

البنك التجاري الأردني

Jordan Commercial Bank

Closer to you



Annual Report 2016

Standing tall as the lofty mountains of Jordan,
we overcome all conditions and reach the sky

Annual Report

For the Year Ended on December 31, 2016



His Majesty
King Abdullah II Bin Al-Hussein



HRH Crown Prince
Al-Hussein bin Abdullah II

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Chairman's Message



Dear Shareholders,

I would like to present to you the Jordan Commercial Bank's 13th Annual Report for the year 2016, during which both the local and world economies faced many challenges and a state of instability in the region surrounding the Kingdom. This is in addition to the continuous political disorders and their associated negative implications on the Kingdom's economic position, as reflected in the decline in growth rates and exports, increase in unemployment rate and decrease in the Kingdom's balance of foreign currencies compared to 2015. The recurrent deficit in the State's Budget continued, thus impacting various economic sectors, including the banking sector where the growth rate of liquidity available in the Kingdom, as well as the growth rates of deposits and facilities, dropped during 2016 compared to 2015, particularly for deposits.

During 2016, the Jordan Commercial Bank (the "Bank") achieved after-tax net profits JD 9.3 million, compared to JD 15.8 million in 2015. The rise in the profits during 2015 was attributable to the increase in the revenues of 'recovered debts', which were non-operating and non-recurring revenues. By neutralizing the effect of those revenues (for both 2015 and 2016), the before-tax profits for 2016 would be 20% greater than that of 2015. As for the Bank's net revenues from funds (net interests and commissions), the main source of the Bank's revenues, has increased to reach 43.4 million compared to JD 42.7 million during 2015, an increase by 1.7%.

The Bank continued its approach to improve the quality of assets and decrease clients' concentrations in order to minimize risks, maintain stable liquidity rates and control cost rates, thus decreasing the balances of assets to JD 1.27 billion in 2016, a drop by 15% compared to 2015. The balances of clients' deposits dropped to JD 957 million by the end of 2016, reflecting a decline by 8.1% compared to 2015. That drop was the result of the decline in the balances of high-cost term deposits (with high customer concentration as well) by 14.2% against a rise in the total balances of low-cost deposits, including savings accounts that increased by 42% compared to the beginning of 2016, of which our market share increased to 1.73% at the end of 2016 compared to 1.38% at the beginning of the same year. This, in fact, is the first time the Bank has achieved a surplus in terms of saving balances. The rise in the balances of savings accounts resulted from the Bank's concentrated efforts on products and services directed to the individuals

sector in addition to the modification of the prize distribution mechanism, thus increasing the product's competitiveness and our market share from such.

In terms of direct facilities, the Bank achieved a growth rate of %4.8 at the end of 2016 compared to the beginning of the same year. The facilities balance amounted to JD 668 million, compared to JD 638 million at the end of 2015. Regarding the shareholders' equity, the Bank achieved a growth rate of 5.7%, amounting to JD 146 million at the end of 2016.

At the level of the Bank's business and activities, there were many developments in 2016. As for customer service, and within the Bank's strategy aiming to focus on the individuals sector, several products and services underwent comprehensive review and development in order to meet the needs of customers in this sector. The development process was extended to the savings product, car loans, and credit cards. Moreover, the medical commercial loan product and certificates of deposits product were launched. Various activities have also been directed to the customers of this sector which were reviewed and the service provision channels were diversified. As a result, the balances of individual deposits increased by 6%, with an amount of JD 27 million compared to the beginning of the year (despite the decline in the deposit balances). Additionally, the Bank developed a comprehensive branching strategy to cover all areas across the Kingdom where there is a need for banking services. In this regard, the ATM network has expanded to cover several areas, reaching 43 machines by the end of 2016.

As for internal activities, the Bank reviewed the various policies and processes of its departments and updated many of them in line with the banking best practices. Moreover, the Bank continued to develop its technological systems and automated many systems under a plan seeking complete automation of all the Bank's systems and activities. Regarding its buildings (Main Office and branches), the Bank worked on enhancing a new modern image by renovating many of its branches, moving some branches to better and more accessible places equipped with all services, as well as designing a model branch to be generalized to more branches.

