



The regulatory framework for providing cross-border remittance service electronically

Central Bank of Jordan

October 2020

Table of Contents

Definitions	3
Preface	6
First: The basic requirements for providing the service	8
Second: Procedures for implementing outward remittances.....	12
1) Executing cross-border money transfers issued through the e-wallet application.....	12
2) Executing cross-border money transfers issued through the e-wallet application.....	19
Third: Procedures for implementing inward remittances	25
1) Receiving cross-border remittances received directly through the e-wallet application.....	25
2) Receiving cross-border money transfers received through the electronic channels of the exchange company.....	30

Table of Figure

Figure No. (1): Implementing an electronic transfer through the e-wallet application..	18
Figure No. (2): Implementing the electronic transfer through the electronic channels of the exchange company	24
Figure No. (3): Receiving the electronic transfer directly through the electronic wallet application	29
Figure No. (4): Receiving the electronic transfer through the electronic channels of the exchange company	35

Definitions

For the purposes of this regulatory framework, the following words and expressions shall have the meanings assigned to them below wherever they appear, unless the context indicates otherwise:

The Central bank	:	The Central Bank of Jordan
Licensed exchange company	:	The company is licensed to practice money exchange business and authorized to practice the activity of sending and receiving money transfers in accordance with the provisions of the effective money exchange business law and the regulations and instructions issued pursuant thereto.
Electronic Payment and money transfer company	:	A company licensed by the Central Bank to practice any of the payment service activities through the mobile or to provide electronic funds transfer services in accordance with the provisions of the effective electronic payment and money transfer bylaw and is referred to in this regulatory framework as a "payment service provider."
The company	:	Licensed exchange company and electronic payment and money transfer company.

Money transfers	:	Any money transfer process carried out by the company using any means, regardless of whether the applicant for the issuance of the transfer is the same person to whom it is transferred, provided that the payment or receiving of the value of the money transfer is made by electronic means.
Cross-border remittances	:	Money transfers in which the company issuing the transfer or the company receiving the transfer is operating outside the Kingdom.
E-wallet	:	The prepaid electronic payment account that the customer opens with the payment service provider that is linked to the mobile application.
Interoperability	:	The process of interoperability of any of the components of the national payments system in a way that allows the seamless sharing of two or more points of acceptance, processing, or execution of payment or electronic transfer of funds.
The service	:	The service of cross-border money transfers issued, received and executed through electronic wallets, directly or by using electronic means of licensed exchange companies in an integrated electronic form and within levels of complete interoperability between companies.

Intermediary Company	:	The external company that deals with the licensed exchange company -in accordance with the legislation in force that regulating its business- that participates in the execution of the money transfer without being the sender or receiver of it or the international electronic payment system approved or licensed by the Central Bank in accordance with the effective legislation.
---------------------------------	---	---

Preface

Within the framework of the Central Bank's regulation of the national payments system and its development to ensure the provision of safe and efficient systems for payment, clearing, and settlement in the Kingdom, and in pursuit of the Central Bank to develop the necessary regulatory frameworks to achieve full interoperability between the components of the national payment system. This regulatory framework has been prepared with the aim of allowing licensed exchange companies and payment service providers authorized by the Central Bank to provide the service of cross-border inward and outward remittances in an integrated electronic form and within levels of interoperability between companies in particular. So that this service is provided directly through electronic wallets or by using electronic means of licensed exchange companies.

Although there are many systems, tools, and means of payment, whether electronic or non-electronic (cash, bank accounts, etc.) through which the values of cross-border inward and outward remittances can be paid/received, the scope of this regulatory framework will be limited to addressing the mechanism of providing the aforementioned service through e-wallets for customers of payment service providers and in cooperation with licensed exchange companies.

Accordingly, it requires licensed exchange companies and payment service providers willing to work together in providing cross-border inward and outward money transfers in an integrated electronic form and within levels of interoperability between them; adherence to the minimum requirements and work procedures mentioned in this regulatory framework.

In the same context, this regulatory framework also applies to electronic payment and money transfer companies licensed by the Central Bank to engage in the activity of providing electronic transfer services for cross-border inward and outward money transfer That provide their services through any of the electronic payment systems accredited or licensed by the Central Bank in accordance with the effective legislation, and it replace the exchange companies wherever they are mentioned in this guide.

First: The basic requirements for providing the service

Licensed exchange companies and electronic payment and money transfer companies, to provide the service, shall comply with the following minimum basic requirements:

- a) Commitment to meet all the requirements stipulated under the effective AML / CFT Instructions, and in particular:
 - 1) Due diligence procedures.
 - 2) Ensure that all cross-border money transfers contain all the information of the transfer applicant and the beneficiary of the transfer.
 - 3) The obligation to compare the names and fields mentioned in cross-border money transfers with the UN Security Council sanctions lists and the national list of terrorists, and to implement the obligations contained in the relevant and enforceable international resolutions, with an emphasis on the full responsibility of each company separately in this regard.
 - 4) It prohibited for any employee to disclose, directly or indirectly, or by any means whatsoever, notifying the AMLU or any of the notification procedures that have been taken regarding operations suspected of being related to money laundering or terrorist financing, or any information related to them.
 - 5) Preserving all data, records, and documents related to cross-border money transfers for the specific period.
- b) Meet the minimum technical and technological requirements in accordance with what is specified under the effective Instructions of Technical and Technological Requirements for

the Electronic Payment and Money Transfer Companies and the effective Instructions of Cyber Risks Resilience.

