

"This document has been translated for knowledge, but for legal purposes the Arabic version is adopted"



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Circular to:

All Banks Operating in the Kingdom

And Electronic Payment and Money Transfer Companies

Participants in the Instant Payment System "CliQ"

After Greetings,

Within the framework of the Central Bank of Jordan's regulation of the national payment system in a manner that ensures the availability of safe and efficient payment systems and services in the Kingdom, and its belief in the importance of supporting the process of developing and stimulating electronic payment transactions and their acceptance in the retail and government payments market; in a way that enhances and meets the needs of all citizens and institutions of various business sectors, and to contribute to the dissemination and delivery of digital financial services to them in a fair and secure manner, at an appropriate cost, and within achieving high rates of financial inclusion rates that are in line with the Kingdom's directions towards a comprehensive and advanced digital economy.

And based on the provisions of Article (34/A) of the Electronic Payment and Money Transfer Bylaw No. (111) of 2017, it was decided to regulate and control the commissions that are charged for the payment transactions executed by the Instant Payment System "CliQ", which are intended for commercial purposes only, in accordance with the provisions contained in this circular, while consideration will be given later regarding the regulation of commissions for the rest of the other types of payment transactions.

Article (1): The following words, wherever mentioned in this circular, shall have the meanings assigned to them, unless the context indicates otherwise:

The Central Bank :	The Central Bank of Jordan
Acquirer :	The bank or the company licensed by the Central Bank to conduct the activity of providing services to collect money electronically through points of sale, automated teller machines (ATMs), or any other electronic payment channels approved by the Central Bank or through direct electronic money transfer orders, depending on the Instant Payment System "CliQ".
Issuer :	The bank or the company licensed by the Central Bank to conduct any of the payment service activities, provided that it includes the management and implementation of credit and debit electronic

	payment transactions, which include mobile payments, and providing electronic money transfer services through the Instant Payment System "CliQ" in accordance with the provisions of the Banking Law in force or the provisions of the Electronic Payment and Money Transfer Bylaw in force.
Instant Payment System :	The electronic payment system in which the issuer and the acquirer participate to provide electronic money transfer services and electronic money collection services through points of sale, automated teller machines (ATMs), or any other electronic payment channels approved by the Central Bank.
System Operator :	The Jordan Payments and Clearing Company which is licensed by the Central Bank to conduct the activity of managing and operating the Instant Payment System "CliQ".
Participant :	The issuer and the acquirer.
Customer :	The natural or legal person which established a banking or business relationship with the issuer, related to the payment activities and services provided by the issuer to its customers, including the services of the Instant Payment System "CliQ" and has a special record on the system.
Merchant :	the person contracting with the acquirer; for the purposes of collecting money paid by customers through mobile applications for their purchase of goods or services, or for the purposes of accepting any of the payment transactions approved by the Central Bank, including e-commerce sites.
Point Of Sale :	An electronic means approved by the Central Bank provided by the acquirer to the merchant in physical or digital form to accept the payment transactions executed by the customer via mobile applications, including Quick Response Code (QR) and Near Field Communication (NFC) feature for making contactless payments and any other technologies that support the executing of mobile payments.
Interchange Fee :	The value paid by the acquirer to the issuer, directly or indirectly, from the value of the merchant's discount rate in exchange for payment transactions executed at points of sale, or through direct electronic money transfer orders, in accordance with the provisions of this circular.
Merchant Discount Rate :	The value paid by the merchant to the acquirer in exchange for the payment transactions executed at the points of sale through direct electronic money transfer orders, in accordance with the provisions of this circular.
Interchange Plus Fee :	The value paid by the collector to the system operator from the value of the merchant's discount rate in exchange for payment transactions executed by points of sale or through direct electronic money transfer orders, in accordance with the provisions of this circular.

Article (2): The provisions of this circular apply to:

- A) The bank or the company licensed by the Central Bank, in accordance with the provisions of the Banking Law in force or the provisions of the Electronic Payment and Money Transfer Bylaw in force, to conduct any of the following payment service activities based on participation in the Instant Payment System "CliQ":

- 1) Providing “electronic money collection” services through points of sale or automated teller machines (ATMs).
 - 2) Providing “issuance and management of payment instruments” services.
 - 3) Providing “management and implementation credit and debit electronic payment transactions, which include mobile payments” services.
 - 4) Providing “issuance and management of electronic money” services.
 - 5) Providing “electronic money transfer” services.
- B) A company licensed by the Central Bank to conduct the activity of managing and operating the Instant Payment System “CliQ”.

