

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

Date: 04/01/2021

Number: 26/02/163

Circular to Electronic Payment and Money Transfer Services Companies

It has observed recently that some mobile payment service providers allow their agents to use their wallets to pay bills in cash, and this is against the central bank and government's strategy to switch to electronic payment instead of cash payment.

Accordingly, we stress the need to take the necessary measures to encourage customers to inquire and pay bills electronically through "eFawateercom" system using their personal wallets instead of paying through the agent, and to take the necessary measures to prevent the agents from engaging in such practices at the risk of taking legal action in particular.