- c) Restricting the scope of the service to natural persons only, taking into consideration the procedures and measures necessary to achieve this.
- d) Providing internal mechanisms, procedures, and internal controls that would monitor the volume of transactions executed within the frame of this service, and manage them within specific ceilings that take into account the level of transaction risk and the level of risk of each client and are consistent with any legislation issued in particular, provided that either the monthly maximum of the total values of cross-border remittances does not exceed whether outward or inward transfers (5000) Jordanian dinars or its equivalent in foreign currencies for a single customer.
- e) Restricting the provision of the service through electronic channels only, without allowing it to be provided through the counter channel or through agents.
- f) Assess and document the risks of money laundering and terrorist financing for the service under the company's policy in particular, and reassessing it periodically or in the event of changes that require this, and taking the necessary measures to effectively manage, mitigate, reduce, monitor, and control risks; Including the risks of customers, countries or geographical areas, the technology used, systems, tools, and transfer channels that the company uses in providing the service.
- g) Organizing the agreements necessary to provide the service, provided that these agreements include at the minimum the rights and obligations of both parties, including their inclusion

of the requirements and conditions contained in this regulatory framework where necessary.

- h) Determine all commissions to be collected in exchange for this service and agreement with the related parties and announce them to customers clearly and explicitly when or during the use of the service. Including commissions for the Jordanian dinar exchange rate against foreign currencies and vice versa (and where required) and adhere to the foreign exchange rates announcement issued by The Central Bank and that the payment service providers perceive the provisions of Article (20 / c) of the effective electronic payment and money transfer bylaw.
- i) Providing the appropriate mechanisms and procedures that guarantee the protection of customers and their rights in accordance with the effective legislation in particular, including taking all measures that would protect the rights of customers and that the service provided to them maintains a clear characteristics and conditions that enable them to understand the nature and cost of the service, taking into account the need to adhere to advertising and disclosure to customers in a transparent manner about any modification that may occur to the commissions resulting from the service and in accordance with the circulars of the Central Bank issued in particular, taking into account the need to provide mechanisms that enable customers to do the following:
 - 1) Review the terms and conditions for providing services to customers, provided that they are consistent with the requirements and procedures mentioned in this regulatory framework.

- 2) Tracking their cross-border money transfer orders, and informing them of the time required to complete the execution of those orders, whether that is in the case of issuing or returning the transfer or depositing the values of the inward transfers into the e-wallet account of the beneficiary.
 - 3) Any other measures that protect customers and their rights in accordance with the legislation in force in particular.
- j) Establishing and adopting appropriate mechanisms and policies to deal with the following exceptional cases:
- 1) impossibility to deposit the values of the inward cross-border money transfers or the re-issued cross-border money transfers into the e-wallets account of the beneficiaries of them for any reason.
 - 2) Dealing with cross-border remittances issued and returned in terms of establishing mechanisms for determining the exchange rate that will be adopted to calculate the values of those transfers executed in foreign currencies, and determining the party that will bear the difference resulting from recalculating the exchange rate.
- k) Executing all necessary checks to ensure the success of implementing the service per the minimum requirements and procedures mentioned in this regulatory framework, before launching the service in the live environment.
- l) Informing the Central Bank at least 10 working days before the date of the actual launch of the service on the live environment. Provided that the information letter includes the results of the experimental tests that have been carried out for the service, and the central bank during that period may oblige the company not

to launch the service on the live environment until it has set up any observations or deficiencies that have been identified (if any).

- m) Obtaining the prior written approval of the Central Bank in case there is any amendment to the mechanism and procedures for providing the service that may affect the mechanism and procedures mentioned in this regulatory framework.

Second: Procedures for implementing outward remittances

1) Executing cross-border money transfers issued through the e-wallet application:

- a) The customer who owns the electronic wallet logs into the wallet application using his credentials , which is the username and password, then chooses the cross-border transfer service, determines the amount of the transfer and the destination of the transfer, and enters all transfer request data of the, including the data of the beneficiary from the transfer, provided that it includes, at the minimum, the following data and in accordance with those stipulated in the effective AML / CFT Instructions, as follows:
- 1) The beneficiary's information, including full name, nationality, and payment account number (if any).
 - 2) The purpose of the transfer.
 - 3) The relationship between the sender requesting the transfer and the recipient of the transfer.
 - 4) A statement from the sender requesting the transfer that he is the actual sender.
 - 5) The country of transfer.

- 6) Any other additional information or supported data that determined by the payment service provider for the purposes of executing the transfer request
- b) If the payment service provider deals with more than one exchange company licensed to provide the service, the payment service provider will provide an appropriate mechanism to display a list of licensed exchange companies available to the customer to enable him to choose the licensed exchange company through which the transfer is to be carried out, as well as provide a mechanism to ensure leaving the choice open to the customer to choose the external party receiving the transfer and/or the electronic payment system through which the transfer is to be executed whether approved or licensed by the Central Bank; for comparison between them according to the cost and the speed of execution of the transfer.
- c) The payment service provider takes due diligence measures and verifies all information following the standards and procedures stipulated in the effective AML / CFT Instructions before executing the transfer request, and verifies the transfer request data in terms of the extent to which it meets the work and compliance rules specified to authorize or reject a request, including comparing the names and fields included in the transfer request, with the UN Security Council sanctions lists and the national list of terrorists, and taking the necessary measures in particular, including freezing funds.
- d) If the payment service provider rejects the transfer request for some reason, he terminates the process, taking into account that he notifies the AMLU immediately if there is a suspicion that the transfer request is related to money

laundering or terrorist financing according to the form or method approved by the AMLU for the purpose in line with the provisions of the effective Anti-Money Laundering and Counter-Terrorist Financing Law and the relevant instructions issued pursuant thereto.

e) In the event that the payment service provider approves the transfer request, he shall send it to the licensed exchange company, and attaches to it all the necessary data for the purposes of its execution, which includes, at the minimum, the following, and that it is fully preserved:

- 1) Information of the sender requesting the transfer, including the full name, the electronic wallet number, his address, the national number for Jordanians or the personal number, the passport number for non-Jordanians, and the annual residence permit issued by the Ministry of Interior or a valid work permit issued by the competent authority in case the customer is from expatriate workers or the number of any other personal identification document approved by the competent authorities for non-Jordanians and their nationalities
- 2) The beneficiary's information, including full name, nationality, and payment account number (if any).
- 3) The purpose of the transfer.
- 4) The relationship between the sender requesting the transfer and the recipient of the transfer.
- 5) A statement from the sender requesting the transfer that he/she is the actual sender thereof.

