



EDBS/KH/C/86/2018

30th December, 2018

The Chief Executive Officer/General Manager

All Retail Banks & Financing Companies

Manama

Kingdom of Bahrain

Dear Sir,

Re: Failed ATM/POS Terminal Transactions Resulting in Un-claimed Cash Resting with Licensees

Reference is made to the CBB's Directives No. EDDBS/KH/C/1/2018, EDDBS/KH/C/29/2018, EDDBS/KH/C/35/2018 and EDDBS/KH/C/39/2018 dated 11th January, 23rd April, 7th May and 31st May 2018 respectively, and to the various meetings conducted and reports submitted to the CBB on the subject matter.

Based on the monthly progress reports provided by the concerned licensees, the CBB observed that there has not been any significant progress in the process of refunding remaining amounts of cash held by some licensees to the concerned cardholders. As such, the CBB is hereby issuing the following requirements which licensees must adhere to by no later than 31st January, 2019:-

1. Licensees shall transfer all non-bank customers' unpaid transactions to the concerned issuing licensees;
2. Identifiable transactions shall be paid and returned to the rightful customers;
3. Concerned licensees shall report to the CBB the final amounts that cannot be paid, by no means, to their own customers and/or to other customers along with the breakdown of the related transactions i.e. local, GCC and international; and
4. The CBB shall be directing concerned licensees on how to deal with any funds that cannot be re-paid, in due course.

Failure to comply with the above requirements by licensees will subject them to financial penalties.

Yours sincerely,


Khalid Hamad

cc: Mr. Abdulwahid AlJanahi – CEO The Benefit Company
Dr. Waheed Al Qassim – CEO BAB