

Number: 26/1/18873

Date: 27 Rabi' Al-Akhir, 1444

Corresponding to: 22 November, 2022

**To the esteemed companies providing mobile payment services,**

**Subject: Deposit Service in Electronic Wallets at Agents of Mobile Payment Service Providers**

**After greetings**

With reference to the above subject, and in light of detecting fraudulent attempts exploiting the deposit process into electronic wallets at agents of mobile payment service providers, including exchange companies, in addition to the instructions of dealing with agents for electronic payment and money transfer service companies No. (4/2018), we kindly emphasize the necessity of adhering to the following immediately:

- A. Modeling the deposit process with agents by documenting the name of the wallet owner, the wallet number, the reason for the deposit, and the depositor's information, accompanied by the depositor's identification documents.
- B. Commitment, through the agents' systems, to match the information of the wallet owner's name with the wallet number when making deposits.
- C. Educating agents on procedures for detecting fraudulent operations, and procedures for combating money laundering and terrorist financing, including identifying methods of money laundering and terrorist financing, how to detect them, and how to deal with suspicious transactions and report them.
- D. Obliging agents, especially exchange companies, to provide you with cases of suspected fraud and wallet numbers that were exploited directly, to take the necessary measures by you, and to provide the Central Bank with them to take the appropriate and necessary measures.

**Respectfully,,**

**Governor**

**Dr. Adel Al Sharkas**