- 6) The country of transfer.
 - 7) The unique reference number for the transfer request extracted from the payment service provider's system, allowing the transfer request between the licensed exchange company and the payment service provider to be tracked at any time.
 - 8) The transfer amount, the transfer currency, and the agreed commission value according to the type of transfer, the intermediary and the recipient and after calculating the exchange rate commissions (if any), and any other information or supported data to be agreed upon between the payment service provider and the licensed exchange company for the purposes of executing the transfer request.
- f) The payment service provider executes a debit entry for the value of the transfer request and the commissions associated with it (if any) on the account of the sender's electronic wallet and executes a credit entry with those values for the electronic wallet account of the licensed exchange company, taking into account developing measures to distinguish the type of operation on the payment system by the mobile phone indicating that it is an "outward international transfer."
- g) The transfer request shall be received by the licensed exchange company attached to it all the data necessary for its execution and referred to in clause (e) above, so that it, in turn, takes due diligence measures and verifies all information per the standards and procedures stipulated in the effective AML / CFT Instructions before executing the

transfer request abroad, including verifying the request's data in terms of the extent to which it meets the specific work and compliance rules to authorize or reject a request, including comparing the names and fields included in the transfer request with the UN Security Council sanctions lists and the national list of terrorists, and taking the necessary measures in particular, including Freezing funds.

- h) If the licensed exchange company approves the transfer request, it shall carry out the procedures for its execution abroad per the dealing corridors and work procedures permitted by the Central Bank and in line with the effective legislation and regulating its business. The licensed exchange company shall notify the payment service provider that the transfer request is approved, providing him with the reference number for the request (the number associated with the transfer request with the recipient abroad), as the payment service provider makes this number available to the customer who sends it by appropriate electronic means.
- i) If the licensed exchange company, the external party, or the intermediary company (if any) rejects the transfer request for some reason, the licensed exchange company notifies the payment service provider to reject the request with a statement of the reason for the rejection, providing that the rejection reasons that are related to the of anti-money laundering and terrorist financing requirements are reliable indicators in assessing the extent of suspicion that the transfer process or any of its parties are linked to money laundering or terrorist financing, and notifying the AMLU immediately if is there a suspicion according to the form or method approved by the AMLU for this purpose and in line

with the effective Anti-Money Laundering and Counter-Terrorist Financing law and the relevant instructions issued pursuant to it.

- j) After the transfer request is rejected, the payment service provider is obligated to execute a debit entry of the transfer request value and the related commissions (if any) on the e-wallet account of the licensed exchange company and to carry out a credit entry with those values to the e-wallet account of the sender, taking into account developing measures to distinguish the type of transaction on the mobile payment system, stating that it is a "rejection of an outward international transfer", with the possibility of linking the financial process of rejecting the transfer request with the reference number distinguished for the financial process of the basic transfer request so that it can be tracked.

