



جمعية البنوك في الأردن
ASSOCIATION OF BANKS IN JORDAN



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Key Developments in Jordan's Banking Sector, 2018

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His Majesty The King
Abdullah II bin Al-Hussein



His Royal Highness Prince
Al-Hussein bin Abdullah

Our Vision

To maintain our leadership as one of the most efficient association of banks in the region by providing services to member banks so as to uphold their capabilities and enable them to maximize their contribution towards achieving sustainable development in the Kingdom.

Our Mission

We seek to upgrade and advance the banking business by keeping the interests of member banks and achieving the highest levels of coordination between them and with the other partners. We aspire to develop the process of delivering and updating banking services as well as deepening the understanding of banking functions and norms besides pursuing unified systems and measures for this purpose.

Our Values

- **Collaboration:** We work with members in a team spirit for serving the society and the national economy
- **Development and modernism:** We seek to upgrade the methods of delivering the banking services in accordance with the best international practices.
- **Innovation and distinctiveness:** We inspire innovative ideas that serve the members and marks their services with quality and distinctiveness.
- **Integrity and transparency:** Transferring of knowledge and exchanging information in accordance with the highest degrees of integrity and transparency
- **Professionalism:** We practice our work with a high professionalism, comprehensive coverage and full vigilance to all what happens in the Jordanian, Arab and international banking environment.
- **Credibility:** We abide by accuracy and reliability and we verify our sources of information with high precision.
- **Continuity in training:** We endeavor to elevate the academic and practical levels as well as keeping up with all what is new in the banking and financial areas.

Board of Directors Association of Banks in Jordan

The ABJ's Board of Directors consisted of the following excellencies as at the end of 2018:

- HE. Hani Qadhi, Arab Jordan Investment Bank, Chairman;
- HE. Mohammad Musa Daoud, Jordan Ahli Bank, Vice-Chairman;
- HE. Ne'meh Sabbagh, Arab Bank, Member;
- HE. Ammar Safadi, Housing Bank for Trade and Finance, Member;
- HE. Musa Shehadah, Jordan Islamic Bank, Member;
- HE. Kamal Bakri, Cairo- Amman Bank, Member;
- HE. Montasser Dawwas, InvestBank, Member;
- HE. Dr. Adnan A'raj, Blom Bank, Member;
- HE. Miss Noor Jarrar, Citi Bank, Member;
- HE. Dr. Maher Sheikh Hassan, Central Bank of Jordan, observer.

General Director:

Dr. Adli Kandah

Members

Membership in the Association is mandatory for all Jordanian banks and branches of non-Jordanian banks operating in Jordan. Membership in the Association at the end of 2018 comprised the following banks:

First: Jordanian banks

#	Member Name	Established in	Website
1	Arab Bank	1930	www.arabbank.com.jo
2	Jordan Ahli Bank	1956	www.ahli.com
3	Cairo Amman Bank	1960	www.cab.jo
4	Bank of Jordan	1960	www.bankofjordan.com
5	The Housing Bank for Trade & Finance	1974	www.hbtf.com
6	Jordan Kuwait Bank	1977	www.jordan-kuwait-bank.com
7	Arab Jordan Investment Bank	1978	www.ajib.com
8	Jordan Commercial Bank	1978	www.jcbank.com.jo
9	Jordan Islamic Bank	1978	www.jordanislamicbank.com
10	Investbank	1989	www.investbank.jo
11	ABC Bank	1989	https://www.bank-abc.com/world/Jordan
12	Bank Al-Etihad	1991	www.bankaletihad.com
13	Societe General - Jordan	1993	www.sgbj.com.jo
14	Capital Bank	1996	www.capitalbank.jo
15	Islamic International Arab Bank	1997	www.iiabank.com.jo
16	Safwa Islamic Bank	2009	www.safwabank.com

Second: Non-Jordanian banks

#	Member Name	Established in	Website
1	Egyptian Arab Land Bank	1951	www.arakari.com.jo
2	Rafidain Bank	1957	www.rafidain-bank.org
3	Citi Bank	1974	www.citibank.com/jordan
4	Standard Chartered Bank	2002	www.standardchartered.com
5	Bank Audi	2004	www.bankaudi.com.jo
6	National Bank of Kuwait - Jordan	2004	www.nbk.com
7	BLOM Bank	2004	www.blom.com.jo
8	Al-Rajhi Bank	2011	www.alrajhibank.com.jo

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Chairman of the Board of Directors' Foreword

Jordanian banking sector registered significant achievements and noticeable progress on all fronts in 2018, thus drafting yet another success story in its track record of achievements.

Indicators of banks operating in Jordan showed tangible growth in 2018. Assets grew by 3.7%, reaching JD50.9 billion; deposits rose by 2.0%, reaching JD33.85 billion; and, credit facilities granted by banks rose by 5.6%, to amount JD26.11 billion.



Financial strength indicators of banks operating in Jordan show that banks have been able to maintain their strength and stability during 2018. The percentage of non-performing loans amounted to 4.9%, which is low and within safe levels in general. Furthermore, this percentage reflects the increased quality of banks' assets, especially in light of the rise in the coverage ratio, which reached 79.3% at the end of 2018, and the fall down in the uncovered proportion of non-performing loans, which accounts for mere 4.2% of shareholders' equity.

Capital adequacy ratio in banks reached 16.94%, which is comfortably higher than the ratio set by the CBJ (12%), as well as the ratio of Basel Committee (10.5%).

Liquidity ratio in banks reached 131.9% at the end of 2018, which is also higher than the minimum limit required by the CBJ (100%).

As for profitability indicators, banks operating in Jordan realized a 1.2% of return on assets (ROA), while the return on equity (ROE) reached 9.6%.

As we reiterate our pride in our Jordanian banking sector and its distinguished performance in 2018, we extend our gratitude and appreciation to all banks working in Jordan represented by their boards of directors, executive managements and all their personnel for the great efforts exerted in 2018. We also stress that Jordanian banking sector will continue to perform its pivotal role in backing and reinforcing the comprehensive and sustainable development process in the kingdom.

Hani Al Qadi

Chairman of the Board of Directors

Statement of the General Director

I am glad to present to you the first issue of **Key Developments in Jordan's Banking Sector, 2018**, which includes a vast array of data, information and banking indicators of banks operating in Jordan during 2018 as a whole as well as the individual levels.

The report contains a summary of the most important banking developments in Jordan in 2018 and discusses branching of banks operating in the kingdom. It also handles the most important indicators of banks listed at Amman Stock Exchange (ASE), highlighting the issue of check clearing and the interest rate structure in Jordan.

The report also includes the comparative performance analysis of banks operating in Jordan in 2018 , and reviewed the main new banking services introduced in 2018 by banks operating in Jordan, in addition to some indicators of human resources in banks.

Issuance of this report is yet another evidence of the ABJ's keenness on the constant upgrading all its publications. Data and information highlighted in this report used to be chapters or sections of the ABJ's annual report.

So, as of the current year, the ABJ decided to split the annual report into two reports. The first report was an annual report of the ABJ, covering its activities, work and financial statements of the year before. The afore- mentioned report would be issued earlier, during the first quarter of the year after for the purposes of the ABJ's general assembly meeting. The second report is restricted to covering the key developments in the banking sector in Jordan, after all required data are collected from and completely endorsed by member banks.

The ABJ will continue to publish both reports as part of its annual publications, making sure that they are developed and upgraded from time to time to cope with developments and transformations in the local and global banking arenas.

We are hopeful that this report would be able to reflect the bright picture of the Jordanian banking sector and be beneficial to those concerned and to all stakeholders.



Dr. Adli Kandah

Director General



Chapter One

Jordanian Banking

Developments in 2018

Banking indicators of banks operating in Jordan experienced tangible developments in 2018, reflecting the strength and soundness of the Jordanian banking system and its capability to have sustainable growth throughout the years; an evidence of its stability. In this chapter, we will address the most important monetary and banking indicators and their developments in 2018, and the developments in the financial soundness indicators.

1. Developments in the assets/ liabilities of banks operating in Jordan

The total balance of assets/ liabilities of licensed banks registered at the end of 2018 a rise of JD1815 million compared with 2017, a growth rate of 3.7%, thus reaching JD50.92 billion, compared with JD49.10 billion at the end of 2017.

The growth in total assets of banks in 2018 was due to the rise in domestic assets, with a value of JD1925 million, and a decline in foreign assets by approximately JD110 million.

A. Domestic Assets

Domestic assets of licensed banks grew at the end of 2018 by JD1925.1 million, or by a percentage of 4.43% compared with their level at the end of 2017. Thus making the balance of local assets at licensed banks reach JD45.37 billion, compared with JD43.44 billion at the end of 2017. Therefore, domestic assets accounted for 89.1% of total assets compared with 88.5% at the end of 2017.

The rise in domestic assets is due to the rise in debts on the private sector (resident) by about JD1183.9, or with a percentage of 5.3%, reaching JD23.69 billion at the end of 2018, in addition to the rise in debts on the public sector by about JD888.2 million, with a percentage of 8.6%, reaching JD11.18 billion at the end of 2018.

The balance of other assets increased by approximately JD569 million, or a percentage of 15.6%. Debts on financial institutions rose by JD68.5 million (22.6%), and foreign currency balances at the CBJ increased by JD17.4 million (2.1%).

The item of reserves went down by approximately JD802 million, or 13.7%, reaching JD5048.5 million, compared with JD5850.5 million at the end of 2017, due to the decrease in banks' balances in Jordanian dinar at the CBJ by JD798 million (14.9%).

B. Foreign Assets

Foreign assets of licensed banks decreased by JD109.8 million (1.94%) at the end of 2018 compared with the end of 2017, thus the foreign assets' balance of licensed banks reached JD5551.9 million, compared with JD5661.7 million at the end of 2017. Therefore, foreign assets came to account for 10.9% of total assets in 2018, compared with 11.5% at the end of the year before.

The decline in foreign assets is a result of the decline in balances at banks abroad by JD228.1 million (5.61%); securities portfolio (non-resident) by JD16.7 million (2.2%); and the decline in other foreign assets by JD60.2 million, or 43.7% of their level at the end of 2017. On the other hand, the item of cash on hand in foreign currencies increased by JD40.1 million or 19.9%, in addition to the rise in credit facilities granted to the private sector (non- resident) by JD155.1 million or 31%.

Table (1)
Consolidated Balance Sheet of Licensed Banks

JD Million	2017	2018	Change	Change Percentage (%)
Assets				
Foreign Assets	5661.7	5551.9	-109.8	-1.94 %
Cash in Vaults (In Foreign Currencies)	201.6	241.7	40.1	19.89 %
Balances with Foreign Banks	4064.8	3836.7	-228.1	-5.61 %
Portfolio (Non-Resident)	757.2	740.5	-16.7	-2.21 %
Credit Facilities to Private Sector (Non-Resident)	500.2	655.3	155.1	31.01 %
Other Foreign Assets	137.9	77.7	-60.2	-43.65 %
Domestic Assets	43440.8	45365.9	1925.1	4.43 %
Claims on Public Sector	10292.6	11180.8	888.2	8.63 %
Claims on Private Sector (Resident)	22502.9	23686.8	1183.9	5.26 %
Claims on Financial Institutions	302.9	371.4	68.5	22.61 %
Reserves	5850.5	5048.5	-802	-13.71 %
Deposits with CBJ in Foreign Currencies	840.1	857.5	17.4	2.07 %
Unclassified Assets	3651.8	4220.9	569.1	15.58 %
Total of Assets	49102.5	50917.8	1815.3	3.70 %
Liabilities				
Demand Deposits	8444.5	7952.7	-491.8	-5.82 %
Public Non-Financial Institutions	30.4	26.7	-3.7	-12.17 %
Municipalities and Village Councils	21.6	25.3	3.7	17.13 %
Non-Banking Financial Institutions	64.2	111.0	46.8	72.90 %
Social Security Corporation	66.5	73.4	6.9	10.38 %
Private Sector (Resident)	8261.8	7716.3	-545.5	-6.60 %
Time and Saving Deposits	20161.6	21106.4	944.8	4.69 %
Public Non-Financial Institutions	220.0	219.0	-1.0	-0.45 %
Municipalities and Village Councils	58.2	50.7	-7.5	-12.89 %
Non-Banking Financial Institutions	245.3	279.2	33.9	13.82 %
Social Security Corporation	983.6	1329.3	345.7	35.15 %
Private Sector (Resident)	18654.5	19228.2	573.7	3.08 %
Foreign Liabilities	6799.1	7334.9	535.8	7.88 %
Central Government Deposits	955.9	946.8	-9.1	-0.95 %
Credit From CBJ	527.4	753.8	226.4	42.93 %
Capital Accounts & Allowances	7564.2	7865.8	301.6	3.99 %
Unclassified Liabilities	4649.8	4957.4	307.6	6.62 %
Total of Liabilities	49102.5	50917.8	1815.3	3.70 %

Source: Central Bank of Jordan, Monthly Statistical Bulletin.

2. Assets and Liabilities in Foreign Currencies

Assets of licensed banks in foreign currencies increased from JD 10.16 billion in 2017 to JD 10.69 billion in 2018. This is an increase of 5.2% compared with the year before. This rise is due to the rise in the item of securities portfolio by JD 487.7 million (25.9%) and the increase in credit facilities by JD 316 million (12.5%). While the item of balances with banks decreased by JD 368.5 million (8.3%).

Table (2)

Foreign Currency Assets of Licensed Banks

JD Million	2017	2018	Change	Change Percentage (%)
Cash in Vaults	201.6	241.7	40.1	19.89 %
Balances with CBJ	840.1	857.5	17.4	2.07 %
Balances with Banks	4454.5	4086.0	-368.5	-8.27 %
Portfolio	1883.6	2371.3	487.7	25.89 %
Credit Facilities	2524.5	2840.5	316.0	12.52 %
Other	259.6	294.4	34.8	13.41 %
Foreign Currency Assets	10163.9	10691.4	527.5	5.19 %

Source: Central Bank of Jordan, Monthly Statistical Bulletin

Liabilities of licensed banks in foreign currencies rose by about JD 993.7 million to reach JD 11.25 billion in 2018. This is an increase of 9.7% from the year before.

Table (3)

Foreign Currency Liabilities of Licensed Banks

JD Million	2017	2018	Change	Change Percentage (%)
Customers' Deposits	7555.5	8180.5	625.0	8.27 %
Central Government	121.1	122.9	1.8	1.49 %
Public Entities	21.3	42.4	21.1	99.06 %
Non-Banking Financial Institutions	17.0	27.9	10.9	64.12 %
Private Sector	7396.1	7987.3	591.2	7.99 %
Cash Margins	432.5	519.6	87.1	20.14 %
Deposits of Banks	1957.6	2190.3	232.7	11.89 %
Other	313.9	362.8	48.9	15.58 %
Foreign currency liabilities	10259.5	11253.2	993.7	9.69 %

Source: Central Bank of Jordan, Monthly Statistical Bulletin

3. Capital, Reserves and Provisions

Capital, reserves and provisions of banks operating in Jordan grew by 4% in 2018, to reach JD 7865.8 million compared with JD 7564.2 million at the end of 2017.

4. Credit Facilities Granted by Licensed Banks

The outstanding balance of the total credit facilities granted by licensed banks rose from JD 24.74 billion by the end of 2017 to JD 26.11 billion by the end of 2018. This is an increase of JD 1375 million, or a percentage of 5.56%.

Credit facilities granted by banks operating in Jordan were mainly loans and advances, which represent almost 65% of total credit facilities. Islamic banks' receivables represented 21.7% of total facilities. Overdrafts represented 10.9%, while discounted bills and bonds represented 0.9%. It is noteworthy that credit cards represented only 0.6% of total granted credit facilities.

Table (4)

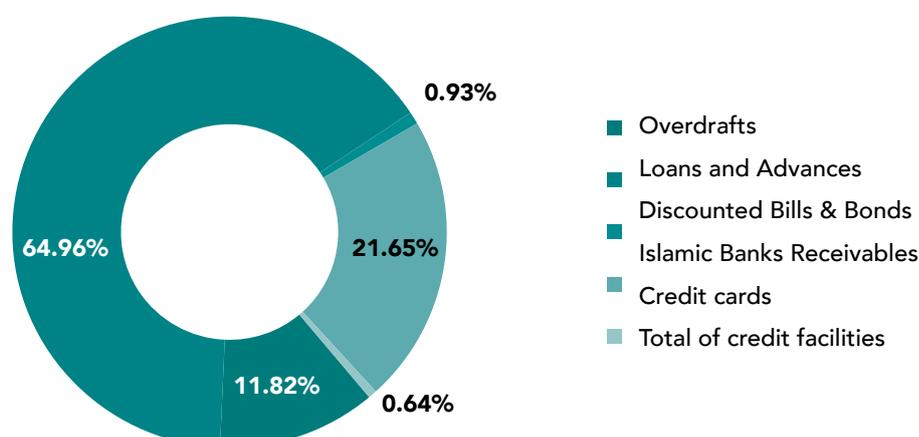
Distribution of Credit Facilities according to Type (JD Million)

Credit Facility Type	2017		2018		Change Percentage %
	JD million	Relative Importance %	JD million	Relative Importance %	
Overdrafts	2672.4	10.80 %	3085.6	11.82 %	15.46 %
Loans and Advances	16364.7	66.16 %	16962.4	64.96 %	3.65 %
Discounted Bills & Bonds	207.2	0.84 %	242.7	0.93 %	17.13 %
Islamic Banks Receivables	5340.1	21.59 %	5653.8	21.65 %	5.87 %
Credit cards	152.4	0.62 %	167.3	0.64 %	9.78 %
Total of credit facilities	24736.8	100.00 %	26111.8	100.00 %	5.56 %

Source: Central Bank of Jordan, Monthly Statistical Bulletin

Figure (1)

Distribution of Credit Facilities according to Type as the end of 2018



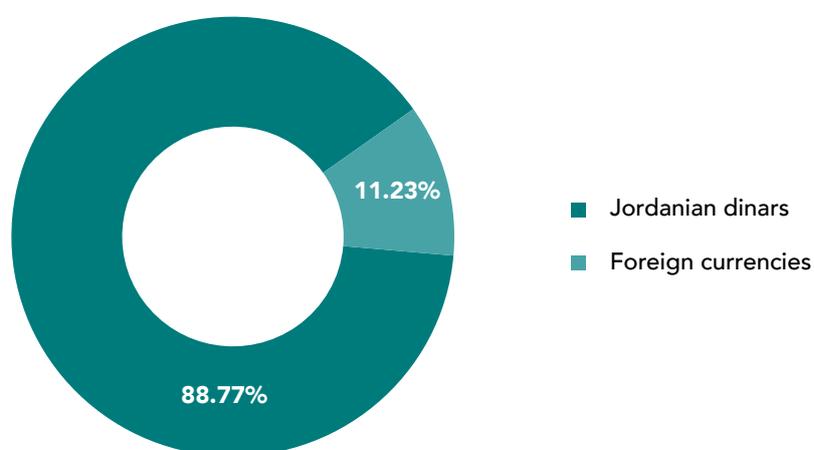
As regards the developments of credit facilities according to the currency used, credit facilities in Jordanian dinar represented 88.8% of total facilities by the end of 2018, compared with 89.5% in 2017. Accordingly, the relative importance of credit facilities in foreign currencies registered 11.2% of total credit facilities in 2018.

Table (5)
Distribution of Credit Facilities by Type of Currency

Credit Facilities	2017		2018		Change Percentage %
	JD million	Relative Importance %	JD million	Relative Importance %	
Jordanian dinars	22141.4	89.51 %	23180.3	88.77 %	4.69 %
Foreign currencies	2595.4	10.49 %	2931.5	11.23 %	12.95 %
Total	24736.8	100 %	26111.8	100 %	5.56 %

Source: Central Bank of Jordan, Monthly Statistical Bulletin.

Figure (2)
Distribution of Credit Facilities by Type of Currency at the End of 2018



In what concerns the distribution of credit facilities by the kind of economic activity at the end of 2018, the sectors of constructions, general trade, public services and utilities and industry accounted for 69.8% of total facilities granted by banks operating in Jordan. Constructions sector received the biggest share of increase in facilities, as the balance of credit facilities granted to constructions sector rose by JD 229.9 million (3.48%). Credit facilities granted to general trade sector increased by JD 239.7 million (5.67%), while credit facilities to industry sector rose by JD 340.1 million (12.48), and to public services and utilities sector increased by JD 145.7 million (3.93%). The balance of credit facilities classified under (other), which represents mainly the credit facilities granted to individuals, increased by JD 237 million (4.49%).

Table (6)

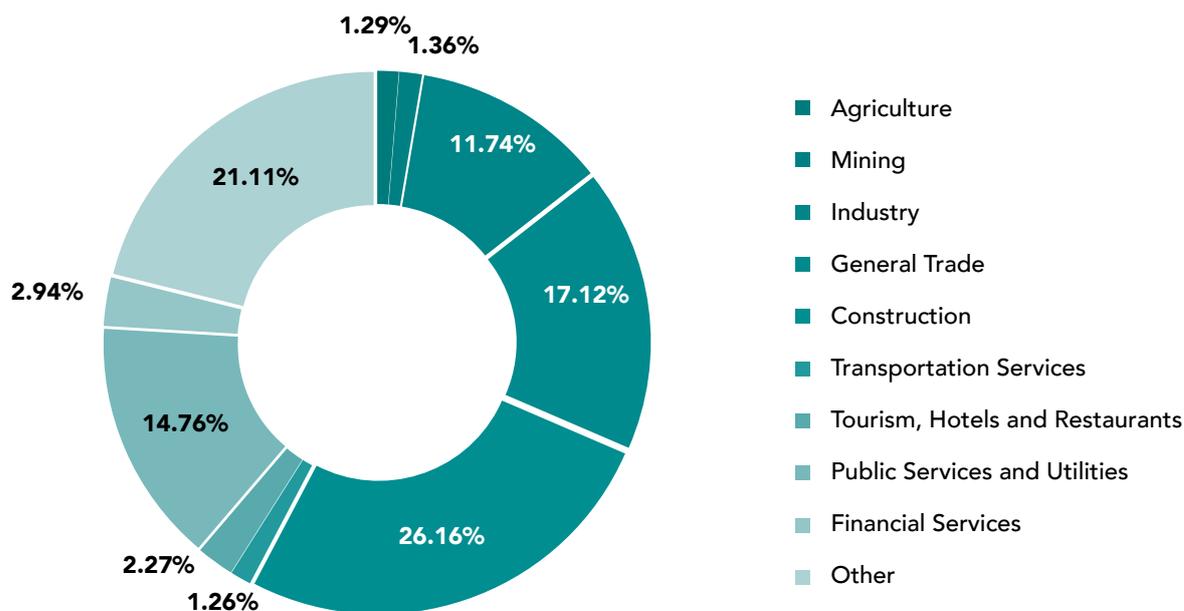
Distribution of Credit Facilities by Economic Sector

Economic sector	2017		2018		Percentage change %
	JD million	Relative importance %	JD million	Relative importance %	
Agriculture	337.3	1.36 %	336.7	1.29 %	-0.18 %
Mining	255.2	1.03 %	355.7	1.36 %	39.38 %
Industry	2724.2	11.01 %	3064.3	11.74 %	12.48 %
General Trade	4230.9	17.10 %	4470.6	17.12 %	5.67 %
Construction	6601.0	26.68 %	6830.9	26.16 %	3.48 %
Transportation Services	354.3	1.43 %	328.9	1.26 %	-7.17 %
Tourism, Hotels and Restaurants	619.7	2.51 %	592.1	2.27 %	-4.45 %
Public Services and Utilities	3707.2	14.99 %	3852.9	14.76 %	3.93 %
Financial Services	632.5	2.56 %	768.2	2.94 %	21.45 %
Other	5274.5	21.32 %	5511.5	21.11 %	4.49 %
Total	24736.8	100.00 %	26111.8	100.00 %	5.56 %

Source: Central Bank of Jordan/ Monthly Statistical Bulletin

Figure (3)

Distribution of Credit Facilities by Economic Sector at the End of 2018



A. credit cards

Banks operating in Jordan issued in 2018 more than 165 thousand credit cards. The cards consist of two main cards: all types of Visa Card and all types of Master Card. The table below provides some information on the market of credit cards granted by banks operating in Jordan in 2018.

Table (7)
Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
Arab Bank	Visa Card	29494	0 - JD100	1.75%	4% with a minimum of JD4	With and without salary transfer	JD400	JD300 - JD50,000
	Master Card	781	JD50 - JD100	1.75%	4% with a minimum of JD4	With and without salary transfer	JD400	JD300 - JD50,000
Jordan Ahli Bank	Master Card	2274	Free	1.75%	4% with a minimum of JD4	- Conditional - Unconditional Cash margins * Subject to the Bank terms and conditions.	- JD200 for public sector, - JD300 for private sector - JD1000 for professionals and business owners - JD450 for Non-transferred salaries	From JD200 up to JD50,000
	Visa Card	1857	Free	1.75%	4% with a minimum of JD4			From JD200 up to JD30,000
Cairo Amman Bank	Master Card	5510	Free for the first year, otherwise fees range from JD25- JD100 according to card type	1.75%	4% with a minimum of JD5	Conditional, with a minimum salary of JD150, or 100% cash margins	JD500	10 times the salary for public sector, 5 times the salary for private sector, 2 times the salary for unapproved private sector
Bank of Jordan	Visa Card	9427	Free for Silver and Gold, JD 75 for Platinum, and free for bank's packages customers	1.75%	4% with a minimum of JD4	Unconditional	JD250	Up to 5 times the salary for some customers
	Master Card	375	JD100	1.75%	4% with a minimum of JD4	Unconditional	JD2000	Up to 5 times the salary for some customers

Continued Table (7) : Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
The Housing Bank for Trade & Finance	Visa Card	13642	JD30-JD120	1.75%	4% with a minimum of JD2	Unconditional in the event of other guarantees	JD 250-JD2500	From JD200
	Master Card	2915	JD30-JD120	1.75%	4% with a minimum of JD2	Unconditional in the event of other guarantees	JD 250-JD2500	From JD200
Jordan Kuwait Bank	MasterCard Classic revolving	1363	JD15	1.75%	4% with a minimum of JD4	Conditional/ Unconditional	JD 300 for Approved parties, JD750 otherwise	JD1500
	MasterCard Platinum revolving	147	JD75	1.75%	4% with a minimum of JD4			JD10,000
	MasterCard fly plus	138	JD25	2.2%	4% with a minimum of JD4			JD3,500
	MasterCard fly plus gold	37	JD50	2.2%	4% with a minimum of JD4			JD10,000
	MasterCard fly plus Platinum	48	JD75	2.2%	4% with a minimum of JD4			Without
	MasterCard World	272	JD100	1.75%	4% with a minimum of JD4			JD20,000
	MasterCard World Elite	164	JD300	1.75%	4% with a minimum of JD4			Without
	MasterCard Titanium	619	JD30	1.75%	4% with a minimum of JD4			JD5,000
	Visa Card Classic revolving	27	JD15	1.75%	4% with a minimum of JD4			JD3,500
	Visa Card Gold revolving	6	JD30	1.75%	4% with a minimum of JD4			JD10,000
	Visa Card Charge Gold	1	JD100	1.75%	4% with a minimum of JD4			JD10,000

Continued Table (7) : Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
Continued/ Jordan Kuwait Bank	Visa Infinite	25	JD150	-	4% with a minimum of JD4		Without	JD20,000
	American Express Gold	5	\$175 JD 124	-	4% with a minimum of \$15			JD20,000
	American Express Platinum	8	\$750 JD532	-	4% with a minimum of \$15			Without
Arab Jordan Investment Bank	Master Card Debit	1883	Free to all cards except World Elite JD 120 for the second year	1.75%	4% with a minimum of JD4	Conditional Unconditional Cash margins	JD 300	Up to JD100,000
	Master Card Debit	427	Free	-	* Free via bank's ATMs * JD1 via other local banks * JD2.5 for external withdrawal	-	-	Based on client's account balance
	Visa Debit	3559	Free to all cards except Infinite JD 50-JD100 for the second year	1.75%	4% with a minimum of JD4	Conditional Unconditional Cash margins	JD 300	Up to JD100,000
	Visa Credit	1906	Free	-	* Free via bank's ATMs * JD1 via other local banks * JD2.5 for external withdrawal	-	-	Based on client's account balance

Continued Table (7) : Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
Jordan Commercial Bank	Visa Card	104	Free	1.75%	4% with a minimum of JD4	Employees or professionals	A minimum of JD3,000	A minimum of JD10,000
	Master Card	2794	Free	1.75%	4% with a minimum of JD4	Employees or professionals	According to card type: - classic: a minimum of JD 350 - Titanium: a minimum of JD750 - world: a minimum of JD2000	According to card type: - classic: a minimum of JD 350 - Titanium: a minimum of JD2000 - world: a minimum of JD10000
Invest bank	Gold	-	Free for the first year, JD50 annual fees	1.75%	4% with a minimum of JD4	Unconditional	A minimum of JD250	5 times the salary, with a maximum of JD25,000
	Signature	-	Free for the first year, JD200 annual fees	1.75%	4% with a minimum of JD4	Unconditional	A minimum of JD7500	5 times the salary
	Platinum	-	Free for the first year, JD120 annual fees	1.75%	4% with a minimum of JD4	Unconditional	A minimum of JD2500	5 times the salary, with a maximum of JD 35,000
	Infinite	-	Free for the first year, JD400 annual fees, free for PRIME clients	1.75%	4% with a minimum of JD4	According to PRIME clients conditions	According to PRIME clients conditions	JD 100,000
ABC Bank	Visa cards, including: 1. classic 2. gold 3. platinum 4. infinite	1012	JD25-JD100	1.75% monthly, 21% Annually	4%	Unconditional	JD 300	JD25,000

Continued Table (7) : Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
Bank Al-Etihad	Visa Gold	5974	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 350	JD50,000
	Visa Platinum	784	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 500	JD50,000
	Visa Signature	598	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 1,000	JD60,000
	Visa Infinite	368	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 1,400	JD100,000
	Visa Infinite-USD	47	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 500	USD140,000
	Visa Infinite-EUR	37	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 500	125,000 euros
	Visa Infinite-GBP	21	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 500	£ 110,000
	Visa Gold	5974	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 350	JD50,000
	Visa Platinum	784	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 500	JD50,000
	Visa Signature	598	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 1,000	JD60,000
Visa Infinite	368	Free	1.75%	4%	Conditional Unconditional Cash margins	JD 1,400	JD100,000	
Societe General - Jordan	Master Card Credit Classic	1344	35	1.75%	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Master Card Credit Titanium	222	50	0	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Master Card Charge Classic	145	35	1.75%	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals

Continued Table (7) : Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
Continued/ Societe General - Jordan	Master Card Charge Titanium	184	50	0	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Master Card Charge USD	259	60	0	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Master Card Charge Euro	194	70	0	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Master card charge Platinum	9	100	0	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Visa Classic	119	35	0	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Visa Gold	138	50	0	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Visa Infinite	612	120	0	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	JD300 for private sector JD200 for public sector	According to administrative approvals
	Visa Classic Credit	171	NBAD-Migration	1.75%	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	NBAD-Migration	According to administrative approvals
	Visa Gold Credit	204	NBAD-Migration	1.75%	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	NBAD-Migration	According to administrative approvals
Visa Infinite Credit	885	NBAD-Migration	1.75%	2% SGBJ ATM 4% Non - SGBJ ATM	Conditional	NBAD-Migration	According to administrative approvals	

Continued Table (7) : Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
Capital Bank	Visa Card	3899	25/50/75/150	1.75%	4%	Conditional Unconditional Cash margins Salary Transfer	JD 500	JD100,000
	MasterCard	125	25/50/75/150	1.75%	4%	Conditional Unconditional Cash margins Salary Transfer	JD 500	JD100,000
Jordan Islamic Bank	MasterCard Gold	13	JD 50	NA	According to Class	Unconditional	According to Card limit	according to customer's credit worthiness
	MasterCard World	49	Free					
	Signature	1821	JD 70					
	Visa Gold	78	JD 50					
	Visa Silver	1044	JD 25					JD 2000
	Visa local	1978	JD 15					JD100
	Wife Subsidiary card	17	Free					Up to Card limit
Islamic International Arab Bank	Visa Installments	47985	JD25	0	JD2	Salary transfer or 120% cash margin	JD 150	JD1000
	Visa Gold	1157	JD50	0	JD1.96 + 2%	Salary transfer or 200% cash margin	JD 1,500	JD50,000
	Visa Internet	2218	JD10	0	-	Salary transfer or 120% cash margin	JD 150	JD533
Safwa Islamic Bank	NA							

Continued Table (7) : Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
Al-Rajhi Bank	Charged Visa - Classic	53	JD30	0	JD4	-	-	JD1999
	Visa - Qasset	342	JD50	0	JD4	-	-	JD1000
	Charged Visa - Gold	69	JD50	0	JD4	-	-	JD4999
	Charged Visa - Platinum	66	JD65	0	JD4	-	-	JD25,000
Egyptian Arab Land Bank	Visa Card	832	<p>JD25 Issuance and renewal fees for the main Silver card</p> <p>JD15 Issuance and renewal fees for the Silver sub-card</p> <p>15 JD issuance fees for the silver main / sub card instead of damaged / lost</p> <p>JD50 issuance and renewal fees for the main gold card</p> <p>JD25 Issuance and renewal fees for the gold sub-card</p> <p>15 JD issuance fees for the gold main / sub card instead of damaged / lost</p>	1.75%	4% with a minimum of JD4	Unconditional	<p>JD300 for public sector, JD400 for private sector, and JD1000 for professionals and business owners</p>	<p>Visa silver (JD200- JD1999)</p> <p>Visa Gold (JD2000- JD50,000)</p>
Rafidain Bank	NA							
Citi Bank	NA							

Continued Table (7) : Credit Cards Extended by Banks During 2018

Bank	Trade Mark	# of Extended Cards	Cards Issuance fees (JD)	Interest rate/ Murabaha%	Commission on cash withdrawal	Salary Transfer	Minimum income	Card limit Max
Standard Chartered	Visa Card	393	Visa Classic JD25 (free for the first year) Visa Gold JD50 (free for the first year) Visa Platinum JD 75 (free for the first year) Free for priority customers	1.75% And 1.65% for priority customers	4% with a minimum of JD4	Unconditional	JD 500	Visa Classic (JD750- JD2999) Visa Gold (JD3000- JD6999) Visa Platinum from JD7000
Bank Audi	Visa Card	243	JD25-JD200 according to card type	1.75%	4%	Conditional Unconditional Cash margins Salary Transfer Professionals	JD 350	A maximum debt burden of 50%
	Master Card	283	JD25-JD200 according to card type	1.75%	4%	Conditional Unconditional Cash margins Salary Transfer Professionals	JD 350	A maximum debt burden of 50%
National Bank of Kuwait - Jordan	Visa Card	60	Free	1.75%	4% with a minimum of JD4	Conditional Unconditional Professionals	JD 500	JD500 – JD 50,000
						Cash margins	Unspecified	
BLOM Bank	Visa Signature	542	JD100	1.75%	4% with a minimum of JD4	Conditional Unconditional	JD 350	JD3000 or more
	Visa Gold	955	JD35	1.75%	4% with a minimum of JD4	Conditional Unconditional	JD 350	JD250- JD2999
	Master Card Classic	3	JD35	1.75%	4% with a minimum of JD4	Conditional Unconditional	JD 350	Less than JD1000
	Master Card Titanium	4	JD35	1.75%	4% with a minimum of JD4	Conditional Unconditional	JD 350	JD1000- JD6999
	Master Card Platinum	4	JD75	1.75%	4% with a minimum of JD4	Conditional Unconditional	JD 350	JD7000 or more

- Unavailable.

