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BOSNA I HERCEGOVINA  
FEDERACIJA BOSNE I HERCEGOVINE  
AGENCIJA ZA BANKARSTVO  
FEDERACIJE BOSNE I HERCEGOVINE

Sarajevo, 06.04.2020

***Subject: Public announcement***

Dear all,

On 30.03.2020, the FB&H Banking Agency has sent to all banks seated in the Federation of Bosnia and Herzegovina a Recommendation for temporary actions related to disbursement of pensions and other social benefits during the movement restriction for persons over the age of 65.

In this way, for purpose of informing the public, especially recipients of pensions and other social benefits, we convey the original body text of the said Recommendation:

“Pursuant to the decision by the Federation of B&H Government declaring the state of disaster caused by emergence of the corona virus (COVID-19) in the FB&H No. 408/2020 of 16.3.2020 and the Order by the FB&H Department of Civil Protection No. 12-40-6-148-34/20 of 20.3.2020, a movement restriction was imposed over persons below the age of 18 and over the age of 65 in the territory of FB&H.

By enactment of the said measures, persons ages 65 and older (being recipients of local and foreign pensions and other social benefits via commercial bank accounts), as well as users of pensions and other social benefits to whom the competent authority has issued the self-isolation order (hereinafter jointly: the Recipients), have had difficulties accessing their own funds on accounts with banks.

This especially refers to the Recipients who have not previously authorised other persons to dispose with their account funds or who have authorised persons ages 65 and above, as well as Recipients not holding a payment card or whose cards have expired.

Accordingly and considering extraordinary circumstances and a very difficult situation in the overall society caused by COVID-19, banks need to ensure continuity of disposal of account funds of Recipients, all of course within their competencies. Therefore, banks need to arrange temporary methods how to ensure cash disbursement from the said accounts.

In this context, during validity of the movement restriction for the Recipients, banks may use the following methods for cash disbursements from Recipients' accounts:

- Cash disbursement related to pension and social benefits are to be performed on the bank premises to an authorised person subject to a one-off authorisation to the said person to withdraw a specified amount of funds from the Recipient's current, sight or foreign currency account (hereinafter: the Authorisation).

The Authorisation can be provided on the form being integral part of this Recommendation (Attachment 1) or on a free handwritten form, in which case the authorisation must contain

all data from the Attachment 1 and denote the exact cash amount to be disbursed to the authorised person from the Recipient's account.

The Authorisation does not have to be certified by competent authorities and the bank shall check the authenticity / contents of the Authorisation by relevant communication means (e.g. by phone, etc.) and therein inquiry with the Recipient as to the first and last name of the Authorisation holder. We recommend for the bank employee to make brief notes of the status of the call and keep this with the payment slip.

The disbursement of pensions and other social benefits shall be made to the Authorisation holder subject to this person handing over to the bank such Authorisation and showing identification documents of both, himself/herself and the Recipient. For Recipients being issued with a self-isolation order by competent authorities, the Authorisation holder shall also enclose to the Authorisation the original form of such self-isolation order.

The Authorisation issued by the Recipient is one-off and is valid for one transaction only. In this way, account funds can be withdrawn one time only.

As an exception and subject to a telephone communication with the bank, the Recipient may reject for the funds to be disbursed in such a manner..

In addition to this method, bank may ensure other means of cash disposal by Recipients, i.e. by issuing debit cards free of charge for vulnerable population groups or possibly find other modalities to disburse pensions and other social benefits.

At any given time, banks shall exercise all due care in preventing any possible misuses, all for purpose of protecting its interest and interests of Recipients. The Bank may not communicate the Recipient's account balance to the Authorisation holder.

For purpose of adequate, timely and transparent actions, banks shall inform the Recipient of this via regular communication channels and designate a special telephone line through which Recipients can receive all necessary information.

This Recommendation has been issued for purpose of mitigating economic consequence of COVID-19 and banks may implement this only during validity period of the measures declared by competent institutions and bodies regarding movement restriction for certain population categories.”

## FB&H BANKING AGENCY

## Authorisation for withdrawal of pension/social benefit funds

I, \_\_\_\_\_, \_\_\_\_\_,  
(first and last name) (NIN)

\_\_\_\_\_ seated in: \_\_\_\_\_,  
(personal document No.) (address and city/town)

contact telephone: \_\_\_\_\_,  
(telephone No.)

### hereby grant authorisation to:

\_\_\_\_\_, \_\_\_\_\_,  
(first and last name) (NIN)

\_\_\_\_\_ seated in: \_\_\_\_\_,  
(personal document No.) (address and city/town)

contact telephone: \_\_\_\_\_;  
(telephone number)

### to withdraw from my account held with:

\_\_\_\_\_,  
(name of the bank)

a cash amount of: \_\_\_\_\_

\_\_\_\_\_.  
(amount in currency: BAM, EUR or alike, n numbers and in letters)

**Note:** This is a one-off authorisation.

In \_\_\_\_\_, on \_\_\_\_\_. \_\_\_\_\_.2020  
(place)

**Authorisation issued by:**

\_\_\_\_\_  
(signature equivalent to the one on the personal document)