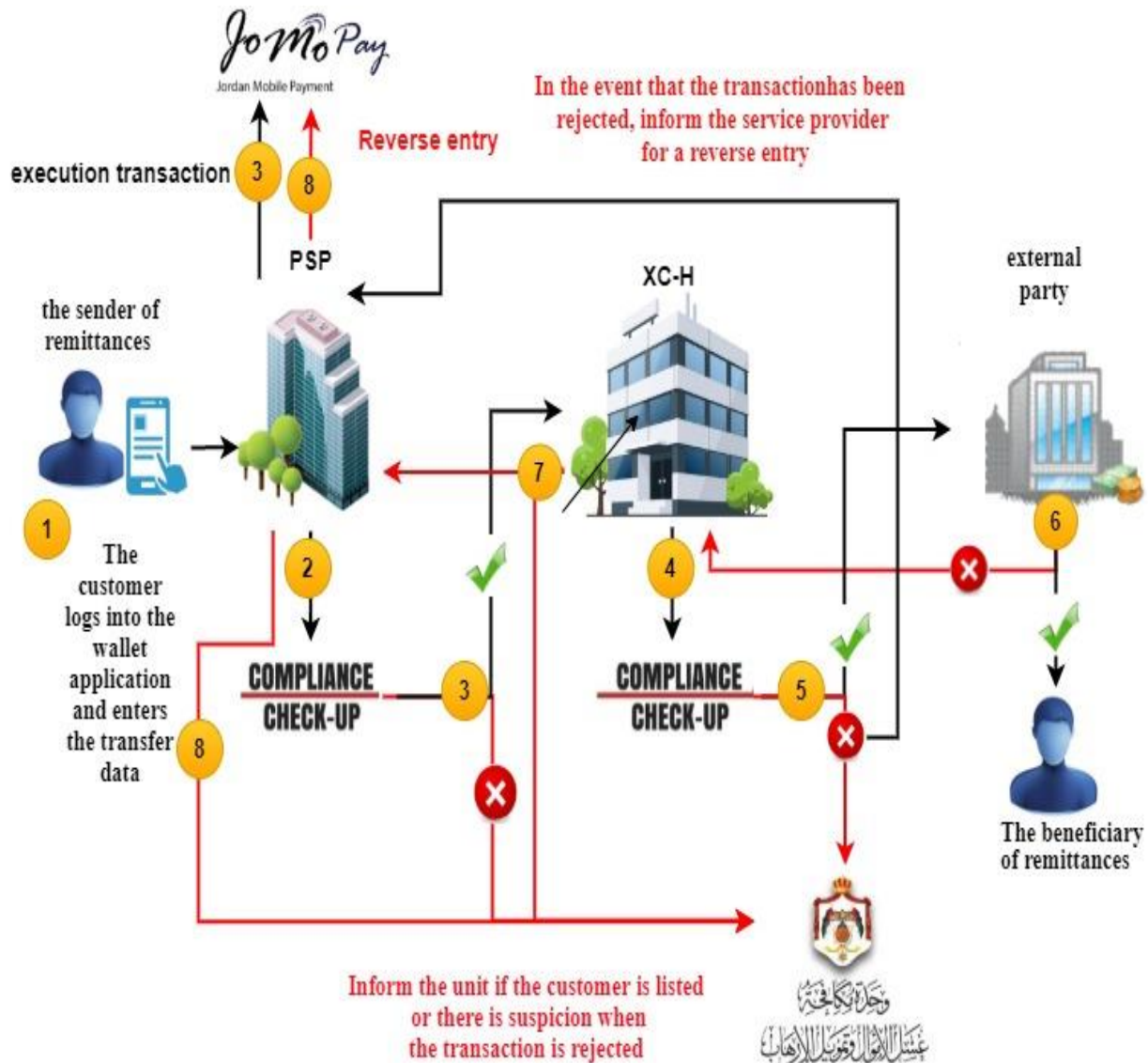


Figure No. (1): Implementing an electronic transfer through the e-wallet application

2) Executing cross-border money transfers issued through the electronic channels of a licensed exchange company:

A) Customers wishing to benefit from the service - and after registering on the electronic channels provided by the licensed exchange company (Internet Portal & Mobile App) to implement cross-border money transfers, must visit the licensed exchange company for one time to activate their accounts registered on the above electronic channels after the establishment of licensed money exchange to complete the procedures for identifying clients and obtaining the necessary support document to verify the data that will be provided by these customers in accordance with the provisions of the relevant effective legislation that regulating the activities of the licensed exchange companies and in particular the effective AML / CFT Instructions

B) If the customer wants to implement an outward transfer request, he must access any of the electronic channels of the licensed exchange company (Internet Portal & Mobile App) using his credentials, which is the username and password, then choose the cross-border transfer service and specify the transfer amount and destination of the transfer and entering all the transfer request data, including the data of the beneficiary, provided that it includes at a minimum, the following data in accordance with those stipulated in the effective AML / CFT Instructions, as follows:

- 1) The beneficiary's information, including full name, nationality, and payment account number (if any
- 2) The purpose of the transfer.

- 3) The relationship between the transfer sender and the recipient of the transfer
 - 4) A statement from the sender requesting the transfer that he/she is the actual issuer thereof.
 - 5) The country of transfer
 - 6) Any other additional information or supported data identified by the licensed exchange company to implement the transfer request
- C) The licensed exchange company shall take due diligence measures and verify all information following the standards and procedures stipulated in the effective AML / CFT Instructions, and verify the data of the transfer request in terms of the extent to which it meets the work and compliance rules specified for its approval or reject, including comparing the names and fields included in the transfer request, with the UN Security Council sanctions lists and the national list of terrorists, and taking the necessary measures in particular, including freezing the funds.
- D) In the event the licensed exchange company for some reason rejects the transfer request, it shall terminate the process, taking into account notifying the AMLU immediately if there is a suspicion that the transfer request is related to money laundering or terrorist financing according to the form or method approved by the unit for this purpose is in line with the provisions of the effective Anti-Money Laundering and Counter-Terrorist Financing Law and the relevant instructions issued pursuant thereto.
- E) If the transfer request is authorized by the licensed exchange company, the company request the customer through its electronic channels to pay the transfer value from his

electronic wallet account by entering the payment data (wallet number, choosing the payment service provider), so that the licensed exchange company then sends the transfer request to the relevant payment service provider shall be attached with all the necessary data for its execution, which includes, at the minimum, the following, provided that it is fully preserved:

- 1) Information of the sender requesting the transfer, including full name, e-wallet number.
 - 2) The full name and nationality of the transfer recipient.
 - 3) The country of transfer
 - 4) The unique reference number of the transfer request, which extracted from the electronic system of the licensed exchange company, which allows tracking the transfer request
 - 5) The amount of the transfer, the currency of the transfer, the value of the commission agreed upon according to the type of transfer, the intermediary, and the recipient, and after calculating the exchange rate commissions (if any), and any other information or supported data to be agreed upon between the licensed exchange company and the payment service provider to execute the transfer request.
- F) After that, the transfer request is received by the payment service provider attached to it all the data necessary for its execution referred to in clause (e) above, so that the payment service provider plays its role in taking due diligence measures and verifying all information in accordance with

the standards and procedures stipulated in the effective AML / CFT Instructions before executing the payment order, verifying the transfer request data in terms of the extent to which it meets the work and compliance rules specified for its approval or rejection including comparing the names and fields included in the transfer request with the UN Security Council sanctions lists and the national list of terrorists, and taking necessary action, including freezing the funds.

- G) In the event that the transfer request approved by the payment service provider, he sends a one-time password (OTP) to the customer on his mobile phone number known to him (electronic wallet number) to enable the customer to enter this number on the electronic channel of the licensed exchange company, so that the licensed exchange company provides this number to the payment service provider to verify it and authorize the payment order if correct
- H) The payment service provider executes a debit entry for the value of the transfer request and the related commissions (if any) on the sender's e-wallet account and executes a credit entry with these values to the e-wallet account of the licensed exchange company, taking into account developing measures to distinguish the type of operation on the mobile payment system, stating that it is an "international outward transfer", then informing the licensed exchange company to execute the payment order.
- I) The licensed exchange company shall proceed with the procedures of executing the transfer request abroad in accordance with the dealing corridors and work procedures permitted by the Central Bank and in line with the in force legislation regulating its business and provide the sending

customer with the reference number to request the transfer by appropriate electronic methods.

