



EDBS/KH/C/72/2019  
24<sup>th</sup> September, 2019

**Chief Executive Officer**  
All Retail Banks  
All Financing Companies  
All Payment Service Providers  
Manama  
Kingdom of Bahrain

Dear Sirs,

**Subject: SMS on Failed ATM/Point of Sale (“POS”) Transactions**

Reference is made to the Central Bank of Bahrain’s (“CBB”) letter Ref. EDBS/KH/73/2019 dated 22<sup>nd</sup> April, 2019 addressed to the Bahrain Association of Banks (“BAB”) on the above subject matter.

The CBB would like to draw your attention to the complaints received from customers regarding difficulties they have encountered due to failed ATM and POS transactions.

In some instances, after making a POS payment, the customer would receive an (SMS) stating that the amount has been debited from his account, while on the contrary, the merchant receives a ‘decline’ message through the POS machine. In such cases the customer is required to make the payment by cash or other means in order to complete the payment. Also in similar instances, after conducting an ATM transaction, customers would receive (SMS) stating that the amount has been debited from the customer’s account, while in fact the transaction was not completed and the customer did not receive his/her cash.

Therefore, with the objective of alleviating customers inconvenience, all licensees are required to ensure that such anomalies are rectified and amounts which are wrongly debited are reversed immediately, and the affected customers are informed accordingly through SMS.

Yours faithfully,

  
**Khalid Hamad**

cc: Bahrain Association of Banks  
cc: External Auditors