B. Personal Loans

Banks operating in Jordan granted more than 142 thousand personal loans in 2018, the value of which reached JD 1.21 billion. Most banks required salary transfer as a pre-condition to grant loans. Interest rates ranged between 8% and 14% at commercial banks, while the Murabaha rates ranged between (2% with cash margins) or 3.5% to 8.0% at Islamic banks. The commission on personal loans ranged between zero and 1%, with a settlement period that reach 10 years.

Table (8)

Personal Loans Extended by Banks During 2018

Bank	Number of personal loans' applications submitted to Banks during 2018	Number of personal loans Extended by Banks during 2018	Value of loans Extended by Banks during 2018 (JD)
Arab Bank	26,349	16,613	168,375,855
Jordan Ahli Bank	13,468	7,818	62,530,115
Cairo Amman Bank	24,628	18,825	81,642,000
Bank of Jordan	15,000	12,399	100,000,000
The Housing Bank for Trade & Finance	23,690	22,561	242,259,629
Jordan Kuwait Bank	7,879	5,321	46,500,000
Arab Jordan Investment Bank	5,366	2,154	33,438,288
Jordan Commercial Bank	7,905	4,396	35,096,701
Investbank	3,259	2,221	55,399,878
ABC Bank	8,752	7,742	67,261,054
Bank Al-Etihad	5,714	4,000	56,755,934
Societe General - Jordan	2,071	1,676	22,053,115
Capital Bank	1,402	893	24,668,429
Jordan Islamic Bank* ⁽¹⁾	19,044	17,156	56,900,000
Islamic International Arab Bank ⁽¹⁾	7,460	6,925	8,919,514
Safwa Islamic Bank ⁽¹⁾	3,745	2,286	25,245,233
Al-Rajhi Bank ⁽¹⁾	6,923	4,646	41,484,611
Egyptian Arab Land Bank	1,634	1,362	21,244,000
Rafidain Bank**	12	12	88,000
Citi Bank	0	0	0
Standard Chartered	313	261	3,951,000
Bank Audi	3,560	1,969	32,377,963
National Bank of Kuwait	144	100	2,007,828
BLOM Bank	2,968	1,586	21,126,983
Total	191,286	142,922	1,209,326,130

(1) represents individuals' personal finances.

* represent Murabaha financing for furniture (computers, electrical appliances, etc.)

** for the Bank's employees only.

Table (9)

Terms and Characteristics of Personal Loans Extended During 2018

Bank	Salary transfer	required collaterals	maximum loan amount	Interest rate Murabaha (%)	Annual commission (%)	Payment period (year)
Arab Bank	Salary transfer or bank account	Salary transfer or relationship with the bank	JD100,000	8.5%-10.5% Decreasing interest	1% for the first year	6 months to 8 years
Jordan Ahli Bank	Conditional	- guarantor - Salary Transfer - Cash margins - real estate - Other guarantees as requested by bank	JD70,000	9.75% Decreasing interest	1%	10 years
Cairo Amman Bank	Conditional	According to loan type	JD100,000	9.25%-14% Decreasing interest	1% for the first year	Up to 10 years
Bank of Jordan	Conditional	Salary transfer	JD70,000	Starting from 8.99% Decreasing interest	1%	Up to 8 years
The Housing Bank for Trade & Finance	Unconditional	Salary transfer, car real estate, cash margins, credit score	Unlimited	9.75%-11.25% Decreasing interest	1% for one time	8 years
Jordan Kuwait Bank	Conditional	Salary transfer	JD50,000	9.75%-11.75% Decreasing interest	1% for the first year	8 years
Arab Jordan Investment Bank	Conditional	Salary transfer	Unlimited	Decreasing interest	1% for the first year	8 years
Jordan Commercial Bank	Conditional	Salary transfer, tangible collateral or guarantee for some customers	JD125,000 according to loan type	8.99%-10.99% Decreasing interest	1% and free for purchasing loans	8-10 years
Investbank	Conditional	Salary transfer	Up to JD 75000 Up to JD95000 for salaries more than JD 4000	9.5% Decreasing interest	1% for the first year	Up to 8 years
ABC Bank	Conditional	Salary transfer	JD70,000	8%-11.75% Decreasing interest for transferred salaries	1% for one time	8 years
Bank Al-Etihad	Conditional	Salary transfer	JD110,000 for Elite clients JD55,000 for individuals	9.167%	1%	6.69 years average repayment period for existing loans
Societe General - Jordan	Conditional	Salary transfer, guarantor, tangible collateral	JD35,000	10.25% Decreasing interest for public sector	-	-

Continued Table (9)
Terms and Characteristics of Personal Loans Extended During 2018

Bank	Salary transfer	required collaterals	maximum loan amount	Interest rate Murabaha (%)	Annual commission (%)	Payment period (year)
Capital Bank	Conditional	Guarantor for unapproved companies, Guarantor for unapproved companies, Checks for non-employee	JD100,000	A minimum of 8.75% decreasing interest	1%	Up to 8 years
Jordan Islamic Bank * (1)	Depends on the client's work	Depends on the type and amount of financing	As the monthly installment doesn't exceed 50% of income	5.5% annually	-	Up to 7 years for Murabaha financing
Islamic International Arab Bank (1)	Conditional	Salary transfer, other collaterals may be required according to the bank credit policy	As the monthly installment doesn't exceed 50% of income	Starting from 3.5%	0%	1-8 years
Safwa Islamic Bank (1)	Conditional	Salary transfer	JD75,000	6.5%-8%	1% for one time	7 years
Al-Rajhi Bank (1)	Conditional	No collaterals required for personal financing, Mortgage is required for personal real estate financing	JD 70 thousand for personal financing JD 100 thousand for personal real estate financing	5%-7.5% for personal financing, 2% for financing guaranteed by cash margins, 5%-7% for personal real estate financing	0%	1-8 years
Egyptian Arab Land Bank	Conditional	guarantors, real estate, cash margins	JD88,000	8.5%-13.5%	1%	8 years
Rafidain Bank**	Conditional	guarantors, or end of work compensation	JD15,000	3% Decreasing interest	0%	5 years
Citi Bank	-	-	-	-	-	-
Standard Chartered	Conditional	Salary transfer	JD70,000	According to customer's monthly income: JD1500 and above = 8.25% decreasing JD1000-JD1499 = 8.75% Less than JD 1000 = 9.25% decreasing	1% for the first year	8 years
Bank Audi	Conditional	Guarantors or tangible collateral maybe required	Up to 25 times the salary	10.25% Decreasing interest	1% for one time	Up to 8 years
National Bank of Kuwait	Conditional and Unconditional	Salary transfer, guarantors, cash margins	JD50,000	9% Decreasing interest	1% for the first year	8 years
BLOM Bank	Conditional and Unconditional	Guarantors or other collaterals	JD40,000	Starting from 9% Decreasing interest	1% for one time	8 years

- Unavailable

(1) represents individuals' personal finances.

* represent Murabaha financing for furniture (computers, electrical appliances, etc.)

** for the Bank's employees only.

C. Housing and real estate loans (for individuals)

Banks operating in Jordan granted 26159 housing and real estate loans to individuals in 2018, at a total value of JD 647.5 million. Many banks required salary transfer. Banks also required mortgaging the real estate as the main collateral for loans. Most housing and real estate loans for individuals include a life insurance, real estate insurance, or both. Interest rates on those loans ranged from 7% to 10.25% at commercial banks, while the Murabaha rates ranged between 5.5% and 9.75% at Islamic banks. Commission ranged between zero and 1%, at a settlement period that could reach 30 years.

Table (10)

Housing and real estate loans that banks granted to individuals in 2018

Bank	No. of housing & real estate loan applications submitted to banks in 2018	No. of housing and real estate loans granted to individuals in 2018	Value of housing and real estate loans granted to individuals in 2018 (JD)
Arab Bank	1,696	621	46,532,872
Jordan Ahli Bank	1,139	355	23,240,211
Cairo Amman Bank	838	323	12,426,000
Bank of Jordan	1,300	370	26,000,000
The Housing Bank for Trade & Finance	1,178	1,122	54,783,375
Jordan Kuwait Bank	508	191	15,400,000
Arab Jordan Investment Bank	686	188	12,180,645
Jordan Commercial Bank	681	217	18,130,384
Investbank	367	172	21,877,941
ABC Bank	262	184	8,405,393
Bank Al-Etihad	775	482	37,573,277
Societe General - Jordan	291	231	23,049,622
Capital Bank	503	207	20,374,445
Jordan Islamic Bank ⁽¹⁾	15,465	12,862	97,000,000
Islamic International Arab Bank ⁽¹⁾	7,229	6,917	100,630,953
Safwa Islamic Bank ⁽¹⁾	1,855	861	63,233,064
Al-Rajhi Bank ⁽¹⁾	771	345	20,424,600
Egyptian Arab Land Bank	41	31	1,398,679
Rafidain Bank**	2	2	98,000
Citi Bank	0	0	0
Standard Chartered	44	38	2,949,000
Bank Audi	130	50	5,588,362
National Bank of Kuwait	27	14	1,434,369
BLOM Bank	631	376	34,737,023
Total	36,419	26,159	647,468,215

* denotes Murabaha financing.

** for the Bank's employees only.

(1) represents housing and real estate financing of individuals.

Table (11)
Terms and characteristics of housing and real estate loans
granted to individuals in 2018

Bank	Salary transfer	Required collaterals	Does it include insurance (life or real estate)	Max. amount of loan	Interest rate / Morabaha rate %	Annual commission %	Repayment period in years
Arab Bank	Conditional	Mortgage of real estate	Life and real estate insurance	JD700,000	7.5%-8%	1% for the first year	1 - 30 years
Jordan Ahli Bank	Conditional	Mortgage of real estate	Yes	JD250,000	7.5%	1%	25 years
Cairo Amman Bank	Conditional for public sector and approved companies	Mortgage of real estate, Spouse guarantee	Yes	JD1,500,000	Interbank lending rate + 4.65-6.65	1% for the first year	20 - 30 years
Bank of Jordan	Conditional	Mortgage of real estate	Yes	JD250,000	Starting from 7.5% decreasing interest	0%	Up to 25 years
The Housing Bank for Trade & Finance	Unconditional	Mortgage of real estate	Yes	Unlimited	8%-10.25%	1% for the first year	25 years
Jordan Kuwait Bank	Conditional	Mortgage of real estate	Life insurance	Unlimited	7.75%-8.25%	1% for the first year	30 years
Arab Jordan Investment Bank	Conditional	Mortgage of real estate and salary transfer	Life insurance	Unlimited	Decreasing interest	1% for the first year	30 years
Jordan Commercial Bank	Salary transfer + Private business owners	Mortgage of real estate	Yes	JD500,000	7.75%-8.5% Decreasing interest	0%	30 years
Investbank	Unconditional	Mortgage of real estate	Life and real estate insurance	JD1,000,000	7.5%	1% for the first year	Up to 30 years
ABC Bank	Conditional	Mortgage of real estate	Life and real estate insurance	JD500,000	7.25%-9.5%	1% for the first year	25 years
Bank Al-Etihad	Unconditional	Mortgage of real estate	Yes	JD500,000	7.844%	1%	15.17 years average repayment for existing loan

Continued Table (11): Terms and characteristics of housing and real estate loans granted to individuals in 2018

Bank	Salary transfer	Required collaterals	Does it include insurance (life or real estate)	Max. amount of loan	Interest rate / Morabaha rate %	Annual commission %	Repayment period in years
Societe General - Jordan	Unconditional	Mortgage of real estate Salary transfer Guarantor	Life and real estate insurance	JD350,000	8%-8.5% fixed interest for the first year, and variable interest thereafter (decreasing)	1% for the first year	Up to 30 years
Capital Bank	Conditional	Salary transfer Mortgage of real estate Checks for non-employee	Yes	Varies according to financing ratio, client's class according to income source, employer, with a maximum of JD1.5 million for housing loans	The minimum is 7% according to financing ratio and class	1%	Up to 30 years
Jordan Islamic Bank*	Depending on the client's work	Mortgage of real estate	The customer shall participate in the Mutual Insurance Fund	The maximum debt burden is 50%	5.5% annually on average	0%	Up to 7 years
Islamic International Arab Bank	Conditional for residents	Salary transfer for residents The bank owns the real estate in lease financing Mortgage of real estate in Murabaha financing	Yes	JD 250 thousand with a maximum debt burden of 50%	From 7.5%	0%	1 - 25 years

Continued Table (11): Terms and characteristics of housing and real estate loans granted to individuals in 2018

Bank	Salary transfer	Required collaterals	Does it include insurance (life or real estate)	Max. amount of loan	Interest rate / Morabaha rate %	Annual commission %	Repayment period in years
Safwa Islamic Bank	Unconditional	Mortgage of real estate in Murabaha financing The bank owns the real estate in lease financing	Yes	JD350,000	8%-9.75%	1% for the first year	Up to 25 years
Al-Rajhi Bank	Conditional	None for lease financing Mortgage of real estate for Murabaha financing	Yes	JD500,000	6.99% for leasing 5.8%-6.8% for Murabaha	0%	1-30 years for lease financing 1-10 years for Murabaha financing
Egyptian Arab Land Bank	Conditional	Unconditional	Yes	JD750,000	7%-9%	1%	30 years
Rafidain Bank**	Conditional	Mortgage of real estate	Yes	JD50,000	3% decreasing interest	0%	20 years
Citi Bank	-	-	-	-	-	-	-
Standard Chartered	Conditional	Mortgage of real estate	Life and real estate insurance	JD1,000,000	6.99% decreasing interest	1% for the first year	30 years
Bank Audi	Conditional for residents and unconditional for non-residents	Mortgage of real estate	Yes	Up to JD700,000	8.25% decreasing interest	1% for the first year	Up to 25 years
National Bank of Kuwait	Conditional and unconditional	Mortgage of real estate	Life and real estate insurance	JD500,000	7.75%-8.25% decreasing interest	1% for the first year	15 years
BLOM Bank	Unconditional	Mortgage of real estate	Yes	JD500,000 for housing loans, JD 250 for personal loans guaranteed real estate	Starting from 8.25%	1% for the first year	25 years

- Unavailable

* Murabaha financing.

** For the Bank's employees only.

D. Car loans

Banks operating in Jordan granted about 43.5 thousand loans to finance buying a car in 2018. The total value reached JD 474.1 million. The average funding reached JD 10899 per loan. Most banks required pledging the car as a collateral, in addition to salary transfer by some banks. Interest rate ranged between 4.5% and 12% at commercial banks, while the Murabaha rate ranged between 3.5% and 7.0% at Islamic banks. Commission ranged between zero and 1% and the settlement term could reach 10 years.

Table (12)
Car Loans Extended During 2018

Bank	Number of car loans' submitted to banks during 2018	Number of accepted car loans applications during 2018	Total value of cars loans extended during 2018 (JD)
Arab Bank	360	166	3,091,841
Jordan Ahli Bank	62	18	336,733
Cairo Amman Bank	264	115	1,608,000
Bank of Jordan	2,870	1,758	24,000,000
The Housing Bank for Trade & Finance	880	838	13,083,276
Jordan Kuwait Bank	412	156	2,900,000
Arab Jordan Investment Bank	7	7	103,000
Jordan Commercial Bank	535	215	4,377,516
Investbank	16	5	270,000
ABC Bank	5	2	50,000
Bank Al-Etihad	6,382	2,810	46,108,418
Societe General - Jordan	318	262	3,599,205
Capital Bank	570	463	4,926,597
Jordan Islamic Bank ⁽¹⁾	21,382	18,094	156,900,000
Islamic International Arab Bank ⁽¹⁾	11,978	10,988	105,277,019
Safwa Islamic Bank ⁽¹⁾	3,373	2,143	29,267,252
Al-Rajhi Bank ⁽¹⁾	166	63	820,895
Egyptian Arab Land Bank	20	14	266,675
Rafidain Bank	0	0	0
Citi Bank	0	0	0
Standard Chartered	0	0	0
Bank Audi	282	122	2,177,940
National Bank of Kuwait	2	2	31,137
BLOM Bank	13,965	5,261	74,914,721
Total	63,849	43,502	474,110,225

(1) Represents cars' financing.

Table (13)

Terms and Characteristics of Car Loans Extended During 2018

Bank	Terms of Car loans	financing ratio (New and used car)	Interest rate/ Murabaha (%) (New and used car)	Annual commission (%)	Repayment period (year)
Arab Bank	Car pledge	70%-100% for new cars 65%-90% for used cars	9%-10.5%	1% for the first year	1-7 years
Jordan Ahli Bank	For employees: Salary transfer + Car pledge For professionals: Car pledge	For employees: New cars: 100% Used car: 80% For professionals and business owners and non-residents: New cars: 80% Used cars: 60	For employees: 11% (decreasing) For professionals and business owners and non- residents 12% (decreasing)	0%	For employees 7 years For professionals 5 years
Cairo Amman Bank	With or without salary transfer Car pledge - Insurance (Comprehensive/ or liability)	100% For public sector and approved entities 80%-90% for private sector and professionals 50% or less for all other sectors	Decreasing interest A. For public sector and approved entities: Interbank rate + 5%-6.9% B. for private sector and professionals: Interbank rate + 5%-8.9% C. 50% financing or less for all sectors: Interbank rate + 6.552%	1% for the first year	8 years for public sector and approved entities 7 years for private sector and professionals
Bank of Jordan	Car pledge	Up to 100%	4.5% flat interest or 8.4% decreasing interest	1% for one time	Up to 8 years
The Housing Bank for Trade & Finance	Proof of income and car pledge	Up to 100%	4.75%-5.25% flat interest	1% for one time	8 years
Jordan Kuwait Bank	Car pledge	Up to 100%	9.75%-10.25% decreasing interest	1% for the first year	8 years
Arab Jordan Investment Bank	Salary transfer Car pledge	80%	Decreasing interest	1% for the first year	6 years
Jordan Commercial Bank	Salary transfer Professionals and business owners	Up to 100%	4.75%-5.50% flat interest	0%	8 years
Investbank	Car pledge	100% for new cars 85% for used cars	10% for new cars 11% for used cars decreasing interest	1% for the first year	Up to 6 years

Continued Table (13)
Terms and Characteristics of Car Loans Extended During 2018

Bank	Terms of Car loans	financing ratio (New and used car)	Interest rate/ Murabaha (%) (New and used car)	Annual commission (%)	Repayment period (year)
ABC Bank	Car pledge	90% for new cars 80% for used cars	10.5%	1% for the first year	7 years for new cars 10 years for certain types of used cars
Bank Al-Etihad	Car pledge	Up to 100%	10.413%	1%	the average repayment period for existing loans is 4.30 years
Societe General - Jordan	- Car pledge - Comprehensive insurance - Salary transfer	80% for used cars	-	-	-
Capital Bank	Car pledge + salary transfer or checks	From 50% -100% according to customer income and work, and the car manufacturing year and model	A minimum of 8.875% decreasing	1%	Up to 8 years
Jordan Islamic Bank ⁽¹⁾	- Salary transfer - Guarantor - Car pledge	80%-100%	5.5% annually	0%	Up to 5 years
Islamic International Arab Bank ⁽¹⁾	Salary transfer or deduction, and any other collaterals according to the bank credit policy	Up to 100%	From 3.5%	0%	1-8 years
Safwa Islamic Bank ⁽¹⁾	- Car pledge - Comprehensive insurance	Up to 100%	5.5%-7%	1% for one time	7 years
Al-Rajhi Bank ⁽¹⁾	- Salary transfer - Car pledge	70%-90%	5%-6%	0%	1-8 years
Egyptian Arab Land Bank	Car pledge Guarantor	80%-100%	9%-11%	0%	8 years
Rafidain Bank	-	-	-	-	-
Citi Bank	-	-	-	-	-
Standard Chartered	-	-	-	-	-
Bank Audi	Car pledge	Up to 90%	5.50% flat interest	1% for one time	Up to 7 years

Continued Table (13)
Terms and Characteristics of Car Loans Extended During 2018

Bank	Terms of Car loans	financing ratio (New and used car)	Interest rate/ Murabaha (%) (New and used car)	Annual commission (%)	Repayment period (year)
National Bank of Kuwait	Car pledge	85% for new cars 70% for used cars	10% for new cars 11% for used cars	1% for the first year	7 years for new cars 5 years for used cars
BLOM Bank	Car pledge	85% for new cars 80% for used cars	From 9% decreasing interest	1%	8 years

- Unavailable

(1) Represents Cars' Financing

E. Syndicated Loans

Five banks operating in Jordan participated in granting a new syndicated loan during 2018, which amounted to \$100 million to finance the natural gas pipeline and increase its productivity.

Table (14)
Syndicated bank loans extended during 2018*

The loan agent	Purpose of the loan	Loan amount USD million	No. of Participating banks
The Housing Bank for Trade & Finance	finance the natural gas pipeline and increase its productivity	100	5

* Includes new syndicated loans whose agent was one of the banks operating in Jordan, and doesn't restructured loans.

5. Deposits at Licensed Banks

The balance of total deposits at licensed banks rose at the end of 2018 to reach JD 33.85 billion, with an increase of JD 650.4 million (1.96%) compared with a deposits balance of JD 33.2 billion in 2017.

The rise in total deposits' balance is the result of the increase in private sector's deposits by JD 315.4 million (1%) to reach JD31.18 billion, compared with JD30.86 billion at the end of 2017. In addition, the public sector's deposits increased by JD 335 million (14.3%), to reach JD 2.67 billion compared with JD2.34 billion at the end of 2017.

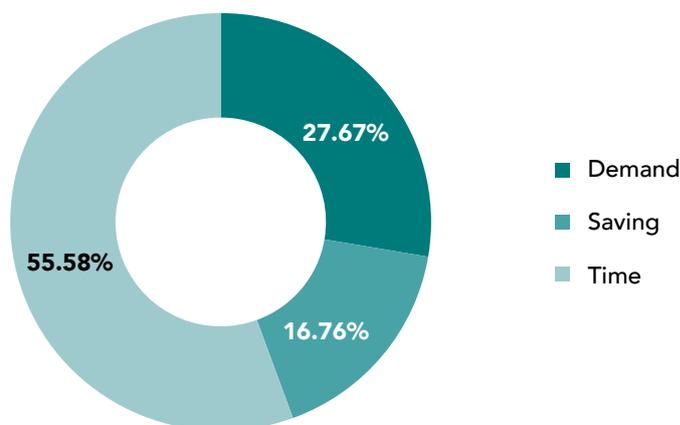
As regards the structural development of the main types of deposits (demand, savings, and time deposits), time deposits had the highest percentage among deposits and accounted for 55.6% of total deposits by the end of 2018, compared with 53.1% in 2017. Demand deposits accounted for 27.7% and saving deposits accounted for 16.7%, of total deposits by the end of 2018.

Table (15)
Distribution of Deposits according to its Major Types

Deposit Type	2017		2018		Percentage Change %
	JD million	Relative Importance %	JD million	Relative Importance %	
Demand	9833.2	29.62%	9364.1	27.67%	-4.77%
Saving	5739.3	17.29%	5671.5	16.76%	-1.18%
Time	17625.2	53.09%	18812.5	55.58%	6.74%
Total Deposit	33197.7	100%	33848.1	100%	1.96%

Source: Central Bank of Jordan, Monthly Statistical Bulletin

Figure (4)
Distribution of deposits according to its major types as the end of 2018



In regards of deposits development in terms of currency types in 2018, the deposits in foreign currencies increased by JD 625 million, which is an increase of 8.3% of their value in 2017. Deposits in Jordanian dinar increased slightly by 0.1% of their value by the end of 2017.

Table (16)

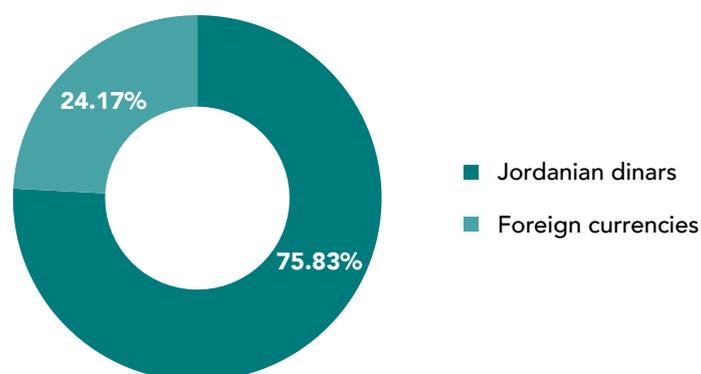
Distribution of Deposits according to Type of Currency

Type of Currency	2017		2018		Percentage Change %
	JD million	Relative Importance %	JD million	Relative Importance %	
Jordanian dinars	25642.2	77.24%	25667.6	75.83%	0.10%
Foreign currencies	7555.5	22.76%	8180.5	24.17%	8.27%
Total Deposits	33197.7	100%	33848.1	100%	1.96%

Source: Central Bank of Jordan, Monthly Statistical Bulletin

Figure (5)

Distribution of deposits according to type of currency at the end of 2018



6. Financial Soundness Indicators of Banks

The latest available data on financial soundness indicators of banks' show the following:

- The rise in non-performing loans ratio (NPLs) to 4.9% at the end of 2018, compared with 4.2% at the end of the year before.
- The coverage ratio of non-performing loans reached 79.3% at the end of 2018, compared with 75.4% at the end of 2017. The uncovered part of non-performing loans accounted to 4.2% of shareholders' equity at the end of 2018, compared with 4.1% at the end of 2017.
- Capital adequacy ratio (CAR) reached 16.94% at the end of 2018, compared with 17.8% at the end of 2017. This percentage is much higher than the minimum requirement of the CBJ and the Basel Committee.

- Banks operating in Jordan achieved an ROA of 1.2% at the end of 2018, which is the same rate registered at the end of 2017.
- ROE for banks operating in Jordan reached 9.6% at the end of 2018, compared with 9.1% at the end of the year before.
- Liquidity ratio at licensed banks amounted to 131.9% at the end of 2018, compared with 130.1% at the end of 2017. This ratio is higher than the minimum levels required by the CBJ, which is 100%.

Table (17)**Main Financial Soundness Indicators of Banks**

Indicators (%)	2013	2014	2015	2016	2017	2018
Non-performing loans to total loans (NPLs)	7.0%	5.6%	4.9%	4.3%	4.2%	4.9%
Coverage Ratio	77.0%	77.6%	74.7%	77.9%	75.4%	79.3%
NPLs net of provisions/Equity	5.6%	4.3%	4.5%	3.6%	4.1%	4.2%
Capital Adequacy Ratio	18.39%	18.4%	19.06%	18.5%	17.80%	16.94%
Liquidity Ratio	149.1%	152.2%	149.0%	137.8%	130.1%	131.9%
ROE	9.9%	11.0%	10.3%	8.9%	9.1%	9.6%
ROA	1.2%	1.4%	1.3%	1.1%	1.2%	1.2%

7. Gender distribution of individual customers in banks operating in Jordan

The Association of Banks in Jordan (ABJ) sent in 2018 a questionnaire to member banks to have the latest data on individuals' banking according to gender. The following is the main findings of the questionnaire:

First: Distribution of individuals' deposit accounts according to gender

Individuals' deposit accounts are classified in terms of type to three main types: demand, savings, and time deposits. The total number of individuals' deposit accounts at banks operating in Jordan reached 3263401 depositors; 2136664 of them are male depositors and 1126737 of them are female depositors. The percentage of male depositors is 65.5% of total depositors while female depositors account for 34.5% of total depositors.

Figure (6)

The total number of individuals' deposit accounts according to gender at the end of 2018

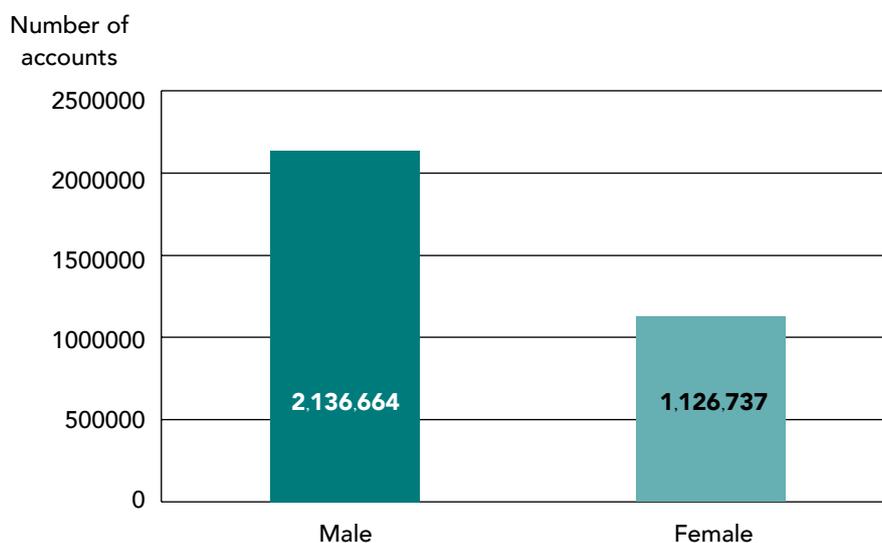
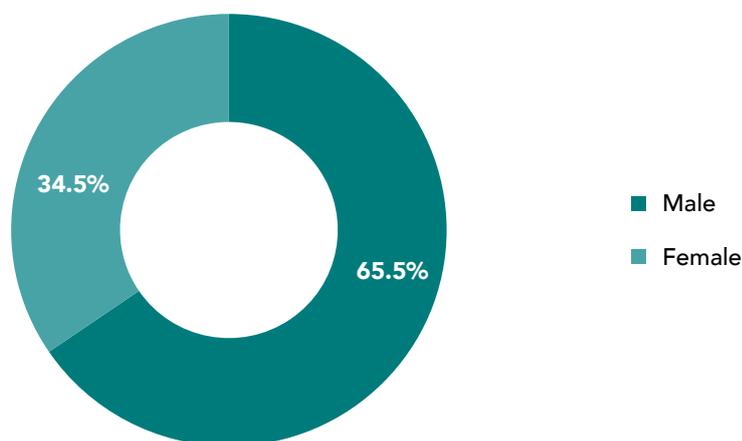


Figure (7)

The distribution of individuals' deposit accounts according to gender at the end of 2018



In terms of the total value of individuals' deposits in Jordanian dinars, it amounted to about JD 23.73 billion, some JD 17.45 billion of them are for male depositors, and JD 6.28 billion are for female depositors. Thus, male depositors account for 73.6% of total individual depositors, while the value of deposits of female depositors reach 26.4%.

