Date: 24-6-2002
letter no. (ت/151/2002)
To: All member banks in NAPS
Subject: Response to Claims of NAPS Reconciliations within Limited Time

With reference to QCB’s letter no. (ت/208/1998) dated 6/5/2008 concerning fines paid by banks which are members in NAPS and violate the NAPS manual and systems, banks shall comply with the following:

**First:** In case of claims of NAPS Reconciliations for error reasons, especially in the following cases:

1- Customers complaint on non-successful withdrawal transactions.
2- Claims on the acquirer banks for withdrawal transactions that are successfully conducted and the cash reversals are wrongly conducted.

Banks that are members in NAPS are required to accept or reject the claims within 3 working days as from the date of the claim receipt.

**Second:** The card issuer bank shall refund the returned amount to the customer’s account within 24 hours against the claim amount that are debited from the acquirer bank and credited to the issuer bank.

If banks do not comply with above-mentioned instructions, QCB shall impose a financial penalty.

Abdullah Khalid Al-Attiyah
The Governor