In addition to focusing on financial results and business activities, the Bank clearly focused on one of the most important pillars of the banking process, i.e. personnel. During 2016, the Bank reviewed the employees' payroll and benefits and compared such to the labor market, this is an aim to remove the gaps between the Bank and the banking market. Furthermore, the Bank has not only promoted the staff and enhanced the employees with many banking competencies, but there has also been a considerable focus in terms of investment in human resources, thereby recognizing the importance of training and development. In 2016, the Bank opened a training and development center and equipped it with

all training requirements to serve as a comprehensive center containing, apart from training halls, a simulation branch and Bank's library. A location near the Bank's headquarters was chosen for the center. There was an approach to assign the Bank's employees themselves as trainers, since they are aware of the Bank's actual training needs and they can promote the Bank's culture.

Dear Distinguished Shareholders,

The Bank's focus on achieving distinct business results, building strong financial position and developing its internal operations did not exclude directing attention to its role in serving local community. The Bank is part of the community in which it affects and is affected by the same. With that in mind, the Bank undertook multiple activities and operations that contribute to and promote the said role. It sponsored and supported several charitable, cultural and other activities, and provided assistance and support to a large number of charitable and community centers. The Bank also launches an annual campaign "Al-Khair Packages" during the month of Ramadan, and plays a key role as an official sponsor of many economic activities and conferences, notably the Financial Inclusion Conference.

Distinguished Shareholders,

Envisioning the future of the Bank, with an aim to achieve its ambitious results and objectives, the Bank developed a comprehensive strategy in 2016 to be able to cope with contemporary progress and development. To that end, the required objectives were developed: a plan was set up for expansion and spread in Jordan and the West Bank, targeting different areas such as Sports City and Abdoun in Jordan, and Al-Khalil (Hebron), Jenin, Al-Ram and Nablus in the West Bank. Moreover, the Bank's plan involved the development of existing products and introduction of service channels and new services in the banking market, and targeted specific sectors and categories in the banking market after conducting comprehensive market studies on various categories, products and services. There were other objectives with specific timelines. Further, the required means of implementation were determined. The ultimate objective is to bring the Bank to the ranks of advanced banks and become a bank well-known for its distinct services and activities. The Bank aspires to achieve this by consolidating all efforts from all the Bank's officials and employees who have and will spare no efforts to realize that end.

We would like to extend our special thanks to the distinguished Board members and Executive Management members. We cannot fail to highlight the role of all the Jordan Commercial Bank's staff at all administrative levels who work as one family to raise the name of this institution to become an outstanding economic edifice and to continue to undertake its role in building and serving our community and our beloved Jordan – may Allah keep it, its King and its people blessed with safety and welfare.

Sincerely,

Michael Al-Sayegh
Chairman of the Board

Independent Auditor's Report

Deloitte.

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INDEPENDENT AUDITOR'S REPORT

To the Shareholders of
Jordan Commercial Bank
Amman – The Hashemite Kingdom of Jordan

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Jordan Commercial Bank, which comprise the statement of financial position as at December 31, 2016, and the statement of income and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Jordan Commercial Bank as at December 31, 2016, and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Bank in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants together with the other ethical requirements that are relevant to our audit of the Bank's financial statements in Jordan, and we have fulfilled our other ethical responsibilities. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter

Without qualifying our opinion, we draw attention to Note (47) to the accompanying financial statements about the Central Bank of Jordan's approval of the Bank's Board of Directors' recommendation to distribute share dividends at 6.312%, so that the Bank's capital becomes JD 120 million instead of cash dividends at 5% of the year 2016 profits. Moreover, the Central Bank of Jordan's approval on such dividends was obtained on April 3, 2017. Accordingly, the disclosure related to proposed dividends was amended, and capital adequacy recalculated for the year 2016 - Note (38).

The audit procedures relating to the subsequent events are limited to the disclosure described above.

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Key Audit Matters

We have performed the tasks mentioned in the "Auditor's Responsibilities Paragraph" relating to the audit of the financial statements, in addition to all other related matters. Moreover, our audit includes performing the procedures prepared in response to our assessment of the risk regarding the material errors in the financial statements. Our performed audit procedures including the procedures relating to the treatment of the below-mentioned matters, provide a basis for our opinion on the attached financial statements. In addition, description of the manner of the study of each item below is provided within the audit procedures.

Adequacy of Provision for Impairment of Credit Facilities

The provision for impairment of credit facilities is a key matter to the financial statements, as its calculation requires assumptions and management's use of estimates for the drop in credit ratings and probabilities that debts will not be collected as a result of deteriorating economic and financial conditions of some sectors or debtors and inadequate collaterals, leading to suspension of interest according to the regulatory authorities' instructions, in light of inadequate collaterals.

Moreover, the net credit facilities granted by the Bank to customers amounted to JD 634 million, representing 50% of total assets as of December 31, 2016.

