

CBJ's instructions regarding the provision of money transfer services sent and received by licensed exchange firms

Within the framework of the constant pursuit of alleviating the impacts of novel coronavirus on the citizens and residents in the Hashemite Kingdom of Jordan, and owing to the keenness to sustain the availability of money transfer service sent and received by the wanting customers, and in line with the precautionary measures adopted with the aim to contain and mitigate the spread of novel coronavirus, the CBJ decides to allow licensed exchange companies to provide incoming and outgoing money transfer service as of Monday March 30, 2020, according to the terms and mechanisms below:

First: Requirements and terms of directly providing incoming and outgoing transfer services for the clients in money exchange companies' locations

Licensed money exchange companies are allowed to receive clients wanting to send and receive outgoing and incoming money transfers, by visiting the licensed money exchange companies' locations, aiming to make it easier for citizens during these hard exceptional circumstances, provided that these companies will at least meet the following terms and requirements, in addition to any orders or measures issued by the government:

1. The licensed money exchange company shall sterilize the premises and branches, that it will open and operate for the purposes of providing this service.
2. The licensed money exchange company shall ensure regulating the queue, and identify the maximum number of persons inside each location according to its capacity, which allows leaving a minimum of one-meter space between individuals according to what is specified by the Ministry of Health.
3. The licensed money exchange company shall assign a qualified staff fully aware of all the public safety measures specified by the Ministry of Health. It shall also provide sanitizers, gloves, masks and other means of protection. The licensed exchange company shall provide the CBJ with a list of the names of its employees who will be designated for providing the service, provided that they are company's staff members.
4. The licensed money exchange company shall provide the service according to the terms, requirements and ordinary work mechanisms and according to the effective legislations regulating its businesses.

Second: Requirements and terms of providing door-to door outgoing and incoming money transfer service for the clients:

Licensed money exchange companies are allowed to provide door-to door outgoing and incoming money transfer service exceptionally and exclusively during the days of curfew only, with the aim to make it easier for citizens in these hard exceptional circumstances. Provided that the companies wanting to provide this service meet the following requirements and terms, as a minimum:

1. The licensed money exchange company shall have the appropriate and equipped means of transportation that are sterilized by the necessary and available methods.

2. The licensed money exchange company shall assign a qualified staff fully aware of all the public safety measures specified by the Ministry of Health. It shall also provide sanitizers, gloves, masks and other means of protection. The licensed exchange company shall provide the CBJ with a list of the names of its employees who will be designated for providing the service, provided that they are company's staff members. The list shall also include the plate numbers of the vehicles dedicated for providing the service and their types.
3. The licensed money exchange company shall provide the outgoing and incoming money transfers service according to this mechanism inside the governorate where its headquarters or one of its branches is located in, and during the hours of permitted movement.
4. The licensed money exchange company shall designate a phone line to receive clients' complaints, handle, and resolve them, according to the instructions issued in this regard.
5. Consider providing the service- whenever possible- through electronic means, and documenting its records through an electronic portal. As the client requests to receive and/or deliver the amounts through it, and the company processes these requests and executes the service as required.
6. This mechanism shall not be used to practice other services or money exchange activities, aside from outgoing and incoming money transfer service.
7. Any additional commissions that might be charged by the company shall be disclosed to clients before providing the service according to this mechanism.

Third: Mechanisms of providing door-to door outgoing and incoming money transfer service for the clients:

A. Incoming Transfers:

- 1- The client benefiting from the transfer is contacted, notified of the arrival of the transfer, and informed of the possibility of receiving the transfer through an e-wallet or as cash. In case the client wishes to receive the transfer as cash, he/ she will be required to provide the place of his/ her residence for the purposes of delivering the transfer.
- 2- The client is required to provide his/her full name for the purposes of verification, to be sure that it is the same name which appears on the received transfer order, and inform the client of the amount that the company will deliver. Clients' data will be completed and updated according to their current status. The client will be required to prepare the official documents and reinforcements necessary for each transfer (national identification, etc..), according to what is stipulated in the effective instructions of anti-money laundering and terrorism financing specified for licensed money exchange companies to be showed in the time of delivering the transfer.
- 3- The transfer's delivery receipt of the company will be printed, in addition to a photo of identification document available in its system in case the beneficiary client was a previous client who is identified by the company, provided that the company takes all the necessary procedures to ensure verification of all parties of the transfer who are not duly included in the banning lists, before initiating any procedures related to delivering the transfer.

