

Number: 10/6 /3271

Date: 21/6/1440 Hijri

Corresponding to 26/2/2019

Circular to licensed banks

After Greetings,

In light of the feedback related to the Automated Teller Machine Instructions No. (6/2018) dated 11/4/2018 pursuant to our Circular No. (10/6/13716) dated 21/10/2018 in this regard. it was decided to make the following amendments to the aforementioned instructions:

First: Amend Paragraph (3) of Article (4 / A) to read: Provide two network lines for an ATM from different providers, wherever possible.

Second: Amending Paragraph (6) of Article (4 / A) so that it becomes: Installing a satellite tracking chip (Global Positioning System chip) inside ATMs installed in public places and outside the branch buildings, enabling them to locate the device exposed to the risks of being removed, so that the tracking device is installed in a safe place inside the ATM that is difficult to be accessed.

Third: Amending Paragraph (8) of Article (4 / A) so that it becomes: store the images captured by ATM surveillance cameras for periods of time and according to the periods stipulated in our instructions in this regard.

Fourth: Amending Paragraph (I) of Article (5) so that it becomes: To meet the specifications of ATMs Safe so that they align with the (CEN1) standard at the minimum, or any equivalent internationally accepted standards in this regard, and the payment service provider is obligated to reconcile their status in compliance with this clause within a period of three years from the date of issuance of these instructions.

Fifth: Amend Paragraph (a) of Article (10) so that it becomes: Immediately inform his customer about the financial transaction that have been executed on his accounts using ATMs, using an effective and clear communication method in one of the Arabic or English languages such as SMS, provided that it includes at least the place, date and time of the transaction, its value and the type of currency.

Sixth: Amend Article (15) so that it becomes: Payment service providers are obligated to adjust the status of their ATMs within (18) month from the date of issuing these instructions, taking into consideration Article (5 / I) of these instructions.

Respectfully,,

Governor

Dr. Ziad Fariz