- J) If the transfer request is rejected for some reason by the licensed exchange company or the external entity receiving the transfer request or the intermediary company (if any), the licensed exchange company notifies the payment service provider that the transfer request has been rejected, providing that the rejection reasons that related to the of anti-money laundering and terrorist financing requirements are a reliable indicator in assessing the extent of suspicion that the transfer process or any of its parties are linked to money laundering or terrorist financing, and notifying the AMLU immediately if suspicion exists according to the form or method approved by the AMLU for this purpose and in line with the provisions of the Anti-Money Laundering and Counter-Terrorist Financing Law in force and the relevant instructions issued pursuant thereto.
- K) After rejecting the transfer request, the payment service provider is obligated to execute a debit entry with the value of the transfer request on the electronic wallet account of the licensed exchange company, and to execute a credit entry of that value to the electronic wallet account of the sending customer, taking into account developing the necessary measures to distinguish the type of operation on the mobile payment system, stating that it is a "rejection of an outward international transfer", and the possibility of linking the financial process of rejecting the transfer request with a reference number with the financial process of the basic transfer request so that it can be tracked.

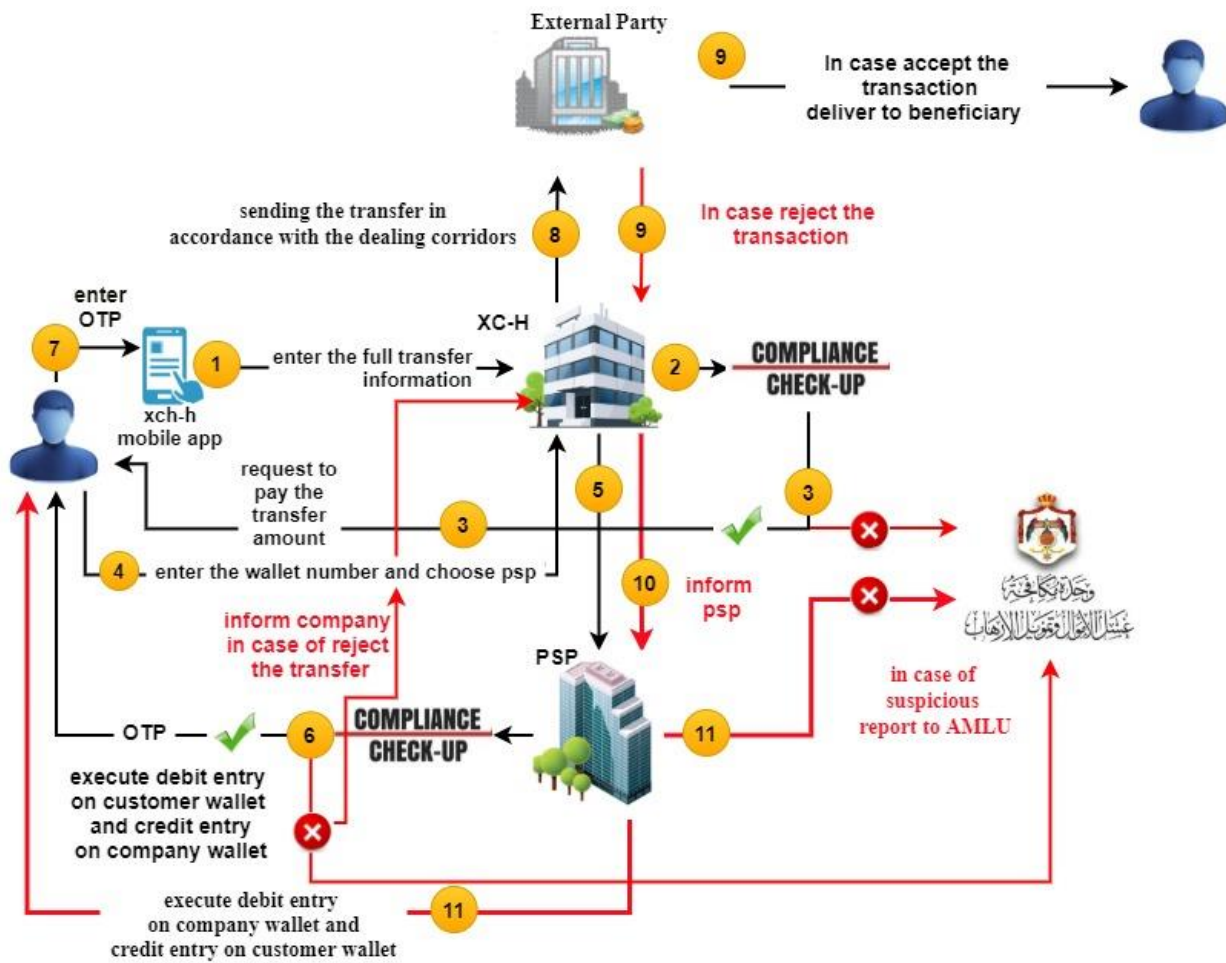


Figure No. (2): Implementing the electronic transfer through the electronic channels of the exchange company

Third: Procedures for implementing inward remittances

1) Receiving cross-border remittances received directly through the e-wallet application:

