



EDBS/KH/C/19/2015
20th May 2015

Chief Executive Officer
All Retail Banks
Manama, Kingdom of Bahrain

Dear Sir,

**Consultation: Proposed Amendments to the Operational Risk
Management Module (OM) for Banks**

As part of the CBB's objective to protect customers' confidentiality, the Central Bank of Bahrain (CBB) is proposing some amendments to Module OM (Operational Risk Management), Volumes 1 and 2, specifically the "Outsourcing" Chapter OM-3, by introducing rules related to outsourcing of services containing customers' information.

Furthermore, and due to the increased importance of ATMs security, the CBB is proposing, additional developmental requirements with regard to ATMs security which are in line with the best international practices as part of "Security Measure for Banks", Chapter OM-6.

The proposed amendments to Module OM shall be available on the CBB website (www.cbb.gov.bh) under the "open consultations" section.

The CBB requests all retail banks to provide their comments, including 'nil comments' on these proposed amendments.

In order for the CBB to assess the current practices related to the outsourcing of services containing customer information, all retail banks are required to fill the attached "List of Outsourced Services Containing Customer Information" table as of 30th April 2015.

Responses must be sent electronically to "consultation@cbb.gov.bh", by 30th June 2015

Yours faithfully


Khalid Hamad

cc: Mr. Waheed Al Qasim, Bahrain Association of Banks