Figure (8)

The total value of individuals' deposit according to gender at the end of 2018

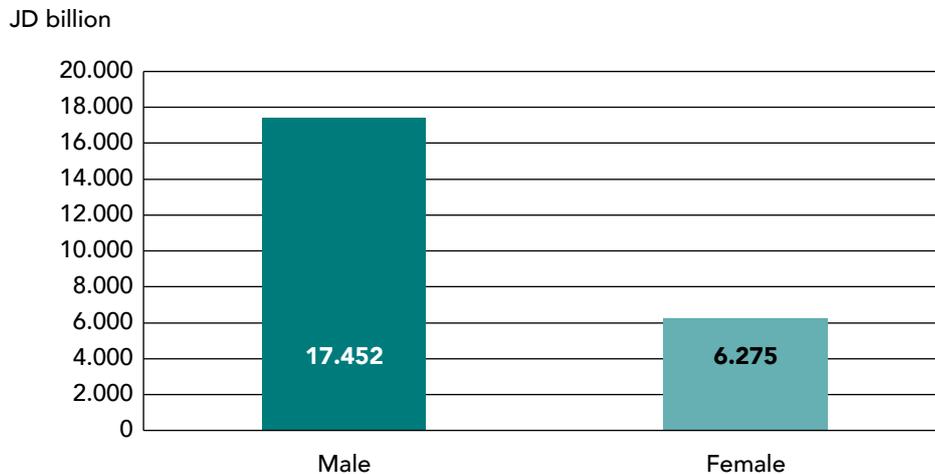
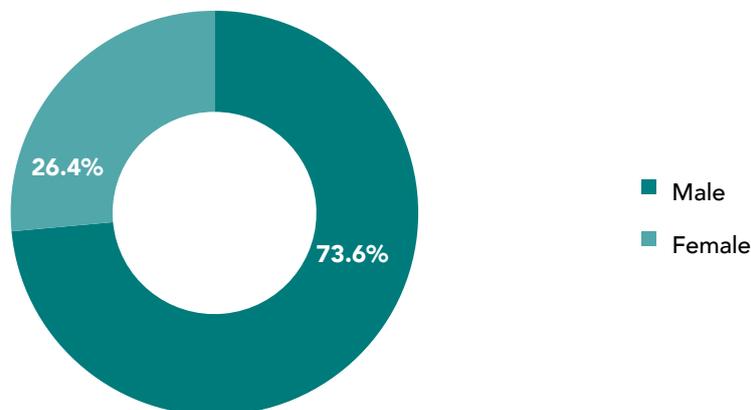


Figure (9)

The distribution of the total value of individuals' deposits according to gender at the end of 2018



Second: Distribution of individual borrowers according to gender

Credit facilities granted by banks operating in Jordan are classified in terms of type into three main types: overdraft, different types of loans and advances, and bills and bonds.

The total outstanding number of individual borrowers from banks operating in Jordan amounts to 943956 borrowers, distributed as 749040 male borrowers and 194916 female borrowers. The percentage of male borrowers is 79.4% while the percentage of female borrowers is 20.6% of total borrowers.

Figure (10)

The total number of individual borrowers according to gender at the end of 2018

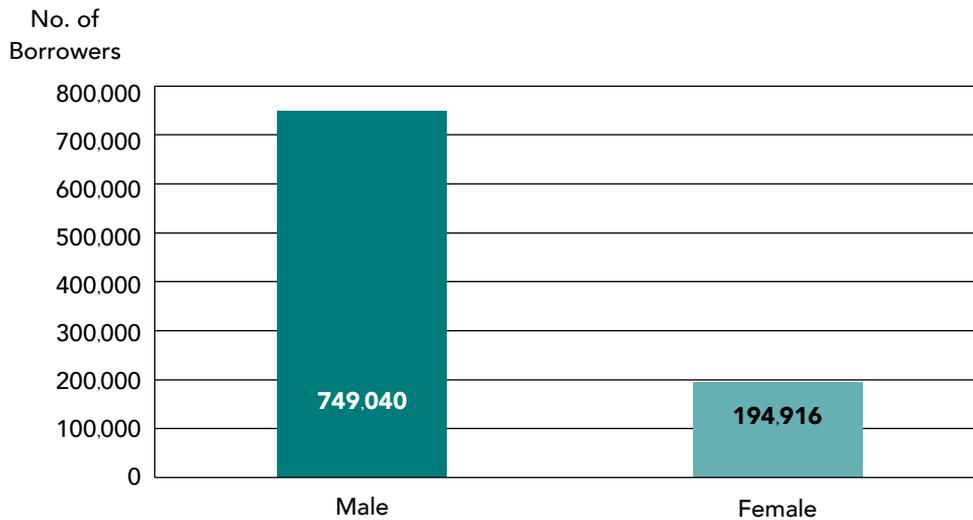
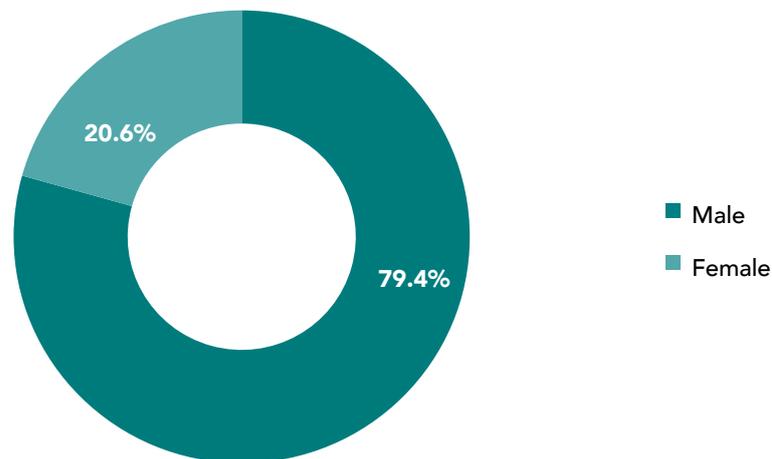


Figure (11)

The distribution of individual borrowers according to gender at the end of 2018



In terms of total value of individuals' loans in dinar, loans amounted to JD 10.1 billion. Some JD 8.3 billion of them is for male borrowers and JD 1.8 billion of them is for female borrowers. Therefore, loans for males account for 82.5% of total borrowers, while female borrowers account for the remaining 17.5%.

Figure (12)

The total value of individual loans according to gender at the end of 2018

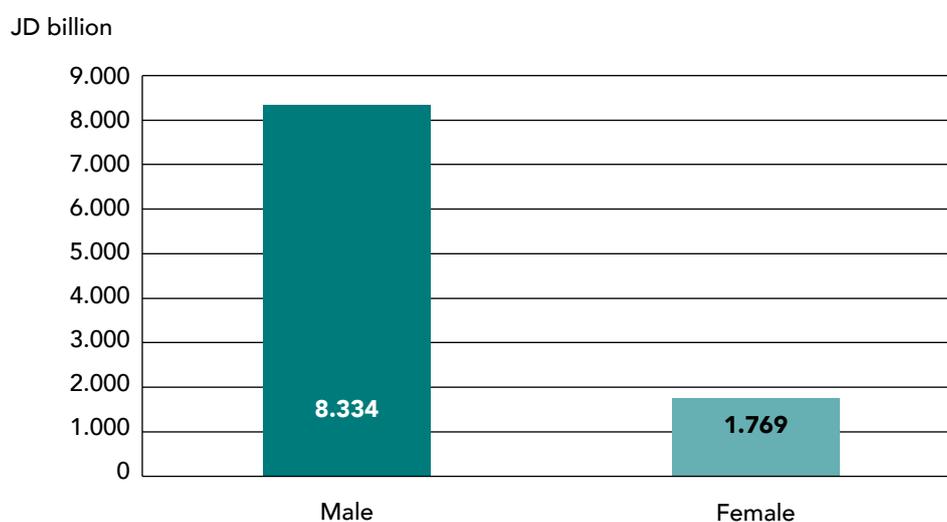
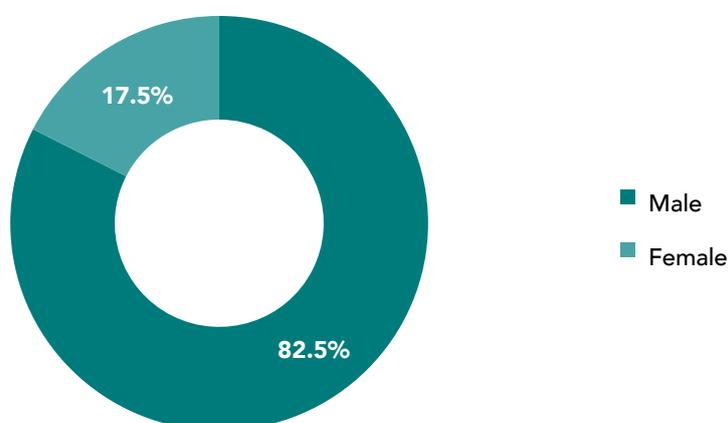


Figure (13)

The distribution of the total value of individuals' loans according to gender at the end of 2018



Third: Distribution of individual customers having credit cards according to gender

Banks operating in Jordan issue different types of credit cards to their customers, including Visa Cards, Master Card, American Express with their different categories.

The total number of individual customers having credit cards from banks operating in Jordan is 341456 customers. Those are distributed as 255730 male customers and 85726 female customers. The percentage of male customers possessing credit cards are 74.9% of total customers having credit cards from banks working in Jordan, while female customers with credit cards issued by banks working in Jordan account for 25.1%.

Figure (14)

The total number of individual clients having credit cards according to gender at the end of 2018

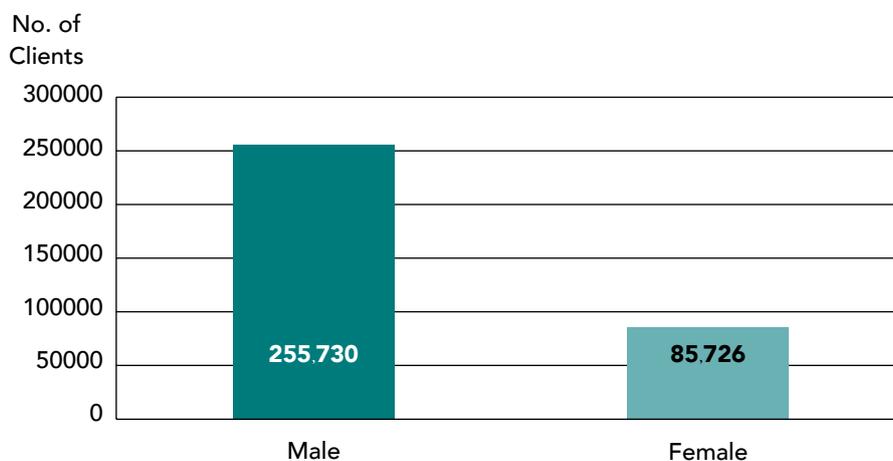
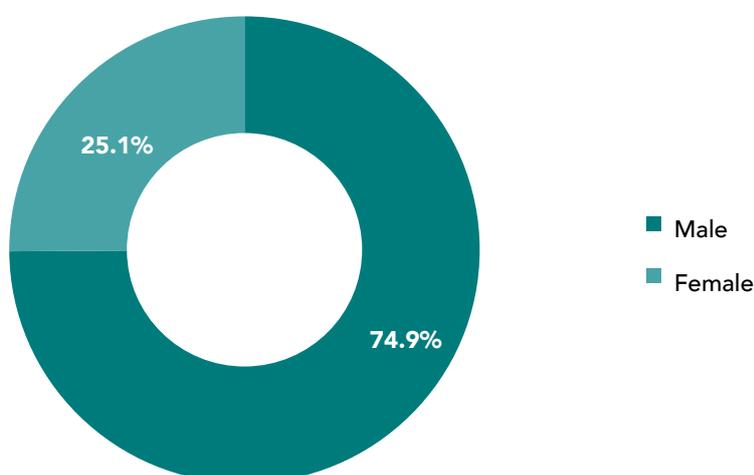


Figure (15)

The distribution of individual clients having credit cards according to gender at the end of 2018



As regards the total value of individuals' credit cards limits granted by banks operating in Jordan, it almost reached JD 877.76 million, there are JD 723.58 million of them for male customers, and JD 154.18 million of them for female customers. Therefore, the percentage of credit cards limits granted to male customers is 82.4% while the limits granted to female customers constitute 17.6%.

Figure (16)

The total value of individuals credit cards limits according to gender at the end of 2018

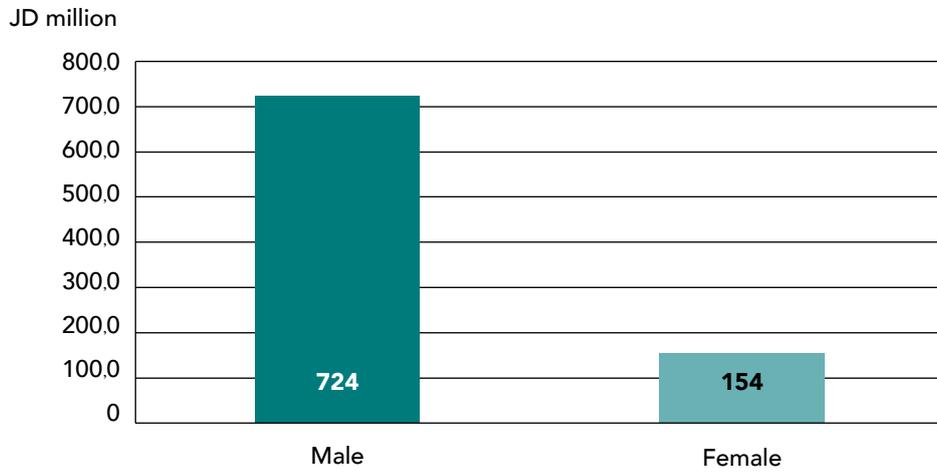
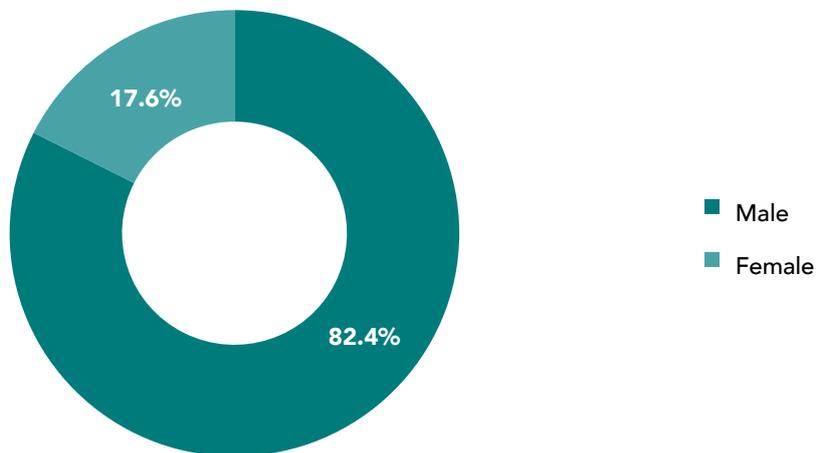


Figure (17)

The distribution of the total value of individuals credit cards limits according to gender at the end of 2018





Chapter Two

Branching

of Banks

Operating

in Jordan

The number of banks operating in Jordan reached 24 banks at the end of 2018, divided as 16 Jordanian banks (three of them are Islamic banks) and 8 foreign banks (with one Islamic bank.) Services of those banks cover most parts of the kingdom through a network of 848 branches and 79 offices. The bank density indicator (population to the total number of branches of banks operating in the kingdom) reached 12157 people to a branch at the end of 2018.

Table (18)

Development of Number of Banks and Branches in Jordan (2010 – 2018)

Year	Number of Jordanian Banks		Number of Foreign Banks		Total	Number of Branches
	Commercial Banks	Islamic Banks	Commercial Banks	Islamic Banks		
2010	13	3	9	0	25	666
2011	13	3	9	1	26	702
2012	13	3	9	1	26	722
2013	13	3	9	1	26	742
2014	13	3	8	1	25	770
2015	13	3	8	1	25	786
2016	13	3	8	1	25	808
2017	13	3	8	1	25	818
2018	13	3	7	1	24	848

1. Development in the Number of Branches

Branches opened in 2018

As an indicator of their keenness to keep in touch with their customers and facilitate their access to the best banking services, banks constantly increase the number of their branches in different parts of Jordan. Thirteen banks opened new branches in Jordan in 2018, bringing the number of new branches in Jordan to 34, while the number of branches opened outside Jordan in 2018 reached two new branches for two banks.

Table (19)

Opening of Branches During 2018

Bank	in Jordan			Abroad		
	#	Branch's Name	City	#	Branch's Name	City
Arab Bank	4	Rahmaneyeh Branch	Amman	1	Mostaganem Branch	Mostaganem / Algeria
		Al-Thaqa'a Irbid Branch	Irbid			
		Al-Hurriyeh Mall Branch	Amman			
		Um Uthaina Self-Service Branch	Amman			

Continued Table (19) : Opening of Branches During 2018

Bank	in Jordan			Abroad		
	#	Branch's Name	City	#	Branch's Name	City
Cairo Amman Bank	2	Salt Branch - Al Yarmouk Street	Balqa	0		
		Maan Branch	Maan			
Bank of Jordan	2	The Palm Branch	Amman	1	Bahrain Branch	Manama / Bahrain
		Al-Hurriyeh Mall Branch	Amman			
The Housing Bank for Trade & Finance	2	Dabouq Branch	Amman	0		
		Al-Thanieh Branch	Karak			
Jordan Kuwait Bank	1	Abu-Hassan Mall Branch	Amman	0		
Jordan Commercial Bank	1	Um Uthaina Branch	Amman	0		
Bank Al-Etihad	3	Abu-Alanda Branch	Amman	0		
		King Hussein Business Center Branch	Amman			
		Sport City Branch	Amman			
Societe General - Jordan	2	Shemesani Branch	Amman	0		
		Khalda/Dabouq Bridge Branch	Amman			
Capital Bank	1	Taj Mall Branch	Amman	0		
Jordan Islamic Bank	2	Abdoun Branch	Amman	0		
		Change Jerash Gate Office to Branch	Jerash			
Islamic International Arab Bank	3	Plaza mall - mecca st. Branch	Amman	0		
		Jabal Al-Naser Branch	Amman			
		Areefa Mall Branch	Amman			
Safwa Islamic Bank	8	Marka Branch	Amman	0		
		Aqaba Branch	Aqaba			
		Mecca Mall Branch	Amman			
		Madaba Branch	Madaba			
		Hurrieh Street Branch	Amman			
		Salt Branch	Balqa			
		Jerash Branch	Jerash			
Sport City Branch	Amman					
Al-Rajhi Bank	3	Khalda Branch	Amman	0		
		Areefa Mall Branch	Amman			
		Irbid City Center Branch	Irbid			
Total	34			2		

- Banks listed in the table are only those which opened new branches in Jordan, during 2018.

B. Number of Branches

The number of branches of licensed banks operating in Jordan is 848 branches all over Jordan and 188 branches outside Jordan by the end of 2018.

Table (20)
Number of Branches Inside and Outside Jordan at the End of 2018

Bank	Number of Branches	
	In Jordan	Abroad
Arab Bank	78	121
Jordan Ahli Bank	55	9
Cairo Amman Bank	73	20
Bank of Jordan	75	15
The Housing Bank for Trade & Finance	117	16
Jordan Kuwait Bank	64	1
Arab Jordan Investment Bank	18	1
Jordan Commercial Bank	30	5
Investbank	12	0
ABC Bank	27	0
Bank Al-Etihad	48	0
Societe General - Jordan	19	0
Capital Bank	14	0
Jordan Islamic Bank	76	0
Islamic International Arab Bank	45	0
Safwa Islamic Bank	33	0
Al-Rajhi Bank	10	0
Egyptian Arab Land Bank	14	0
Rafidain Bank	2	0
Citi Bank	2	0
Standard Chartered Bank	5	0
Bank Audi	14	0
National Bank of Kuwait - Jordan	1	0
BLOM Bank	16	0
Total	848	188

C. Geographical distribution of branches inside Jordan

The 848 branches of banks are spread all over Jordan. Amman has 63.4% of total branches, followed by the Governorate of Irbid with 9.6% of the number of total branches. The Governorate of Zarqa follows with 8.5% of total branches. The remaining 18.5% are spread in the other parts of Jordan.

Table (21)
Distribution of Branches Among Governorates at the End of 2018

Bank	Amman	Irbid	Zarqa	Balqa	Aqaba	Karak	Madaba	Maan	Jerash	Ajloun	Tafileh	Mafrag	Total
Arab Bank	53	4	7	5	1	1	1	2	1	1	1	1	78
Jordan Ahli Bank	34	4	4	5	1	2	1	1	1	0	1	1	55
Cairo Amman Bank	37	10	7	5	1	3	2	2	1	1	1	3	73
Bank of Jordan	49	10	7	1	1	1	1	1	1	2	0	1	75
The Housing Bank for Trade & Finance	62	14	12	9	1	5	1	5	1	2	2	1	115 + 2*
Jordan Kuwait Bank	46	4	5	4	1	1	1	0	1	0	0	1	64
Arab Jordan Investment Bank	14	1	2	0	1	0	0	0	0	0	0	0	18
Jordan Commercial Bank	18	3	2	3	1	1	1	0	0	0	0	1	30
Investbank	9	1	1	0	1	0	0	0	0	0	0	0	12
ABC Bank	19	1	1	1	1	1	1	0	1	0	0	1	27
Bank Al-Etihad	36	4	2	2	1	1	1	0	0	0	0	1	48
Societe General - Jordan	14	1	1	0	1	1	1	0	0	0	0	0	19
Capital Bank	10	1	2	0	1	0	0	0	0	0	0	0	14
Jordan Islamic Bank	36	11	9	5	1	4	1	3	2	2	1	1	76
Islamic International Arab Bank	25	4	5	2	1	2	1	1	1	1	1	1	45
Safwa Islamic Bank	25	2	2	1	1	0	1	0	1	0	0	0	33
Al-Rajhi Bank	7	2	1	0	0	0	0	0	0	0	0	0	10
Egyptian Arab Land Bank	10	1	1	0	1	0	0	0	0	0	0	1	14
Rafidain Bank	2	0	0	0	0	0	0	0	0	0	0	0	2
Citi Bank	2	0	0	0	0	0	0	0	0	0	0	0	2
Standard Chartered Bank	4	1	0	0	0	0	0	0	0	0	0	0	5
Bank Audi	12	1	0	0	1	0	0	0	0	0	0	0	14
National Bank of Kuwait - Jordan	1	0	0	0	0	0	0	0	0	0	0	0	1
BLOM Bank	13	1	1	0	1	0	0	0	0	0	0	0	16
Total	538	81	72	43	19	23	14	15	11	9	7	14	846 + 2*

* mobile branch

2. Development of the number of offices

A. Offices opened in 2018

Banks open offices in malls, universities and other places to make their services accessible to the greatest number of people. Seven offices of two banks were opened inside Jordan in 2018.

Table (22)
Offices Opened During 2018

Bank	in Jordan		
	#	Office Name	City
Cairo Amman Bank	3	driver and vehicle licensing department office/sahab	Amman
		driver and vehicle licensing department office/ North Amman	Amman
		driver and vehicle licensing department office/ Marka	Amman
Jordan Islamic Bank	4	AL-Turrah Office	Irbid
		Mafraq Gate Office	Al-Mafraq
		Al Jubaiha Office	Amman
		Dahyat Al-Rashid Office	Amman
Total	7		

Banks listed in the table are only those, which opened new offices in Jordan during 2018.

B. Number of offices in Jordan and outside

The number of offices of licensed banks reached 79 offices, spread on many places in Jordan, in addition to 11 offices outside Jordan by the end of 2018.

Table (23)**Number of Offices Inside and Outside Jordan at the End of 2018**

Bank	Number of Offices	
	In Jordan	Abroad
Arab Bank	0	6
Jordan Ahli Bank	0	1
Cairo Amman Bank	18	2
Bank of Jordan	3	1
The Housing Bank for Trade & Finance	12	0
Jordan Kuwait Bank	0	0
Arab Jordan Investment Bank	16	1
Jordan Commercial Bank	0	0
Investbank	0	0
ABC Bank	0	0
Bank Al-Etihad	0	0
Societe General - Jordan	0	0
Capital Bank	0	0
Jordan Islamic Bank	29	0
Islamic International Arab Bank	0	0
Safwa Islamic Bank	0	0
Al-Rajhi Bank	0	0
Egyptian Arab Land Bank	0	0
Rafidain Bank	0	0
Citi Bank	0	0
Standard Chartered Bank	0	0
Bank Audi	0	0
National Bank of Kuwait - Jordan	0	0
BLOM Bank	1	0
Total	79	11

C. Geographical distribution of offices inside Jordan

The 79 offices are spread on all governorates in the kingdom. Amman has 43% of total offices, followed by the governorate of Irbid with a percentage of 15.2% of total offices. Balqa Governorate comes third with a percentage of 8.9%. The remaining percentage is distributed in other governorates.

Table (24)

Distribution of Offices Among Governorates at the End of 2018

Bank	Amman	Irbid	Zarqa	Balqa	Aqaba	Karak	Madaba	Maan	Jerash	Ajloun	Tafileh	Mafrag	Total
Arab Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Jordan Ahli Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Cairo Amman Bank	7	4	1	2	1	0	0	2	1	0	0	0	18
Bank of Jordan	0	0	0	3	0	0	0	0	0	0	0	0	3
The Housing Bank for Trade & Finance	6	3	0	0	1	0	1	0	0	0	0	1	12
Jordan Kuwait Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Arab Jordan Investment Bank	11	2	1	0	2	0	0	0	0	0	0	0	16
Jordan Commercial Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Investbank	0	0	0	0	0	0	0	0	0	0	0	0	0
ABC Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Bank Al-Etihad	0	0	0	0	0	0	0	0	0	0	0	0	0
Societe General - Jordan	0	0	0	0	0	0	0	0	0	0	0	0	0
Capital Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Jordan Islamic Bank	10	3	3	2	1	2	2	0	0	1	2	3	29
Islamic International Arab Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Safwa Islamic Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Al-Rajhi Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Egyptian Arab Land Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Rafidain Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Citi Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Standard Chartered Bank	0	0	0	0	0	0	0	0	0	0	0	0	0
Bank Audi	0	0	0	0	0	0	0	0	0	0	0	0	0
National Bank of Kuwait - Jordan	0	0	0	0	0	0	0	0	0	0	0	0	0
BLOM Bank	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	34	12	5	7	6	2	3	2	1	1	2	4	79

3. The development in the number of ATMs

A. The number of ATMs and distribution on governorates

To keep up with the development in the financial services sector and to absorb the increasing number of ATM users, banks tend to increase the numbers of their ATMs. The number of ATMs reached 1872 machines by the end of 2018, up from 1744 machines by the end of 2017. Those machines are spread all over the kingdom, with varying percentages. The capital, Amman, has the lion's share of those ATMs, 66.9%, followed by Irbid Governorate (9.7%). Zarqa Governorate ranked third (6.2%). The remaining ATMs are in the other governorates.

Table (25)

Distribution of ATMs Among Governorates at the End of 2018

Banks	Amman	Irbid	Zarqa	Balqa	Aqaba	Karak	Madaba	Maan	Jerash	Ajloun	Tafilah	Ma'raq	Total	of which in the builds of banks branches
Arab Bank	160	9	8	6	3	1	4	2	1	1	1	1	197	101
Jordan Ahli Bank	77	8	5	12	3	3	2	3	1	0	2	1	117	56
Cairo Amman Bank	81	36	10	12	5	6	4	6	2	2	1	7	172	141
Bank of Jordan	97	15	12	4	4	1	2	1	1	2	0	4	143	86
The Housing Bank for Trade & Finance	123	34	17	11	8	12	4	9	1	3	3	3	228	132
Jordan Kuwait Bank	70	5	5	9	3	1	1	0	1	0	0	1	96	64
Arab Jordan Investment Bank	53	1	5	0	3	0	0	0	0	0	0	0	62	33
Jordan Commercial Bank	39	6	4	4	2	1	2	0	0	0	0	1	59	30
Investbank	39	1	2	0	2	0	0	0	0	0	0	0	44	12
ABC Bank	45	2	1	1	2	1	1	0	1	0	0	1	55	27
Bank Al-Etihad	83	10	4	3	3	2	3	0	0	0	0	1	109	52
Societe General - Jordan	21	1	1	0	1	1	1	0	0	0	0	0	26	19
Capital Bank	45	4	2	0	2	0	0	0	0	0	0	0	53	19
Jordan Islamic Bank	104	31	26	7	9	10	5	7	7	6	8	12	232	171
Islamic International Arab Bank	59	3	5	2	3	1	2	2	1	1	1	2	82	50
Safwa Islamic Bank	59	5	3	3	1	0	2	0	1	0	0	0	74	33
Al-Rajhi Bank	37	6	4	1	0	0	1	0	0	0	0	1	50	16
Egyptian Arab Land Bank	12	1	1	0	1	0	0	0	0	0	0	1	16	15
Rafidain Bank	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Citi Bank	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Standard Chartered Bank	6	1	0	0	0	0	0	0	0	0	0	0	7	6
Bank Audi	22	2	0	0	1	0	0	0	0	0	0	0	25	15
National Bank of Kuwait - Jordan	5	0	0	0	0	0	0	0	0	0	0	0	5	2
BLOM Bank	16	1	1	0	2	0	0	0	0	0	0	0	20	16
Total	1253	182	116	75	58	40	34	30	17	15	16	36	1872	1096

B. Kinds of ATMs used

Banks operating in Jordan use different brands of ATMs. However, the most used kinds of ATMs are NCR. There are Diebold and Wincor and other brands as well.

C. Operating Systems used

Banks in Jordan work with different operating systems. However, the most used operating system is the Windows.

D. Services Provided by ATMs

ATMs of banks operating in Jordan offer a wide spectrum of banking services 24/7. Customers can have cash withdrawals in Jordanian dinars, inquire about their balance, change the PIN, in addition to other services that are available in most ATMs, which include getting a brief account statement, applying for a check book, and other services shown in the table below.