- a) Through this method, the sender requesting the transfer and who is abroad must initially request from the entity issuing the transfer to determine the method of delivering the transfer value to be through the electronic wallet account of the beneficiary customer, this requires, in addition to the name of the beneficiary, the mobile phone number associated with his e-wallet and the name of the relevant payment service provider in the inward transfer request.
- b) After receiving the transfer request from abroad, the licensed exchange company, in turn, takes due diligence measures and verifies all information in accordance with the standards and procedures stipulated in the effective AML / CFT Instructions, before sending the transfer request to the payment service provider, as follows:
 - 1) Ensure that all information related to the transfer request is available, which includes, at the minimum, the following:
 - a) Information of the sender requesting the transfer
 - b) Information of the beneficiary of the transfer.
 - c) The purpose of the transfer.
 - d) The relationship between the sender requesting the transfer and the recipient of the transfer.
 - e) The actual source of the transfer request.
 - f) The unique reference number of the transfer request, which extracted from the electronic system of the licensed exchange company, which allows tracking the transfer request

- g) The amount of the transfer and the value of the commission (if any) agreed upon according to the type of transfer, the intermediary company, and the entity issuing the transfer, and after calculating the exchange rate commissions.
 - h) The number of the electronic wallet and the relevant payment service provider.
 - i) Any other information or enhancements related to the transfer request
- 2) Disclosing any deficiency in the information related to the transfer request, and in case there is a shortage, the exchange company must take the necessary measures in particular, including requesting for incomplete information from the entity issuing the transfer, if it does not obtain it, the exchange company must take the necessary measures based on the assessment of the degree of risk, including the rejection of the transfer request, provided that this is a reliable indicator in the evaluation of the licensed exchange company of the extent of suspicion in this process and notify the AMLU immediately.
- 3) Verify the data of the transfer request in terms of the extent to which it meets the specific compliance requirements to authorize the transfer request, including comparing the names and fields included in the transfer request with the UN Security Council sanctions lists and the national list of terrorists, and taking the necessary measures in particular, including freezing funds.
- c) In the event, the licensed exchange company for some reason rejects the transfer request, it shall terminate the process, taking into account that it notifies the AMLU immediately if there is a suspicion that the transfer request is related to money laundering

or terrorist financing according to the form or method approved by AMLU For this purpose. and in line with the provisions of the effective Anti-Money Laundering and Counter-Terrorist Financing Law and the relevant instructions issued pursuant thereto.

- d) The licensed exchange company, in turn, shall reject the application to the party issuing the transfer in accordance with the procedures in force in particular.
- e) If the transfer request is approved by the licensed exchange company; It sends to the payment service provider attached to it all the necessary data for executing the transfer request, which includes, at the minimum, what is indicated in Clause (B / 1) above, and that it is fully preserved.
- f) After that, the transfer request and its attachments are received by the payment service provider to take due diligence measures and verify all information in accordance with the standards and procedures stipulated in the effective AML / CFT instructions, before executing the payment order to the beneficiary's account, as follows:
 - 1) Ensure that all information related to the transfer request is available in accordance with what is referred to in Clause (B / 1) above.
 - 2) Sending a notification to the beneficiary of the inward transfer in his favor, and then verifying his relation to the transfer request by entering the unique reference number of the transfer request, which he obtained from the sender, and determining the relationship between him and the

sender, and declaring that he is the beneficial owner of the transfer.

3) verify the data of the transfer request in terms of the extent to which it meets the work and compliance rules set for its approval or not, including comparing the names and fields included in the transfer request with the UN Security Council sanctions lists and the national list of terrorists, and taking the necessary measures in particular, including freezing the funds.

- g) If the payment service provider rejects the transfer request for some reason, he notifies the licensed exchange company that the request has been rejected, indicating the reason for rejection, and that the rejection of the transfer request for reasons related to the requirements of anti-money laundering and terrorist financing is a reliable indicator in assessing the extent of existence suspicion that the transfer process or any of its parties is related to money laundering or terrorist financing, and to notify the AMLU immediately if suspicion exists according to the form or method approved by the AMLU for this purpose and in line with the provisions of the effective Anti-Money Laundering and Counter-Terrorist Financing law and the relevant instructions issued pursuant thereto.
- h) The licensed exchange company, in turn, shall re-reject the request to the entity issuing the transfer in accordance with the procedures in force in particular.
- i) If the transfer request is approved, the payment service provider shall execute a debit entry with the value of the transfer request on the electronic wallet account of the licensed exchange

company, and execute a credit entry of that value to the electronic wallet account of the beneficiary customer, taking into account developing the necessary measures to distinguish the type of operation on the mobile payment system. Stating that it is an "inward international transfer"

