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Shawwal 28, 1444

May 18, 2023

Circular to

**All banks operating in the Kingdom
Electronic payment and money transfer companies/
Electronic payment services providers participating in the 'e-Fawateercom'
system
Operator of the electronic payment system 'e-Fawateercom'**

Greetings,

Subsequent to our circular number (26/2/5081) dated 3/5/2020, and its subsequent circular number (26/2/13053) dated 6/10/2020 regarding allowing the provision of local and international money transfer services through the 'e-Fawateercom' system, following its redesign alongside other financial services offered through the aforementioned system in a manner that aligns with anti-money laundering and counter-terrorism financing requirements, and requesting the necessary amendments to be implemented accordingly, based on the the system integration requirements document (Con2us).

And in light of observing several practices related to providing local and international money transfer services, as well as other financial services available on the 'e-Fawateercom' system by some system participants, including payment service providers and billers, in a manner inconsistent with the provisions of the Anti-Money Laundering and Counter-Terrorism Financing instructions and the requirements of the system integration document (Con2us), we emphasize the following:

Firstly, regarding the provision of money transfer services, whether domestic or international:

A. Restricting the provision of money transfer services, Commitment of payment service providers participating in the "e-Fawateercom" system, including banks and electronic payment and money transfer companies, to take all necessary measures to comply with anti-money laundering and counter-terrorism financing requirements. This includes, at a minimum, implementing the following controls in a manner that effectively manages relevant risks within an acceptable controls in a manner that makes the relevant risks controlled and within the acceptable range:

- 1) whether domestic or international, executed through the "e-Fawateercom" system, to your customers only and exclusively through electronic channels. Without allowing the provision of these services through agents or counter channels.
- 2) Pre-verify that the paying customer is the one who is submitting the money transfer request to the billing entity, according to the data provided by the "e-Fawateercom" system manager during the inquiry stage, by taking necessary due diligence measures based on the risk level, ensuring professional assurance that the customer is the actual sender or recipient of the money transfer request; otherwise, reject the payment order.
- 3) Use any of strong authentication factors to verify the identity of the customer initiating the transfer order as a condition to authorize the payment order associated with the payment of the financial transfer request in a manner that makes the risks of fraud or hacking controlled.
- 4) Provide the manager of the electronic payment system "eFawateercom" with the data related to the customer who is subject to the inquire request about the service, at a minimum (the customer's name, nationality, national number or its equivalent for non-Jordanians).
- 5) Verify both parties of the money transfer request (sender and recipient) against international and national sanction lists before authorizing the payment order.

B. The commitment of the manager of the electronic payment system "e-Fawateercom" to take all necessary measures to comply with anti-money laundering and counter-terrorism financing requirements. This includes, at a

minimum, implementing the following controls in a manner that ensures relevant risks controlled and within the acceptable range:

- 1) Provide payment service providers participating in the "e-Fawateercom" system, including banks, electronic payment, and money transfer companies with data related to the money transfer request. This information should encompass details about both parties of the transfer (sender and recipient) as provided to the system by the participating financial institution during the inquiry stage..
- 2) Include the service of paying local and foreign money transfers through the "e-Fawateercom" system a technical control that prevents the service from being allowed to be paid through the counter channel or through agents.
- 3) Verify both parties of the money transfer request (sender and recipient) against international and national sanction lists before authorizing the payment order.
- 4) Block the local and international money transfer service for any payment service providers or billers found to be non-compliance with the requirements stipulated in this circular. Promptly notify the Central Bank accordingly.

C. Commitment of participating financial institutions on the "e-Fawateercom" system, including exchange companies and electronic payment and money transfer companies, acting as a billing entity for the purpose of collecting values associated with the money transfer service, by taking all necessary measures to comply with anti-money laundering and counter-terrorism financing requirements. This includes, at a minimum, implementing the following controls in a manner that makes the relevant risks controlled and within the acceptable range:

- 1) Provide the manager of the electronic payment system "e-Fawateercom" with data related to the customer who is subject to the inquiry request about the money transfer payment service, at a minimum (the customer's name, nationality, national number or its equivalent for non-Jordanians).

- 2) Verify whether the person who is inquiring about the service according to the data provided by the “e-Fawateercom” system manager during the inquiry stage is the same customer requesting the transfer order, otherwise rejecting the inquiry order.
- 3) Verify both parties of the money transfer request (sender and recipient) against international and national sanction lists before authorizing the payment order.

Second: Regarding providing payment services for other financial services:

A. The commitment of the financial institutions participating in the “eFawateercom” system, including exchange companies, electronic payment and money transfer companies as billers for the purposes of collecting the values related to the financial services they provide - other than the money transfer payment service - to take all necessary measures to fulfill the requirements of combating money laundering and the financing of terrorism , as well as the requirements outlined in the system integration document (Con2us), which includes at a minimum the implementation of the following controls in a way that makes the relevant risks controlled and within their acceptable range:

- 1) Provide the manager of the electronic payment system “e-Fawateercom” with the data related to the customer who is subject to the inquire request about the financial service. This should include, at a minimum, the customer’s name, nationality, national number or its equivalent for non-Jordanians.
- 2) Verify whether the person making the inquiry about the financial service is the same customer benefiting from the service or not. If the person making the inquiry request is not the same customer, it is necessary to verify whether this person is listed on any of the international and national sanction lists.

B. The commitment of the manager of the electronic payment system “e-Fawateercom” to take all necessary measures to fulfill the requirements of combating money laundering and the financing of terrorism, including at a

minimum the implementation of the following controls in a way that makes the relevant risks controlled and within their acceptable range:

- 1) Provide the financial institution participating in the system as a billing entity with data related to the customer who executes an inquiry request about any of the financial services provided by the biller.
- 2) Provide the payment service providers participating in the “e-Fawateercom” system, such as banks, electronic payment and money transfer companies, with the data related to the person being subject to inquiry request about the financial service. This should include, , the customer’s name, nationality, national number or its equivalent for non-Jordanians) provided to him by the financial institution participating on the system as the billing party.
- 3) Verify both parties of the money transfer request (sender and recipient) against international and national sanction lists before authorizing the payment order.

C. The commitment of the payment service providers participating in the “eFawateerCom” system, including banks, payment companies and electronic money transfer companies, to take all necessary measures to meet the requirements of combating money laundering and the financing of terrorism. This includes verifying both parties to the payment order (payer and beneficiary) on international and national ban lists before approving the payment order and in a manner makes the relevant risks controlled and within the acceptable range.

Third: Commitment to include the necessary scenarios in your operating monitoring systems and support them with appropriate alert indicators to monitor any indicators that raise suspicions regarding the provision of the service of paying local and foreign money transfers and other financial services provided through the “e-Fawateercom” system. These could be linked to money laundering,terrorist financing, or fraudulent operations, and placing the necessary procedures to deal with these cases, taking into consideration to be proportional to the

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risks and the nature of the operation in accordance with the provisions of the applicable legislation.