



EDFIS/C/018/2022
29th June 2022

The Chief Executive Officer/General Manager
All Insurance Firms
Manama
Kingdom of Bahrain

Dear Sir/Madam,

**Re: Survey on the Initiative of Assigning the Mutually Resolved Minor Accidents
to Insurance Firms**

Reference is made to the General Directorate of Traffic project of assigning the mutually resolved minor accidents to the insurance companies, and as part of the Central Bank of Bahrain's (CBB) ongoing initiatives towards enhancing clients' experience by evaluating their feedbacks.

All insurance firms providing motor insurance policies are requested to direct all clients who have experienced the process of mutually resolved minor accidents to the CBB's website, in order to complete the above survey.

Insurance companies should inform their clients about the survey's availability via SMS messages.

Yours faithfully,

Abdul Rahman Al Baker