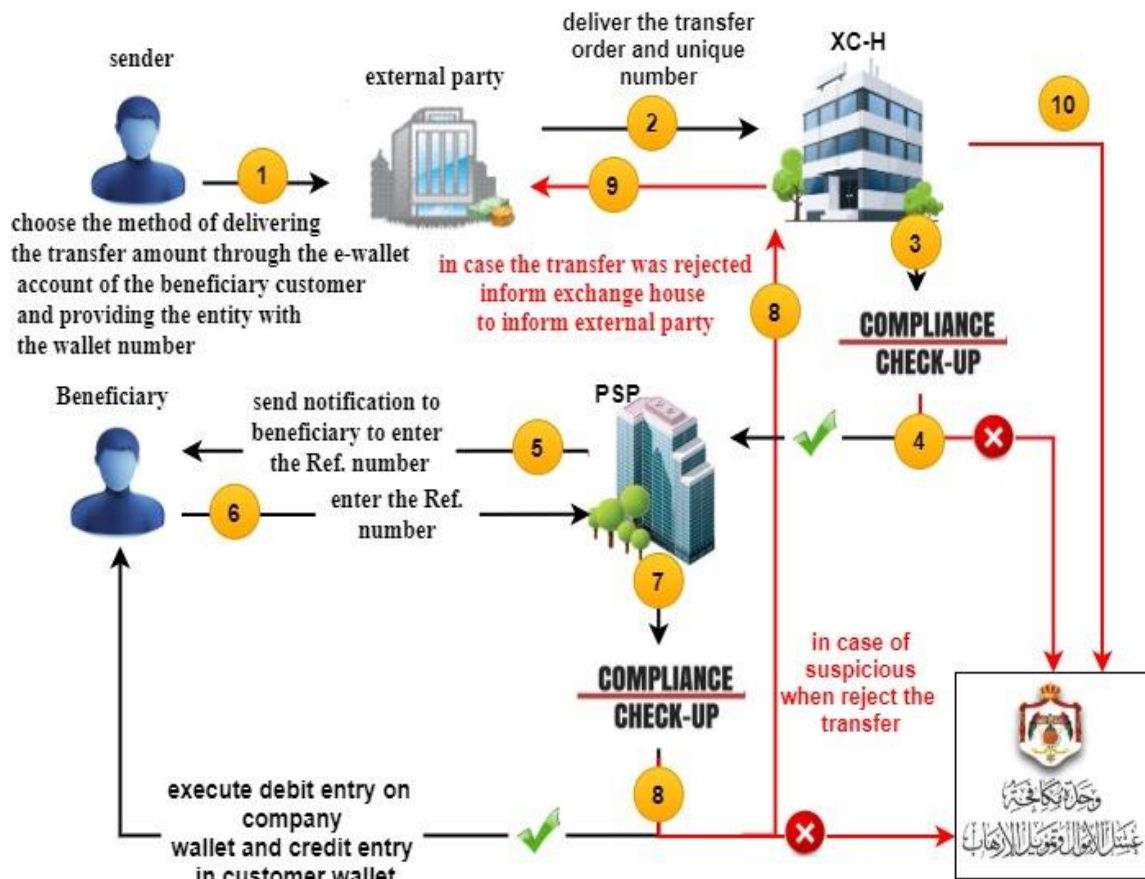


Figure No. (3): Receiving the electronic transfer directly through the electronic wallet application

2) Receiving cross-border money transfers received through the electronic channels of the exchange company:

- a) Customers wishing to benefit from the service - and after registering on the electronic channels provided by the licensed exchange company (Internet Portal & Mobile App) to carry out inward cross-border money transfers - must visit the licensed exchange company for one time to activate their accounts registered on the above electronic channels after the Licensed money exchange company complete the procedures for identifying customers and obtaining the necessary supported document to verify the data that will be provided by the clients and in accordance with the provisions of the in force legislation regulating the activities of the relevant exchange companies, in particular, the effective AML / CFT Instructions
- b) If the customer receives a remittance from abroad, the licensed exchange company shall play its role in taking due diligence measures and verifying all information in accordance with the standards and procedures stipulated in the effective AML / CFT Instructions before sending the transfer request to the payment service provider, as follows:
 - 1) Ensure that all information related to the transfer request is available, which includes, at the minimum, the following:
 - a) Information of the sender requesting the transfer.
 - b) Information of the beneficiary of the transfer.
 - c) The purpose of the transfer.
 - d) The relationship between the sender requesting the transfer and the recipient of the transfer.
 - e) The actual issuer of the transfer request.

- f) The unique reference number of the transfer request, which allows tracking the transfer request
 - g) The amount of the transfer and the commission value (if any) agreed upon according to the type of transfer, the intermediary company, and the source of the transfer, and after calculating the exchange rate commissions.
 - h) Any other information or supported data related to the transfer request.
- 2) Disclosing any deficiency in the information related to the transfer request, and in case there is a shortage, the exchange company must take the necessary measures in particular, including requesting for incomplete information from the entity issuing the transfer. If it does not obtain it, the exchange company must take the necessary measures based on the assessment of the degree of risk, including rejection the transfer request, Provided that this is a reliable indicator in the evaluation of the licensed exchange company of the extent of suspicion in this process and notify the AMLU immediately.
- 3) Compare the names and fields included in the transfer request with the UN Security Council sanctions lists and the national list of terrorists, and take the necessary measures in particular, including freezing funds.
- c) In the event the transfer request is rejected by the licensed exchange company for some reason, it shall terminate the process, taking into account that it notifies the AMLU immediately if there is a suspicion that the transfer request is related to money laundering or terrorist financing according to

the form or method approved by AMLU for this purpose and in line with the provisions of the effective Anti-Money Laundering and Counter-Terrorist Financing law and the relevant instructions issued pursuant thereto.

- d) The licensed exchange company shall reject the application and return it to the party issuing the transfer in accordance with the procedures in force in particular.
- e) If the transfer request is approved, the licensed exchange company shall send a notification to the customer benefiting from the transfer that there is an inward transfer in his favor to receive it.
- f) The customer benefiting from the transfer logs into his account on the electronic channels of the licensed exchange company (Internet Portal & Mobile App) to receive the transfer request, and accordingly he asks the customer to do the following:
 - 1) Enter the unique reference number for the transfer request that he obtained from the transfer request sender , to verify its relation to the transfer request
 - 2) Determine the relationship between him and the transfer sender
 - 3) A statement from him that he is the beneficial owner of the transfer
 - 4) Determine the method for receiving the transfer value through his electronic wallet, and accordingly enter the following payment information (wallet number, choosing a payment service provider).
- g) The licensed exchange company then sends the transfer request to the relevant payment service provider attached to it all the

necessary data to implement the transfer request, which includes, at the minimum, the following:

- 1) The beneficiary's information, including the full name and the number of the electronic wallet
 - 2) The full name of the sender requesting the transfer.
 - 3) The unique reference number for the transfer request, which allows for tracking.
 - 4) The amount of the transfer and the value of the commission (if any) agreed upon according to the type of transfer, the intermediary company, and the source of the transfer, and after calculating the exchange rate commissions
 - 5) Any information or other supported data to be agreed upon between the licensed exchange company and the payment service provider for the purposes of executing the transfer request
- h) After that, the transfer request is received by the payment service provider attached to it all the data necessary to execute it and referred to in item (g) above, so that payment service provider take due diligence measures and verify all information in accordance with the standards and procedures stipulated in the effective AML / CFT Instructions before executing the payment order, verifying the transfer request data in terms of the extent to which it meets the work and compliance rules set for its approval or not, including comparing the names and fields included in the transfer request with the UN Security Council sanctions lists and the national list of terrorists, and taking the necessary measures, in particular, including freezing the funds.