- 4- Lists of clients benefiting from the incoming money transfers and their places of residence specified for the purposes of delivery, and the values of the transfers according to the printed delivery-receipt of the transfer shall be prepared.
- 5- The amount of the transfer shall be confirmed, counted, placed in an envelope and sealed. The name of the client, his/ her address is written on the envelope according to the lists prepared in this regard, while taking into consideration that, banknotes shall be handled in accordance with CBJ's circular no. (2/1/4391) dated March 15, 2020 in this regard.
- 6- The company delivers the incoming money transfers for the beneficiary clients through the equipped and sterilized vehicles dedicated for providing the service, which shall be accompanied maximum with a driver, a security employee, and a transfers' employee with the aim to ensure delivering the amount of the transfer to the beneficiary client accurately after verifying his/her identity.
- 7- The designated employee shall introduce himself/ herself and show his/her ID card, and after verifying that the client is the beneficiary of the transfer order according to the photo of the identification document that he/she holds, in case the client was a previous client and is known by the company or a photo of the document was previously obtained through the mobile phone, the employee shall sign it, indicating that he/she has seen the original one, otherwise he/she shall take a photo of the document by the mobile phone he/ she holds (while considering the distance specified by the Ministry of Health reaching a minimum of one meter between individuals), to be printed after reaching the company's premises and signed indicating that the original document has been seen. If the client is a foreign worker, committing to CBJ's instructions in this regard shall be considered.
- 8- After delivering the amount of the transfer to the client, his/ her signature is obtained on the transfer delivery receipt of the company, and the client is duly provided with a copy, provided that he/she is required to count the banknotes to ensure that the full amount was received.
- 9- In case the client benefitting from the incoming transfer was willing to deposit the value of the incoming transfer in an- e-wallet, the company shall:

- **If the client has an e-wallet:**

Before depositing the value of the transfer into the e-wallet, it shall be verified that the wallet belongs to the client benefitting from the transfer, by comparing the name of the client and his/ her ID number with the ID number of the owner of the e-wallet, with the necessity to provide the client with the phone number (the number of the wallet).

- **If the client does not have an e-wallet:**

It is implemented either through directing the clients to open e-wallets remotely at the financial companies providing such service, then registering the transfer as indicated above, or an e-wallet is opened for the client based on the information available at the company about that client, if the client was a previous client and is known by the company. Provided that these data are updated and their accuracy is verified if necessary by the phone. Otherwise, the client is required to take a photo of a valid ID document, and send it either through e-mail or any other electronic application (while taking into

consideration all controls that would protect clients' data from abuse or theft and fraud). Afterwards, the amount of the incoming transfer is deposited in that wallet.

In all circumstance, in this case it is required that the licensed money exchange company has a previous approval for acting as an agent for mobile payment service providers.

B. Outgoing Transfers:

- 1- The licensed money exchange company shall dedicate a phone line/ lines to receive calls from clients wanting to issue money transfers. The company obtains all necessary information from the client requesting the issuance of the financial transfer (the caller), and in accordance with the effective instructions of anti-money laundering and terrorism financing specified for licensed money exchange companies of which for example, but not limited to, the name of the transfer recipient, country, purpose of transfer, and the amount desired to be transferred.
- 2- The company shall complete or update the client's data, according to the current status, and the client is required to prepare the official documents and reinforcements necessary for each transfer (national ID card, etc..) according to what is stipulated in the effective instructions of anti-money laundering and terrorism financing specified for licensed money exchange companies to be showed in the time of receiving the transfer.
- 3- The transfer's issuance receipt of the company will be printed, in addition to a photo of identification document available in its system in case the client requesting the transfer issuance was a previous client who is identified by the company, provided that the company takes all the necessary procedures to ensure verification of all parties of the transfer who are not duly included in the banning lists, before initiating any procedures related to issuing the transfer.
- 4- List of clients requiring financial transfers issuance are prepared, including their residence places indicated for delivering transfers, and the amounts of these transfers, sorted according to the number of the printed transfer issuance receipt. Provided that the final issuance of the transfer shall be suspended until the actual verification of receiving the amount from the client requesting the issuance of the transfer. It is necessary to inform the client with the name of the recipient of the transfer and any other data to ensure delivering the amount to the authorized persons at the company.
- 5- The company receives the amounts of the financial transfers which the clients want to transfer through the equipped and sterilized vehicles dedicated for providing the service. Which shall be accompanied maximum with a driver, a security employee, and a transfers' employee with the aim to ensure protection of the amount received from the client requesting the issuance of the order from theft and loss after verifying the identity of that client, and enabling the client to use any electronic channels available for this purpose, while providing the mechanism and controls, which ensure that the channels used for the purposes of payment for outgoing transfers are owned by the person requesting the issuance of the transfer.

