



Number: 26/4/5734

Date: 26 Ramadan, 1441 AH

Corresponding to: May 19, 2020

### **Circular to Mobile Payment Service Providers**

#### **Subject: Withdrawal from Customers Account/ Electronic Money**

#### **Greetings,**

Following to our letter number 26/4/2022 received by you on 02/02/2020 regarding the procedures for withdrawing from customers account/ electronic money, and in line with government measures to reduce the use of paper transactions in light of the COVID-19 pandemic, and to expedite the withdrawal process from customers account/ electronic money, we hereby list below the amended procedures that you must follow for processing withdrawals from customers account/ electronic money:

- Provide the Central Bank with an updated list of the authorized liaison officers for withdrawal operations from customers account/ electronic money, along with their contact information (email, phone number, and job title), to the official email address of the Central Bank for withdrawal purposes:  
[Payment.dep.studies@cbj.gov.jo](mailto:Payment.dep.studies@cbj.gov.jo).
- An email is to be sent by the company's authorized liaison officers for the purpose of requesting a withdrawal from customers account/ electronic money, attaching the amount to be withdrawn and the value of the electronic money issued by the company on its systems at that moment.
- If the Central Bank approves the withdrawal process, a letter of approval will be sent to the bank responsible for the customers account/ electronic money related to the company via email, with a copy sent to both the requesting company and the Jordanian company for payment and clearing systems to take the necessary action.

If you have any inquiries, please contact the Analysis and Monitoring Division/ Oversight and Supervision on the National Payment System Department.

**Respectfully**

**Dr. Ziad Fariz**