



EDBS/KH/C/1/2018
11th January, 2018

The Chief Executive Officer/General Manager
All Retail Banks and Financing Companies (Licensees)
Manama
Kingdom of Bahrain

Dear Sir/Madam,

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

It has come to the CBB's attention that some licensees are holding un-claimed cash balances that are due to other licensees' customers, which have accumulated over a number of years, as a result of various types of transactions taking place including, but not limited to, those using debit/credit cards as follows:-

- a) Customers attempting to withdraw cash from another banks' ATMs (other than the card issuing bank) where the other banks' ATMs (acquiring banks) failed to dispense the requested cash whereas customers' accounts were debited and the customers did not claim a refund; and/or
- b) Customers attempting to pay using their debit/credit cards at POS terminals or with merchants accepting online payments but data transmission failed (due to transaction time out) and as such the subject transactions were not completed whereas customers' accounts were debited.

In light of the above, the CBB hereby requests all licensees to provide the CBB with a report detailing the total number of affected customers where failed transactions resulted in un-claimed cash balances at each respective licensee, the total amount outstanding for such transactions over the years, the accounting treatment being used for such transactions and, last but not least, any measures taken to prevent recurrence of such transactions. In addition, licensees are requested to inform the CBB as to whether they are able to specify the names of affected customers to whom such un-claimed funds belong to. The report should be submitted no later than 15th February, 2018.

Yours faithfully,


Khalid Hamad