



Supervision and Control of Financial Institutions  
Division

**Date: 24-3-2020**

**Circular no.: 4/2020**

**To: All Exchange Houses operating in Qatar**

**Subject: Procedures taken to combat the spread of Covid-19**

Within government's efforts to combat the spread of COVID-19 virus, to continue performing QCB's responsibilities, QCB requires the financial institutions to comply with the precautionary measures and take the necessary actions in this regard, and to comply with the payment of salaries to all employees in time, and enabling them to transfer their money without any delay; QCB decides that all banks and exchange houses must comply with the following:

- 1-Set work plans to work remotely through the electronic services and KIOSKs.
- 2-Cancel all fees and commissions charged for using payment systems between banks and exchange houses in Qatar.
- 3-Communicate with customers of commercial companies (whether registered or not under the Wages protection system WPS) and ask them, if they desire, to make lists of names of their staff desiring to transfer money to their countries, including the details of each transfer. These companies shall transfer the salary amount on behalf of their staff. The sender's name during the transfer must be the same name of the employee requesting for transfer not the name of the company where he works. Banks and exchange houses may not conduct any transfer unless they receive the lists of names signed by the company's owner.
- 4-Obtain QCB non-objection on E-KYC system before registering customers for the first time.
- 5-Provide money transfer service through ATM machines.

Horizontal Supervision and Control Department  
Regulations and Policies Section

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6-Provide money transfer service through applications on mobile phones for all customers regardless to the amount of the salary.

7-Promptly announce the available electronic services provided by the financial institutions in different language and through all possible means of information so as to reach all customers.

8-No fees or commissions shall be charged on external transfers while the fees and commissions charged by the outside correspondent shall be collected if any, otherwise, no fees or commissions shall be collected from customers on money transfer transactions.

**These instructions shall be effective for six months from the date of issuance.**

**Abdullah Bin Saud Al-Thani**

**The Governor**