Comments:

- Paragraph 43: It would be more practical if this paper include examples of metrics for each operational resilience principle, since it will be useful for banks to assess their own operational resilience capabilities.

Example:

Principle 1 Governance – Quality of information on capabilities of banks' operational resilience that the board of directors received.

Principle 2 Operational risk management – The effectiveness of the management of risks resulting from threats and potential failures that banks have identified.

- Paragraph 20, 36: During the COVID-19 situation, banks have changed some of their service operations and need to inform their customers clearly as soon as possible. In order to maintain operational resilience, it is also important to focus on developing external communication strategies (ie. customers, public). With a clear, timely, and effective communications via appropriate channels, it would enhance bank's ability to communicate with their customers and would mitigate the anticipated impact caused by operational disruptions.