

No.: 27/4/15606

Date: 18/4/1442 Hijri

Corresponding to: 3/12/2020

Circular to mobile payment companies

After Greetings,

Based on the provisions of Article (18) of the Instructions of the Internal procedures for Handling Consumers' Complaints of Financial and Banking Services Providers no. (1/ 2017) dated 28/8/2017, and in light of the volume of complaints received by the Central Bank regarding mobile payment companies. Please be informed that the Central Bank, and in the event of any complaint received by it, will ensure that the customer referred to the company first through the complaint reference number and/ or the response received from the company to his complaint. Accordingly, we affirm the necessity of adherence to the provisions of Article (9 / b) of the same instructions, by including a reference number for the complaint in the confirmation of receipt of the complaint.

We would emphasize in this regard the need to deal with customer complaints in a professional, efficient, and effective way, as well as in a manner that ensures that you follow best practices in order to preserve the rights of customers, the company's reputation, and customers' confidence in it.

Respectfully,

Governor

Dr. Ziad Fariz