

## PRIORITY DECISION MATRIX (1-PAGE VISUAL)

Use this matrix to choose **High**, **Medium**, or **Low** Priority consistently. Priority must reflect **urgency + risk**, not the client's tone or the channel.

Decision Factor	HIGH Priority	MEDIUM Priority	LOW Priority
Regulatory deadline	Deadline ≤ 48 hours Regulator directive or urgent information request	Known deadline > 48 hours Still regulator-driven	No regulatory deadline Not regulator-driven
Risk if delayed	May cause non-compliance, penalties, licence risk, or reputational damage	May cause delays or client dissatisfaction, but no immediate breach	Minimal compliance or operational risk
Typical work	Urgent regulator follow-ups Escalations Licence-blocking issues	Standard licence maintenance Onboarding once docs are complete	Non-urgent admin or document requests
Expected first action	Same business day	Within 1 business day	Within 2 business days
Client / regulator update	Same day (or within hours if urgent)	Within 1–2 business days	Within 2–3 business days
If blocked	Change Status to Awaiting Client immediately	Change Status to Awaiting Client same day	Still change Status to Awaiting Client
Examples	FSCA / NCR / FIC request due tomorrow Urgent licence lapse	Add products or COB update Phase II submission	Non-urgent document request Minor admin update

**Rule of thumb:** If a delay could cause regulatory breach, licence impact, or a missed deadline → **HIGH**. If it is important but follows normal timelines → **MEDIUM**. If it is schedule-able with minimal risk → **LOW**.