

Jordan Post – Delivering inclusive cash-based assistance through trusted infrastructure, prepaid ATM cards, and biometric innovation

Jordan Post has emerged as a key partner in the Jordanian government's efforts to deliver inclusive, cash-based social protection to both citizens and refugees. Through close collaboration with the National Aid Fund (NAF) and the Ministry of Social Development, Jordan Post distributes and administers prepaid ATM cards to over 100,000 of Jordan's poorest households, enabling secure and dignified access to monthly financial support. This is part of the largest cash transfer programme in the MENA region, and has significantly contributed to poverty and inequality reduction. These prepaid cards are an integral component of the government's broader multi-channel approach, which also includes e wallets and bank transfers, ensuring that marginalized populations, particularly low-income households without smartphones or bank accounts, are not left behind.

Jordan Post has also partnered with the World Food Programme (WFP), the United Nations High Commissioner for Refugees (UNHCR), and IrisGuard to deliver humanitarian cash assistance securely to refugees residing in Jordan. Utilizing advanced iris recognition technology developed by IrisGuard, approximately 85,000 Syrian refugee households can securely and efficiently access humanitarian aid directly

through prepaid cards and mobile wallets at Jordan Post locations. Iris recognition provides real time identity verification, eliminating the need for physical identification documents and ensuring fraud-resistant aid distribution. The technology's effectiveness has significantly accelerated aid delivery, enhancing financial inclusion and security for refugees.

Building upon this successful foundation, Jordan Post is further expanding the use of iris recognition technology in partnership with the Ministry of Digital Economy and Entrepreneurship by enabling secure activation of the SANAD e-government application. Available at all Jordan Post offices, this service has facilitated digital inclusion for nearly one million Jordanian citizens. Additionally, leveraging its extensive postal infrastructure and trusted position, Jordan Post has initiated innovative projects such as biometric passport home delivery services, further extending secure and inclusive public services. During the COVID-19 pandemic, Jordan Post also demonstrated adaptability by deploying its delivery staff to bring critical cash support directly to recipients' homes, underscoring its essential role in inclusive, last-mile social protection delivery.



Sources: (IrisGuard, n.d.; Jordan Post, n.d.; Jordan Times, 2025; UNHCR, n.d.)