Table (26): Services Provided by Banks' ATMs Until the End of 2018

Bank	Cash Withdrawal in Jordanian dinar	Cash withdrawal in foreign currencies	Direct cash deposit	cash deposit through envelope	Cheques deposit	Balance inquiry	Brief statement	Utility bills Paying	Cash transfer between Customer's accounts within the same bank	Cash transfer between Customers within the same bank	Cash transfer to other banks	Paying credit cards	Cheque book request	Apply for loan	Statement inquiry	Change (PIN)	Eye print	Anti Skimming(1)
Arab Bank	√	√	√	√	√	√	√	√	√	√		√	√		√	√		√
Jordan Ahli Bank	√	√	√		√	√	√		√				√		√	√		√
Cairo Amman Bank	√		√			√	√	√	√				√		√	√	√	√
Bank of Jordan	√		√			√	√	√	√	√			√		√	√		√
The Housing Bank for Trade & Finance	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Jordan Kuwait Bank	√	√	√	√	√	√	√		√		√		√		√	√		√
Arab Jordan Investment Bank	√	√*	√		√	√	√	√	√	√		√	√		√	√*		
Jordan Commercial Bank	√	√	√	√	√	√			√	√		√	√		√	√		√
Investbank	√		√			√	√		√	√		√	√		√	√		√
ABC Bank	√		√			√	√		√	√			√		√	√		√
Bank Al-Etihad	√	√	√			√	√	√	√	√			√		√	√		√
Societe General - Jordan	√					√	√	√									√	√
Capital Bank	√	√	√	√	√	√	√	√	√	√		√	√	√	√	√		
Jordan Islamic Bank	√		√			√	√	√	√				√		√	√		√
Islamic International Arab Bank	√			√	√	√	√		√	√			√		√	√		√
Safwa Islamic Bank	√		√			√	√									√		√
Al-Rajhi Bank	√		√			√	√		√	√					√	√		√
Egyptian Arab Land Bank	√		√			√	√	√	√			√	√		√	√		√
Rafidain Bank (2)																		
Citi Bank (2)																		
Standard Chartered Bank	√			√	√	√	√		√			√	√		√	√		√
Bank Audi	√					√	√	√								√		√
National Bank of Kuwait - Jordan	√					√	√		√							√		√
BLOM Bank	√					√							√			√		√

(1) An additional part placed on the card monitor to protect the date of the customer when using the ATM.

(2) Does not have ATMs

* For bank customers only

- Not necessarily that ATMs in one bank provide the same services.

In addition to the previous services, banks offer other services through their ATMs as shown in the table below.

Table (27)
Other Services Provided Through ATMs

Bank	Other services provided through ATMS
Arab Bank	<ol style="list-style-type: none"> 1. Donations to identified parties 2. Changing the customer's telephone number.
Cairo Amman Bank	PayPal services
The Housing Bank for Trade and Finance	<ol style="list-style-type: none"> 1. Currency exchange rates 2. Submitting applications for credit cards 3. Mailing the bank.
Jordan Kuwait Bank	<ol style="list-style-type: none"> 1. Charging pre-paid ATM cards 2. ACO payment order service 3. Inquiry on balance of pre-paid cards
Jordan Islamic Bank	<ol style="list-style-type: none"> 1. E-FAWATEERcom services 2. Activation of user mobile banking.
Al-Rajhi Bank	<ol style="list-style-type: none"> 1. Changing a cell phone number 2. Adding a cell phone number
Standard Chartered Bank	Accessible ATM for people with special needs
National Bank of Kuwait - Jordan	Unlocking the PIN number

* Banks listed in this table are those that provide other services through the ATMs.



Chapter Three

Key Indicators

of Banks Listed

at Amman Stock

Exchange in

2018

The number of banks listed in Amman Stock Exchange (ASE) is 15 banks by the end of 2018. The stock closing prices of those banks ranged from JD 0.85 to JD 8.37. The number of bank shares traded in ASE reached 181.98 million shares, while the trading volume of those shares reached 484.1 million. The following table shows the most important trading indicators of banks listed in the ASE in 2018.

Table (28)

Some Trading Indicators of Banks Listed at the Amman Stock Exchange During 2018

	Banks	Symbol	Closing price (end of 2017)	Higher price during 2018	Lower price during 2018	Closing price (end of 2018)	Average Price 2018	Value traded (JD)	Shares traded
1	Arab Bank	ARBK	5.60	8.23	5.45	6.21	6.63	153,681,324	23,184,756
2	The Housing Bank for Trade & Finance	THBK	8.37	9.15	8.25	8.37	8.38	14,840,360	1,771,830
3	Capital Bank	EXFB	0.79	1.08	0.77	0.92	0.95	26,505,229	27,906,178
4	Bank of Jordan	BOJX	3.00	3.22	1.88	2.45	2.49	220,194,920	88,626,533
5	Jordan Ahli Bank	AHLI	1.18	1.27	1.00	1.08	1.16	10,812,060	9,292,247
6	Cairo Amman Bank	CABK	1.50	1.76	1.29	1.33	1.49	15,329,503	10,273,174
7	Jordan Islamic Bank	JOIB	3.65	3.83	2.75	2.88	3.37	21,543,635	6,386,372
8	Bank Al-Etihad	UBSI	1.62	1.72	1.52	1.60	1.64	4,597,308	2,798,385
9	Arab Jordan Investment Bank	AJIB	1.75	1.75	1.25	1.28	1.55	4,085,146	2,630,271
10	Jordan Commercial Bank	JCBK	1.19	1.16	0.77	0.85	1.00	296,906	296,248
11	ABC Bank	ABCO	1.17	1.27	0.88	0.94	1.09	1,323,172	1,216,290
12	Safwa Islamic Bank	SIBK	1.22	1.27	1.04	1.12	1.17	5,795,068	4,940,934
13	Investbank	INVB	1.53	1.70	1.31	1.32	1.39	2,518,224	1,809,834
14	Societe General - Jordan	SGBJ	1.10	1.10	1.00	1.00	1.03	42,502	41,166
15	Jordan Kuwait Bank	JOKB	3.50	3.55	2.75	2.90	3.21	2,575,361	803,162

Source: Amman Stock Exchange / Annual bulletin for 2018.

1. Shares Price Index

The price index (weighted by market value) of shares of banks listed in ASE went down by 89 points (1.1%), reaching 8246 points by the end of 2018. The price index of the stock exchange in general regressed by 212 point (5.3%) during 2018 to reach 3797.1 points.

Table (29)

**Development of the Share Price Index of Banks Listed on the Amman Stock Exchange
(2010 – 2018)**

year	The weighted shares prices index (points)	
	Banks	General
2010	8848.3	5318.0
2011	7542.3	4648.4
2012	7297.4	4593.9
2013	8035.2	4336.7
2014	8373.0	4237.6
2015	8463.7	4229.9
2016	8444.5	4069.7
2017	8335.2	4009.4
2018	8245.98	3797.1

Source: Amman Stock Exchange

Figure (18)

Annual Development of the Shares Price Index (2010-2018)

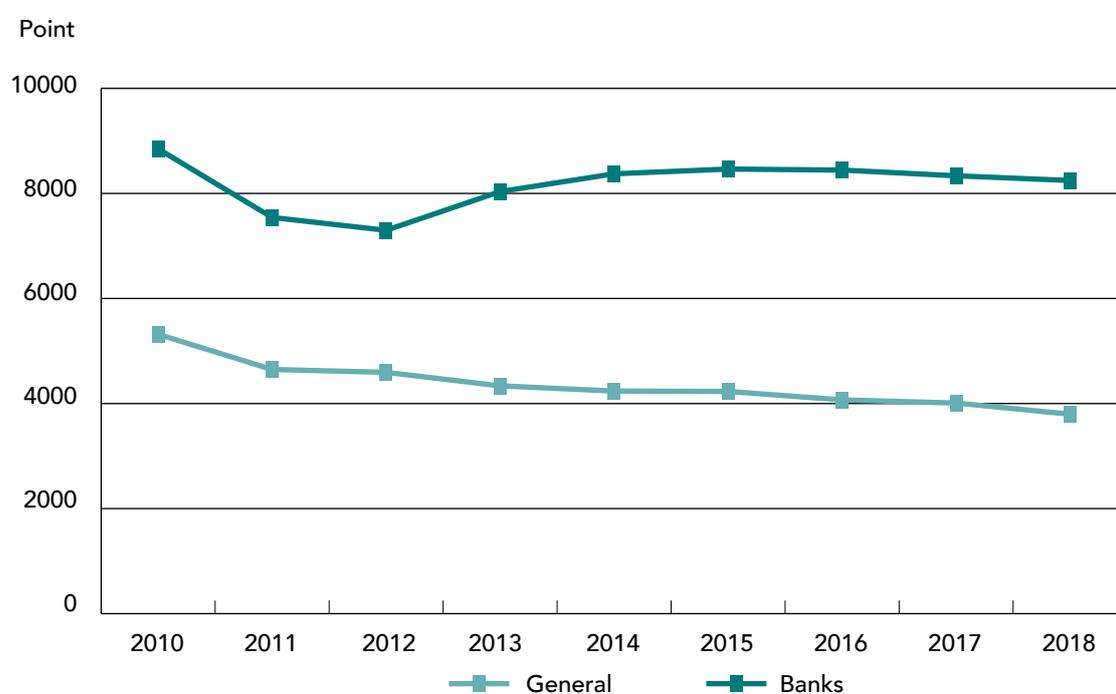


Table (30)

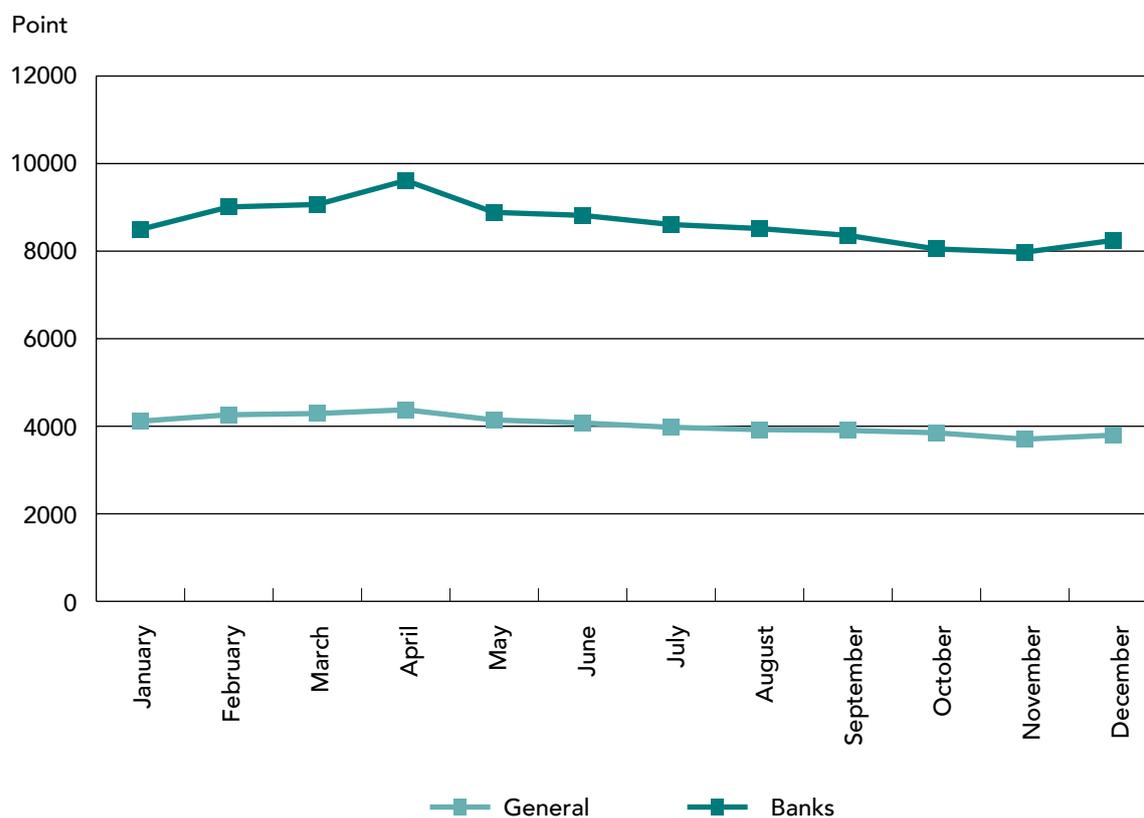
Monthly Development of the Share Price Index of Banks Listed on the Amman Stock Exchange during 2018

Month	The weighted Shares Prices Index (points)	
	Banks	General
January	8496.69	4115.79
February	9009.74	4262.29
March	9065.52	4290.84
April	9614.04	4376.51
May	8885.09	4143.85
June	8817.04	4073.77
July	8607.54	3976.23
August	8516.28	3922.48
September	8359.10	3904.30
October	8049.29	3850.69
November	7975.37	3704.40
December	8245.98	3797.09

Source: Amman Stock Exchange.

Figure (19)

Monthly Development of the Shares Price Index During 2018



2. Trading Volume

The trading volume of the banks' shares registered a notable increase by 93.7% during 2018, reaching to JD 484.1 million compared with JD 250 million during 2017. While trading volume of Amman Stock Exchange increase by 1.5%, reaching JD 1.676 billion in 2018 compared with JD 1.652 billion in 2017. The trading volume of the banks' shares in 2018 represented about 28.9% of total trading volume of Amman Stock Exchange.

Table (31)

Trading Volume of Banks' Shares Listed at the Amman Stock Exchange (2010 – 2018)

Year	Value Traded (JD million)		
	Banks	General	Banks/ General (%)
2010	514.8	6,088.6	8.5%
2011	405.8	2,762.7	14.7%
2012	303.6	1,931.9	15.7%
2013	289.9	2,425.5	12.0%
2014	462.8	2,185.5	21.2%
2015	262.6	2,511.8	10.5%
2016	261.3	1,821.8	14.3%
2017	249.98	1,651.50	15.1%
2018	484.14	1,675.80	28.9%

Source: Amman Stock Exchange

Figure (20)

Annual Development of the Trading Volume (2010-2018)

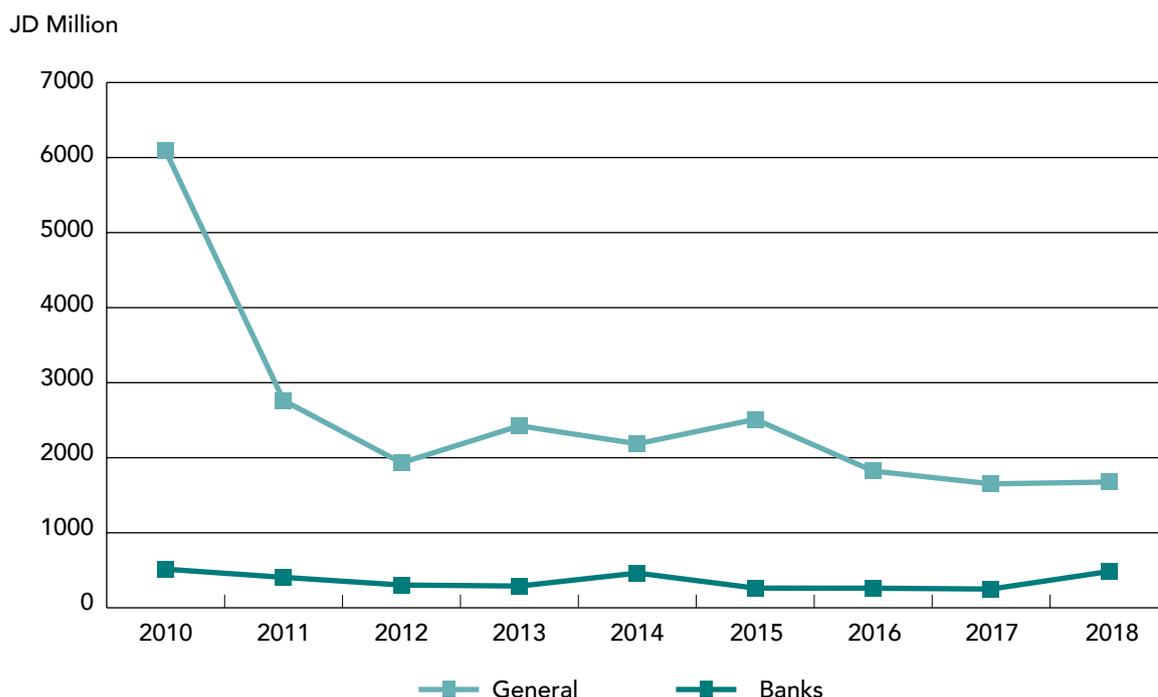


Table (32)

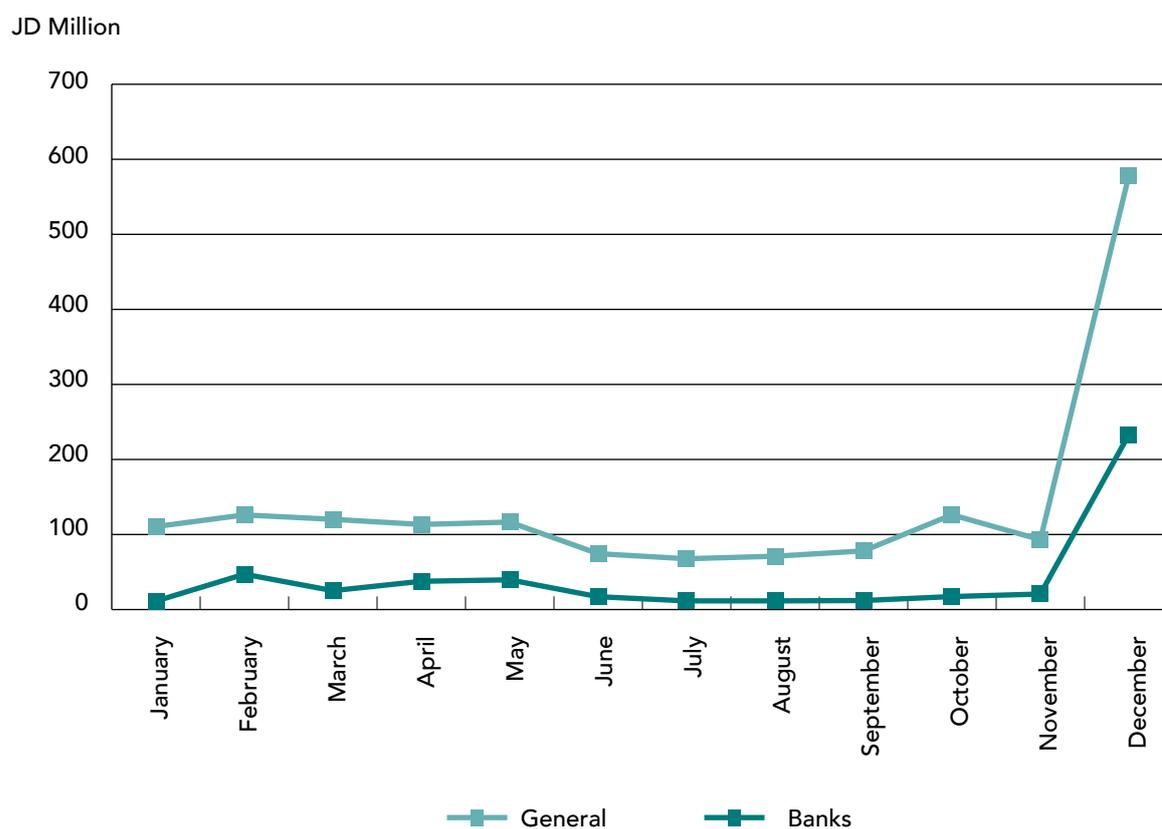
Monthly Trading Volume of Banks' Shares Listed at the Amman Stock Exchange during 2018

Month	Value Traded (JD million)		
	Banks	General	Banks/ General (%)
January	11.29	110.58	10.2%
February	47.13	126.09	37.4%
March	25.15	120.25	20.9%
April	37.66	113.36	33.2%
May	39.60	116.52	34.0%
June	17.09	74.44	23.0%
July	11.54	67.70	17.1%
August	11.55	71.02	16.3%
September	12.00	78.13	15.4%
October	17.30	126.24	13.7%
November	20.67	93.10	22.2%
December	233.17	578.37	40.3%
Total	484.14	1675.80	28.9%

Source: Amman Stock Exchange

Figure (21)

Monthly Development of the Trading Volume during 2018



3. Non-Jordanian Ownership of Shares in Jordanian Banks

The non-Jordanian ownership of shares in Jordanian banks had evidently been stable in the last few years, due to the good financial indicators of the Jordanian banking sector, and its financial strength and soundness. The average of non-Jordanian ownership of bank shares listed in ASE during the period of 2010 to 2018 is 59.9%. The percentage reached 60.9% in 2018.

Table (33)

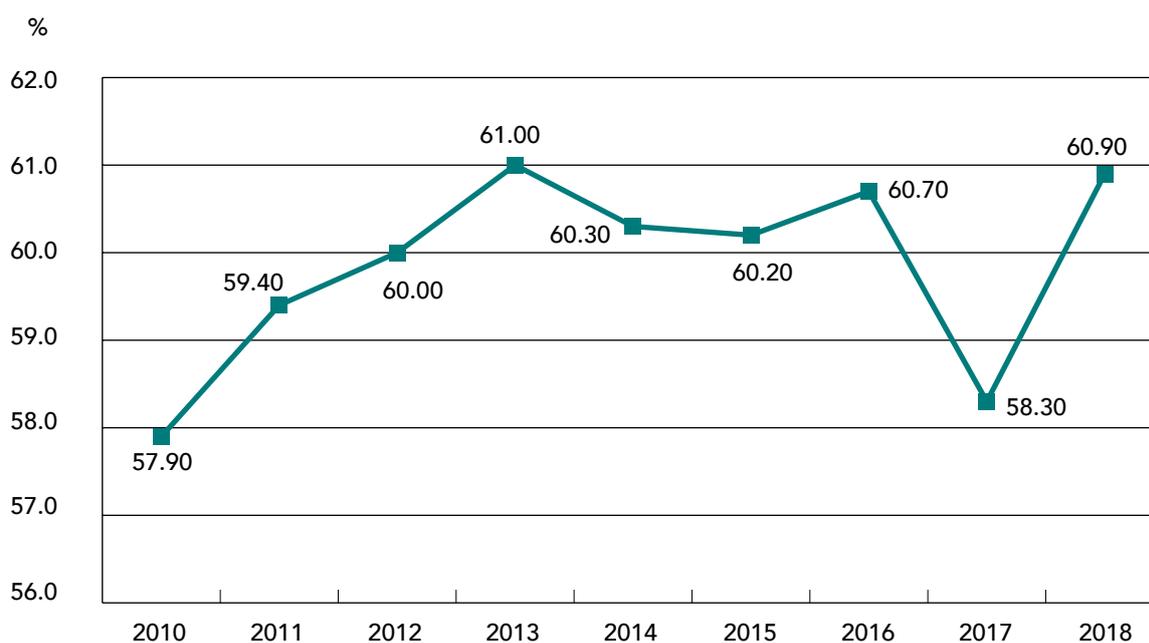
Non-Jordanian Ownership of Banks' Shares Listed at the Amman Stock Exchange (2010-2018)

Year	Non-Jordanian Ownership (%)
2010	57.90
2011	59.40
2012	60.00
2013	61.00
2014	60.30
2015	60.20
2016	60.70
2017	58.30
2018	60.90

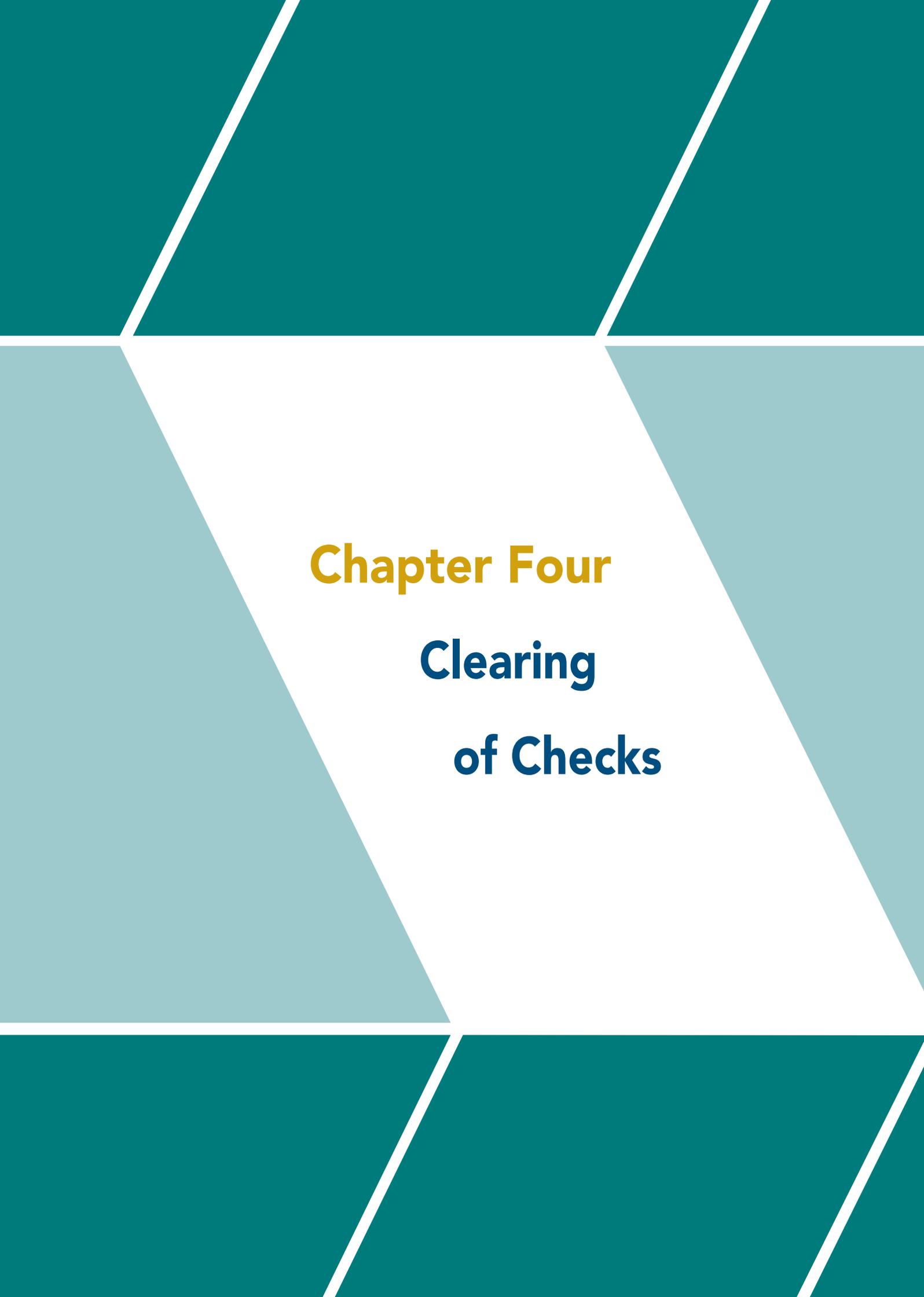
Source: Amman Stock Exchange

Figure (22)

Non-Jordanian Ownership of Shares in Jordanian Banks (2010-2018)







Chapter Four
Clearing
of Checks

This part handles the issue of check clearing and sheds light on the most outstanding transitions that it went through in the kingdom. It also highlights changes that checks presented for clearing and returned checks witnessed in 2018.

1. Historical overview of check clearing

The Central Bank of Jordan provides licensed banks with the service of check clearing pursuant to its law # 23 of 1971 and its amendments in Paragraph B of Article 37.

The system of check clearing passed through different stages. It was done manually until July 1997, when the system of automatic clearing was in place until July 2007. A quantitative step happened when electronic clearing was adopted and checks were collected at the same day starting from 4 Nov. 2007.

Electronic clearing is defined as the process of exchanging information (which includes checks' data, images and symbols) electronically via the CBJ's Electronic Clearing Center, as well as defining the net balances resulting from this process in a specific time.

Checks are collected between banks at the same day as follows:

- Checks deposited by customers from 8:00 AM until 12:00 noon are collected at the same working day. The customer is allowed to withdraw the check's value the following working day.
- Checks deposited after 12:00 noon are collected the following working day.

The service of check clearing through the electronic clearing system is done under the legal cover of the CBJ Law, the Electronic Transactions Law, and the Principles and Rules of Work and the Electronic Clearing Ad hoc Instructions.

The goal behind the electronic clearing is to move out of the automatic clearing system to the electronic clearing system, to stop circulation of paper checks for the purposes of clearing at the stage of depositing them in banks, and to collect checks at the same due date for all Jordanian governorates, in addition to increasing confidence in checks as an instrument for payment and curbing as much as possible the volume of returned checks.

The electronic clearing system had benefits at two levels: banks and customers. As regards banks, the benefit is knowing beforehand the exact financial position of the bank, the optimal employment of money at banks, getting precise information and statistics on checks and a swift and precise archiving system, the possibility of getting images and data on checks through this system, and limiting the risks of transporting paper checks. The system works around the clock, therefore, there is enough time to send checks whatever their number is.

As regards customers, checks are collected the same day in which they are deposited. They could know if the check is accepted or returned the same day. The check's amount is credited in the beneficiary's account the same day (if it is deposited before noon) or the following working day, in addition to increased confidence in dealing with checks.

2. Development in check clearing

Checks presented for clearing declined in terms of number and value in 2018, compared with 2017. The number declined from 10315.5 thousand checks in 2017 to 10231.7 thousand checks in 2018. The value of presented checks also declined for the same period from JD 45990.6 million to JD 43840.5 million.

Table (34)
Circulated and Returned Cheques Through the Electronic Clearing
(2017 – 2018)

Description	2017	2018	Percentage Change %
Circulated Cheques			
Number (thousand)	10315.5	10231.7	-0.81%
Value(JD million)	45990.6	43840.5	-4.68%
Returned Cheques			
Number (thousand)	482.5	479.1	-0.70%
Value(JD million)	1590.9	1700.6	6.90%
The ratio to the number of Circulated Cheques (%)	4.68%	4.68%	-
The ratio to the value of Circulated Cheques (%)	3.46%	3.88%	-
Returned Cheques for insufficient balance			
Number (thousand)	302.0	299.9	-0.70%
Value(JD million)	997.6	1064.7	6.73%
The ratio to the number of Returned Cheques (%)	62.59%	62.60%	-
The ratio to the value of Returned Cheques (%)	62.71%	62.61%	-
Returned Cheques for another reasons			
Number (thousand)	180.5	179.2	-0.72%
Value(JD million)	593.4	635.9	7.16%
The ratio to the number of Returned Cheques (%)	37.41%	37.40%	-
The ratio to the value of Returned Cheques (%)	37.30%	37.39%	-

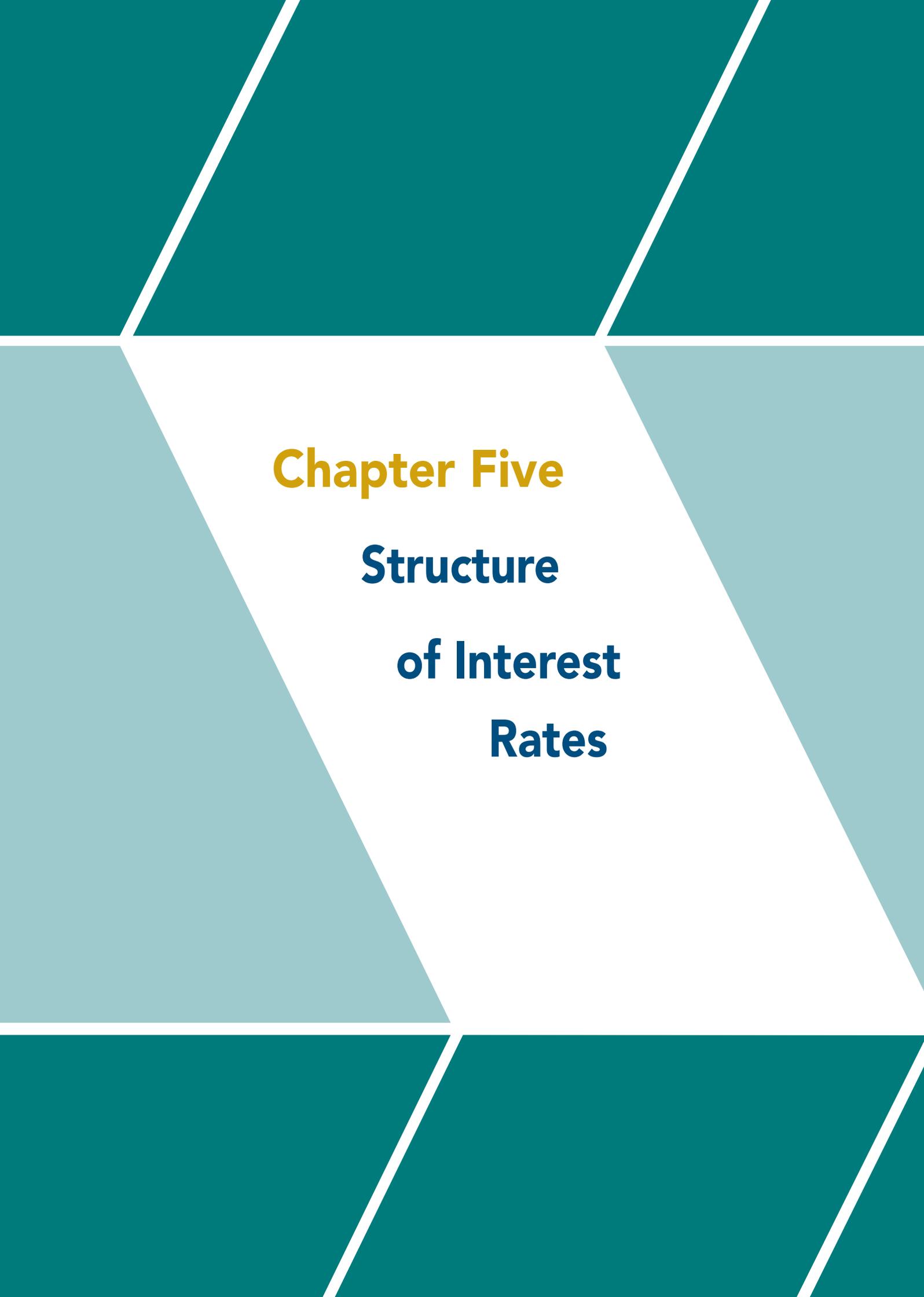
Source: Central Bank of Jordan/ Monthly Statistical Bulletin

The number of returned checks fell at the end of 2018 compared to the year before by 0.7%, While value of returned checks grew at the end of 2018 compared to the year before by 6.9%.

