CENTRAL BANK OF ESWATINI
UMNTSHOLI WEMASWATI

COO's Closing Remarks
Finsurv & CGS Application System Launch
CBE Complex, Ezulwini, 22 January 2026

Program Director,

Let me ride on the protocols that have been observed by previous speakers.

Ladies and Gentlemen,

1. Former US Fed Reserve Chair Ben Bernanke recently highlighted that *'central banks cannot rely on outdated tools in a rapidly changing financial environment'.* He cautioned that effectiveness is undermined when institutions fail to modernize their technology and processes in a world where markets innovate daily. Standing still is not neutrality; it is a risk.

2. Today's launch sends a clear signal that the Central Bank is not lagging technological advancement. We are moving deliberately, strategically, and confidently alongside it, ensuring that regulation evolves alongside the markets it serves.

3. The real work now lies in adoption, continuous improvement, and partnership, towards ensuring that this system delivers on its promise of efficiency, transparency, and confidence.

Physical Address: CBE Complex, Portion 468 of Farm 50, Cnr MR103 & Nshakabili Road, Ezulwini, Eswatini
Telephone: Tel: (+268) 2408 2000 | Email: info@centralbank.org.sz | Postal Address: P.O Box, 546 Mbabane (H100)

4. As we draw this important occasion to a close, to our distinguished guests and all those in attendance today, your presence affirms the significance of this milestone. It signals collective confidence in the direction we are taking as a Central Bank and as a country, and we are grateful that you chose to be part of this moment.

5. Allow me to express my sincere appreciation to everyone who has made today possible and meaningful.

6. We sincerely thank the financial sector (Banks and Non-banks) for your patience, your engagement, and your cooperation as we undertook this journey of transformation.

7. Digitizing regulatory processes is not always seamless, and it demands adjustment, commitment, and trust from all stakeholders. Your willingness to work with us through this transition reflects a shared understanding that efficient, modern systems are essential for confidence, growth, and competitiveness.

8. I also wish to acknowledge, with deep appreciation, the teams within the Central Bank. This achievement was not the work of a single department or function. It was the result of collaboration, long hours, and a shared commitment to doing things better. Your dedication demonstrates an institution that understands that transformation is delivered through teamwork, discipline, and execution.

9. To the Commonwealth Secretariat Team, we extend our profound gratitude. You opened your hands to Eswatini and partnered with us to design, build, and implement a secure, and future-ready system.

10. Your attention to detail, professionalism, and technical excellence were evident throughout this journey. We also recognize the personal commitment involved, including extensive travel to and from the United Kingdom, to ensure that the system met the highest standards. This collaboration stands as a powerful example of what purposeful international partnership can achieve when anchored in trust and shared ambition.

11. Ladies and Gentlemen, on behalf of the Central Bank of Eswatini, I thank you all for having joined us tonight, your continued partnership, and your belief in our transformation. Together, we are building institutions that are fit for purpose, resilient, and ready for the future.

12. As you depart, we wish you a safe journey home.

I thank you all!