The nature and characteristics of credit facilities granted to customers vary from one sector to another, and from one country to another, due to the Bank's geographical spread. Consequently, the methodology for calculating the impairment in credit facilities provision differs due to the different sectors and different risk assessments for those countries, as well as their legal and statutory requirements and the requirements of the Central Bank of Jordan.

Scope of Audit to Address the Risk

The performed audit procedures included understanding the nature of credit facilities portfolios, examining the internal control system adopted in granting and monitoring credit, and evaluating the reasonableness of management's estimates of the provision for credit facilities impairment, collection procedures and follow-up, as well as suspension of interest. Furthermore, we reviewed and understood the Bank's policy for calculating provisions, and selected and reviewed a sample of performing, watch list, and non-performing credit facilities at the Bank's level as a whole. In addition, we evaluated the factors affecting the calculation of the provision for credit facilities impairment such as evaluating available guarantees and collaterals, customers' financial solvency, management's estimates of expected cash flows, and regulatory authorities' statutory requirements. We also discussed these factors with executive management to verify the adequacy of recorded provisions. Moreover, we re-calculated the provisions to be taken for those accounts and verified suspension of interest on non-performing or defaulted accounts and the Bank's adherence to the regulatory authorities' instructions, requirements and related International Accounting Standard No. (39), and assumptions used for the calculation of the provision for credit facilities impairment.

Meanwhile, we evaluated the appropriateness and adequacy of the disclosure in regard to credit facilities, provision for credit facilities impairment, and risks set out in Note (6).



Unlisted Financial Assets Valuation

The Bank holds financial assets at amortized cost of JD 330,870,200 as of December 31, 2016. In this regard, the Bank should measure the impairment in their value through comparing the recorded value to their fair value. Moreover, the Bank holds unquoted shares within the financial assets portfolio through the comprehensive income statement of JD 1,704,040 as of December 31, 2016. These assets should be stated at fair value in accordance with International Financial Reporting Standard No. (39). Moreover, fair value determination of financial assets requires the Bank's management to make several judgments and assessments and to rely on inputs other than quoted prices. Consequently, management's fair value estimation of these assets was a key audit matter to our audit.

Provision for Income Tax and Deferred Tax Assets

The tax expense calculation for the year, tax provision for unassessed years, and deferred tax assets involve assumptions and estimates of significant amounts in the financial statements as a whole. In addition, the Bank undertakes complex and extensive operations within its normal activities, thus rendering tax judgments and estimates are considered a key audit matter.

Scope of Audit to Address the Risk

Audit procedures included evaluating internal procedures relating to the determination of financial assets fair value and examination of their efficiency. In addition, audit procedures included evaluating the estimates adopted by the Bank's management to determine the fair value of non-current financial assets. Moreover, these estimates have been compared to the requirements of International Financial Reporting Standards and discussed in light of available information.

The audit procedures also included evaluating the adopted methodology, appropriateness of evaluation models, and input used to determine the fair value of financial assets. They also included reviewing the reasonableness of the most significant input in the evaluation process through reviewing investee companies' financial statements or obtaining secondary market prices as well as other reviewed input.

Scope of Audit to Address the Risk

We have performed audit procedures to gain an understanding of the nature of risks related to income tax and to assess the professionalism of the Bank's legal and tax consultants relating to the evaluation and calculation of due taxes. We have also discussed with management the scope of work of the Bank's legal and tax consultant to verify his efficiency and capability to calculate the required provisions. Furthermore, we have also discussed management's point of view concerning the accuracy and adequacy of the provisions taken, reasonableness of the adopted accounting estimates, and the Bank's adoption of International Accounting Standard No. (12). In addition, we discussed the impact of any tax differences with the tax authorities and their impact on the financial statements.



Other Matter

The accompanying financial statements are a translation of the original financial statements which are in Arabic language, to which reference should be made.

Other Information

Management is responsible for the other information. The other information comprises the other information in the annual report excluding the financial statements and the independent auditor's report thereon, which is expected to be made available to us after the date of our audit report. Our opinion on the financial statements does not cover the other information, and we do not express any form of assurance or conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRS, and for such internal control as management determines necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Bank's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Bank or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Bank's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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As part of an audit in accordance with ISA's, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than the one resulting from error, as fraud may involve collusion, forgery, intentional omission, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting, and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Bank's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Bank to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards procedures.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current year and are therefore the key audit matters. We describe these matters in our auditor's report unless law and regulations preclude public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on Other Legal and Regulatory Requirements

The Bank maintains proper accounting records, duly organized and in line with the accompanying financial statements, and we recommend that they be approved by the general Assembly of shareholders.