The number of returned checks to the total number of checks presented for clearing at the end of 2018 stood at 4.68%, which include 62.6% returned for the reason of insufficient funds, and 37.4% returned for other reasons.

The value of returned checks to the total value of checks presented for clearing stood at 3.88% at the end of 2018, which include 62.6% returned for the reason of insufficient funds, and 37.4% returned for other reasons.





Chapter Five
Structure
of Interest
Rates

This chapter reviews developments in the weighted average of interest rates on all types of deposits and credit facilities, in addition to developments in interest rate margins. The chapter further handles development on interest rates on monetary policy instruments and the development of interbank lending rates (JODIBOR).

1. Development of Interest Rates on Deposits

Interest rates on all types of deposits underwent the following changes in 2018:

- Demand deposits: The weighted average of interest rate on demand deposits rose by the end of 2018 by 4 base points compared with its level by the end of 2017, reaching 0.38%.
- Saving deposits: The weighted average of interest rate on saving deposits rose by the end of 2018 by 16 base point compared with its level by the end of 2017, reaching 0.71%.
- Time deposits: The weighted average of interest rate on time deposits rose by the end of 2018 by 93 base points compared with its level by the end of 2017, reaching 4.73%.

Table (35)
Weighted Average of Interest Rates on All Types of Deposits
(2010-2018)

Year	Demand (%)	Saving (%)	Time (%)
2010	0.44	0.77	3.40
2011	0.43	0.70	3.46
2012	0.42	0.76	4.19
2013	0.38	0.87	4.97
2014	0.43	0.79	4.11
2015	0.32	0.62	3.06
2016	0.26	0.56	3.04
2017	0.34	0.55	3.80
2018	0.38	0.71	4.73

Source: Central Bank of Jordan/ Monthly Statistical Bulletin

Figure (23)

Weighted Average of Interest Rates on All Types of Deposits (2010-2018)

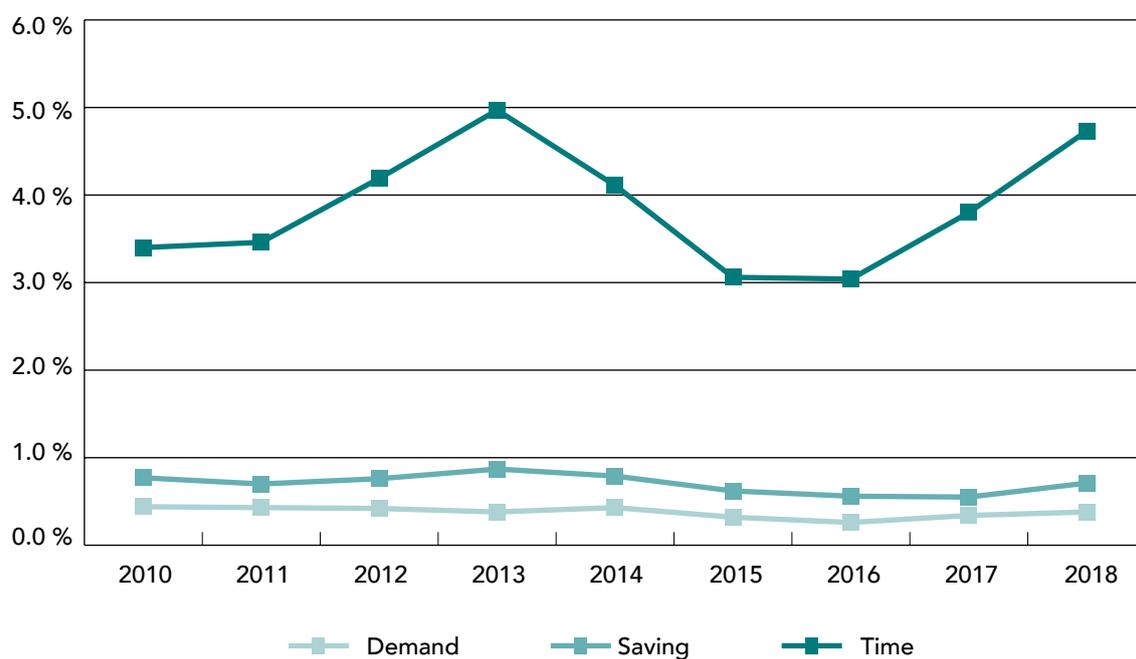


Table (36)

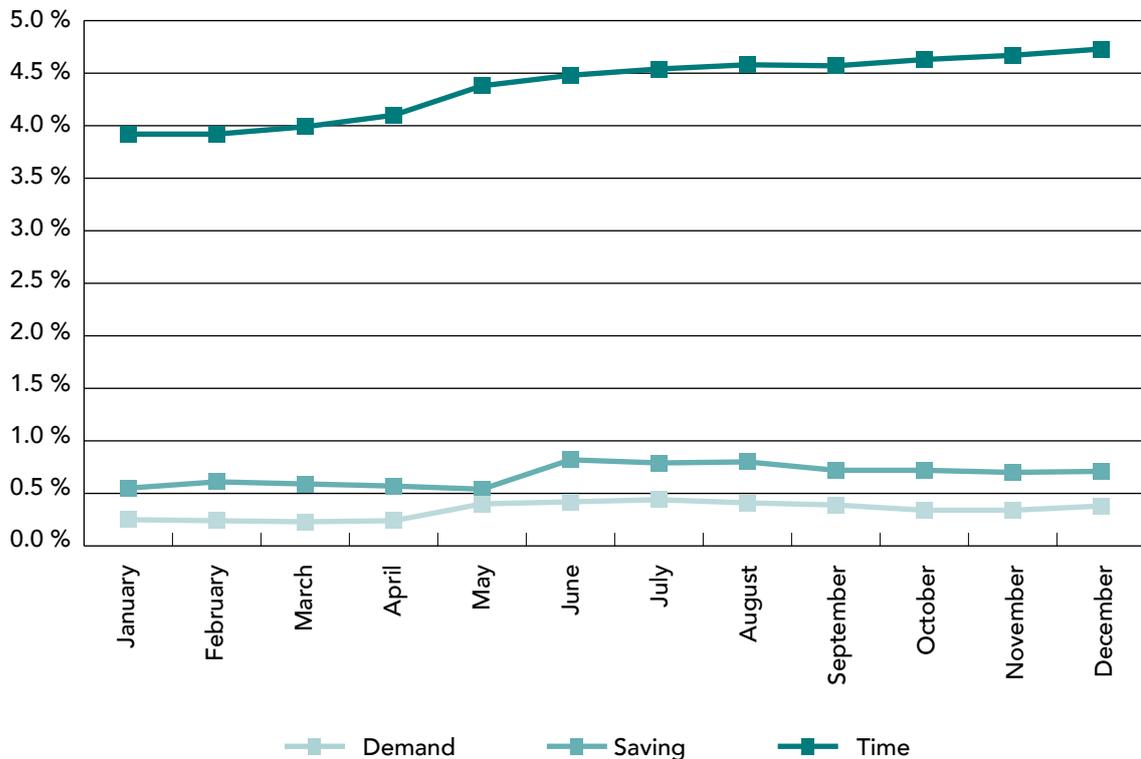
Monthly weighted Average of Interest Rates on All Types of Deposits in 2018

Month	Demand (%)	Saving (%)	Time (%)
January	0.25	0.55	3.92
February	0.24	0.61	3.92
March	0.23	0.59	3.99
April	0.24	0.57	4.10
May	0.40	0.54	4.38
June	0.42	0.82	4.48
July	0.44	0.79	4.54
August	0.41	0.80	4.58
September	0.39	0.72	4.57
October	0.34	0.72	4.63
November	0.34	0.70	4.67
December	0.38	0.71	4.73
Average	0.34	0.68	4.38
MAX	0.44	0.82	4.73
MIN	0.23	0.54	3.92

Source: Central Bank of Jordan/ Monthly Statistical Bulletin

Figure (24)

Monthly Development of Interest Rates on All Types of Deposits during 2018



2. Development of interest rates on facilities

Interest rates on different types of facilities witnessed the following changes in 2018:

- **Overdrafts:** The weighted average of interest rate on overdrafts fell down by the end of 2018 by 36 base points compared with its level by the end of 2017, reaching 8.41%.
- **Loans and advances:** The weighted average of interest rate on loans and advances rose by the end of 2018 by 5 base points compared with its level by the end of 2017, reaching 8.69%.
- **Discounted bills and bonds:** The weighted average of interest rate on discounted bills and bonds declined by the end of 2018 by 59 base points compared with its level of the end of 2017, reaching 9.64%.
- **Prime Lending Rate:** The prime lending rate rose by the end of 2018 by 74 base points of its level by the end of 2017, reaching 9.57%.

Table (37)
Weighted Average of Interest Rates on All Types of Credit Facilities
(2010-2018)

year	Overdrafts (%)	Loans and Advances (%)	Discounted Bills & Bonds (%)	Prime Lending Rate (%)
2010	9.12	9.01	9.41	8.20
2011	8.80	8.67	9.34	8.22
2012	9.28	8.95	9.59	8.68
2013	9.20	9.03	10.13	8.85
2014	9.15	8.84	9.95	8.72
2015	8.01	8.24	8.70	8.37
2016	7.60	7.83	10.42	8.37
2017	8.77	8.64	10.23	8.83
2018	8.41	8.69	9.64	9.57

Source: Central Bank of Jordan/ Monthly Statistical Bulletin

Figure (25)
Weighted Average of Interest Rates on All Types of Credit Facilities (2010-2018)

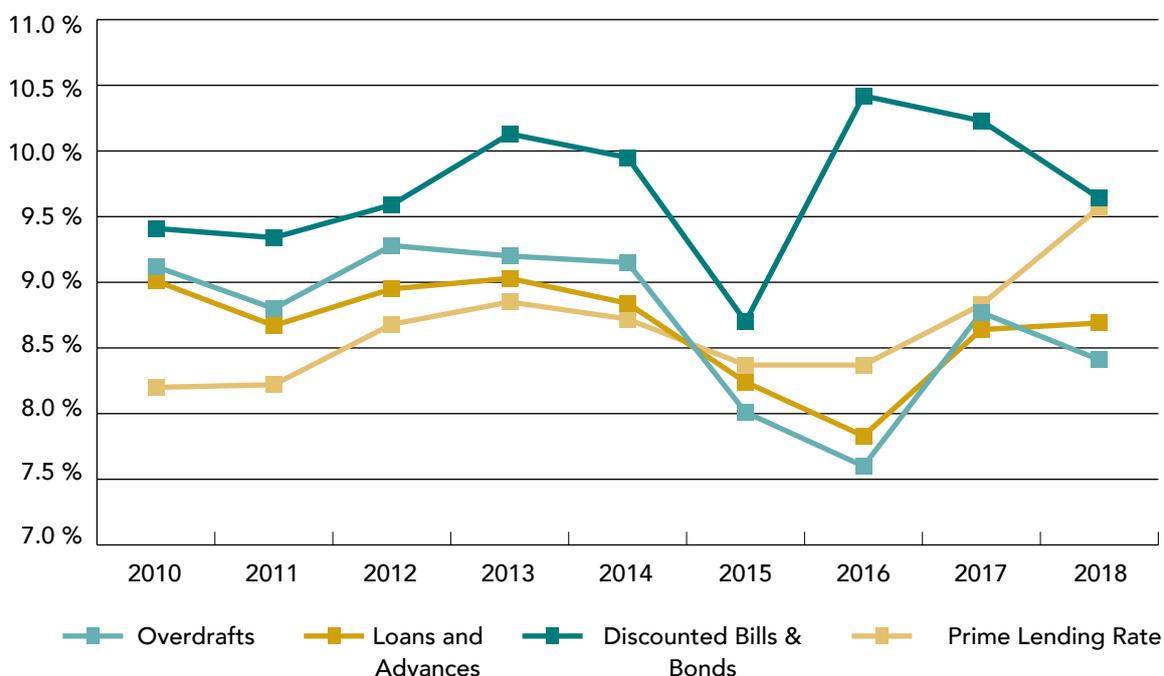


Table (38)

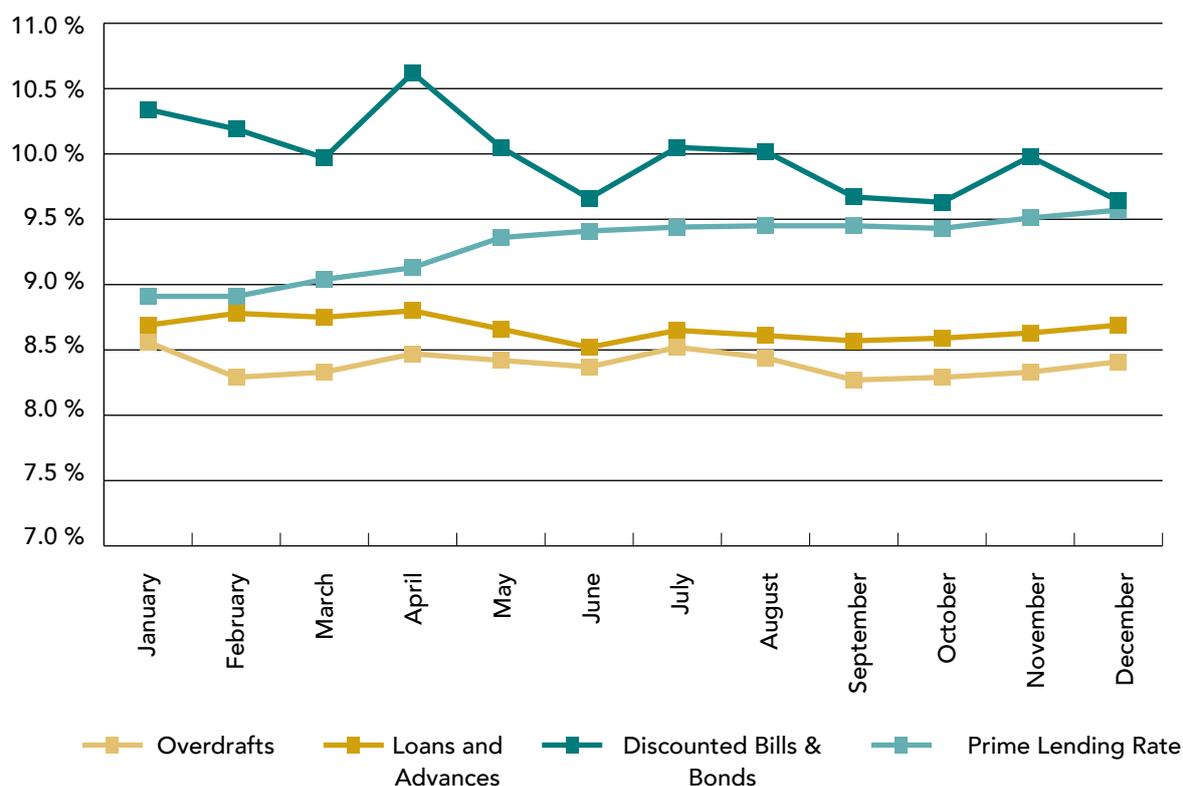
Monthly Weighted Average of Interest Rates on All Types of Credit Facilities in 2018

Month	Overdrafts (%)	Loans and Advances (%)	Discounted Bills & Bonds (%)	Prime Lending Rate (%)
January	8.56	8.69	10.34	8.91
February	8.29	8.78	10.19	8.91
March	8.33	8.75	9.97	9.04
April	8.47	8.80	10.62	9.13
May	8.42	8.66	10.05	9.36
June	8.37	8.52	9.66	9.41
July	8.52	8.65	10.05	9.44
August	8.44	8.61	10.02	9.45
September	8.27	8.57	9.67	9.45
October	8.29	8.59	9.63	9.43
November	8.33	8.63	9.98	9.51
December	8.41	8.69	9.64	9.57
Average	8.39	8.66	9.99	9.30
MAX	8.56	8.8	10.62	9.57
MIN	8.27	8.52	9.63	8.91

Source: Central Bank of Jordan/ Monthly Statistical Bulletin

Figure (26)

Monthly Development of Interest Rates on All Types of Credit Facilities during 2018



3. Interest Rate Margin

The interest rate margin is calculated as the difference between the weighted average of interest rates on loans and advances and the weighted average of interest rates on time deposits as they are the biggest and most important types of facilities and deposits.

The interest rate margin declined visibly by 88 base points in 2018 to reach 3.96%, compared with a margin of 4.84% in 2017.

Figure (27)

Annual Development of Interest Rate Margin (2010-2018)

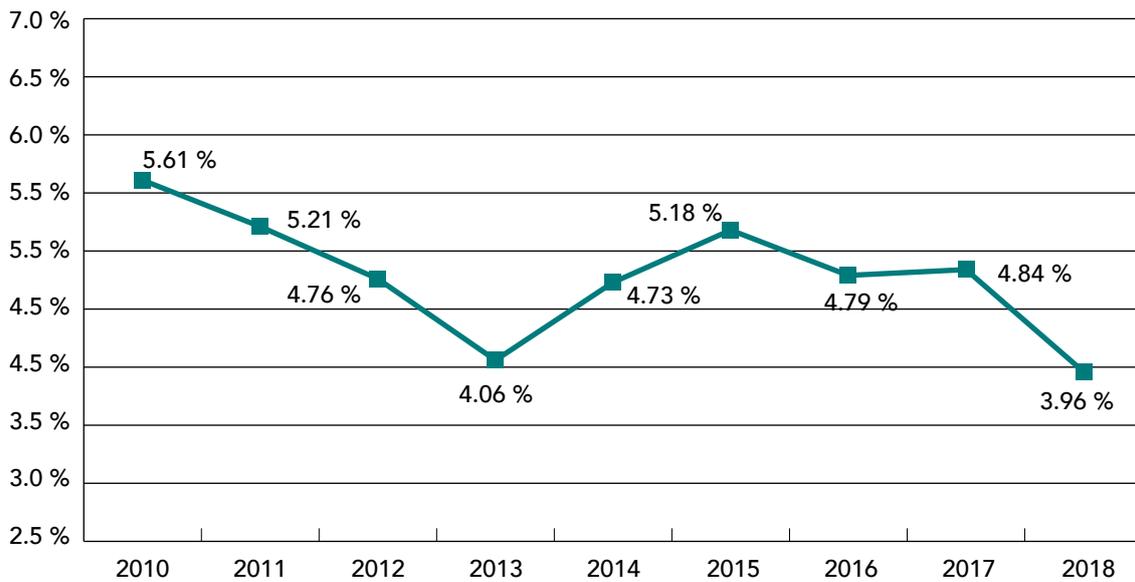
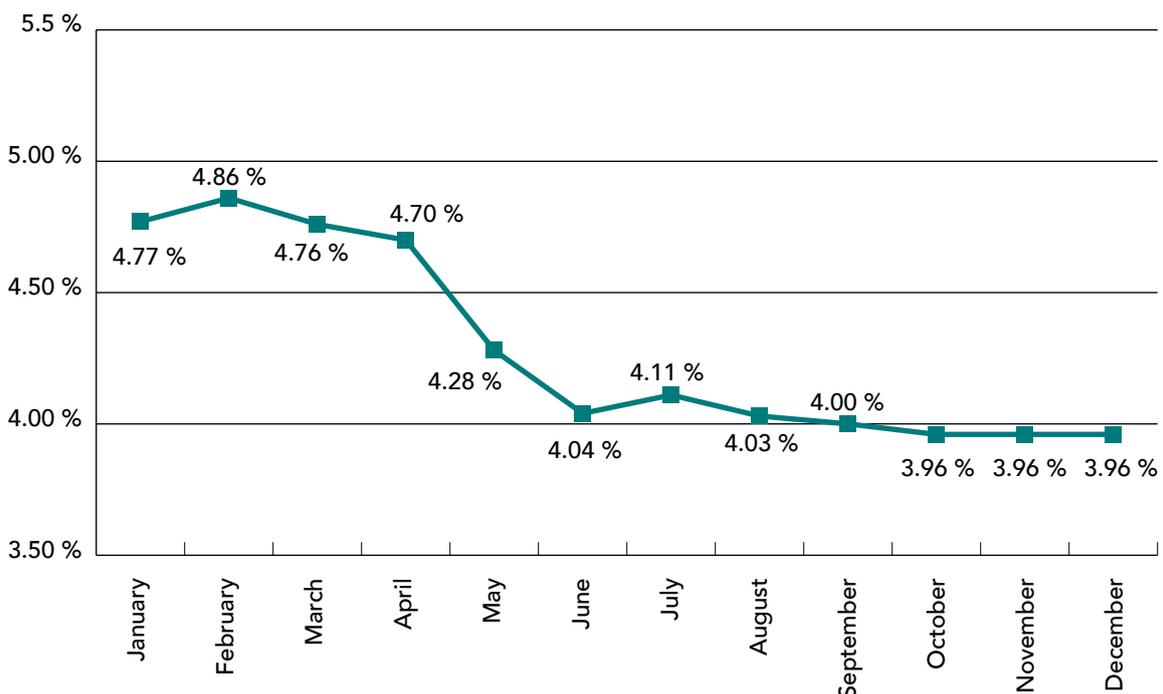


Figure (28)

Monthly Development of Interest Rate Margin during 2018



4. Development of interest rates on monetary policy instruments

The CBJ raised interest rates on monetary policy instruments four times in 2018: March, June, October and December 2018. Developments are as follows:

- Raising the CBJ Main Rate from 4.00% to 4.75%.
- Raising rediscount interest rate from 5.00% to 5.75%.
- Raising overnight repurchase agreements from 4.75% to 5.50%.
- Raising interest rate on Overnight Window Deposit in Jordanian dinar from 3.00% to 4.00%.

Table (39)

Interest Rates on Monetary Policy Instruments (2010 - 2018)

Year	CBJ Main Rate (%)	Rediscount Rate (%)	Repurchase Agreements (%)	Overnight Deposit Window (%)
2010	–	4.250	4.000	2.000
2011	–	4.500	4.250	2.250
2012	–	5.000	4.750	4.000
2013	–	4.500	4.250	3.500
2014	–	4.25	4.00	2.75
2015	2.50	3.75	3.50	1.50
2016	2.75	3.75	3.50	1.75
2017	4.00	5.00	4.75	3.00
2018	4.75	5.75	5.50	4.00

Source: Central Bank of Jordan/ Monthly Statistical Bulletin

Table (40)

Interest Rates on Monetary Policy Instruments during 2018

Month	CBJ Main Rate (%)	Rediscount Rate (%)	Repurchase Agreements (%)	Overnight Deposit Window (%)
January	4.00	5.00	4.75	3.00
February	4.00	5.00	4.75	3.00
March	4.25	5.25	5.00	3.25
April	4.25	5.25	5.00	3.25
May	4.25	5.25	5.00	3.25
June	4.25	5.25	5.00	3.50
July	4.25	5.25	5.00	3.50
August	4.25	5.25	5.00	3.50
September	4.25	5.25	5.00	3.50
October	4.50	5.50	5.25	3.75
November	4.50	5.50	5.25	3.75
December	4.75	5.75	5.50	4.00

Source: Central Bank of Jordan/ Monthly Statistical Bulletin.

5. Interbank Lending Interest Rate (JODIBOR)

Developments in Interbank Lending Interest Rate (JODIBOR) indicate the following:

- A rise in the average overnight lending interest rates in 2018 by 51 points compared with 2017, reaching 3.700%.
- A rise in the average lending interest rates for one week in 2018 by 63 points compared with 2017, reaching 4.223%.
- A rise in the average lending interest rates for one month in 2018 by 56 points compared with 2017, reaching 5.064%.
- A rise in the average lending interest rates for three months in 2018 by 67 points compared with 2017, reaching 6.010%.
- A rise in the average lending interest rates for six months in 2018 by 82 points compared with 2017, reaching 7.037%.
- A rise in the average lending interest rates for one year in 2018 by 65 points compared with 2017, reaching 7.313%.

Table (41)

Average Inter-Bank Lending Interest Rates (JODIBOR – Declared Rates) (2006 – 2018)

Year	O/N	One Week	One Month	Three Months	Six Months	One Year
2006	5.552	5.885	6.372	6.814	7.364	7.780
2007	5.904	6.219	6.492	6.756	7.005	7.411
2008	5.066	5.419	5.748	6.107	6.397	6.939
2009	3.438	3.797	4.363	4.916	5.459	6.176
2010	2.236	2.409	2.783	3.257	3.745	4.414
2011	2.668	3.073	3.435	3.840	4.235	4.871
2012	3.658	4.126	4.498	4.812	5.229	5.762
2013	4.131	4.581	5.046	5.574	6.076	6.660
2014	3.258	3.788	4.455	5.035	5.573	6.038
2015	2.495	3.120	3.851	4.516	5.132	5.640
2016	2.036	2.755	3.587	4.368	5.055	5.650
2017	3.186	3.591	4.501	5.338	6.218	6.659
2018	3.700	4.223	5.064	6.010	7.037	7.313

Source: The declared rates in the JODIBOR daily bulletin issued by ABJ.

The table below shows the monthly development in the interbank average lending interest rates in 2018, which reveals that the average lending rates for all maturities registered the lowest averages in the first and second month of the year and the highest averages in the last month of the same year.

Table (42)

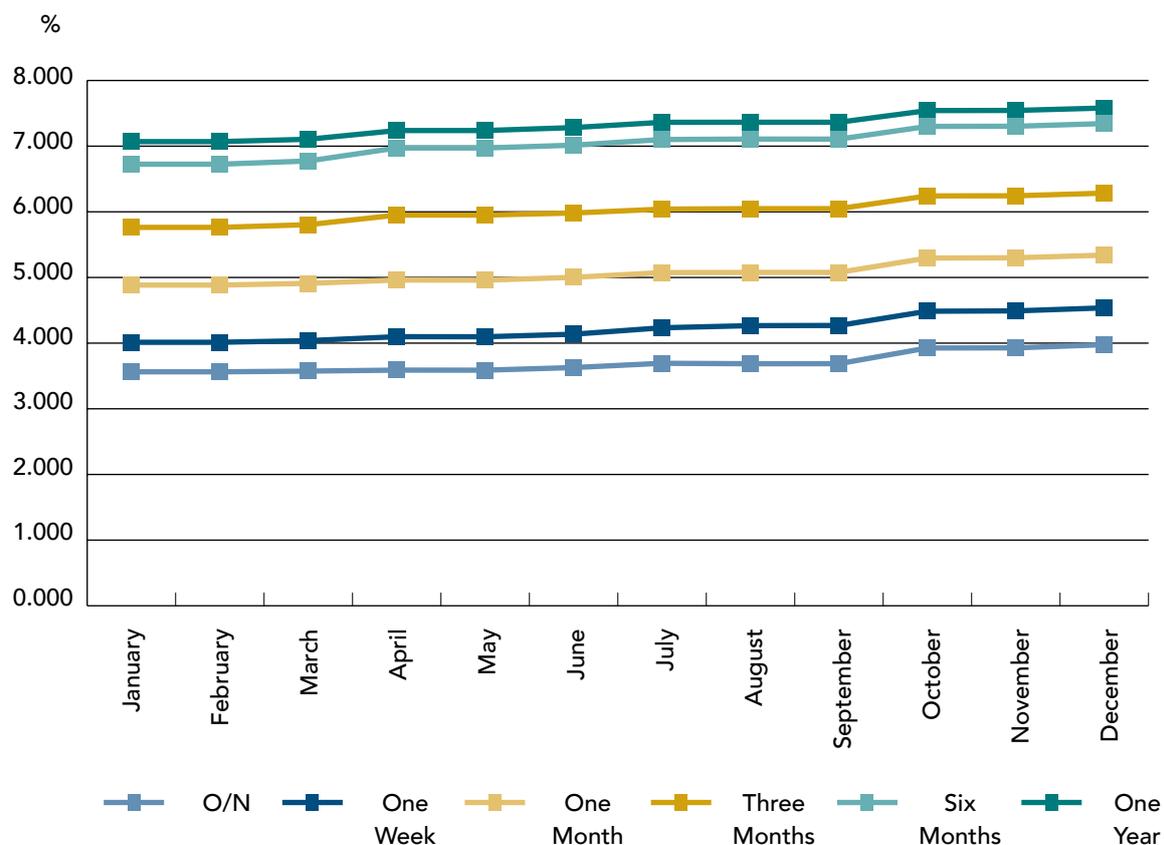
Average Inter-Bank Lending Interest Rates (JODIBOR – Declared Rates) in 2018

Month	O/N	One Week	One Month	Three Months	Six Months	One Year
January	3.563	4.013	4.884	5.763	6.725	7.069
February	3.563	4.013	4.884	5.763	6.725	7.069
March	3.574	4.038	4.910	5.804	6.774	7.105
April	3.589	4.098	4.961	5.950	6.972	7.238
May	3.588	4.097	4.959	5.950	6.972	7.238
June	3.628	4.136	5.002	5.982	7.015	7.283
July	3.693	4.234	5.074	6.041	7.101	7.363
August	3.686	4.266	5.077	6.048	7.108	7.364
September	3.687	4.269	5.077	6.048	7.107	7.364
October	3.926	4.486	5.296	6.242	7.301	7.542
November	3.928	4.491	5.300	6.244	7.303	7.544
December	3.976	4.537	5.340	6.284	7.344	7.581
Average	3.700	4.223	5.064	6.010	7.037	7.313
MIN	3.563	4.013	4.884	5.763	6.725	7.069
MAX	3.976	4.537	5.340	6.284	7.344	7.581

Source: The declared rates in the JODIBOR daily bulletin issued by the ABJ.

Figure (29)

Monthly Development of the Inter-Bank Lending Rates (JODIBOR) during 2018



As regards the overnight interbank activity in 2018, it fluctuated in terms of the number of executed transactions and the total credit amounts, in addition to the fluctuating pricing margin (the difference between the actual prices announced by the central bank and the declared price of the ABJ – JODIBOR), which registered the highest margin in February 2018, amounting to 0.363%, and the lowest margin in December 2018, amounting to 0.052%.

Table (43)

Volume of Overnight Inter-Bank Activity During 2018

Month	# of Transactions	Total lent Amounts (JD million)	Inter – bank weighted lending rates (Declared price) *	Inter – bank weighted lending rates (Actual price) **	Price margin
January	269	2537	3.563%	3.228%	-0.335%
February	261	2829	3.563%	3.200%	-0.363%
March	283	2942	3.574%	3.248%	-0.326%
April	256	2788	3.589%	3.364%	-0.225%
May	353	4035	3.588%	3.350%	-0.238%
June	291	2900	3.628%	3.463%	-0.165%
July	395	3043	3.693%	3.615%	-0.078%
August	352	2835	3.686%	3.627%	-0.059%
September	337	2722	3.687%	3.625%	-0.062%
October	368	3127	3.926%	3.858%	-0.068%
November	280	2376	3.928%	3.858%	-0.070%
December	427	3235	3.976%	3.924%	-0.052%

* The monthly interbank weighted lending interest rate (declared rate) from the daily JODIBOR bulletins issued by ABJ.

