback , would you have a different suggestion?	Have you had issues with DARWIN/ASTRA ? Any suggestions regarding the tools?	Do you think your input in T2-CG written procedures is sufficiently and adequately considered? [Comment]	How satisfied are you with the T2-CG Information items ? [Comment]	Do you have any additional comments or questions regarding the T2-CG Written Procedures or Information Items?
I had nothing to add, we cleared up the key things at the T2-WG level anyway.	We would request at least 10 business days for feedback.	The file structure is sometime indifferent in my mind and I have a problem to navigate to the topic I am looking for.	The occasional comment and answer to polls and surveys like this is quite ok.	Mostly messages from Darwin - relevance of the updates is sometimes quite minimal.	In some cases, there is an overlap with requests coming from the National Central Bank
			The feedback is still outstanding		

Annex – Comments Submitted by T2-CG 4/4

T2-CG Secretariat (T2-CG_Secretariat@ecb.europa.eu) and Chairpersons			Additional Question
How satisfied are you with the T2-CG Co-Chairpersons in facilitating T2-CG meetings (e.g., focus on discussions, capacity to summarise the opinions and formulate proposals on this basis, capacity to solve gridlocks, etc.)? [Comment]	How satisfied are you with the interaction with the T2-CG Secretariat (e.g., communication, efficiency)? [Comment]	Would you have any suggestions for the Secretariat?	Is there anything else that you would like us to know?
We are very satisfied with the way the T2CG co-chairpersons facilitate the meetings. Even during the current transition, the co-chairs consistently demonstrate strong moderation skills, striking an effective balance between information sharing and active engagement with the industry. Discussions are well-structured, inclusive of differing views, and clearly summarized, often resulting in concrete action items that are followed up in subsequent meetings. This contributes significantly to the effectiveness and continuity of the T2CG work.	Very high satisfaction with the T2 CG Secretariat: communication is efficient, well-organized, and highly responsive, including for ad-hoc or extraordinary requests.	The communication and discussions are highly effective	no, thanks a lot for the survey
		Thank you to the Secretariat for the excellent work. Most of the time the answer comes quickly and with a meaningful content.	you are doing a good job
		No specific suggestions; the current level of support and communication is very effective.	We would like to express our appreciation for the Eurosystems' openness to feedback and its genuine willingness to engage with the community, which is clearly reflected in the overall quality and satisfaction with the T2 service.
		No further suggestions. I think they are doing a great job.	
		Please keep the current service level.	

- **Thank you for your attention!**

-  **T2-CG_Secretariat@ecb.europa.eu**

- www.ecb.europa.eu/paym

-  **ECB: market infrastructure and payments**