Press Release

Guidelines for Participating in Agency Banking

The Central Bank of The Bahamas advises the public of the release of its **Guidelines for Participating in Agency Banking (the Guidelines)**. The Guidelines establish a regulatory framework for the provision of basic financial services through approved agents. The initiative reflects the Central Bank's ongoing commitment to enhancing financial inclusion, broadening access to financial services, and maintaining the stability of the financial system.

The Guidelines outline the minimum standards and requirements for licensed and registered banks and credit unions to engage eligible non-bank entities, including electronic money service providers, money transmission businesses, and other approved entities, to provide specified financial services on their behalf. The framework establishes eligibility and approval requirements for agents and sub-agents, including non-exclusive agency arrangements, while maintaining the accountability of participating financial institutions for their agents' activities.

The key features captured within the Guidelines establish requirements for governance, risk management, operational resilience, consumer protection, customer due diligence, and compliance with the Guidelines for Supervised Financial Institutions on the Prevention of Money Laundering, Countering the Financing of Terrorism & Proliferation Financing. Additionally, the framework considers the use of third-party service providers and emphasises secure, real-time transaction processing and technology interoperability, including integration with the Central Bank's Digital Currency, SandDollar.

The Agency Banking Guidelines may be accessed on the Central Bank's website at www.centralbankbahamas.com via the following path: Core Functions → Bank Supervision Department → Guidelines → General Information → Guidelines for Participating in Agency Banking.

The Central Bank welcomes any comments or enquiries regarding the Guidelines following the release and adoption by supervised financial institutions. The feedback should be submitted on or before 28 November 2026 and directed to the following:

Policy Unit
Bank Supervision Department
E-mail: policy@centralbankbahamas.com

20 November 2026 ■