** The monthly interbank weighted lending interest rate (actual price) from the daily interest rates bulletins on various dinar tools issued by the Central Bank of Jordan.

Figure (30)

Development of the Total Amount of Overnight Interbank Lending during 2018

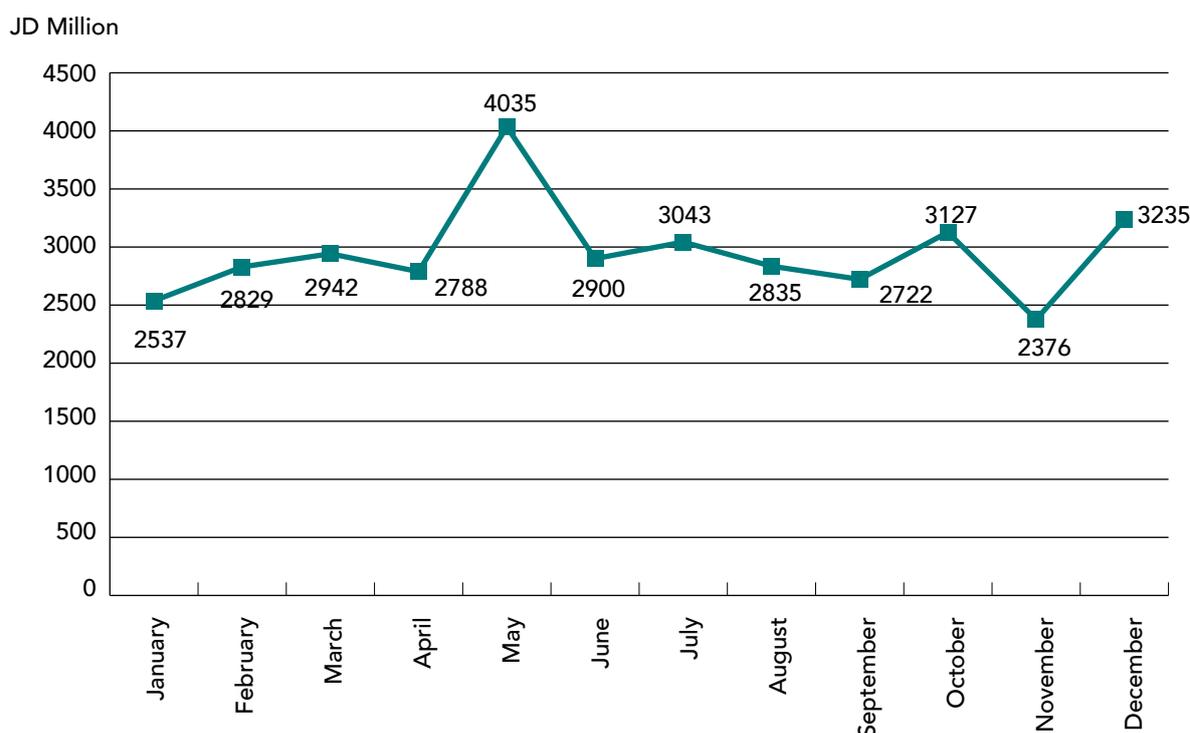


Figure (31)

Development of the Number of Overnight Interbank Lending and Borrowing Transaction during 2018

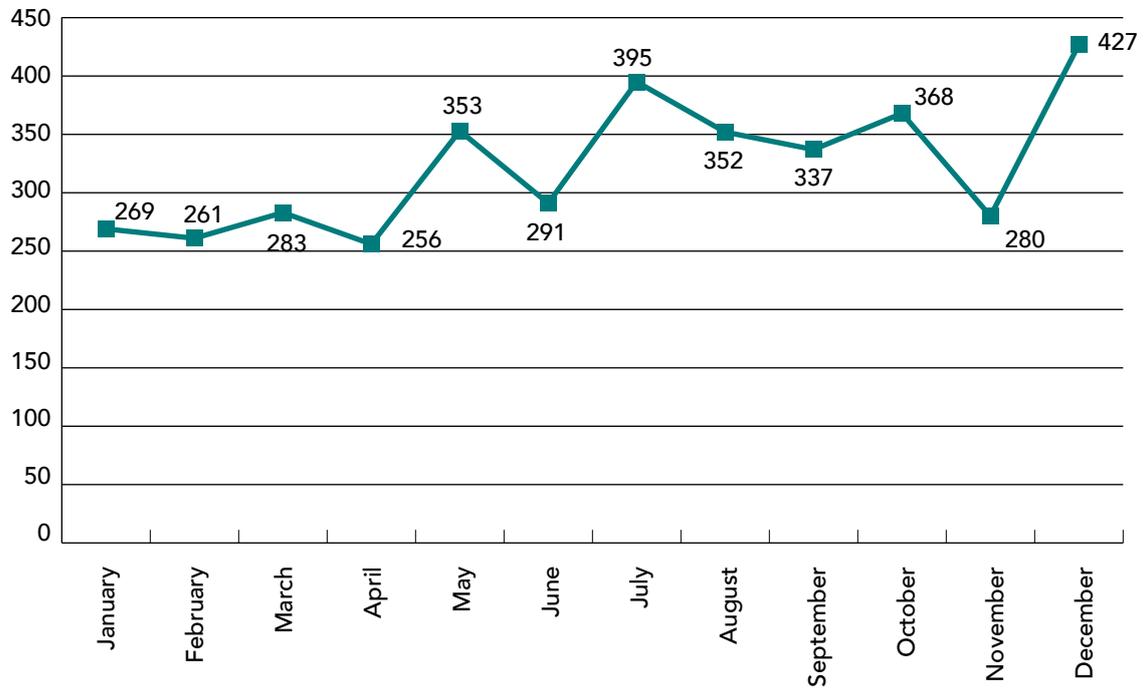


Figure (32)

Weighted Overnight Interbank Lending Rates "JODIBOR" (Declared and Actual) during 2018







Chapter Six
**The Comparative
Performance of
Banks Operating
In Jordan during
2018**

This chapter includes a detailed outline of the overall developments that banks operating in Jordan went through during 2018. The first section handles developments in the main items in the statement of financial position in terms of total assets, facilities and deposits of banks operating in Jordan, in addition to the shareholders' equity and capital. The second section includes the most important items of the income statement of banks operating in Jordan during 2018, which are pretax profits, and post tax net profits. The third section handles the most important standards of profitability in Jordan which links the statement of financial position with the income statement (which are the average return on assets (ROA) and the average return on equity (ROE), during 2018. The fourth section reviews indicators of bank branching in Jordan, including the number of branches and ATMs. The fifth section reflects the development and distribution of human resources of banks operating in Jordan as by the end of 2018.

It should be noted that the chapter ranks banks in a descending way (from the highest to the lowest) according to each of the previous standards, in addition to calculating the relative weight of each bank to the total working banks. The chapter also took into consideration the division of banks into three main categories that include Jordanian commercial banks, Islamic banks and foreign banks. It is also noteworthy that data in this chapter are exclusively for branches of banks operating in Jordan and do not include subsidiary companies and branches abroad. The following is an explanation of the most important terms used in this chapter:

- **Total deposits at commercial banks:** This includes deposits at banks, banking institutions, customers' deposits and cash margins.
- **Average Return on equity (ROE) in 2018:** it is the net after tax profit in 2018 divided by the average shareholders' equity for the years 2017 and 2018.
- **Average return on assets (ROA) in 2018:** it is the net after tax profit in 2018 divided by the average assets for the years 2017 and 2018.
- **Total assets at Islamic banks:** It includes total assets only without accounts managed on behalf of others.
- **Financial investments of Islamic banks:** Investments include all types of loans and financing granted by the bank, including deferred sales and other receivables (net), Ijara ending with Tamleek Assets (net), financing and other financing investments (net). They do not include accounts managed on behalf of others.
- **Total Savings Schemes of Islamic banks:** This includes savings
 - on accounts of banks and banking institutions, customers' current accounts, cash margins and the total joint investment accounts holders equity, excluding accounts managed on behalf of others.
- Data in this booklet are exclusively for branches of banks operating in Jordan and do not include subsidiary companies and branches abroad.
- Changes or amendments might occur on the year of comparison (the previous year) in case any bank amends or updates its previous data.

First: Ranking of Banks According to Some Items of the Statement of Financial Position

A) Ranking of Banks according to Total Assets

Total assets of banks operating in Jordan rose by 3.02% at the end of 2018 compared with 2017, reaching JD 48.57 billion. This is distributed as JD 37.64 billion for Jordanian commercial banks (77.49% of total assets of banks operating in Jordan), JD 7.95 billion for Islamic banks (16.37% of total assets), and JD 2.99 billion for foreign commercial banks (6.15% of total assets).

Table (44): Total Assets of Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018			2017			Change percentage
		Ranking 2018	Assets (JD million)	Ratio to Total Assets	Ranking 2017	Assets (JD million)	Ratio to Total Assets	
Jordanian Commercial Banks	Arab Bank	1	9,549.0	19.66%	1	8,943.0	18.97%	6.78%
	The Housing Bank for Trade and Finance	2	6,986.2	14.38%	2	6,972.2	14.79%	0.20%
	Bank Al-Etihad	3	2,803.0	5.77%	3	2,662.0	5.65%	5.30%
	Jordan Kuwait Bank	4	2,551.4	5.25%	4	2,582.4	5.48%	-1.20%
	Jordan Ahli Bank	5	2,459.0	5.06%	5	2,393.0	5.08%	2.76%
	Bank of Jordan	6	2,273.0	4.68%	6	2,217.0	4.70%	2.53%
	Cairo Amman Bank	7	2,192.0	4.51%	7	2,157.0	4.58%	1.62%
	Arab Jordan Investment Bank	8	1,889.3	3.89%	9	1,692.5	3.59%	11.63%
	Capital Bank	9	1,811.2	3.73%	8	1,788.0	3.79%	1.29%
	Societe General - Jordan	10	1,702.7	3.51%	10	1,352.1	2.87%	25.93%
	Jordan Commercial Bank	11	1,274.4	2.62%	11	1,274.1	2.70%	0.02%
	ABC Bank	12	1,127.0	2.32%	12	1,111.0	2.36%	1.44%
	Investbank	13	1,019.0	2.10%	13	928.0	1.97%	9.81%
Total assets of Jordanian Commercial Banks			37,637.20	77.49%		36,072.36	76.51%	4.34%
Islamic Banks	Jordan Islamic Bank	1	4,161.0	8.57%	1	4,212.0	8.93%	-1.21%
	Islamic International Arab Bank	2	2,159.0	4.44%	2	2,052.1	4.35%	5.21%
	Safwa Islamic Bank	3	1,122.6	2.31%	3	959.3	2.03%	17.02%
	Al-Rajhi Bank *	4	507.8	1.05%	4	470.7	1.00%	7.88%
	Total Assets of Islamic Banks			7,950.44	16.37%		7,694.09	16.32%
Foreign Commercial Banks	BLOM Bank	1	740.0	1.52%	2	758.0	1.61%	-2.37%
	Bank Audi	2	702.0	1.45%	1	775.0	1.64%	-9.42%
	Standard Chartered Bank	3	511.2	1.05%	3	461.1	0.98%	10.87%
	Egyptian Arab Land Bank	4	347.0	0.71%	4	336.0	0.71%	3.27%
	Citi Bank	5	295.4	0.61%	5	316.9	0.67%	-6.78%
	National Bank of Kuwait - Jordan	6	250.8	0.52%	7	292.4	0.62%	-14.24%
	Rafidain Bank	7	139.0	0.29%	8	133.0	0.28%	4.51%
	First Abu Dhabi Bank	Acquired by Societe General- Jordan			6	308.5	0.65%	-
Total Assets of Foreign Commercial Banks			2,985.40	6.15%		3,380.92	7.17%	-11.70%
Total Assets of Banks Operating in Jordan			48,573.04	100.0%		47,147.37	100.0%	3.02%

Source: Banks' financial data

* Foreign Bank

B) Ranking of Banks according to direct credit facilities (net)

Direct credit facilities (net) granted by banks operating in Jordan grew by 4.65% at the end of 2018 compared with 2017, reaching JD 24.61 billion. This is distributed as JD 17.71 billion granted by Jordanian commercial banks (71.95% of total credit facilities), JD 5.82 billion granted by Islamic banks (23.67% of total credit facilities), and JD 1.08 billion granted by foreign commercial banks (4.39% of total credit facilities).

Table (45): Direct credit facilities (net) Extended by Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018			2017			Change percentage
		Ranking 2018	Direct credit facilities – net (JD million)	Ratio to total direct credit facilities-net	Ranking 2017	Direct credit facilities – net (JD million)	Ratio to total direct credit facilities – net	
Jordanian Commercial Banks	Arab Bank	1	3,865.0	15.70%	1	3,588.0	15.26%	7.72%
	The Housing Bank for Trade and Finance	2	3,300.4	13.41%	2	3,313.1	14.09%	-0.38%
	Bank Al-Etihad	3	1,506.0	6.12%	3	1,409.0	5.99%	6.88%
	Jordan Kuwait Bank	4	1,393.3	5.66%	4	1,297.9	5.52%	7.35%
	Bank of Jordan	5	1,192.0	4.84%	5	1,219.0	5.18%	-2.21%
	Jordan Ahli Bank	6	1,176.0	4.78%	6	1,204.0	5.12%	-2.33%
	Cairo Amman Bank	7	1,131.0	4.60%	7	1,088.0	4.63%	3.95%
	Capital Bank	8	833.0	3.38%	8	832.4	3.54%	0.06%
	Societe General - Jordan	9	803.5	3.26%	10	650.4	2.77%	23.55%
	Arab Jordan Investment Bank	10	697.5	2.83%	9	692.0	2.94%	0.79%
	Jordan Commercial Bank	11	669.7	2.72%	11	643.5	2.74%	4.08%
	ABC Bank	12	587.0	2.39%	12	573.0	2.44%	2.44%
	Investbank	13	552.0	2.24%	13	508.0	2.16%	8.66%
Total direct credit facilities - net extended by Jordanian Commercial Banks			17,706.42	71.95%		17,018.23	72.36%	4.04%
Islamic Banks	Bank	Ranking 2018	Financial investments (JD million)	Ratio to total Direct credit facilities - net	Ranking 2017	Financial investments (JD million)	Ratio to total Direct credit facilities - net	Change percentage
	Jordan Islamic Bank	1	3,136.0	12.74%	1	2,933.0	12.47%	6.92%
	Islamic International Arab Bank	2	1,476.8	6.00%	2	1,349.8	5.74%	9.41%
	Safwa Islamic Bank	3	776.6	3.16%	3	672.4	2.86%	15.49%
	Al-Rajhi Bank *	4	434.9	1.77%	4	366.7	1.56%	18.60%
Total Financial investments of Islamic Banks			5,824.25	23.67%		5,321.91	22.63%	9.44%
Foreign Commercial Banks	Bank	Ranking 2018	Direct credit facilities – net (JD million)	Ratio to total direct credit facilities – net	Ranking 2017	Direct credit facilities – net (JD million)	Ratio to total direct credit facilities – net	Change percentage
	BLOM Bank	1	374.0	1.52%	1	370.0	1.57%	1.08%
	Bank Audi	2	287.0	1.17%	2	316.0	1.34%	-9.18%
	Egyptian Arab Land Bank	3	180.0	0.73%	3	163.0	0.69%	10.43%
	Standard Chartered Bank	4	166.3	0.68%	4	148.4	0.63%	12.06%
	Citi Bank	5	55.0	0.22%	6	56.8	0.24%	-3.14%
	National Bank of Kuwait - Jordan	6	17.2	0.07%	7	16.4	0.07%	4.67%
	Rafidain Bank	7	0.3	0.00%	8	0.1	0.00%	80.71%
	First Abu Dhabi Bank	Acquired by Societe General- Jordan			5	106.5	0.45%	-
Total direct credit facilities - net extended by foreign commercial banks			1,079.71	4.39%		1,177.22	5.01%	-8.28%
Total direct credit facilities - net extended by Banks Operating in Jordan			24,610.39	100.0%		23,517.36	100.0%	4.65%

Source: Banks' financial data

* Foreign Bank

C) Ranking of Banks according to total deposits

Total deposits at banks operating in Jordan rose by 2.66% by the end of 2018 compared with 2017, reaching JD 39.94 billion, distributed as follows: JD 30.74 billion at Jordanian commercial banks (76.97% of total deposits), JD 6.90 billion at Islamic banks (17.28% of total deposits), and JD 2.30 billion at foreign commercial banks (5.75% of total deposits.)

Table (46): Total Deposits at Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018			2017			Change percentage
		Ranking 2018	Total Deposits (JD million)	Ratio to Total Deposits	Ranking 2017	Total Deposits (JD million)	Ratio to Total Deposits	
Jordanian Commercial Banks	Arab Bank	1	8,089.0	20.25%	1	7,547.0	19.40%	7.18%
	The Housing Bank for Trade and Finance	2	5,755.1	14.41%	2	5,727.2	14.72%	0.49%
	Bank Al-Etihad	3	2,292.0	5.74%	3	2,167.0	5.57%	5.77%
	Jordan Ahli Bank	4	2,006.0	5.02%	5	1,976.0	5.08%	1.52%
	Jordan Kuwait Bank	5	2,002.4	5.01%	4	2,019.4	5.19%	-0.84%
	Bank of Jordan	6	1,805.0	4.52%	6	1,740.0	4.47%	3.74%
	Cairo Amman Bank	7	1,676.0	4.20%	7	1,695.0	4.36%	-1.12%
	Societe General - Jordan	8	1,524.9	3.82%	10	1,186.2	3.05%	28.56%
	Arab Jordan Investment Bank	9	1,490.3	3.73%	8	1,477.4	3.80%	0.87%
	Capital Bank	10	1,376.7	3.45%	9	1,369.6	3.52%	0.52%
	Jordan Commercial Bank	11	1,023.3	2.56%	11	1,085.8	2.79%	-5.76%
	ABC Bank	12	885.0	2.22%	12	897.0	2.31%	-1.34%
	Investbank	13	817.0	2.05%	13	731.0	1.88%	11.76%
Total Deposits at Jordanian Commercial Banks			30,742.71	76.97%		29,618.49	76.13%	3.80%
Islamic Banks	Jordan Islamic Bank	1	3,638.0	9.11%	1	3,716.0	9.55%	-2.10%
	Islamic International Arab Bank	2	1,891.5	4.74%	2	1,803.6	4.64%	4.88%
	Safwa Islamic Bank	3	945.4	2.37%	3	797.8	2.05%	18.50%
	Al-Rajhi Bank *	4	427.2	1.07%	4	396.9	1.02%	7.63%
	Total Savings Schemes of Islamic banks			6,902.16	17.28%		6,714.26	17.26%
Foreign Commercial Banks	BLOM Bank	1	611.0	1.53%	1	629.0	1.62%	-2.86%
	Bank Audi	2	569.0	1.42%	2	623.0	1.60%	-8.67%
	Standard Chartered Bank	3	404.8	1.01%	3	355.9	0.91%	13.74%
	Egyptian Arab Land Bank	4	274.0	0.69%	6	230.0	0.59%	19.13%
	Citi Bank	5	219.7	0.55%	5	238.8	0.61%	-8.00%
	National Bank of Kuwait – Jordan	6	156.0	0.39%	7	201.4	0.52%	-22.54%
	Rafidain Bank	7	61.2	0.15%	8	55.4	0.14%	10.43%
	First Abu Dhabi Bank	Acquired by Societe General- Jordan			4	238.9	0.61%	-
	Total Deposits at Foreign Commercial Banks			2,295.64	5.75%		2,572.39	6.61%
Total Deposits at Banks Operating in Jordan			39,940.52	100.0%		38,905.14	100.0%	2.66%

Source: Banks' financial data

* Foreign Bank

D) Ranking of Banks according to Shareholders' Equity

Total shareholders' equity in banks operating in Jordan rose by 1.4% at the end of 2018, compared with 2017, reaching JD 6.11 billion. This is distributed as follows: JD 4.76 billion for Jordanian commercial banks (77.84% of total shareholders' equity), JD 795.3 million for Islamic banks (13.01% of total shareholders' equity) and JD 559.1 million for foreign commercial banks (9.15% of total shareholders' equity).

Table (47): Shareholders' Equity of Banks Operating in Jordan at the end of 2018 and 2017

Bank	2018			2017			Change percentage
	Ranking 2018	Shareholders' Equity (JD million)	Ratio to total shareholders' equity	Ranking 2017	Shareholders' Equity (JD million)	Ratio to total shareholders' equity	
Arab Bank	1	996.000	16.29%	2	970.000	15.65%	2.68%
The Housing Bank for Trade and Finance	2	956.834	15.65%	1	986.914	15.92%	-3.05%
Jordan Kuwait Bank	3	407.700	6.67%	3	442.300	7.13%	-7.82%
Bank of Jordan	4	403.000	6.59%	4	420.000	6.77%	-4.05%
Bank Al-Etihad	5	370.000	6.05%	5	366.000	5.90%	1.09%
Cairo Amman Bank	6	309.000	5.05%	6	302.000	4.87%	2.32%
Jordan Ahli Bank	7	294.000	4.81%	7	294.000	4.74%	0.00%
Capital Bank	8	273.602	4.48%	8	267.782	4.32%	2.17%
Arab Jordan Investment Bank	9	192.900	3.16%	9	196.500	3.17%	-1.83%
Investbank	10	150.000	2.45%	10	152.000	2.45%	-1.32%
ABC Bank	11	148.000	2.42%	11	148.000	2.39%	0.00%
Jordan Commercial Bank	12	130.206	2.13%	12	143.739	2.32%	-9.41%
Societe General - Jordan	13	127.158	2.08%	13	133.559	2.15%	-4.79%
Shareholders' Equity of Jordanian Commercial Banks		4,758.400	77.84%		4,822.794	77.79%	-1.34%
Bank	Ranking 2018	Shareholders' Equity (JD million)	Ratio to total shareholders' equity	Ranking 2017	Shareholders' Equity (JD million)	Ratio to total shareholders' equity	Change percentage
Jordan Islamic Bank	1	393.000	6.43%	1	375.000	6.05%	4.80%
Islamic International Arab Bank	2	193.891	3.17%	2	174.583	2.82%	11.06%
Safwa Islamic Bank	3	140.897	2.30%	3	137.860	2.22%	2.20%
Al-Rajhi Bank *	4	67.500	1.10%	4	61.300	0.99%	10.11%
Shareholders' Equity of Islamic Banks		795.288	13.01%		748.743	12.08%	6.22%
Bank	Ranking 2018	Shareholders' Equity (JD million)	Ratio to total shareholders' equity	Ranking 2017	Shareholders' Equity (JD million)	Ratio to total shareholders' equity	Change percentage
Bank Audi	1	92.000	1.51%	1	104.000	1.68%	-11.54%
BLOM Bank	1	92.000	1.51%	2	89.000	1.44%	3.37%
National Bank of Kuwait - Jordan	3	90.134	1.47%	3	86.902	1.40%	3.72%
Standard Chartered Bank	4	84.500	1.38%	4	82.200	1.33%	2.80%
Rafidain Bank	5	72.890	1.19%	5	71.430	1.15%	2.04%
Citi Bank	6	68.614	1.12%	6	68.064	1.10%	0.81%
Egyptian Arab Land Bank	7	59.000	0.97%	8	61.000	0.98%	-3.28%
First Abu Dhabi Bank	Acquired by Societe General- Jordan			7	65.500	1.06%	-
Shareholders' Equity of Foreign Commercial Banks		559.138	9.15%		628.096	10.13%	-10.98%
Total Shareholders' Equity of Banks Operating in Jordan		6,112.827	100.0%		6,199.633	100.0%	-1.40%

Source: Banks' financial data

* Foreign Bank

E) Ranking of Banks according to Capital

Total capital of banks operating in Jordan declined by 1.2% at the end of 2017, compared with 2016, reaching JD 3.36 billion. This is distributed as follows: JD 2.57 billion for Jordanian commercial banks (76.45% of total capital), JD 430 million for Islamic banks (12.8% of total capital), and JD 361.4 million for foreign commercial banks (10.75% of total capital.).

Table (48): Capital of Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018			2017			Change percentage
		Ranking 2018	Capital (JD million)	Ratio to Total Capital	Ranking 2017	Capital (JD million)	Ratio to Total Capital	
Jordanian Commercial Banks	Arab Bank	1	641.0	19.08%	1	641.0	18.85%	0.00%
	The Housing Bank for Trade and Finance	2	315.0	9.37%	2	315.0	9.26%	0.00%
	Bank of Jordan	3	200.0	5.95%	3	200.0	5.88%	0.00%
	Capital Bank	3	200.0	5.95%	3	200.0	5.88%	0.00%
	Jordan Ahli Bank	5	193.0	5.74%	5	184.0	5.41%	4.89%
	Cairo Amman Bank	6	180.0	5.36%	6	180.0	5.29%	0.00%
	Bank Al-Etihad	7	160.0	4.76%	7	160.0	4.70%	0.00%
	Arab Jordan Investment Bank	8	150.0	4.46%	8	150.0	4.41%	0.00%
	Jordan Commercial Bank	9	120.0	3.57%	9	120.0	3.53%	0.00%
	ABC Bank	10	110.0	3.27%	10	110.0	3.23%	0.00%
	Jordan Kuwait Bank	11	100.0	2.98%	11	100.0	2.94%	0.00%
	Investbank	11	100.0	2.98%	11	100.0	2.94%	0.00%
	Societe General - Jordan	11	100.0	2.98%	11	100.0	2.94%	0.00%
Total Capital of Jordanian Commercial Banks			2,569.00	76.45%		2,560.00	75.26%	0.35%
Islamic Banks	Jordan Islamic Bank	1	180.0	5.36%	1	180.0	5.29%	0.00%
	Islamic International Arab Bank	2	100.0	2.98%	2	100.0	2.94%	0.00%
	Safwa Islamic Bank	2	100.0	2.98%	2	100.0	2.94%	0.00%
	Al-Rajhi Bank *	4	50.0	1.49%	4	50.0	1.47%	0.00%
	Total Capital of Islamic Banks			430.00	12.80%		430.00	12.64%
Foreign Commercial Banks	Standard Chartered Bank	1	61.4	1.83%	1	61.4	1.81%	0.00%
	Egyptian Arab Land Bank	2	50.0	1.49%	2	50.0	1.47%	0.00%
	Rafidain Bank	2	50.0	1.49%	2	50.0	1.47%	0.00%
	Citi Bank	2	50.0	1.49%	2	50.0	1.47%	0.00%
	Bank Audi	2	50.0	1.49%	2	50.0	1.47%	0.00%
	National Bank of Kuwait - Jordan	2	50.0	1.49%	2	50.0	1.47%	0.00%
	BLOM Bank	2	50.0	1.49%	2	50.0	1.47%	0.00%
	First Abu Dhabi Bank	Acquired by Societe General- Jordan			2	50.0	1.47%	-
	Capital of Foreign Commercial Banks			361.40	10.75%		411.40	12.10%
Total Capital of Banks Operating in Jordan			3,360.40	100.0%		3,401.40	100.0%	-1.21%

Source: Banks' financial data

* Foreign Bank

Second: Ranking of Banks according to some items of Income Statement

A) Ranking of Banks according to Pre-Tax Profit

Total pre-tax profits of banks operating in Jordan rose by 3.6% to reach JD 843.2 million in 2018 compared with 2017. This is distributed as follows: JD 639.7 million for Jordanian commercial banks (75.87% of total pre-tax profits), JD 144.8 million for Islamic banks (17.17% of total pre-tax profits), and JD 58.7 million for foreign commercial banks (6.96% of total pre-tax profits).

Table (49): Pre-Tax Profit of Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018			2017			Change percentage
		Ranking 2018	Pretax profit (JD million)	% of Total pretax profit	Ranking 2017	Pretax profit (JD million)	% of Total pretax profit	
Jordanian Commercial Banks	Arab Bank	1	212.000	25.14%	1	181.000	22.25%	17.13%
	The Housing Bank for Trade and Finance	2	102.734	12.18%	2	156.601	19.25%	-34.40%
	Bank of Jordan	3	61.000	7.23%	3	61.000	7.50%	0.00%
	Bank Al-Etihad	4	50.100	5.94%	4	43.400	5.33%	15.44%
	Cairo Amman Bank	5	42.000	4.98%	6	33.000	4.06%	27.27%
	Capital Bank	6	37.891	4.49%	8	22.950	2.82%	65.10%
	Jordan Kuwait Bank	7	36.900	4.38%	5	33.700	4.14%	9.50%
	Jordan Ahli Bank	8	28.400	3.37%	10	16.000	1.97%	77.50%
	Arab Jordan Investment Bank	9	22.600	2.68%	7	24.200	2.97%	-6.61%
	ABC Bank	10	15.000	1.78%	9	17.000	2.09%	-11.76%
	Investbank	11	13.000	1.54%	12	8.000	0.98%	62.50%
	Societe General - Jordan	12	12.257	1.45%	11	12.030	1.48%	1.89%
	Jordan Commercial Bank	13	5.824	0.69%	13	4.363	0.54%	33.49%
Pre-Tax Profit of Jordanian Commercial Banks			639.71	75.87%		613.24	75.38%	4.32%
Islamic Banks	Bank	Ranking 2018	Pretax profit (JD million)	% of Total pretax profit	Ranking 2017	Pretax profit (JD million)	% of Total pretax profit	Change percentage
	Jordan Islamic Bank	1	75.400	8.94%	1	80.900	9.94%	-6.80%
	Islamic International Arab Bank	2	46.763	5.55%	2	43.525	5.35%	7.44%
	Safwa Islamic Bank	3	12.913	1.53%	3	8.673	1.07%	48.89%
Al-Rajhi Bank *	4	9.700	1.15%	4	8.500	1.04%	14.12%	
Pre-Tax Profit of Islamic Banks			144.78	17.17%		141.60	17.41%	2.24%
Foreign Commercial Banks	Bank	Ranking 2018	Pretax profit (JD million)	% of Total pretax profit	Ranking 2017	Pretax profit (JD million)	% of Total pretax profit	Change percentage
	Bank Audi	1	19.000	2.25%	1	19.000	2.34%	0.00%
	BLOM Bank	2	13.000	1.54%	2	14.000	1.72%	-7.14%
	Citi Bank	3	8.635	1.02%	3	8.517	1.05%	1.39%
	Standard Chartered Bank	4	8.400	1.00%	5	4.000	0.49%	110.00%
	National Bank of Kuwait - Jordan	5	5.055	0.60%	6	2.783	0.34%	81.64%
	Rafidain Bank	6	2.607	0.31%	7	2.288	0.28%	13.94%
	Egyptian Arab Land Bank	7	2.000	0.24%	8	2.000	0.25%	0.00%
First Abu Dhabi Bank	Acquired by Societe General- Jordan			4	6.100	0.75%	-	
Pre-Tax Profit of Foreign Commercial Banks			58.70	6.96%		58.69	7.21%	0.02%
Pre-Tax Profit of Banks Operating in Jordan			843.18	100.0%		813.53	100.0%	3.64%

Source: Banks' financial data

* Foreign Bank

B) Ranking of Banks according to after tax Profits

Total after-tax profits of banks operating in Jordan rose by 6.4% at the end of 2018 compared with 2017, reaching JD 589.5 million. This is distributed as follows: JD 455.8 million for Jordanian commercial banks (77.4% of total after-tax profits), JD 96.1 million for Islamic banks (16.3% of total after-tax profits), and JD 37.3 million for foreign commercial banks (6.3% of total after-tax profits.)