Deloitte & Touche
Deloitte & Touche (M.E.) - Jordan
Amman - Jordan

January 31, 2017 / April 3, 2017 - Note (47)



Statement of Financial Position

	December 31	
	2016	2015
	JD	JD
ASSETS		
Cash and balances at central banks	109,103,135	270,541,021
Balances at banks and financial institutions	52,611,438	84,558,182
Deposits at banks and financial institutions	-	7,090,000
Direct credit facilities - Net	634,005,814	599,288,936
Financial assets at fair value through income statement	1,928,452	3,115,160
Financial assets at fair value through comprehensive income statement	8,185,950	9,721,806
Financial assets at amortized cost	330,870,200	393,040,896
Property and equipment - Net	28,087,262	27,855,243
Intangible assets - Net	1,474,632	1,033,856
Deferred tax assets	3,325,672	4,579,835
Other assets	<u>95,707,805</u>	<u>86,738,231</u>
Total Assets	<u>1,265,300,360</u>	<u>1,487,563,166</u>
LIABILITIES AND EQUITY		
LIABILITIES:		
Banks and financial institutions deposits	51,804,094	193,351,417
Customers' deposits	957,337,624	1,041,471,213
Cash margins	69,931,443	73,008,129
Borrowed funds	12,787,691	6,912,838
Provision for income tax	3,792,448	8,368,127
Other provisions	777,307	605,351
Deferred tax liability	-	471,099
Other liabilities	<u>23,054,962</u>	<u>25,393,560</u>
TOTAL LIABILITIES	<u>1,119,485,569</u>	<u>1,349,581,734</u>
Equity		
Bank shareholders' equity		
Subscribed and paid-up capital	112,875,000	105,000,000
Statutory reserve	13,448,365	12,245,038
General banking risks reserve	6,229,516	6,086,288
Cyclical reserve	1,705,716	1,472,315
Fair value reserve - Net	(1,852,705)	(3,524,034)
Retained earnings	<u>13,408,899</u>	<u>16,701,825</u>
Total bank shareholders' equity	<u>145,814,791</u>	<u>137,981,432</u>
Total liabilities and equity	<u>1,265,300,360</u>	<u>1,487,563,166</u>

Statement of Income

	For the Year Ended December 31	
	2016	2015
	JD	JD
Interest income	71,579,594	72,654,665
Less: Interest expense	<u>(32,987,374)</u>	<u>(35,782,252)</u>
Net Interest Income	38,592,220	36,872,413
Net commission income	<u>4,772,690</u>	<u>5,784,872</u>
Net Interest and Commission	43,364,910	42,657,285
Foreign exchange income	1,630,059	2,560,743
Earnings from financial assets at fair value through income statement	655,292	204,869
Cash dividends from financial assets at fair value through statement of comprehensive income statement	216,682	81,856
Other income - Net	<u>3,773,704</u>	<u>18,517,562</u>
Gross income	<u>49,640,647</u>	<u>64,022,315</u>
Employees expenses	14,813,948	13,440,566
Depreciation and amortization	2,816,452	2,537,190
Provision for impairment in credit facilities	6,198,407	12,328,178
Other provisions	312,881	217,431
Provision for expropriated properties	1,417,680	688,115
Other expenses	<u>12,103,000</u>	<u>10,696,775</u>
Total expenses	<u>37,662,368</u>	<u>39,908,255</u>
Income for the year before income tax	11,978,279	24,114,060
Less: Income tax for the year	<u>(2,652,873)</u>	<u>(8,357,183)</u>
Income for the year	<u>9,325,406</u>	<u>15,756,877</u>
Earnings per share for the year going to the Bank's shareholders		
Basic and discounted	<u>-/082</u>	<u>-/139</u>

Key Indicators and Financial Ratios

KEY FINANCIAL INDICATORS	2016	2015	2014	2013	2012
Return on assets	0.7%	1.2%	1.1%	0.3%	0.3%
Return on equity	6.6%	12.2%	10.2%	3.0%	2.1%
Capital adequacy	15.3%	14.2%	13.1%	12.4%	12.2%
Net credit portfolio/customers' deposits	66.2%	57.5%	64.7%	69.6%	71.2%
Net non-performing facilities (not covered by provisions)/ net credit portfolio	2.9%	3.6%	1.9%	3.6%	7.9%
Coverage ratio for non-performing facilities	54.8%	56.3%	65.3%	69.8%	51.2%
Legal liquidity ratio	119.7%	131%	116.1%	108.6%	116.4%

