



## GOVERNOR

Dili, 22 September 2026

### **All Banks, Financial Technology Companies (Fintechs) and Other TuQR Participants**

#### **Circular Letter 17/2026: Temporary Waiver of Fees and Charges Applicable to TuQR Transactions**

Pursuant to Article 23 of **BCTL Instruction No. 34/2026 on TuQR – Timor Unified QR**, concerning tariffs and commercial practices, which authorises the Banco Central de Timor-Leste (BCTL) to determine the total or partial waiver of fees and charges applicable to TuQR transactions in order to promote their adoption and use, the BCTL hereby determines as follows:

With effect from **12 September 2026**, all banks, financial technology companies and other payment service providers participating in TuQR shall **refrain from charging customers and merchants any fee or charge for the use of TuQR until further determination by the BCTL**.

Accordingly, TuQR participants shall:

1. refrain from charging individuals any transaction fee, service fee or other charge for making or receiving payments through TuQR;
2. refrain from charging merchants any fee or charge directly related to the acceptance, processing or receipt of payments through TuQR;
3. suspend any existing fees or charges applicable to customers or merchants in relation to TuQR transactions; and
4. ensure that the temporary waiver is not circumvented through bundled, indirect or differently designated charges imposed on customers or merchants.

This measure is intended to promote the initial adoption and use of TuQR by the public and businesses, particularly micro and small enterprises, and to support the development of an inclusive, efficient and interoperable digital payment ecosystem in Timor-Leste.

All participants shall:

- make the necessary adjustments to their systems, applications and tariff schedules to comply with this requirement;
- clearly inform customers and merchants that TuQR transactions are free of fees and charges during the applicable period; and
- ensure that all information made available to the public and all promotional materials are consistent with this Circular Letter.

For the avoidance of doubt, this Circular Letter applies to fees and charges imposed on **customers and merchants** in connection with TuQR transactions. Any fees or charges arising from arrangements between participating institutions shall not be passed on, directly or indirectly, to customers or merchants during the waiver period.

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#### **BANCO CENTRAL DE TIMOR-LESTE**

Avenida Xavier do Amaral  
No.09 P.O.BOX 59  
Posto Administrativo Nain Feto  
Suco Gricenfor, Aldeia Formosa  
DILI, TIMOR-LESTE

T: +670 331 371 2 / 4 / 5 / 8  
F: +670 331 371 3 / 6 / 7  
E: info(a)bancocentral.tl

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The BCTL will monitor the implementation and use of TuQR and may subsequently establish, approve or revise the applicable tariff framework in accordance with the TuQR Instruction. This temporary waiver shall remain in force until amended or revoked by a subsequent decision of the BCTL.

All institutions concerned are required to ensure full and timely compliance with this Circular Letter.

The Governor,



**Hélder Lopes**