Table (50): Net After-Tax Profit of Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018			2017			Change percentage
		Ranking 2018	Net After Tax Profit (JD million)	% of Total Net After Tax Profit	Ranking 2017	Net After Tax Profit (JD million)	% of Total Net After Tax Profit	
Jordanian Commercial Banks	Arab Bank	1	150.000	25.46%	1	123.000	22.21%	21.95%
	The Housing Bank for Trade and Finance	2	77.350	13.13%	2	111.016	20.05%	-30.33%
	Bank of Jordan	3	41.000	6.96%	3	40.000	7.22%	2.50%
	Bank Al-Etihad	4	33.600	5.70%	4	29.400	5.31%	14.29%
	Capital Bank	5	32.461	5.51%	7	20.663	3.73%	57.10%
	Cairo Amman Bank	6	29.000	4.92%	5	22.000	3.97%	31.82%
	Jordan Kuwait Bank	7	25.200	4.28%	6	21.200	3.83%	18.87%
	Jordan Ahli Bank	8	19.000	3.22%	9	12.000	2.17%	58.33%
	Arab Jordan Investment Bank	9	15.300	2.60%	8	15.900	2.87%	-3.77%
	ABC Bank	10	10.000	1.70%	10	11.000	1.99%	-9.09%
	Investbank	10	10.000	1.70%	12	6.000	1.08%	66.67%
	Societe General - Jordan	12	8.147	1.38%	11	7.817	1.41%	4.22%
	Jordan Commercial Bank	13	4.729	0.80%	13	2.385	0.43%	98.28%
Net After-Tax Profit of Jordanian Commercial Banks			455.79	77.36%		422.38	76.27%	7.91%
Islamic Banks	Bank	Ranking 2018	Net After Tax Profit (JD million)	% of Total Net After Tax Profit	Ranking 2017	Net After Tax Profit (JD million)	% of Total Net After Tax Profit	Change percentage
	Jordan Islamic Bank	1	49.800	8.45%	1	54.100	9.77%	-7.95%
	Islamic International Arab Bank	2	31.891	5.41%	2	28.798	5.20%	10.74%
	Safwa Islamic Bank	3	8.229	1.40%	3	5.629	1.02%	46.18%
	Al-Rajhi Bank *	4	6.200	1.05%	4	5.400	0.98%	14.81%
Net After-Tax Profit of Islamic Banks			96.12	16.31%		93.93	16.96%	2.33%
Foreign Commercial Banks	Bank	Ranking 2018	Net After Tax Profit (JD million)	% of Total Net After Tax Profit	Ranking 2017	Net After Tax Profit (JD million)	% of Total Net After Tax Profit	Change percentage
	Bank Audi	1	12.000	2.04%	1	12.000	2.17%	0.00%
	BLOM Bank	2	8.000	1.36%	2	9.000	1.63%	-11.11%
	Standard Chartered Bank	3	5.500	0.93%	5	2.500	0.45%	120.00%
	Citi Bank	4	5.299	0.90%	3	5.601	1.01%	-5.40%
	National Bank of Kuwait - Jordan	5	3.389	0.58%	7	1.523	0.28%	122.52%
	Rafidain Bank	6	1.670	0.28%	6	1.541	0.28%	8.37%
	Egyptian Arab Land Bank	7	1.400	0.24%	8	1.400	0.25%	0.00%
First Abu Dhabi Bank	Acquired by Societe General- Jordan			4	3.900	0.70%	-	
Net After-Tax Profit of Foreign Commercial Banks			37.26	6.32%		37.47	6.77%	-0.55%
Net After-Tax Profit of Banks Operating in Jordan			589.16	100.0%		553.77	100.0%	6.39%

Source: Banks' financial data

* Foreign Bank

Third: Ranking of Banks according to most important profitability indicators

A) Ranking of Banks according to Average Return on Assets (ROA)

The average return on assets of banks operating in Jordan rose from 1.034 in 2017 to 1.147% in 2018. The average return on assets of Jordanian commercial banks reached 1.1%, while it reached to 1.19 for Islamic banks and 1.21% for foreign commercial banks.

Table (51): Average Return on Assets for the Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018		2017		Increase (decrease) Compared with previous year
		Ranking 2018	Average Return on Assets (ROA)	Ranking 2017	Average Return on Assets (ROA)	
Jordanian Commercial Banks	Bank of Jordan	1	1.830%	1	1.920%	-0.09%
	Capital Bank	2	1.800%	4	1.150%	0.65%
	Arab Bank	3	1.620%	3	1.350%	0.27%
	Cairo Amman Bank	4	1.300%	6	1.080%	0.22%
	Bank Al-Etihad	5	1.230%	5	1.120%	0.11%
	The Housing Bank for Trade and Finance	6	1.100%	2	1.600%	-0.50%
	Investbank	7	1.000%	8	1.000%	0.00%
	Jordan Kuwait Bank	8	0.980%	10	0.840%	0.14%
	ABC Bank	9	0.940%	7	1.010%	-0.07%
	Arab Jordan Investment Bank	10	0.850%	9	0.940%	-0.09%
	Jordan Ahli Bank	11	0.780%	12	0.480%	0.30%
	Societe General - Jordan	12	0.530%	11	0.590%	-0.06%
	Jordan Commercial Bank	13	0.370%	13	0.200%	0.17%
Average Return on Assets for Jordanian Commercial Banks			1.10%		1.02%	0.08%
Islamic Banks	Islamic International Arab Bank	1	1.500%	1	1.400%	0.10%
	Al-Rajhi Bank *	2	1.270%	3	1.220%	0.05%
	Jordan Islamic Bank	3	1.190%	2	1.300%	-0.11%
	Safwa Islamic Bank	4	0.790%	4	0.600%	0.19%
	Average Return on Assets for Islamic Banks			1.19%		1.13%
Foreign Commercial Banks	Citi Bank	1	1.730%	1	1.620%	0.11%
	Bank Audi	2	1.630%	2	1.500%	0.13%
	National Bank of Kuwait - Jordan	3	1.250%	7	0.530%	0.72%
	Rafidain Bank	4	1.200%	4	1.100%	0.10%
	Standard Chartered Bank	5	1.130%	6	0.590%	0.54%
	BLOM Bank	6	1.100%	4	1.100%	0.00%
	Egyptian Arab Land Bank	7	0.410%	8	0.420%	-0.01%
	First Abu Dhabi Bank	Acquired by Societe General- Jordan			3	1.180%
Average Return on Assets for Foreign Commercial Banks			1.21%		1.01%	0.20%
Average Return on Assets for the Banks Operating in Jordan			1.147%		1.034%	0.113%

Source: Banks' financial data

* Foreign Bank

B) Ranking of Banks according to Average Return on Equity (ROE)

The average return on equity for banks operating in Jordan increased from 7.46% in 2017 to 8.24% in 2018. The average return on equity for Jordanian commercial banks reached 8.32%, while it reached 11.46% for Islamic banks and 6.26% for foreign commercial banks.

Table (52): Average Return on Shareholders' Equity for the Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018		2017		Increase (decrease) Compared with previous year
		Ranking 2018	Average Return on Equity (ROE)	Ranking 2017	Average Return on Equity (ROE)	
Jordanian Commercial Banks	Arab Bank	1	15.260%	1	12.740%	2.52%
	Capital Bank	2	11.990%	6	7.870%	4.12%
	Bank of Jordan	3	9.960%	3	9.930%	0.03%
	Cairo Amman Bank	4	9.500%	7	7.550%	1.95%
	Bank Al-Etihad	5	9.130%	5	8.730%	0.40%
	The Housing Bank for Trade and Finance	6	8.000%	2	11.500%	-3.50%
	Arab Jordan Investment Bank	7	7.900%	4	8.800%	-0.90%
	ABC Bank	8	7.070%	7	7.550%	-0.48%
	Investbank	9	7.000%	12	4.000%	3.00%
	Societe General - Jordan	10	6.500%	9	6.000%	0.50%
	Jordan Ahli Bank	11	6.470%	11	4.020%	2.45%
	Jordan Kuwait Bank	12	5.920%	10	4.800%	1.12%
	Jordan Commercial Bank	13	3.450%	13	1.680%	1.77%
Average Return on Shareholders' Equity for Jordanian Commercial Banks			8.32%		7.32%	1.00%
Islamic Banks	Islamic International Arab Bank	1	17.300%	1	17.400%	-0.10%
	Jordan Islamic Bank	2	12.960%	2	15.090%	-2.13%
	Al-Rajhi Bank *	3	9.680%	3	9.230%	0.45%
	Safwa Islamic Bank	4	5.900%	4	4.170%	1.73%
Average Return on Shareholders' Equity for Islamic Banks			11.46%		11.47%	-0.01%
Foreign Commercial Banks	Bank Audi	1	12.240%	1	11.560%	0.68%
	BLOM Bank	2	8.800%	2	10.100%	-1.30%
	Citi Bank	3	7.750%	3	8.440%	-0.69%
	Standard Chartered Bank	4	6.580%	5	3.030%	3.55%
	National Bank of Kuwait - Jordan	5	3.830%	8	1.770%	2.06%
	Egyptian Arab Land Bank	6	2.350%	6	2.370%	-0.02%
	Rafidain Bank	7	2.300%	7	2.100%	0.20%
	First Abu Dhabi Bank	Acquired by Societe General- Jordan		4	6.100%	-
Average Return on Shareholders' Equity for Foreign Commercial Banks			6.26%		5.68%	0.58%
Average Return on Shareholders' Equity for the Banks Operating in Jordan			8.24%		7.46%	0.78%

Source: Banks' financial data

* Foreign Bank

Fourth: Ranking of Banks according to Bank Branching

A) Ranking of banks according to the number of branches in Jordan

The number of branches of banks operating in Jordan went up by 3.7% from 818 branches in 2017 to 848 branches in 2018. The number of branches of Jordanian commercial banks reached 630 branches (74.3% of total branches), the number of Islamic banks' branches reached 164 branches (19.3% of total branches), and the number of foreign commercial banks' branches reached 54 branches (6.4% of total branches).

Table (53): The Number of Branches of Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018			2017			Change percentage
		Ranking 2018	Number of Branches Inside Jordan	Ratio to total number of branches	Ranking 2017	Number of Branches Inside Jordan	Ratio to total number of branches	
Jordanian Commercial Banks	The Housing Bank for Trade and Finance	1	117	13.80%	1	117	14.30%	0.00%
	Arab Bank	2	78	9.20%	2	74	9.05%	5.41%
	Bank of Jordan	3	75	8.84%	4	73	8.92%	2.74%
	Cairo Amman Bank	4	73	8.61%	2	74	9.05%	-1.35%
	Jordan Kuwait Bank	5	64	7.55%	5	64	7.82%	0.00%
	Jordan Ahli Bank	6	55	6.49%	6	56	6.85%	-1.79%
	Bank Al-Etihad	7	48	5.66%	7	44	5.38%	9.09%
	Jordan Commercial Bank	8	30	3.54%	8	27	3.30%	11.11%
	ABC Bank	9	27	3.18%	8	27	3.30%	0.00%
	Societe General - Jordan	10	19	2.24%	11	17	2.08%	11.76%
	Arab Jordan Investment Bank	11	18	2.12%	10	18	2.20%	0.00%
	Capital Bank	12	14	1.65%	12	12	1.47%	16.67%
	Investbank	13	12	1.42%	12	12	1.47%	0.00%
The Number of Branches of Jordanian Commercial Banks			630	74.29%		615	75.18%	2.44%
Islamic Banks	Bank	Ranking 2018	Number of Branches Inside Jordan	Ratio to total number of branches	Ranking 2017	Number of Branches Inside Jordan	Ratio to total number of branches	Change percentage
	Jordan Islamic Bank	1	76	8.96%	1	74	9.05%	2.70%
	Islamic International Arab Bank	2	45	5.31%	2	42	5.13%	7.14%
	Safwa Islamic Bank	3	33	3.89%	3	25	3.06%	32.00%
Al-Rajhi Bank *	4	10	1.18%	4	7	0.86%	42.86%	
The Number of Branches of Islamic Banks			164	19.34%		148	18.09%	10.81%
Foreign Commercial Banks	Bank	Ranking 2018	Number of Branches Inside Jordan	Ratio to total number of branches	Ranking 2017	Number of Branches Inside Jordan	Ratio to total number of branches	Change percentage
	BLOM Bank	1	16	1.89%	1	15	1.83%	6.67%
	Egyptian Arab Land Bank	2	14	1.65%	2	14	1.71%	0.00%
	Bank Audi	2	14	1.65%	2	14	1.71%	0.00%
	Standard Chartered Bank	4	5	0.59%	4	5	0.61%	0.00%
	Rafidain Bank	5	2	0.24%	5	2	0.24%	0.00%
	Citi Bank	5	2	0.24%	5	2	0.24%	0.00%
	National Bank of Kuwait - Jordan	7	1	0.12%	8	1	0.12%	0.00%
First Abu Dhabi Bank	Acquired by Societe General- Jordan			5	2	0.24%	-	
The Number of Branches of Foreign Commercial Banks			54	6.37%		55	6.72%	-1.82%
The Number of Branches of Banks Operating in Jordan			848	100.0%		818	100.0%	3.67%

Source: Banks' financial data

* Foreign Bank

B) Ranking of Banks according to the Number of ATMs inside Jordan

The number of ATMs of banks inside Jordan went up from 1744 in 2017 to 1872 in 2018, a rise of 7.3%. The number of ATMs belonging to Jordanian commercial banks reached 1361 (72.7% of total ATMs), while ATMs belonging to Islamic banks reached 438 (23.4% of total ATMs), and the number of ATMs belonging to foreign commercial banks amounted 73 (3.9% of total ATMs.)

Table (54): The Number of ATMs of Banks Operating in Jordan at the end of 2018 and 2017

	Bank	2018			2017			Change percentage
		Ranking 2018	Number of ATMs	Ratio to total number of ATMs	Ranking 2017	Number of ATMs	Ratio to total number of ATMs	
Jordanian Commercial Banks	The Housing Bank for Trade and Finance	1	228	12.18%	1	229	13.13%	-0.44%
	Arab Bank	2	197	10.52%	2	180	10.32%	9.44%
	Cairo Amman Bank	3	172	9.19%	3	171	9.81%	0.58%
	Bank of Jordan	4	143	7.64%	4	134	7.68%	6.72%
	Jordan Ahli Bank	5	117	6.25%	5	121	6.94%	-3.31%
	Bank Al-Etihad	6	109	5.82%	7	90	5.16%	21.11%
	Jordan Kuwait Bank	7	96	5.13%	6	99	5.68%	-3.03%
	Arab Jordan Investment Bank	8	62	3.31%	8	60	3.44%	3.33%
	Jordan Commercial Bank	9	59	3.15%	9	53	3.04%	11.32%
	ABC Bank	10	55	2.94%	10	51	2.92%	7.84%
	Capital Bank	11	53	2.83%	11	45	2.58%	17.78%
	Investbank	12	44	2.35%	12	37	2.12%	18.92%
	Societe General - Jordan	13	26	1.39%	13	20	1.15%	30.00%
The Number of ATMs of Jordanian Commercial Banks			1361	72.70%		1290	73.97%	5.50%
Islamic Banks	Jordan Islamic Bank	1	232	12.39%	1	205	11.75%	13.17%
	Islamic International Arab Bank	2	82	4.38%	2	71	4.07%	15.49%
	Safwa Islamic Bank	3	74	3.95%	3	58	3.33%	27.59%
	Al-Rajhi Bank *	4	50	2.67%	4	41	2.35%	21.95%
The Number of ATMs of Islamic Banks			438	23.40%		375	21.50%	16.80%
Foreign Commercial Banks	Bank Audi	1	25	1.34%	1	26	1.49%	-3.85%
	BLOM Bank	2	20	1.07%	2	19	1.09%	0.00%
	Egyptian Arab Land Bank	3	16	0.85%	3	16	0.92%	0.00%
	Standard Chartered Bank	4	7	0.37%	4	7	0.40%	0.00%
	National Bank of Kuwait - Jordan	5	5	0.27%	5	6	0.34%	-16.67%
	Rafidain Bank **		0	0.00%		0	0.00%	-
	Citi Bank **		0	0.00%		0	0.00%	-
	First Abu Dhabi Bank	Acquired by Societe General- Jordan			6	5	0.29%	-
The Number of ATMs of Foreign Commercial Banks			73	3.90%		79	4.53%	-7.59%
The Number of ATMs of Banks Operating in Jordan			1872	100.00%		1744	100.00%	7.34%

Source: Banks' financial data

* Foreign Bank

** doesn't have ATMs.

Fifth: Human Resources in Banks Operating in Jordan

A) Ranking of Banks according to the number of Employees

The number of workers in all banks operating in Jordan went up from 21038 male and female employees in 2017 to 21262 male and female employees in 2018, an increase of 1.06%. The number of employees in Jordanian commercial banks reached 15661 male and female employees (73.66% of total employees), while the number of employees in Islamic banks reached 4294 male and female employees (20.2% of total employees), and it reached 1307 male and female employees in foreign commercial banks (6.15% of total employees).

Table (55): Number of Employees at Banks Operating in Jordan at the end of 2018 and 2017

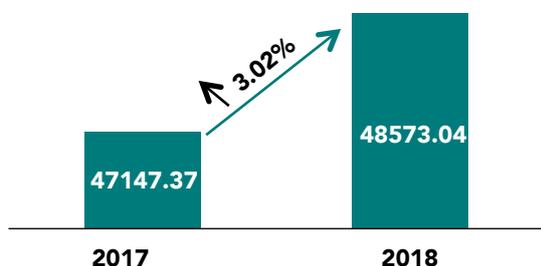
	Bank	2018			2017			Change percentage
		Ranking 2018	Number of Employees	% of total employees	Ranking 2017	Number of Employees	% of total employees	
Jordanian Commercial Banks	Arab Bank	1	3133	14.74%	1	3075	14.62%	1.89%
	The Housing Bank for Trade and Finance	2	2463	11.58%	2	2426	11.53%	1.53%
	Bank of Jordan	3	1583	7.45%	3	1675	7.96%	-5.49%
	Cairo Amman Bank	4	1564	7.36%	4	1612	7.66%	-2.98%
	Jordan Ahli Bank	5	1216	5.72%	5	1206	5.73%	0.83%
	Jordan Kuwait Bank	6	1201	5.65%	6	1192	5.67%	0.76%
	Bank Al-Etihad	7	1146	5.39%	7	1136	5.40%	0.88%
	Jordan Commercial Bank	8	756	3.56%	9	717	3.41%	5.44%
	Arab Jordan Investment Bank	9	727	3.42%	8	732	3.48%	-0.68%
	Capital Bank	10	608	2.86%	10	552	2.62%	10.14%
	ABC Bank	11	529	2.49%	11	512	2.43%	3.32%
	Investbank	12	415	1.95%	12	456	2.17%	-8.99%
	Societe General - Jordan	13	320	1.51%	13	277	1.32%	15.52%
Number of Employees at Jordanian Commercial Banks			15661	73.66%		15568	74.00%	0.60%
Islamic Banks	Jordan Islamic Bank	1	2405	11.31%	1	2335	11.10%	3.00%
	Islamic International Arab Bank	2	960	4.52%	2	909	4.32%	5.61%
	Safwa Islamic Bank	3	608	2.86%	3	570	2.71%	6.67%
	Al-Rajhi Bank *	4	321	1.51%	4	272	1.29%	18.01%
Number of Employees at Islamic Banks			4294	20.20%		4086	19.42%	5.09%
Foreign Commercial Banks	BLOM Bank	1	416	1.96%	1	429	2.04%	-3.03%
	Egyptian Arab Land Bank	2	333	1.57%	2	316	1.50%	5.38%
	Bank Audi	3	254	1.19%	3	276	1.31%	-7.97%
	Standard Chartered Bank	4	159	0.75%	4	175	0.83%	-9.14%
	National Bank of Kuwait - Jordan	5	63	0.30%	5	66	0.31%	-4.55%
	Citi Bank	6	57	0.27%	6	56	0.27%	1.79%
	Rafidain Bank	7	25	0.12%	8	21	0.10%	19.05%
First Abu Dhabi Bank	Acquired by Societe General- Jordan			7	45	0.21%	-	
Number of Employees at Foreign Commercial Banks			1307	6.15%		1384	6.58%	-5.56%
Number of Employees at Banks Operating in Jordan			21262	100.00%		21038	100.00%	1.06%

Source: Banks' financial data

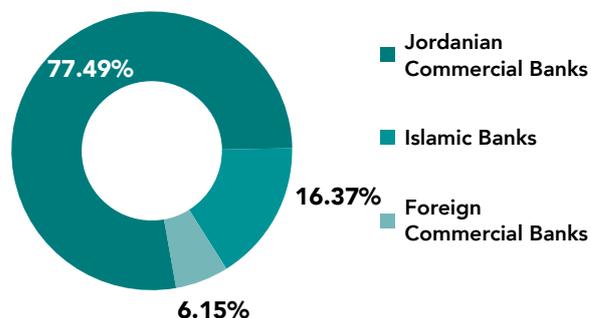
* Foreign Bank

Sixth: Summary of the Most Important Financial Indicators of Banks Operating in Jordan

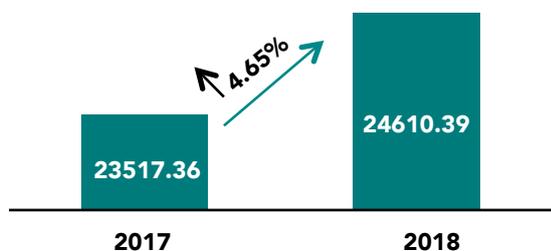
Total Assets of Banks Operating in Jordan (JD Million)



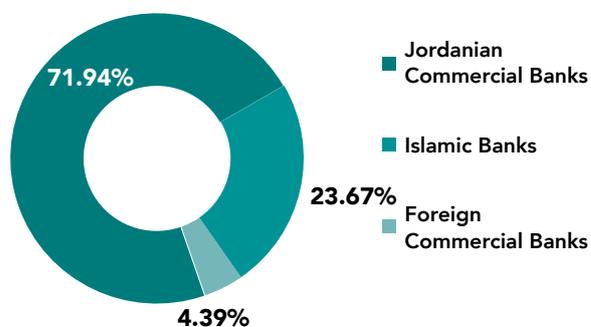
Distribution of Total Assets of Banks Operating in Jordan at the End of 2018



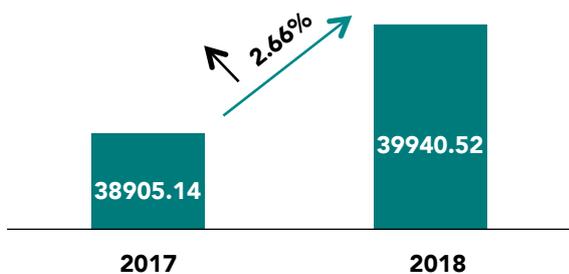
Total Direct Credit facilities - net Extended By Banks Operating in Jordan (JD Million)



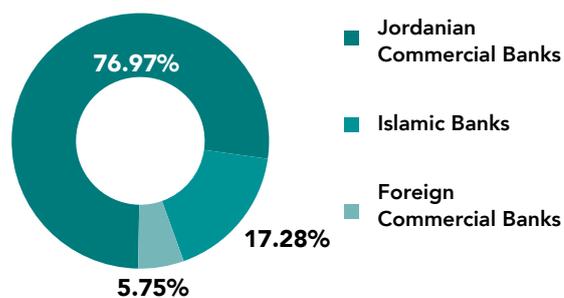
Distribution of Total Direct credit facilities - net Extended By Banks Operating in Jordan at the End of 2018



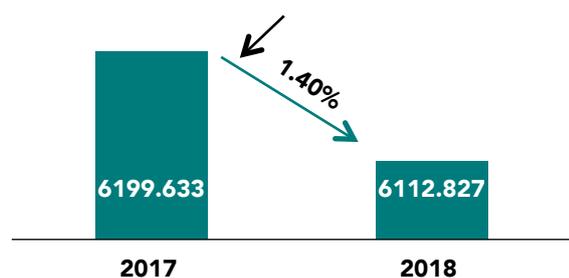
Total Deposits at Banks Operating in Jordan (JD Million)



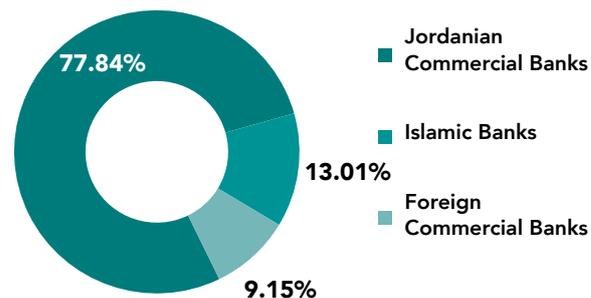
Distribution of Total Deposits at Banks Operating in Jordan at the End of 2018



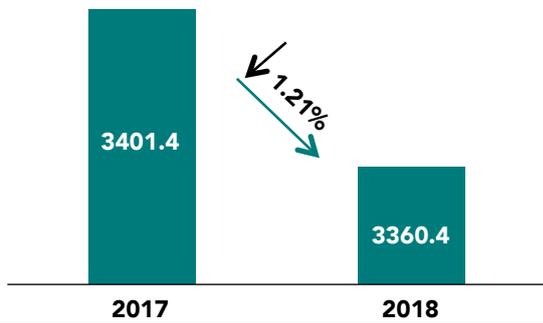
Total Shareholders' Equity of Banks Operating in Jordan (JD Million)



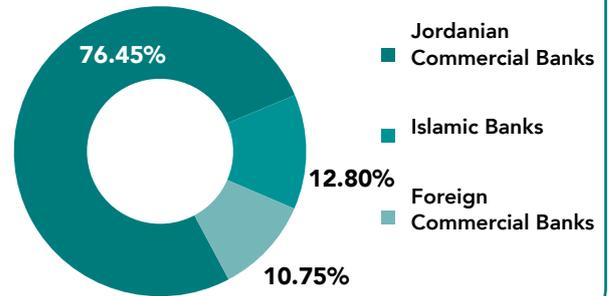
Distribution of Shareholders' Equity of Banks Operating in Jordan at the End of 2018



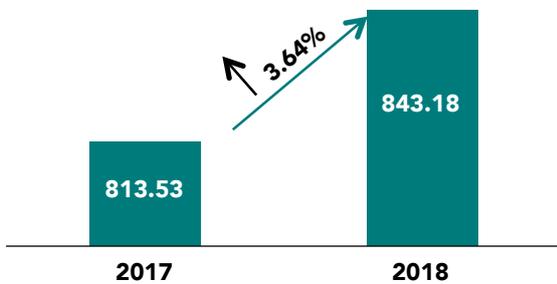
Total Capital of Banks Operating in Jordan (JD Million)



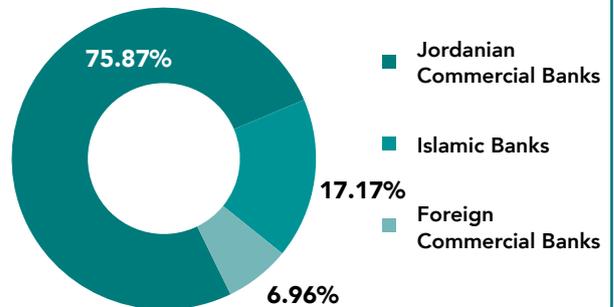
Distribution of Capital of Banks Operating in Jordan at the End of 2018



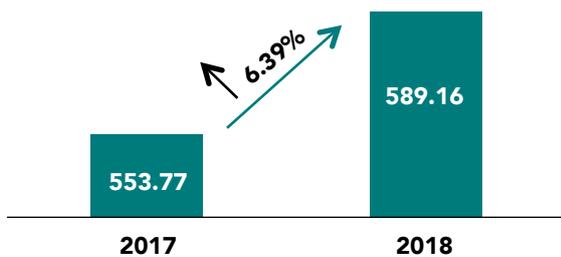
Total Pre-Tax Profit of Banks Operating in Jordan (JD Million)



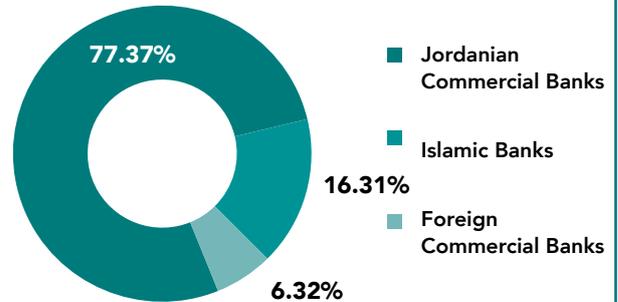
Distribution of Pre-Tax Profit of Banks Operating in Jordan at the End of 2018



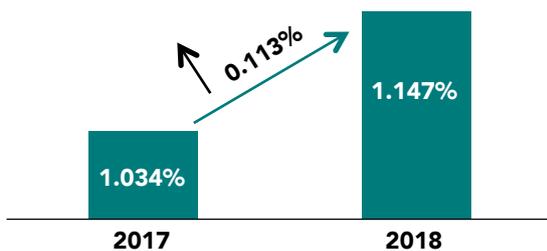
Total After-Tax Profit of Banks Operating in Jordan (JD Million)



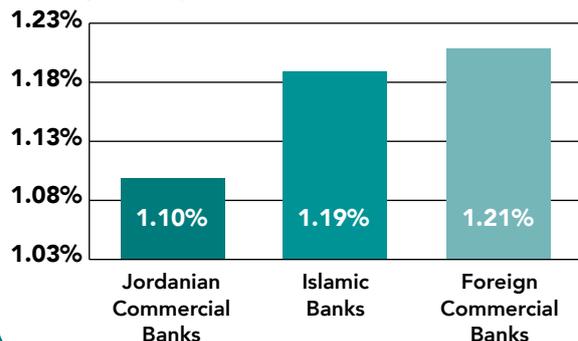
Distribution of After-Tax Profit of Banks Operating in Jordan at the End of 2018



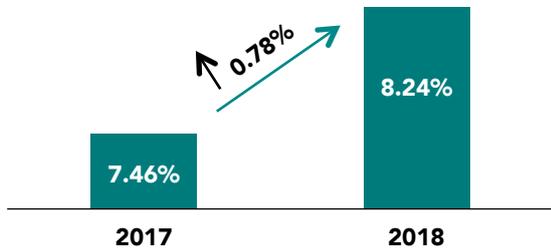
Return on Assets for the Banks Operating in Jordan (%)



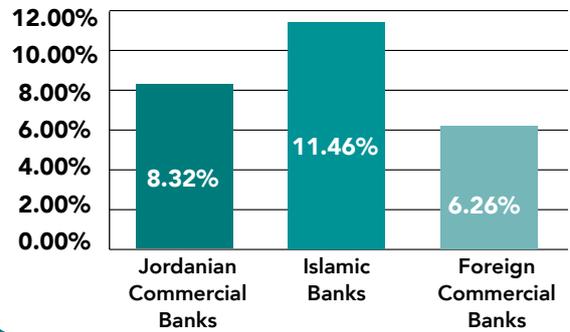
Distribution of Return on Assets for Banks Operating in Jordan at the end of 2018



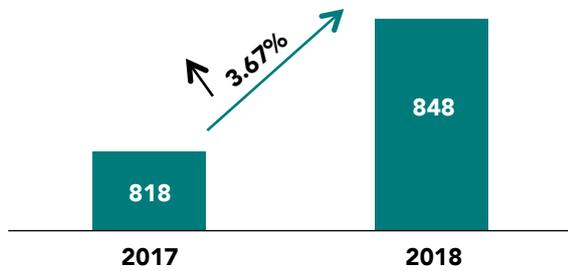
Return on Shareholders' Equity for Banks Operating in Jordan (%)



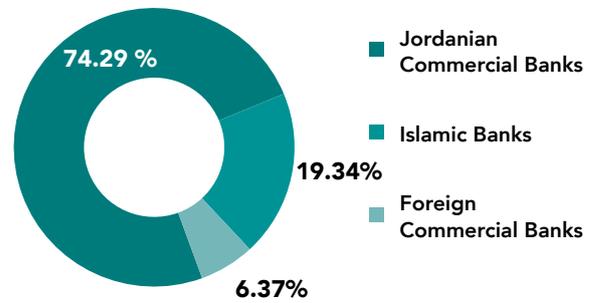
Distribution Return on Shareholders' Equity for Banks Operating in Jordan at the end of 2018



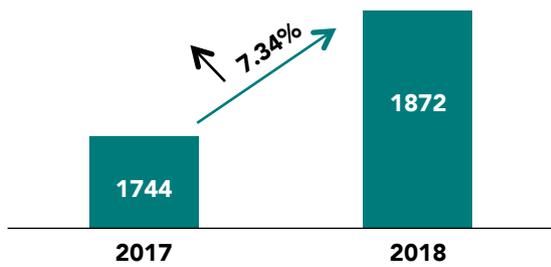
Total Number of Branches of Banks Operating in Jordan



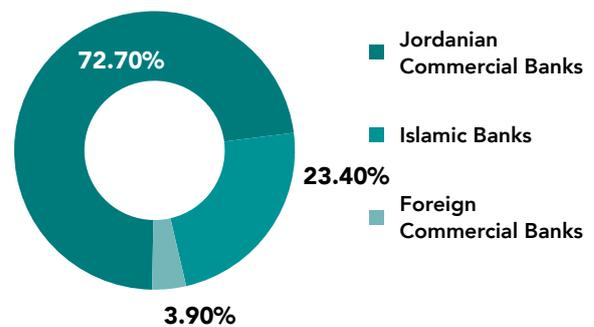
Distribution of Number of Branches of Banks Operating in Jordan at the end of 2018



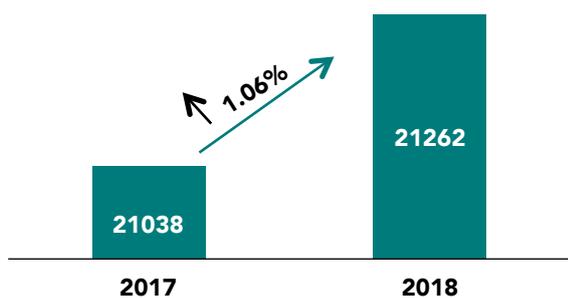
Total Number of ATMs of Banks Operating in Jordan



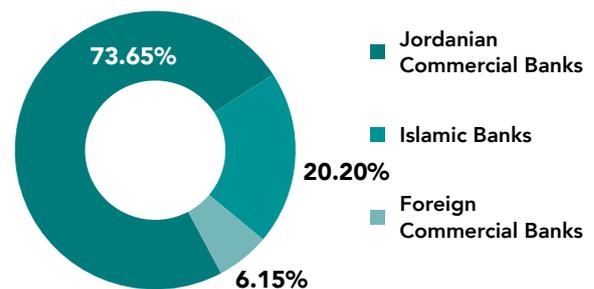
Distribution of of ATMs of Banks Operating in Jordan at the end of 2018



Total Number of Employees at Banks Operating in Jordan



Distribution of Number of Employees at Banks Operating in Jordan at the end of 2018





Chapter Seven

New

Banking

Services

In the context of its strive to improve and upgrade their services to cope with all developments in the arena of this industry's services, banks operating in Jordan introduced an array of new banking services within their service categories. The table hereunder illustrates the most important banking services that banks in Jordan introduced in 2018.

