



EDFIS/C/019/2021
9th March 2021

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

Dear Sir/Madam,

**Re: Updating of Vehicle Insurance Policy in
the General Directorate of Traffic System**

Reference is made to the Central Bank of Bahrain (CBB) Circular No. EDFIS/C/008/2016 dated 19th January 2016, a copy of which is attached, requesting all insurance firms to adhere to the guidelines detailed in the above Circular.

The CBB wishes to draw your attention to the recent increases in complaints received through "Tawasul" portal from the policyholders that their vehicle insurance policies have not been updated in the General Directorate of Traffic (GDT) system, due to the fact that some insurance firms have not updated the GDT's system instantly, including those policies issued and/or renewed by insurance brokers. As a result, the Vehicle Registration/Renewal process cannot be completed through the eGovernment Portal due to the above issues.

Therefore, all insurance firms are required to adhere to the following:

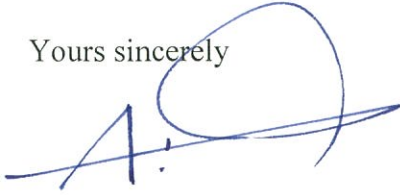
- To ensure that GDT's system is updated immediately and without delay; and
- To make the necessary arrangement with their insurance brokers and appointed representatives (Agent) in order to have access to your company's system to ensure that information of the policies is instantly updated in the GDT's system.

Therefore, you should immediately ensure that no vehicle insurance policy issued or renewed by insurance broker and/or appointed representative, without having the necessary arrangement mentioned above.

Failure to comply with this directive will result in taking enforcement measures, including imposing financial penalties by the CBB in accordance with Article (129) of the CBB Law.

Should you have any queries in respect to the matter referred to herein, please do not hesitate to contact Mrs. Elham Taleb – Director of Insurance Directorate on Tel: 17547303 or e-mail: elham@cbb.gov.bh.

Yours sincerely



Abdul Rahman Al Baker



EDFIS/C/008/2016
19th January 2016

The Chief Executive Officer
All Insurance Firms
Manama
Kingdom of Bahrain

Dear Sir,

Sharing of Data on Vehicle Insurance Policy with the General Directorate of Traffic

The Central Bank of Bahrain (CBB) would like to inform all insurance firms that eGovernment Authority in collaboration with General Directorate of Traffic (GDT), have developed a bundle of e-services for registration of vehicles electronically.

In order to facilitate the use of such eGovernment Portal, the insurance firms are required to follow the guidelines as laid down below:

- a) All vehicle insurance policies, both new and renewal must be transferred electronically to the GDT information system instantly after the issuance by the insurance firm.
- b) All necessary technical changes and amendments required to the information systems must be performed by the insurance firm to integrate with the GDT information systems, in order to streamline the vehicle registration/ renewal process.
- c) The insurance firm must notify the customer (via email or SMS) once the issued policy is transferred successfully to the GDT information system.

The eGovernment Authority will provide the insurance firms with the necessary technical tools (e.g. web service) required to perform the data transfer. Furthermore, the eGovernment Authority in collaboration with the GDT will provide advice and consulting on the web service integration process to the insurance firms, upon their request. Please don't hesitate to contact Mr. Mohammed Al Qaed, the CEO of eGovernment Authority on Telephone No. 17388332 in this regard.

The CBB requests all insurance firms to adhere to the above, starting 3rd April, 2016.

Yours faithfully,

Abdul Rahman Al Baker