



EDBS/KH/C/39/2018  
31<sup>st</sup> May 2018

**The Chief Executive Officers/General Manager**  
All Retail Banks and Financing Companies  
Manama,  
Kingdom of Bahrain

Dear Sirs,

**Re: Failed ATM/POS terminal Transactions Resulting in Un-Claimed Cash Resting with Licensees**

Reference is made to the CBBs Circulars ref. EDBS/KH/C/29/2018 and EDBS/KH/C/1/2018 dated 23<sup>rd</sup> April and 11<sup>th</sup> January 2018 respectively as well as the subsequent submissions of progress report by banks on the subject matter.

Based on review of the submissions by banks, the CBB is disappointed to note that some banks have not shown the seriousness and urgency in taking adequate measures for compensating all the affected customers, and the reasons given for their inability are neither justifiable nor convincing.

While reiterating the need for banks to be compliant with the above circulars, the CBB is further emphasizing the need to address the issue urgently and take the following measures:-

1. Pay all outstanding amounts with interest/profit with no further delay to customers affected by transactions on credit/debit cards issued by CBB's licensees.
2. Liaise with the Benefit Company to settle unclaimed cash relating to transactions on credit/debit cards related to GCC customers through liaising with the GCC Net.
3. Coordinate with Master/Visa/Amex or any other card scheme, to settle the outstanding unclaimed cash pertaining to transactions on credit/debit cards issued by institutions outside the GCC.

Given the importance attached to the aforesaid subject matter, banks and financing companies should note that the CBB will start imposing financial penalties related to the above failures.

Yours sincerely,

  
**Khalid Hamad**