



Number: 26/4/ 5735

Date: Ramadan 26, 1441

Corresponding to: May 19, 2020

Circular to Banks Operating in the Kingdom
Subject: Customers Account/ Electronic Money

Greetings,

Pursuant to Article (50) of the Central Bank Law and the provisions of the Financial Collateral Instructions for Electronic Payment and Money Transfer Services Companies No. (1/ 2018) regarding customers account/ electronic money for electronic payment and money transfer companies licensed under the Electronic Payment and Money Transfer Bylaw No. (111) of 2017, and in line with the government's efforts to reduce the use of paper-based transactions due to the COVID-19 pandemic, and to expedite the process of withdrawing funds from customers account/ electronic money by mobile payment service providers, the following procedures for withdrawing from customer accounts/ electronic money have been established:

- Provide the Central Bank with the names of liaison officers responsible for customers account/ electronic money for each company and their contact information (email, phone number, and job title) via the designated email of the Central Bank for withdrawal purposes: Payment.dep.studies@cbj.gov.jo.
- The liaison officers of the bank where the customer account/ electronic money account is held are contacted to provide the Central Bank with the account balance through an email sent to them.
- Upon approval of the withdrawal process by the central bank, a withdrawal approval letter will be sent to the bank responsible for the customers account/ electronic money belonging to the company via email, with a copy sent to the requesting company and the Jordanian Company for Payment and Clearing Systems to take the necessary action.

Respectfully

Governor

Dr. Ziad Fariz