



EDBS/KH/C/43/2016
16th October 2016

Chief Executive Officers/General Managers

All Conventional Bank Licensees

Manama

Kingdom of Bahrain

Dear Sir,

Subject: Serving the Disabled Customers

This is with reference to the CBB circular dated 11th May 2016 and the CBB Rulebook BC-11 titled "Measures and Procedures for Services Provided to Disabled Customers by Bahraini Retail Banks". Further reference is made to BC-11.1.15 requiring all Bahraini retail banks to ensure specialized training for their staff to handle disabled customers.

Please be informed that the BIBF has developed an awareness program for bank staff to help train them in serving disabled customers. This program, titled "Serving the Disabled Customer: An Awareness Program" meets the requirements of the CBB.

Yours faithfully,


Khalid Hamad