- 6- The designated employee shall introduce himself/ herself and show his/her ID card to the client, and after verifying that the client is the issuer of the transfer order according to the photo of the identification document that he/she holds, in case the client was a previous client and is known by the company, or a photo of the document was previously obtained through the mobile phone, the employee shall sign the transfer order, indicating that he/she has seen the original one, otherwise he/she shall take a photo of the document by the mobile phone he/ she holds (while considering the distance specified by the Ministry of Health reaching a minimum of one meter between individuals), to be printed after reaching the company's premises and signed indicating that the original document has been seen. If the client is a foreign worker, committing to CBJ's instructions in this regard shall be considered.
- 7- The employee receives the amount of the transfer, checks it ostensibly to be sure of it and place it into a sealed envelope. Then both the employee and the client sign the transfer receipt of the company after confirming the accuracy of the data mentioned in it and provide the client with a copy.

Fourth: General requirements for providing the incoming and outgoing transfers service by the licensed money exchange companies according to any of the previously mentioned mechanisms:

- 1- Identifying the locations that the company will open and operate for the purposes of providing this service and provide them to the CBJ.
- 2- Providing the service from Sunday to Thursday between 10 a.m. and 2 p.m. according to the government's directives in this regard.
- 3- Taking into consideration the effective instructions of anti-money laundering and terrorism financing specified for licensed money exchange companies, specifically related to the verification of the names of the transferring parties being not included in the banning lists and report any operations suspected of being related to money laundering or terrorist financing. In addition to restraining the implementation of any operations within the framework of the service above, which does not provide the duly necessary requirements, and handling those operations according to the measures approved by the company to handle such cases. In all cases, the company shall commit to reviewing all operations implemented within the framework of this service, and verify the accuracy of the available information for "Know Your Customer (KYC)" purposes after the current crises ends.
- 4- Considering the company's liquidity management, and everything that would maintain the soundness of its financial position and solvency.
- 5- Receiving and issuing financial transfers from and to external parties for which the company has already obtained the CBJ's approval to deal with them according to the terms specified and informed of in this regard.
- 6- Providing the service for individual client exclusively and for individual purposes (pocket money, education, etc..)

- 7- Decalre all operations implemented within the framework of this service and the revenues coming out of them, within duly organized accounting records, and preparing registers and detailed statements for the operations implemented within the framework of this service, and provide them upon request with all necessary reinforcements.
- 8- The company shall maintain separate statistics about transactions implemented within the framework of the service above and provide the CBJ with them upon request.
- 9- Provide all means to ensure recording and maintaining all phone calls implemented with clients within the framework of the provision of the service above, and notifying the client that the calls will be recorded.
- 10- Implementing the precautionary measures necessary for sterilizing banknotes, or isolating them and not circulating them for a period not less that (72) hours, and intensification of the use of machinery for counting money and constantly sterilizing them.
- 11- Consider the request of a limited number of company's employees to provide the service and at a minimum.

It is ensured that the CBJ will continue carrying out this service and closely monitor the implementation of the previously mentioned procedures. It will also implement all the procedures that would ensure their duly implementation. The mechanisms of providing the service above will be reconsidered, according to the developments that may later occur in this regard, in addition to any information received from the feedback of the provision of the service according to the situation.