Article (3): The acquirer must comply with the following:

- A) Collecting a merchant’s discount rate not exceeding in its maximum limit, the percentages and values shown below, classified according to the type of sector, in exchange for payment transactions executed by customers through points of sale or through direct electronic money transfer, which are processed through the Instant Payment System “CliQ” and as follows:

Sectors classification	Value of Merchant Discount Rate %
Government, including the military and civilian consumer corporations	0.80%
Fuel	20 piasters
Transit And Transportation	1.00%
Basic Services	1.00%
Commerce	1.25%
Education	1.50%
Healthcare	1.50%
Tourism	1.50%
Telecommunication And Information	1.50%
E-Commerce	1.50%
Other	1.50%

- B) Paying an interchange fee from the values of the payment transactions executed for the benefit of merchants according to the percentages and values shown below, classified according to the type of sector, as follows:
- 1) 0.25% of the value of the payment transaction executed for the benefit of the merchant classified within the government sector, including the military and civilian consumer corporations.
 - 2) 9 piasters for each payment transaction executed for the benefit of the merchant classified within the fuel sector.
 - 3) 0.50% of the value of the payment transaction executed for the benefit of the merchant classified within any of the sectors mentioned in Paragraph (A) of this Article, except for what is mentioned in Clauses (1) and (2) of this Paragraph.
- C) Paying an interchange plus fee from the values of the payment transactions executed for the benefit of merchants according to the percentages and values shown below, classified according to the type of sector, as follows:

- 1) Two piasters for each payment transaction executed for the benefit of the merchant classified within the fuel sector.
 - 2) 0.10% of the value of the payment transaction executed for the benefit of the merchant classified within any of the sectors mentioned in Paragraph (A) of this Article, except for what is mentioned in Clause (1) of this Paragraph.
- D) Not to charge merchants any fees or commissions in any way for their possession/ ownership of points of sale.
- E) Despite what was stated in Paragraph (D) of this Article, the acquirer is allowed to charge additional commissions from merchants classified within the e-commerce sector in exchange for their possession of points of sale, provided that these commissions do not exceed the following limits:
- 1) 21 dinars to be paid on a monthly basis.
 - 2) 10 piasters for every payment transaction.
- F) Taking the necessary measures to ensure that merchants do not collect any additional commissions from customers (surcharges) in return for the payment transactions executed on the points of sale available to them, with the exception of the following cases and until further notice decided by the Central Bank in this regard:
- 1) Payment transactions executed for the benefit of the government sector institutions, with the exception of the military and civilian consumer corporations.
 - 2) Payment transactions executed for the benefit of the fuel sector institutions.
 - 3) Payment transactions executed for the benefit of licensed money exchange companies for foreign currency buying and selling transaction service, and this does not include payment transactions for paying off any transfer orders including the ones that the money exchange company is an indirect part of it, on the instant payment system "CliQ".
 - 4) Any other cases approved by the Central Bank.
- G) Not to provide any financial or banking incentives or advantages for the benefit of merchants, whether directly or indirectly, except after obtaining the prior written approval of the Central Bank.
- H) Not to collect a merchant discount rate in a manner that reflects to the Central Bank the acquirer following a behavior that may result in damage to the retail payment market or a negative impact on competitiveness in the electronic collection of funds sector, and in case that it is proven to the Central Bank during its investigation, that this is true, it will take its administrative measures and impose penalties that may reach to stopping the acquirer from carrying out his activity.

Article (4): The issuer must comply with the following:

- A) Not to charge any additional commissions from customers in return for payment transactions executed through points of sale or by making a direct electronic transfer of funds for the benefit of merchants, as the issuer commission for any payment transaction executed for the benefit of merchants is limited to the interchange fee mentioned in Paragraph (B) of Article (3) above.
- B) Paying a commission equal to (one dinar) for any cash deposit or withdrawal transaction executed by the customer through the automated teller machines (ATMs) belonging to the acquirer, and it is processed through the Instant Payment System, so that (70%) of the value of this commission is paid to the acquirer and (30%) to the payment system operator.

- C) Considering the provisions of Paragraph (B) of this Article, the issuer is allowed to recharge the commission for cash withdrawals by automated teller machines (ATMs) mentioned in Paragraph (A) of this Article to the customer.
- D) Disclose to customers in a transparent manner, and by all means of disclosure that guarantee the access of information to the customer, including electronic channels, and specifically mobile phone applications, about the commission rates that are collected from the customer (if any) and any amendments to them.

Article (5): The system operator shall comply with the following:

- A) Take measures to ensure the processing and clearing and settlement of the commissions value in accordance with what is stipulated in Paragraph (B) and (C) of Article (3) above.
- B) Take measures to ensure the processing and clearing and settlement of the commissions value in accordance with what is stipulated in Paragraph (B) of Article (4) above.