Summary of Financial Statements

	2016	2015	2014	2013	2012
	Rounded to JD Million				
Key Items in Income Statement					
Net interest income	38,6	36,9	29,9	24,6	22,9
Net interest and commission income	43,4	42,7	35,5	29,5	28,2
Gross profit	49,6	64,0	44,9	35,6	31,6
Net profit before tax	12,0	24,1	15,6	4,1	3,0
Net profit after tax	9,3	15,8	11,7	3,2	2,1
Earnings (loss) per share/ JD	0,082	0,139	0,111	0,032	0,022
Key Items in Budget					
Total assets	1,265,3	1,487,6	1,165,3	1,049,8	844,3
Shareholders' equity	145,8	138,0	120,4	108,9	103,5
Net credit portfolio	634,0	599,3	523,9	517,3	440,5
Securities portfolio	341,0	405,9	365,4	272,4	174,7
Cash and balances at banks	161,7	362,2	180,5	185,1	172,0
Customers' deposits	957,3	1,041,5	810,3	743,0	618,5
Cash margins	69,9	73,0	69,4	65,4	57,3
Bank deposits with Us	51,8	193,4	140,3	112,2	38,9

Branches and Offices

Jordan Branches			
Branch Name	Branch Location	Fax No.	Branch No.
Head Office	Al Bayader - King Abdullah II St., Al Rawnaq District	5664110	06-5203000
Main Branch	Al Bayader - King Abdullah II St., Al Rawnaq District	5203086	06-5203000
Shmeisani	Shmeisani - Isam Al Ajlouni St.	5621878	06-5203000
Jabal Amman	Jabal Amman Prince Mohammad St.	5621968	06-5203000
Commercial Complex	Queen Noor St.	5683657	06-5203000
Jabal Al Hussein	Jabal Al Hussein - Khaled bin Al Waleed St.	5639519	06-5203000
Abdali	Abdali - King Hussein St.	5661484	06-5203000
Mecca St.	Umm Al Summaq - Mecca St.	5817791	06-5203000
Amman	Downtown- King Hussein St.	4638154	06-5203000
Yarmouk	Wehdat - Al Yarmouk St.	4778685	06-5203000
Al Qweismeh	Amman - Madaba St.	4784692	06-5203000
Marka	Marka - King Abdullah I St.	4883665	06-5203000
Abu Nseir	Abu Nseir – Al Arab St.	5233379	06-5203000
Sweileh	Sweileh - Yajouz St.	5356890	06-5203000
Fuhais	Fuhais - Shaker Ta'emah Circle	4720520	06-5203000
Wasfi Al-Tal Street	Wasfi Al-Tal St	5525676	06-5203000
Sweifiah	Galleria Mall- Abd Al Raheem Hajj Mohammed St.	4017608	06-5203000
Al Hashmi Al Shamali	Al Batahaa St.	5203177	06-5203000
Al Zarqa	Zarqa - AL Sa'adah St.	053993290	06-5203000
Madaba	Madaba - King Abdullah II St.	053246931	06-5203000
Al Karak	Al Karak – Amman Main St., Al Thinyah	032386967	06-5203000
Aqaba	East Wehdat - Ibn Roshd St.	032014166	06-5203000
Salt	Salt - Al Midan St.	053551561	06-5203000
Muadi	Dair Alla - Main St.	053571761	06-5203000
Irbid	Irbid - Baghdad St. - Intersection of Al Qirawan Circle	027243036	06-5203000
Aydoun Street / Irbid	Irbid –King Abdullah II St.	027251785	06-5203000
Irbid Office	Irbid - Al balad - Cinema St.	027247087	06-5203000
Ramtha	Ramtha - Al Baladyah Building - Arab Unity St.	027381857	06-5203000
Mafraq	Mafraq - Eastern Neighborhood- Khaled Abu Summaqah St.	026236652	06-5203000
Yajouz	Northern Mountain Area - King Abdullah II St.	053751677	06-5203000

Palestine Branches			
Regional Management	Ramallah - Berlin St.	97022987682	00970-2-2987683
Ramallah	Ramallah - Berlin St.	97022989232	00970-2-2989230
Ramallah Office	Ramallah, Al Manarah Square, City Center Building	97022963723	00970-2-2987680
Beit Lehem	Beit Lehem - Al Mahed St.	97022767237	00970-2-2767233
Nablus	Nablus – Al Anbtawy Building	97092381953	00970-9-2382191
Tulkarem	Tulkarem - Samarah and Al A'araj Building	97092676591	00970-9-2676584

