



OG/37/2024
31st January 2024

Chief Executive Officer

All Retail Banks
Payment Service Providers
Card Processing Licensees
Money Changers
Insurance Firms
Crypto-asset licensees
Self Regulatory Organisations (SROs)
Manama
Kingdom of Bahrain

Dear Sir/ Madam,

Consultation: Methods of Notifications to Customers

As part of the CBB's efforts to take into account advancements in technology and changes in consumer behaviour, the CBB is proposing to require all licensees, to whom this circular is addressed, to introduce a variety of secure methods of notifications to customers in respect of transactions and changes in their accounts.

Such methods could include in-app notifications, email, SMS, etc. The proposed criteria to be met by the licensees in this regard include the following:

- a) Make available to its customers a variety of secure notification methods for them to select the method of their choice;
- b) Provide the customer the ability to digitally switch between the methods (for example, while he travels);
- c) The transaction notification (OTP) must be shown onscreen for auto-input, i.e. without the need to switch apps to see the OTP; and
- d) Make available to its customers the option to select the preferred language for any notification.

The proposed requirements will be available on the CBB's website (www.cbb.gov.bh) under the "open consultations" section.



The CBB requests all licensees, to whom this circular is addressed, to provide their comments, including “nil” comments in an editable format to consultation@cbb.gov.bh by 13th February 2024.

Yours faithfully,

Rasheed M. Al-Maraj
Governor

cc: Bahrain Association of Banks
Bahrain Insurance Association