

Number: 26/5/ 20018

Date: 20 Jumada Al-Awwal, 1444 H

Corresponding to: 14 December, 2022 AD

esteemed Participating members on the instant transfer system

(CliQ)

Subject: Instant Transfer System (CliQ)

After greetings,

With reference to the above subject and subsequent to our Circulars No. (1/26/1747) dated (1/25/2022) and No. (26/1/5734) dated (3/4/2022) and to the on-site visits that took place during the last period, we stress the necessity of taking the following measures immediately:

1. Presenting the terms and conditions on the CliQ service only and not on the entire mobile application level, so that customers are not prevented from using other services available on the application if they do not agree to the terms and conditions of the CliQ service only.
2. Enabling customers to choose the purpose of the transfer and prevent it to be determined by the participants instead of the customer.
3. Delete Aliases after a maximum of three months after suspending the alias on the instant transfer system for customers who did not agree to present their data or for any other reasons.
4. Present the name of the beneficiary to the transfer's initiator in four syllables, whether when inquiring or transferring, and do not shorten it to three syllables or less in order to avoid sending transfers by mistake to other people.
5. Limit the number of aliases so that it does not exceed five aliases for each customer at each participant.
6. Determine the caps of transactions that occur on your instant transfer system in terms of number and value in accordance with your risk methodology and in proportion to the caps specified by the system manager.

This document has been translated for knowledge, for legal purposes the Arabic version prevails

7. Review the aliases that belong to a trademark or trade name that do not belong to the customer or are unacceptable on the political, ideological, commercial, or social level and take the necessary measures to limit that, noting that the system administrator the Jordan Payment and Clearing Company (JOPACC) will be granted the authority to cancel and suspend any aliases that belong to a trademark, or a trade name that do not belong the customer or is not acceptable on the political, ideological, commercial or social level, whether at the request of the owner of the trademark or trade name or in the event of discovering the aliases that do not match the name of the account holder or the company, provided that your customers are informed of the reasons for suspending aliases and the need to modify them.

Respectfully,,

Governor

Dr. Adel Al Sharkas

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