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Corresponding to: 29/10/2019

Circular to banks operating in the Kingdom

After Greetings,

Recently, and from the complaints received by the Central Bank, it has been noticed that some banks deduct additional commissions from their customers - other than those commonly used among banks - when customers use ATMs belonging to other than their banks in the Kingdom for the purpose of cash withdrawal.

Pursuant to the Central Bank of Jordan's keenness to ensure that banks deal with all clients fairly and transparently and enable them to provide better banking services, banks must take all procedures to ensure that the Bank Identification Number of banks operating in the Kingdom is properly identified on their systems and continue to manage the issue on an ongoing basis. Banks must also deal with any cash withdrawal that takes place through an ATM inside the Kingdom and by means of a payment card issued by a bank operating in the Kingdom as a local movement, regardless of the network through which the transaction is passed, whether it is a local network belonging to any of the payment and electronic transfer of funds companies or external belonging to any of the international payment cards companies.

Please adhere to the content of the circular, and inform us of the implementation of the required within five working days as of date.

Respectfully,

Governor

Dr. Ziad Fariz