- i) If the payment service provider rejects the transfer request for some reason, he notifies the licensed exchange company to reject the request with an indication of the reason for rejection, and that the rejection of the transfer request for reasons related to the requirements of AML / CFT is a reliable indicator in assessing the extent of suspicion of association. The transfer process or any of its parties to money laundering or terrorist financing and to notify AMLU immediately if suspicion exists in accordance with the form or method approved by the unit for this purpose and in line with the provisions of the effective Anti-Money Laundering and Counter-Terrorist Financing law and the relevant instructions issued pursuant thereto.
- j) The licensed exchange company, in turn, rejects the application and returns it to the party issuing the transfer in accordance with the procedures in force in particular.
- k) If the transfer request is approved by the payment service provider; he sends a one-time password (OTP) to the customer on his mobile phone number known to the payment services provider (electronic wallet number), to enable the customer to enter this number on the electronic channel of the licensed exchange company, so that the licensed exchange company provides this number to the payment service provider to verify it and authorize the payment order if correct.
- l) The payment service provider executes a debit entry with the value of the transfer request on the exchange company's electronic wallet account and executes a credit entry of that value to the electronic wallet account of the customer benefiting from the transfer; taking into account developing the necessary measures to distinguish the type of operation on the mobile payment system, stating that it is an "inward international

transfer", and then inform the licensed exchange company to implement the payment order.

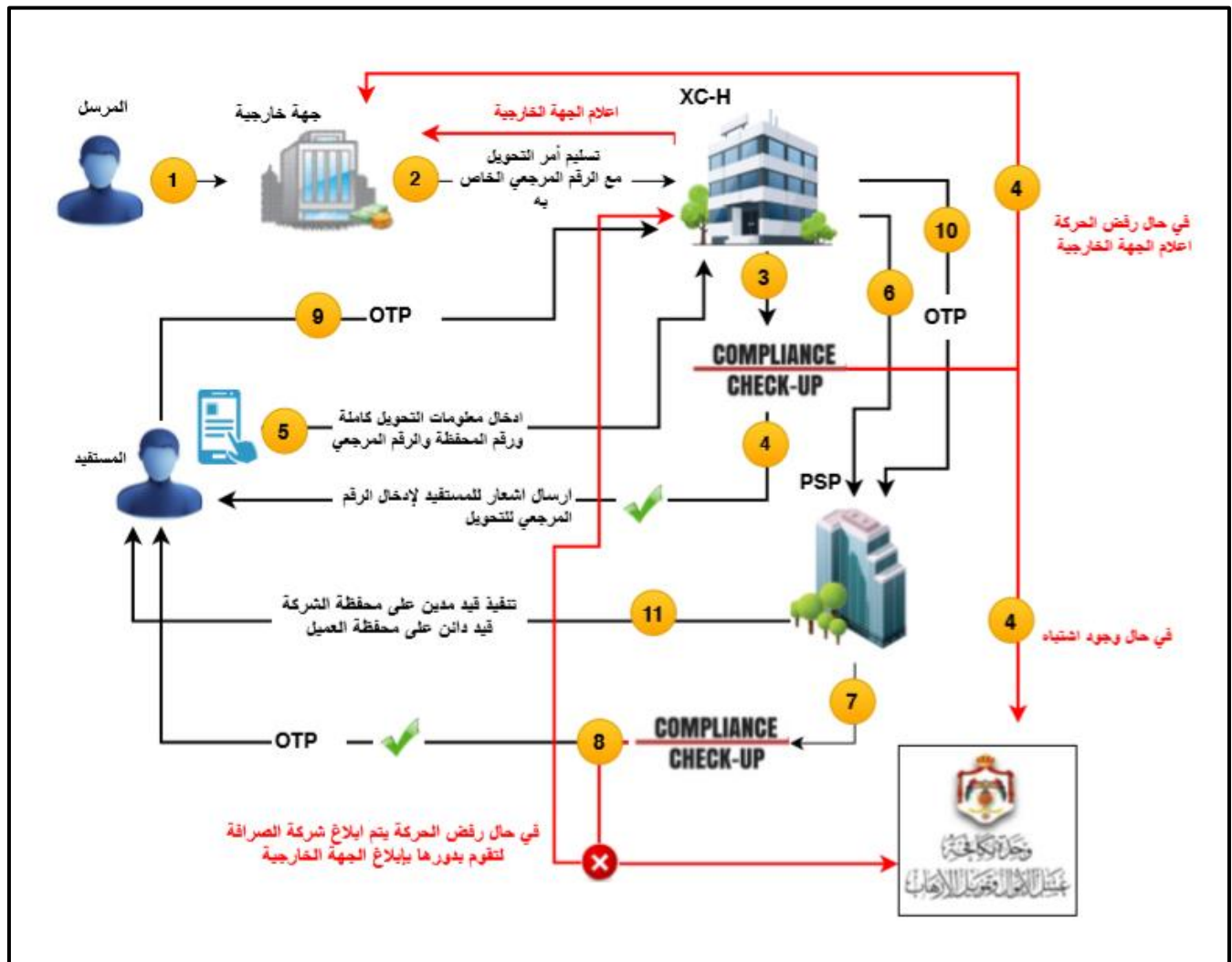


Figure No. (4): Receiving the electronic transfer through the electronic channels of the exchange company