Article (6): General Provisions

- A) In case the need arises for any amendment or addition to the commissions mentioned in this circular, the members participating in the Instant Payment System "CliQ" and through the system operator, shall collect all requests and proposals for modification to these commissions, indicating the justifications for it, and provide the Central Bank with a summary thereof whenever the need arises, so that the Central Bank considers the applications submitted and informs the system operator of the decision taken in this regard.
- B) The acquirer, when contracting with the merchant and for the purposes of determining the merchant discount rate allocated to him in relation to the sectors mentioned in Article (3/A) of this circular, should refer to the list of classification of merchants according to the sector attached herewith.
- C) This circular comes into force after sixty days from the date of its issuance.

With respect,

Governor

Dr. Adel Al-Sharkas

List of merchants classification by sector (حسب القطاع قائمة تصنيف التجار)

Sector Name	القطاع اسم	Services Details	تفاصيل الخدمات	MDR on CliQ transaction عمولة خصم التاجر على حركات الدفع من خلال نظام كليق
Government including civil and military Consumer corporation	الحكومي بما في ذلك المؤسسات الاستهلاكيين العسكرية والمدنية	Government Services	الخدمات الحكومية	0.80%
		Military consumer corporation services	خدمات المؤسسة الاستهلاكية العسكرية	
		Civil consumer corporation services	خدمات المؤسسة الاستهلاكية المدنية	
Essential Services (Utilities)	الخدمات الأساسية	Water and electricity	المياه والكهرباء	1.00%
		Gas services	خدمات بيع الغاز	
		Fuel services such as diesel	خدمات بيع الوقود مثل السولار	
		H2O services	خدمات بيع الأكسجين	
Fuel	المحروقات	Fuel station services	خدمات تعبئة الوقود لدى المحطات	JOD 0.20
Transit and Transportation	النقل والمواصلات	Public Transportation	وسائل النقل العام	1.00%
		Bus Lines & Private Transportation	وسائل النقل الخاص	
		Parking Lots, Garages	مواقف السيارات والكراجات	
		Taxi's and ride hailing Apps	سيارات الأجرة وتطبيقات النقل	
Education	التعليم	Primary and secondary schools	المدارس الأساسية والثانوية	1.50%
		Colleges/University/ Profession School	المدارس المهنية /الجامعات/ كليات المجتمع المحلي	
		Vocational training centers	مراكز التدريب المهني	
		Training centers	مراكز التدريب والتعليم	
		Kindergarten & Nursery	روضات وحضانات	
Healthcare	الصحة	Ambulance services	خدمات الإسعاف	1.50%
		Pharmacies / drug stores	الصيدليات /مستودعات الأدوية	
		Doctors and clinics	الأطباء والعيادات	
		Physiotherapy centers	مراكز العلاج الطبيعي	
		Hospitals	المستشفيات	
		Medical Laboratory	المختبرات الطبية	
Information and Telecommunication	الاتصالات والمعلومات	Telecommunications Services	خدمات الاتصالات	1.50%
		Computer and network services	الخدمات الحاسوبية والشبكية	

Tourism	السياحة	Hotels / Hotel Suites / Resorts	الفنادق / الأجنحة الفندقية / المنتجعات	1.50%
		Camps	المخيمات السياحية	
		Travel agencies	وكالات السفر	
		Tourist car rental	تأجير السيارات السياحية	
		Boat rentals and leasing	تأجير القوارب	
Commerce	التجارة	Small merchants: Misc. Food stores, Convenience stores, and specialty (Grocery shops)	المحال التجارية الصغيرة ومثالها متاجر الأغذية والمواد التموينية كالبقالات	1.25%
e-commerce	التجارة الإلكترونية	Any services provided through e-commerce sites not listed within the sectors defined above	أية خدمات يتم تقديمها للعملاء بشكل مباشر من خلال المواقع الإلكترونية بما في ذلك تطبيقات الهاتف النقال ولا تندرج ضمن التصنيفات الواردة في القطاعات أعلاه	1.50%
All Other Sectors	قطاعات أخرى	Any services not listed within the sectors defined above and provided face to face, for examples; Restaurants, large commercial centers such as malls, supermarkets and hypermarkets, furniture stores, meat and freezers sales centers, bakeries, sweets shops, nuts and others	أية خدمات أخرى غير مدرجة ضمن القطاعات أعلاه ويتم تقديمها بشكل مباشر للعملاء (وجهاً وجهاً)، ومن الأمثلة عليها؛ المطاعم، المراكز التجارية الكبيرة كالمولات والسوبر ماركت والهايبرماركت، محال بيع الألبسة، محال بيع الأثاث، مراكز توزيع اللحوم والمجمدات، المخابز، ومحلات الحلويات، والمحامص والمكسرات وغيرها	1.50%