Table (56)
New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Arab Bank	Kiosk Machine	A special machine to issue Visa Electron cards, bank statements and bank certificates.	JOCOM
	Travel Mate credit card	A credit card especially designed for customers who use their credit cards outside Jordan. With this card, no commission is deducted on the exchange rates of USD, Euro, GBP, and CAD	Visa
	Arab Bank - Royal Jordanian Visa Platinum Credit Card	The card entitles customers free miles on the Royal Jordanian Airlines' Frequent Flyer program each time the card is used in daily purchases.	Visa
Jordan Ahli Bank	Ahli Mobile	New improved look of the service	AccuSolutions
	Uploading salaries for corporate customers	Through Ahli online service to corporate customers.	ITSS
	Domestic and foreign transfers to corporate customers	Through Ahli online service to corporate customers.	ITSS
	Amending saving accounts' awards of various saving accounts	Awards of saving accounts in Ahli kids, Ahli Shabab were merged into Ahli Qoushan saving account and all of them entered the grand prize which was a villa and JD200 thousand given to one winner only. The prize was raffled in September.	Internally
	A new agreement with MetLife	This agreement includes 3 life insurance programs to meet insurance needs of different social segments, namely: Dhamani program which provide customers with a tool to save money that could be used as pension or leave indemnity. This also provides insurance protection in case of disability or death. Naja7i program, a tool to the head of family that ensures children could enjoy good university education by covering study tuition. This also provides insurance protection in case of disability or death. Salamati program which allows customers to save for coverage in case of illnesses whose treatment is costly.	Internally and externally

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Continued/ Jordan Ahli Bank	Interest rates on time deposits and Ahli special deposits	Interest rates on time deposits from one month to 12 months were amended, in addition to amending Ahli special deposits to start from 18 months to 60 months at special interest rates to individuals, corporate and SMEs customers. Amendments' goal is to be appropriate to the customer's desire to have the interest paid monthly or upon maturity.	Internally
	Cash withdrawn in USD via ATMs	Cash withdrawal service in USD through ATMs was activated in some branches such as those in commercial malls, City Mall for example.	Internally
	Raising the daily ceiling of ATM cash withdrawals	The daily ceiling of cash withdrawal from ATMs was raised to JD2000 instead of JD1000. The max limit for each movement is JD1000.	Internally
	Launching campaign of 0% on cards for all merchants	A program to buy from any merchant and pay by installments of JD500 or more for up to 6 months at zero% interest rate. This can be done by calling the call center to ask for paying by installments.	Internally
	Digital onboarding	A service that allows customers to open an initial account with the bank through a link. The customer would fill the form directly and then the call center would call the customer to ascertain the data and open the initial account online.	Internally
	Cash withdrawal through POS devices	This allows the customer to use the debit card to complete cash withdrawal movements that do not exceed the allowed max limit for ATMs, thus saving time and effort of customer.	Externally
Cairo Amman Bank	Saving accounts	A program was designed with valuable and different prizes	Internally developed. Raffle program designed in cooperation with an external developer (Real Soft).
	Personal loans	Amendments to personal loan policies for those who transfer their salaries to branches in closed areas, universities for example.	Internally developed
	Car loans	Amending lending policies by adding new sectors in addition to developing a stimulating program for owners of cars and brands showrooms.	Internally developed
	Credit cards	Two new credit cards were added: MasterCard World Elite and MasterCard World for businessmen and companies.	Internally developed in coordination with MasterCard

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Continued/ Cairo Amman Bank	Loyalty program for holders of MasterCard credit cards (World and World Elite)	Collecting points when using the card and replacing them with purchases.	Internally developed with an external supplier for the points system: Point Check out.
	Cash refund program of MasterCard credit cards (Standard and Titanium)	Instant cash reimbursement with purchases	Internally developed in coordination with MasterCard
Bank of Jordan	Launching an exclusive product for real estate loans 50/50	The product finances customers with housing loans for 50% of the real estate value and against minimal requirements.	Internally developed
	Launching of new BOJ Mobile product	A set of e- services was launched through smart phones to provide various banking solutions to our customers.	Developed by Kony
	Postponing installments on credit cards	The service was granted in the holy month of Ramadan where customers were able to postpone one installment on their credit cards.	NI
	W –Pay smart bracelet	This is the easiest and fastest means of payment as it enables the customer to control the exchange ceiling and its payment limit. The maximum limit for each purchase movement is 55 dinars.	VISA+ NI + Austria Card
	Junior visa credit Card	A card especially designed to meet the needs and life style of young people. This card is supported by the contactless feature and comes with a host of benefits.	VISA+ NI
The Housing Bank for Trade and Finance	Renewable energy financing program for individual, corporate and SMEs customers	A loan for purchasing and installing renewable energy systems at 0% interest rate in cooperation with JREEEF.	
	Service of credit card's over the limit	The customer can exceed the limit of credit card by up to 10% of the ceiling value on the card.	In cooperation with the credit card companies, MEPS and NI.
	Activating instant payment Visa card online	All instant payment visa cards are now active online at a ceiling of 50 JDs.	In cooperation with MDSL
Jordan Kuwait Bank	ACO Service	Transferring money to yourself or to another beneficiary whether he/she is a JKB customer or not. It collects those payments from ATMs without having to have the ATC or to go back to the branch.	ICS, BPC
	Online uploading of salaries	A safe online service that companies can electronically use to pay their staff.	ICS

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Arab Jordan Investment Bank	Showing checks on internet banking and mobile banking	The service allows customers to show the check's picture on internet banking and mobile banking	ICS with Progress Soft
	Face ID service on mobile banking	The service allows customers to activate mobile banking with their face ID.	ICS
	Issuance of instant cards	The service allows customers to print their cards as soon as the account is opened, instant printing of supplementary cards upon demand. It also permits changing the PIN number at the minute the customer visits the branch.	ICS, EMP and Offtec
	Managing credit cards	This allows customers to manage their credit cards and the instant settling of them through internet banking and mobile banking	ICS, EMP
Jordan Commercial Bank	Launching of Tejari Mobile	Launching the service with a new look and additional services like accessing the account through finger print and the service of self registration	A2A
	Launching new types of cards	Launching of pre-paid cards (Yelo Card) and Visa Infinite Card for JAH customers.	Internally developed
	Service of instant issuance launched	The service of instant issuance for direct debit card was launched.	MEPS
	Service of instant cash deposit (BNA) launched	The service of instant cash deposit (BNA) through the ATM with maturity the same day.	Internally developed
	Electronic account statements	Paper statements are replaced with electronic account statements.	TESCO
Invest Bank	Launching the FlexiSave account	Competitive interest rates that depend on the account's available balance; Possibility of cash withdrawals from account any time and without interest; Minimum limit of account is 100 JDs; Account opening is possible in branch or via iBank; Available currency is Jordanian dinar; Account supported by text messages and notifications; It can be fixed as an account to settle the customer's loans or credit cards; and, Interest is calculated based on the daily balance and it is deposited into the account on a quarterly basis.	Internal

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Continued/ Invest Bank	Amending some benefits on iCash service	To add more encouraging benefits that alleviate financial burdens and improve e-banking services, the following changes were made: all current and saving accounts in Jordanian dinars can request the iCash service in case a salary movement was credited during 9 days as a minimum and 35 days in maximum. The minimum limit to the salary that entitles the customer to have the advance is one salary for all accounts with a minimum amount of 400 JDs.	Internally
	iBank Mob App	A new service was activated on the iBank Mobile App which includes controlling financial notifications of the account movements and determining ways of delivery whether SMS and/or notifications on the smart phone app, consequently staying notified with the account movements through mobile phones and tablets operated by Apple and Android.	Internally in cooperation with the supplier company AccuSolutions
	Online purchase by all Invest Bank Visa Debit Card	Activating the Verified by visa/ One time Password (OTP) service on all our credit cards so that buying online is available on all Invest Bank Visa Debit cards. The same service Verified by visa/ OTP was activated to work automatically with the same system to protect our customers from electronic fraud and forgery, as it requires writing the password to be used each time the customer finishes purchasing from websites members in the services. Thus fraud should be curbed.	Internally in cooperation with Visa International
	The campaign of "Your 13th Salary on us"	Extending the campaign to one more year and increasing the number of winners to 20 winners each month. New and current customers will enter the raffle regardless of the amount of transferred salary according to the following conditions: Current and new salary accounts transferred during the promotion campaign enter the raffle; Raffles are done for 20 monthly winners; The prize is the amount of the transferred salary; and The campaign includes all current and new salaries regardless of the salary amount, as there is no minimum or maximum limit to the value of transferred salary to enter the draw.	Internal

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Continued/ Invest Bank	Campaign of buying the credit card balance	Buying the current balance of the customer's credit card from any bank with the following benefits: 5% coverage of the value of transferred balance as a cash return on the credit card once it is transferred into an Invest Bank card at a maximum limit of 200 JDs; Settling the card's transferred balance with a 0% interest rate for the first 3 statements and later on 1% interest rate until the full settlement of transferred amount; The customer is granted 25% more than the ceiling value of card transferred from the other bank. The 25% more is added to the ceiling of Invest Bank credit card; and 2% refund of the total of your local and international purchases through the Cash Rewards program.	Internal
	The campaign of "Shop more and win a Mercedes Benz GLC 250 Coupe 2019"	To be eligible to enter the lottery, the customer should use his/her credit card to complete purchase transactions with a minimum of 3 movements per month and a minimum amount of 150 JDs or their equivalent in foreign currencies.	Internal
	Campaign of "Pay to school with your card and you will be refunded the tuition fees"	Four credit card holders are granted a chance to recover the value of school tuition fees of the new academic year when paying using Invest Bank credit card.	Internal
	Get iPhone Xs or Xs Max from Zein in installment using your credit card	Strategic partnership with Zein to pay offers of Get iPhone Xs or iPhone Xs Max by credit cards in installments for 24 months without interest or commission.	Internal
	Instant discounts program	Expanding strategic partnerships to grant customers instant discounts when using the credit card at a number of shops such as Guy Laroche, Sacoor, Canali, Moreschi, (Versace, Roberto Cavali, Cavali Class, Love Moschino, Boxat Care, La Bella.	Internal
	Partnership with Valet App, the first app for cars parking in Jordan	Holders of Infinite, Platinum and Signature Visa cards holders will be qualified to have a fast track in the app, thus sparing them waiting to get their cars and save them time and effort. You can get your car easily through the app by scanning the code on the parking card.	Internal in cooperation with the strategic partner Valet App

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Continued/ Invest Bank	Additional benefits on loan product through iBank	To submit a tax exemption application on the housing loan, the customer can print the interest fees certificate on the spot through iBank.jo through Loan Details screen without commission. To control the unexpected increase on the loan, the customer can use the service of fixing the monthly loan installments free of charge and exclusively on iBank.	Internal
ABC Bank	Loyalty credit card points program	Collecting points against using Visa credit cards in purchases from points of sale locally and internationally; points can be later replaced with cash.	AFS
Bank Al-Etihad	Launching a special product to finance applications drivers	Financing car loans for uber drivers.	Internally developed
	Current plus account	A current account for SMEs that has many benefits to businesses according to the average account balance calculated on a quarterly basis.	Internally developed
	Sharkati loan	Revolving or reduced loan based on providing vast and diverse financing choices to companies and SMEs, which include buying immovable assets and financing the company's operational expenses (i.e, rents, salaries, insurance premiums and others), and financing working capital.	Internally developed
Societe General - Jordan	Makasseb Pro account	A current account for professionals with many benefits against a monthly fee.	
	Bank insurance products	A number of insurance products were offered that include life insurance and general insurance policies.	In cooperation with Jordan French Insurance Company (JOFICO)
Capital Bank	Capital Select Program	Launching again of VIP customers to serve affluent customers by offering banking and non banking benefits.	Internally developed
	One time password	When shopping online with Visa credit cards from Capital Bank, an SMS will be sent automatically to your cell phone that has a onetime password when completing any online purchase transaction from a website registered in the service.	Developed in cooperation with Network International and Visa International

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Continued/ Capital Bank	Visa Infinite credit card	One of the highest categories of Visa International cards. It is given with an initial ceiling of JD15000 and more for the segment of big customers.	Developed in cooperation with Network International and Visa International
	Capital Rewards Program	Capital Rewards Program rewards Capital Bank customers holders of credit cards for their banking transactions by giving them points that can be immediately replaced through PoS at a vast group of shops and stores.	Developed in cooperation with Network International and Visa International
	Launching the campaign for real estate loans 100% financed	A campaign for 100% financing at an interest rate of 8.75% fixed for the first 5 years of the loan's term, whereas the bank bears mortgage fees and exempts the customer from granting fees.	Internally developed
	Developing online services of Visa credit cards	Visa credit card services were developed to include settling payments immediately due on Visa credit card; giving detailed information of the card and the latest movements; the service of instant stop of the card; and, the service of changing the telephone number identified on the card.	External supplier Access to Arabia, Network International
	Upgrading the ATM system and adding new services	Developing and updating the support system of services provided through ATMs and adding new services, which are: Changing and unlocking the cards' PIN numbers of our customers and customers of other banks; Printing a statement of account and a statement of the visa credit card on an A4 sheets available in selected places; Accepting 1 JD banknotes at the service of direct cash deposit.	External supplier MDSL- FIS
	Capital call center for customer service	We have now 24/7 service by a team dedicated to serve our customers any time at tel. # +96265100220 to answer your inquiries and help you perform some banking procedures. We further have a dedicated team to give you a bank experience designed to meet the needs of Capital Select customers at tel. # +96265100222.	External supplier CrysTelCall
	Collecting bills at the counter by checks	We added a service for accepting checks drawn on our customers alone to collect bills using Madfoo3atcom.	Internally developed

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Jordan Islamic Bank	Land leasing ending in conveyance	The product permits financing purchase of lands for different purposes as leasing ending in conveyance of property at competitive profit rates and suitable repayment time.	Internally developed
	Tooling (Istesna') ending in resale for profit (Morabaha)	The product allows for financing renewable energy projects and enables those eligible to benefit of renewable energy systems according to this formula.	Internally developed
	My Finances/ Mobile app	A service that allows customers to review the different financing modes by showing their own financing list as follows: Financing list; Financing type; Date of granting and due date; Date and amount of the next installment; Total amount paid and the total remaining amount; and, Review the full installments list along with the amount and date of each installment.	Future Applied Computer Technology – FACT
	Domestic transfer service/ Mobile app	This allows the customer to do transfers to any local bank inside Jordan through IBAN number.	Future Applied Computer Technology – FACT
	My favorite Bills/ Mobile app	A new feature added to eFAWATEERcom that allows the customer to choose a number of favorite bills that are listed in a separate list from others along with the value of each bill.	Future Applied Computer Technology – FACT
	My promotions/ Mobile app	Adding promotions of the different JIB products and offers.	Future Applied Computer Technology – FACT
	Request management/ Mobile app	the service allows the customer to: File for a check book; Official statement of account; Follow up all requests done through the app (official account statement, check book, domestic transfer.)	Future Applied Computer Technology – FACT
	Local account payment	Providing a payment channel to bank customers to resettle their bills and dues to billers by directly debiting their accounts at our bank.	Future Applied Computer Technology – FACT + Madfoo3atcom
Islamic International Arab Bank	Arabi Islami 3-D Secure	Additional protection from Visa International to reduce risks of fraud through a Three-domain secure program (card holder, merchant, the bank) through a One Time Password (OTP) that is sent as SMS to the mobile phone to complete the payment procedure with sites members of this service.	Visa International + AFS

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Continued/ Islamic International Arab Bank	eFAWATEERcom Direct Pay	One of the payment channels linked to eFAWATEERcom that permits customers to settle bills and other obligations directly by using the account number and with OTP protection through the eFAWATEERcom website and other e-government websites endorsed by eFAWATEERcom and the CBJ.	Madfoo3atcom
	Arabi Islami connect	A developed iBank interface that gives customers a diversified package of services that includes self registration in the service. It is available for use through all computers and tablets and compatible with smart phones.	Path Solutions
Safwa Islamic Bank	eFAWATEERcom	E-payment system through the counter and e-channels.	Madfoo3atcom
	Bank services to companies	A service that allows corporate customers to run their accounts and movements in an easy and fast way, as well as enabling them to upload their employees' salaries through the internet banking. This is done based on the company's commercial register so that there is approval of movements by authorized signatures through the system.	ICSFs
Al-Rajhi Bank	Financing construction materials (iron and wood), in addition to financing durable goods (furniture and electric equipment)	Financing in line with Islamic Sharia as part of sale for profit financing (morabaha), whose goal is to facilitate the customer's having what he/she wants of durable goods and/ or construction materials.	Internal
	Land leasing ending in conveyance	The bank offered a new product which is financing buying lands as leasing ending in conveyance of property.	Internal
Egyptian Arab Land Bank	Deposit certificate in Jordanian dinar	Promotion of deposit certificates in Jordanian dinar at a competitive rate that reached 6.5	
	Deposit certificate in USD	Promotion of deposit certificates in US dollar at a competitive rate that reached 3.75	
Rafidain Bank	Direct pay/ eFAWATEERcom	Settling the different bills of customers.	Madfoo3atcom

Continued / Table (56): New banking services introduced in 2018

Bank	Service's Name	Brief description of service	Supplier
Standard Chartered Bank	Receiving customers' requests on email	Priority customers can perform a set of bank services through emails. Services include financial instructions (sent telegraphic transfers, internal transfer instructions, instructions to amend sent and received telegraphic transfers, cash payment orders, fixed transfer orders, request to issue certified checks). It also includes non- financial instructions (issuing check books, issuing ATC, authorization to receive ATC, check books, and certified checks).	Standard Chartered
	OPT for Debit and internet shopping	OPT service to protect debit cards when shopping online.	CA Arabia
	SC Biometrics Login (Touch ID & Face ID)	Activating access to Standard Chartered bank app by using Touch ID & Face ID.	Standard Chartered
	The Good Life Page	Customers, through the Good Life Page on the Bank's website, can see shops endorsed by bank to get discounts when using Standard credit and debit cards, in addition to their websites and how they can be reached.	Standard Chartered
	Branches and ATM Locator Service	Through the Branches and ATM Locator Service page, customers can know the sites of ATMs, branches and how to reach them.	Standard Chartered
National Bank of Kuwait - Jordan	NBK service on mobile phone	this service permits inquiry on balances and accounts, domestic and external transfers, settlement of credit cards, request of check books and many other things.	NBK
	3DS was added to payment cards and credit cards	This adds protection to registered customers in the service when they use their cards for online shopping.	Visa and NI
	Introducing and developing new ATM services	New features were added, including unlocking and changing the PIN number, inquiry about balances of NBK cards as well as other banks' cards.	Visa and NI



Chapter Eight

Human Resources in Banks

Operating

in Jordan

This chapter reviews a selected number of indicators relevant to human resources in banks Operating in Jordan, including development in the number of workers classified according to gender, scientific qualifications, age groups, social status, geographical distribution. It also highlights the number of employees taking training as per banks, and resignations and appointments.

1. The Number of Employees

The table below illustrates development in the number of employees in banks operating in Jordan in the period of 2010 – 2018. It reached 21262 male and female employees.

Table (57)
Distribution of Bank Employees by Gender (2010 – 2018)

Year	Males	Relative Distribution %	Females	Relative Distribution %	Total
2010	10938	65.84	5675	34.16	16613
2011	11434	65.91	5913	34.09	17347
2012	11765	65.85	6101	34.15	17866
2013	12188	66.16	6235	33.84	18423
2014	12816	65.95	6617	34.05	19433
2015	13212	65.75	6883	34.25	20095
2016	13417	65.22	7156	34.78	20573
2017	13744	65.3	7294	34.7	21038
2018	13830	65.0	7432	35.0	21262

Source: Banks' data

As regards distribution of bank employees according to gender, male workers account for 65% of total employees in 2018, the remaining percentage of 35% goes for female workers. These figures are an evidence of the constant development in the participation percentage of females in banking, making it one of the highest in Jordanian economic sectors.

2. Distribution of bank employees according to academic qualifications

The academic qualifications of bank employees continued to improve, as the percentage of holders of academic degrees (PhD, Masters, Bachelor degrees and high diplomas) constitute the highest share of total employees (80.4%) by the end of 2018. On the other hand, the percentage of employees with Tawjihi (high school) degree and below accounted for 10.4% of total employees in the said year.

Table (58)

Distribution of Bank Employees by Education Level (2010 – 2018)

Year	Doctorate		Master		Bachelor and higher diploma		Diploma		Tawjihi		Without Tawjihi		Total
	#	%	#	%	#	%	#	%	#	%	#	%	
2010	38	0.2	1043	6.3	10125	60.9	2677	16.1	1113	6.7	1617	9.7	16613
2011	38	0.2	1103	6.3	10781	62.2	2607	15.0	1119	6.5	1699	9.8	17347
2012	36	0.2	1146	6.4	11372	63.7	2595	14.5	1059	5.9	1658	9.3	17866
2013	42	0.2	1189	6.5	12035	65.3	2535	13.8	1046	5.7	1576	8.6	18423
2014	47	0.2	1247	6.4	13035	67.1	2486	12.8	1037	5.3	1581	8.1	19433
2015	55	0.3	1263	6.3	13941	69.4	2383	11.9	911	4.5	1542	7.7	20095
2016	58	0.3	1310	6.4	14588	70.9	2270	11.0	870	4.2	1477	7.2	20573
2017	57	0.3	1346	6.4	15120	71.8	2228	10.6	802	3.8	1485	7.1	21038
2018	55	0.3	1470	6.9	15573	73.2	1959	9.2	767	3.6	1438	6.8	21262

Source: Banks' data

3. Distribution of Bank Employees according to age group

Employees less than 25 years of age account for 8.6% of total employees by the end of 2018, in addition to 67.9% of employees whose age ranges between 25 and 39 years. Therefore, the percentage of employees whose age is less than 40 years is the biggest in the total number of bank employees in 2018. The percentage of employees in the age group of 40 – 59 is 23.1%, while the percentage of employees more than 60 years old who are still Operating is 0.4% of total employees at the end of 2018.

Table (59)

Distribution of Bank Employees By Age Group (2010-2018)

Year	Less than 25 years		25-39 years		40-59 years		More than 60 years		Total
	#	%	#	%	#	%	#	%	
2010	2218	13.4	9956	59.9	4340	26.1	99	0.6	16613
2011	2431	14.0	10295	59.3	4534	26.1	87	0.5	17347
2012	2426	13.6	10687	59.8	4668	26.1	85	0.5	17866
2013	2232	12.1	11252	61.1	4856	26.4	83	0.5	18423
2014	2532	13.0	11930	61.4	4890	25.2	81	0.4	19433
2015	2453	12.2	12715	63.3	4854	24.2	73	0.4	20095
2016	2209	10.7	13352	64.9	4942	24.0	70	0.3	20573
2017	1957	9.3	14034	66.7	4973	23.6	74	0.4	21038
2018	1832	8.6	14435	67.9	4913	23.1	82	0.4	21262

Source: Banks' data

4. Social status of employees

The table below shows the distribution of employees according to their social status. The percentage of married employees reached 62.3% of total employees in 2018, the remaining 37.7% are single.

Table (60): Distribution of Bank Employees By Social Status (2010 -2018)

Year	Singles		Married		Total
	#	%	#	%	
2010	6703	40.3	9910	59.7	16613
2011	6708	38.7	10639	61.3	17347
2012	6788	38.0	11078	62.0	17866
2013	6901	37.5	11522	62.5	18423
2014	7434	38.3	11999	61.7	19433
2015	7661	38.1	12434	61.9	20095
2016	7755	37.7	12818	62.3	20573
2017	7796	37.1	13242	62.9	21038
2018	8019	37.7	13243	62.3	21262

Source: Banks' data

5. Geographical distribution of bank employees according to governorates

The number of bank employees in the capital was 17881 male and female employees, which is 84.1% of total bank employees. Irbid Governorate came second with a percentage of 4.7% of total employees, followed by Zarqa Governorate (3.5%), Balqaa Governorate (1.7%), Karak Governorate (1.3%) and Aqaba Governorate (1.1%). The percentages of the remaining six governorates did not exceed 1% for each.

Table (61): Geographical Distribution of Bank Employees by Governorate at the End of 2018

Governorate	Number Of Employees	Geographical distribution of employees (%)
Amman	17881	84.1%
Irbid	990	4.7%
Zarqa	743	3.5%
Balqa'	358	1.7%
Aqaba	244	1.1%
Al Karak	270	1.3%
Madaba	161	0.8%
Maan	141	0.7%
Jerash	128	0.6%
Ajloun	108	0.5%
Tafileh	79	0.4%
Mafraq	159	0.7%
Total	21262	100.0%

Source: Banks' data

The concentration of workers for each governorate = number of bank employees in the governorate / (overall number of bank employees)* 100%

Table (62)

Distribution of Bank Employees by Governorate and Bank at the End of 2018

Banks	Amman	Irbid	Zarqa	Aqaba	Balqa	Karak	Madaba	Maan	Jerash	Ajloun	Tafleeh	Mafrag
Arab Bank	2929	47	58	19	27	10	9	10	5	5	6	8
Jordan Ahli Bank	1025	47	31	17	34	16	10	9	9	0	11	7
Cairo Amman Bank	1136	121	75	20	61	35	22	21	20	15	7	31
Bank of Jordan	1380	75	44	12	19	7	8	7	9	12	0	10
The Housing Bank for Trade & Finance	1908	166	118	29	62	52	21	39	11	20	17	20
Jordan Kuwait Bank	1051	45	46	11	15	7	9	0	9	0	0	8
Arab Jordan Investment Bank	676	17	20	14	0	0	0	0	0	0	0	0
Jordan Commercial Bank	658	33	15	8	16	9	8	0	0	0	0	9
Investbank	399	6	4	6	0	0	0	0	0	0	0	0
ABC Bank	476	9	6	6	6	8	6	0	6	0	0	6
Bank Al-Etihad	1043	38	20	9	13	8	9	0	0	0	0	6
Societe General - Jordan	293	6	6	6	0	4	5	0	0	0	0	0
Capital Bank	581	7	12	8	0	0	0	0	0	0	0	0
Jordan Islamic Bank	1516	242	199	30	84	95	37	46	43	47	30	36
Islamic International Arab Bank	765	48	46	12	14	19	10	9	9	9	8	11
Safwa Islamic Bank	540	21	17	9	7	0	7	0	7	0	0	0
Al-Rajhi Bank	284	27	10	0	0	0	0	0	0	0	0	0
Egyptian Arab Land Bank	301	9	6	10	0	0	0	0	0	0	0	7
Rafidain Bank	25	0	0	0	0	0	0	0	0	0	0	0
Citi Bank	57	0	0	0	0	0	0	0	0	0	0	0
Standard Chartered Bank	153	6	0	0	0	0	0	0	0	0	0	0
Bank Audi	239	9	0	6	0	0	0	0	0	0	0	0
National Bank of Kuwait - Jordan	63	0	0	0	0	0	0	0	0	0	0	0
BLOM Bank	383	11	10	12	0	0	0	0	0	0	0	0
Total	17881	990	743	244	358	270	161	141	128	108	79	159

Source: Banks' data

6. Training courses

Banks Operating in Jordan organized in 2018 a number of training courses for their employees to enhance their skills and develop their capacities and efficiencies. The number of participants in training courses held in banks' training centers amounted to 39288 male and female employees. The number of participants in training courses held at local training centers reached 8998 male and female employees, while participants in training courses outside Jordan amounted to 390 male and female employees.

Table (63)

Number of Employees who attended training courses in 2018

Banks	training centers of the banks		local training centers		training courses abroad	
	Males	Females	Males	Females	Males	Females
Arab Bank	2056	1802	534	358	77	72
Jordan Ahli Bank	1459	1156	413	213	40	3
Cairo Amman Bank	1700	1215	388	224	4	3
Bank of Jordan	2443	1650	76	57	5	5
The Housing Bank for Trade & Finance	941	708	197	68	12	5
Jordan Kuwait Bank	2200	1413	191	55	21	3
Arab Jordan Investment Bank	214	134	98	52	0	0
Jordan Commercial Bank	1596	1132	437	260	12	3
Investbank	0	0	64	45	9	2
ABC Bank	2105	1125	103	40	1	1
Bank Al-Etihad	712	694	1206	1194	21	11
Societe General - Jordan	625	504	118	27	6	1
Capital Bank	148	86	192	129	5	1
Jordan Islamic Bank *	4086	212	785	15	17	0
Islamic International Arab Bank	1776	508	212	53	28	0
Safwa Islamic Bank	2276	1095	318	125	9	0
Al-Rajhi Bank	138	44	174	67	1	2
Egyptian Arab Land Bank	155	99	85	32	2	0
Rafidain Bank	0	0	5	1	0	0
Citi Bank	10	3	10	3	0	0
Standard Chartered Bank	192	178	8	6	0	0
Bank Audi	119	110	30	20	1	1
National Bank of Kuwait - Jordan	36	31	20	12	0	0
BLOM Bank	266	136	176	102	5	1
Total	25253	14035	5840	3158	276	114

* In addition, 602 male and 116 female participated in online training courses.

The above numbers may include duplication of the same employees who attended more than one course

Source: Banks' data

7. Resignations and appointments

Banks Operating in Jordan appointed 2526 male and female employees during 2018. The number of those who quitted for all reasons amounted to 2289 male and female employees. The employees' turnover ratio in 2018 (which is the total resignations/ total employees x 100%) reached 10.77%.

Table (64)
Appointments and Resignations (2010 – 2018)

Year	Resignations**	Appointments	Staff Turnover Rate %
2010	2240	3202	13.48
2011	1909	2774	11.00
2012	1975	2426	11.05
2013	2024	2706	10.99
2014	2301	3014	11.84
2015	2793	3298	13.90
2016	2108	2616	10.25
2017	2116	2348	10.06
2018	2289	2526	10.77

** Resignations includes all those who quit working for all reasons, voluntarily or retirement

Source: Banks' data