

Frequently Asked Questions (Fawri+, Fawri and Fawateer services)

Fawri+, Fawri and Fawateer are online payment services introduced under the Electronic Funds Transfer System (EFTS) in the Kingdom of Bahrain. Through **Fawri+**, a bank customer (of a participating bank) can make Account-to-Account fund transfers in BHD, in near real time, to a customer of another participating bank. **Fawri** service allows payments that are processed as a batch and **Fawateer** facilitates electronic bill presentment and payment.

Fawri+, Fawri & Fawateer services allow you to complete most of your payment transactions conveniently, in a secure and cost-effective manner compared to traditional channels. Most importantly, Fawri+ transactions enable almost immediate transfers (in BHD) along with SMS confirmations to both the transferring customer as well as the beneficiary.

These services can be accessed through the Standard Chartered Online Banking or through any of the Bank's branches.

1. What are the types of services enabled through EFTS?

Currently, the following inter-bank payment services are available:

- i) Fawri+ (near real time single Customer credit fund transfers in Bahraini Dinar only)
- ii) Fawri (Direct Debit and direct credit (single and multiple) Customer payments on a deferred net settlement basis)
- iii) **Fawateer** (electronic bill presentment and payment)

2. What are the requirements to be able to use these services?

- a) Both you and your beneficiary must be a customer of a bank that is participating in the scheme
- b) For the Direct Debit service, a one-time mandate must be given by you to the biller, to allow collection of Direct Debit payments by debiting your specified account

3. What is Fawri+ fund transfer?

- A service that allows you to make low value IBAN to IBAN credit Fund Transfers
- Your designated account is debited and Beneficiary account is credited, with a confirmation via SMS within 30 seconds both to you and your beneficiary.
- You can make multiple Fawri+ transactions in a day, subject to a maximum daily value limit of BD 1,000 per IBAN
- Fawri+ fund transfer instructions cannot be cancelled

For Fawri+ payments, the beneficiary's IBAN number (it should be in a bank that is participating in the scheme) and the payment amount should be mandatorily provided.

4. What is Fawri fund transfer and what payments are allowed under Fawri?

Fawri payments are not immediate – your instructions are processed as a batch minimum twice a day at stipulated times on Business Days. Direct Debit payments and direct credit payments can be processed under Fawri. Fawri transaction instruction can be cancelled, upto 1 hour before the stipulated processing time.

4. a) Fawri Direct Credits

Through Fawri service, you can make direct credit fund transfers (including standing instructions authorised in advance to recur at regular intervals). These include future dated direct credits (up to 14 calendar days).

For these transactions, Fawri fund transfer instructions with the required information will be required, like:

- Amount
- IBAN of the Beneficiary Customer
- Payment due date

4. b) Direct Debits through Fawri

Fawri Direct Debit Payments can be used to make recurring or one-off payments where you give a mandate to authorize your bank to debit your account to make payments towards bills submitted by your creditor (e.g., telecom companies, utility payments)

5. The timings for Fawri service is as follows:

1st session: Cut off time for customers: 7.45 am Settlement time: 9.00 am

2nd session: Cut off time for customers: 12.15 pm Settlement time: 2.00 pm

6. Fawateer Electronic Bill Presentment and Payment

Through this system, you can enquire, access and pay single or multiple bills to billers registered with the program by selecting the biller or entering the biller's ID, Customer's ID and any additional information as required by the biller.

7. Charges

a) Fawri + payments

Payments up to BD100: Free

Payments above BD 100 (up to BD 1,000): 100 fils per transaction

b) Fawri payments

Direct credit (salaries): 5 fils per transaction

Direct credit (other than salaries): 100 fils per transaction

c) Fawateer payments (bill payments): Free (through electronic channels)