**Communication & Stakeholder Engagement Plan**

**With Financial & Telecom Ecosystem Partners**

**Purpose**

To establish a structured, transparent, and secure flow of communication across **banks**, **mobile network units**, **regulators**, and **compliance vendors** throughout the mobile money platform integration lifecycle.

**Stakeholder Categories & Roles**

| **Stakeholder** | **Role** |
| --- | --- |
| Central Bank (CBK) | Regulatory approvals, compliance oversight |
| Partner Banks | Settlement, float management, KYC/AML validation |
| Telecom Core Teams | Network availability, USSD/API provisioning |
| Payment Gateway Providers | Secure routing & transaction orchestration |
| Agents & Distributors | Last-mile delivery, onboarding, issue reporting |
| Vendors (AML tools, APIs) | System integration, fraud detection support |

**Engagement Strategy**

| **Method** | **Frequency** | **Audience** | **Purpose** |
| --- | --- | --- | --- |
| Project Kick-off | Once | All | Alignment & scope validation |
| Weekly Standups | Weekly | Internal Teams | Issue resolution & progress tracking |
| Steering Committee | Bi-weekly | C-levels, Regulators | Governance, escalations |
| Regulatory Check-ins | Monthly or ad hoc | CBK, Data Commissioner | Compliance updates |
| Partner Workshops | Quarterly | Banks, Telecoms | Feature demos, roadmap sync |
| Release Notes / Change Memos | Per release | All technical stakeholders | Feature/Compliance updates |
| Crisis Communication Protocol | As needed | Incident Response Team | Fraud, breach, downtime communication |

**Tools**

* Slack/Teams for live updates
* Email + encrypted bulletins for regulatory partners
* Jira/Confluence for issue tracking & documentation
* SMS/USSD dashboards for field agents