

بسم الله الرحمن الرحيم



Number: 26/4/5156

Date:14 Ramadan 1445 AH

Corresponding to:25 March 2024 AD

Circular to Electronic Payment and Money Transfer Companies/ Respectable Mobile Payment Service Providers

After Greetings,

Steaming from Central Bank of Jordan's keenness to maintain the efficiency and effectiveness of the mobile payment service, particularly electronic money accounts linked to a prepaid payment instrument (e-wallets) provided by you to customers, and due to the necessity to mitigate the effects of dormant e-wallets which may cause problems for potential customers when opening new wallets with phone numbers registered to dormant wallets, and based on the provisions of the definition of dormant electronic money accounts stated in paragraph (A) of Article No. (2) as well as the provisions of Article No. (8) of the Requirements for the Provision of Services of Issuance and Management of Electronic Money No. (11/ 2018), please kindly proceed with the following:

- 1) Close the dormant electronic money accounts linked to a prepaid payment instrument (e-wallets) currently present in your systems that have a zero balance and no financial transactions since their opening, without the need to

obtain prior customer approval for the closure, and notify the customer accordingly.

- 2) Implement the necessary technical controls to close e-money accounts linked to a prepaid payment instrument (e-wallets) that will be frozen, have a zero balance, and have had no financial transactions since their opening, automatically at future, without the need to obtain prior customer approval for the closure, and notify the customer accordingly.
- 3) Amend the terms and conditions applicable to the e-money accounts service linked to a prepaid payment instrument (e-wallets) to include a provision stating that the company has the authority to cancel dormant wallets with a zero balance without obtaining customer approval.
- 4) Emphasize the activation of available electronic means for customers (at least one electronic method) to enable them to remotely close their e-money accounts linked to a prepaid payment instrument (e-wallets) with a zero balance if they do not wish to continue using them.
- 5) Commit to adjust your operations in accordance with the provisions of this circular within a period not exceeding (3) months from its issuance date. Ensure to communicate and coordinate with the Systems Manager (Jordan Payment and Clearing Company - JOPACC) to verify the adequacy of the procedures that will be implemented for closing the dormant e-money accounts linked to prepaid payment instruments (e-wallets) from all relevant systems.

Respectfully,

**Governor
Dr. Adel Al sharkas**

- A copy to Jordan Payment and Clearing Company (JOPACC).