



Service Level Agreement (Alimony Fund)

Introduction

The Alimony Fund is committed to achieving its customer satisfaction by providing efficient and effective services. These services shall be delivered in a timely manner, adhering to the timeframe specified in the table below, based on the type of service and the fulfilment of the requirements and documents as submitted by the customer. The aforementioned timeframe does not apply if the service delivery involves third parties, such as the judiciary or other government authorities, depending on the jurisdiction.

Service Completion Levels

| | Alimony Fund Services | Service Requirements | Fee | Service Processing Time | How to Submit a Request |
|---|------------------------------------|---|----------------|-------------------------|---|
| 1 | Submission of a new request | <p>The applicant is required to attend in person and submit the necessary documents. The applicant shall complete and sign the designated form, pledge, and authorization. The required documents are as follows:</p> <ul style="list-style-type: none"> • Photocopy of the Sharia ruling on alimony • Divorce or marriage certificate. • Statement of continuity of custody, alimony amount and alimony arrears (Certificate based on the file) • Memorandum of notification (MON) of the enforcement of the judgment extracted from the enforcement file. | No service fee | 20 – 30 Minutes | Documents submission and personal attendance of the applicant or their representative |



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| | | <ul style="list-style-type: none"> • Submission of evidence of notification for the individual against whom the alimony order has been issued • Certificate from the enforcement judge confirming the impossibility of enforcing the Sharia ruling despite taking coercive measures. • Photocopy of the procedures and coercive orders issued against the convicted party, including the results of these measures of constraint, ensuring the documents are stamped by the competent enforcement court. • Photocopy of the convict's Identity Card, including their residence and workplace. • Photocopy of the prevailing party's Identity Card. • Photocopy of the children's Identity Cards. • Opening an account with Bahrain Islamic Bank (IBAN). | | | |
| 2 | Update beneficiary details | <p>The applicant is required to attend in person and submit the necessary documents. The applicant shall complete and sign the designated form, pledge, and authorization. The required documents are as follows:</p> <ul style="list-style-type: none"> • Statement of continuity of custody, alimony amount and alimony arrears (Certificate based on the file) • Submission to enforce coercive measures. | No service fee | 10 – 15 Minutes | Documents submission and personal attendance of the applicant or their representative |