

Safaricom PLC
 Safaricom House, Waiyaki Way
 P.O. Box 66827-0800, Nairobi
 Email: M-PESABusiness@safaricom.co.ke
 Tel: +254 722 002 222
 www.safaricom.co.ke

M-PESA BUSINESS ADMINISTRATOR FORM

CATEGORY 1: BUSINESS ADMINISTRATOR REQUEST: NEW ACCESS REQUEST OR UPDATING DETAILS OF EXISTING ADMINISTRATOR

NEW ADMINISTRATOR ON M-PESA G2 MPP-B2B PORTAL

UPDATING ADMIN DETAILS ON M-PESA G2 MPP-B2B PORTAL

NOTE : MPP – (M-PESA PAYMENT PORTAL)

SELECT/INDICATE THE BUSINESS CATEGORY

- Sole Proprietor
 Partnership
 Limited Liability Company
 NGO – Non-Governmental Organization
 Other Business Category.....

REQUIRED DOCUMENTS FOR NEW BUSINESS ADMINISTRATOR REQUEST

REFER TO PAGE 2 ACCORDING TO YOUR BUSINESS CATEGORY

NOTE: Signatories must be the main shareholders or senior authorized signatories under the organization as per valid registration document e.g., CR12

M-PESA Short Code {(Paybill No./Bulk Payment(B2C) No./Buy goods-HO/Store Number)}	
M-PESA Payments Portal Entity Code (Leave blank if done during initial sign up)	
Business/Organization Name	
Preferred administrator username	
First Name	
Middle Name (Not Mandatory)	
Last Name	
Nationality	
Identification Document Type (e.g., National ID, Passport, Alien ID, Military ID etc.)	
Identification Document Number	
Date of Birth	
Personal email address (credentials will be sent to this email address)	
Proposed/Nominated Administrator's Safaricom Mobile number	

CATEGORY 2: PASSWORD RESET AND ACCOUNT CLOSURE FOR EXISTING BUSINESS ADMINISTRATOR ONLY

- ACTIVATE DORMANT A/C
 PASSWORD RESET
 UNLOCK A/C
 CLOSING OF EXISTING ADMINISTRATOR ACCOUNT

M-PESA SYSTEM OR PORTAL BEING ACCESSED

- M-PESA Organization Portal(M-PESA G2)
 M-PESA PAYMENT PORTAL (MPP)

M-PESA Short Code {(Paybill No./Bulk Payment(B2C) No./Buy goods-HO/Store Number)} OR	
M-PESA PAYMENT PORTAL – BUSINESS ENTITY CODE	
Organization Name	
Existing Administrators Username	
Identification Document Number	

Authorized Signatory 1

Name

Date

Sign

Authorized Signatory 2

Name

Date

Sign



BUSINESS CATEGORY REQUIREMENTS
INDIVIDUAL
Dully filled and signed Business Administrator form
Copy of ID(scanned both sides) for the nominated/proposed Business Administrator
SOLE PROPRIETOR
Business Permit OR Certificate of registration
Dully filled, signed and stamped/sealed Business Administrator form
Copy of ID(scanned both sides) for the nominated/proposed Business Administrator
PARTNERSHIP(Not Limited Company)
Duly filled Admin form signed and stamped by two signatories on the Certificate of registration/Business permit/Partnership Deed
Business Partnership registration document – Certificate of registration/Business Permit/Partnership Deed
Copies of ID(scanned both sides) of the signatories as per the Business registration document
Copy of ID(scanned both sides) for the nominated/proposed Business Administrator
LIMITED LIABILITY COMPANY (One director)
Duly filled Business Admin form signed and stamped by the director on the CR12
Current CR12 (not more than 90 days old)
Copy of ID (scanned both sides) of the signatory as per CR12
Copy of ID (scanned both sides) of the nominated/proposed admin
Business Certificate of registration – Optional/Not mandatory
LIMITED LIABILITY COMPANY (Multiple directors/ownership)
Duly filled Business Admin form signed by at least two main signatories/directors on the CR12 and stamped
Current CR12 (not more than 90 days old)
Copy of ID (scanned both sides) of the main signatories/directors as per CR12
Copy of ID (scanned both sides) of the nominated/proposed admin
Business Certificate of registration – Optional/Not mandatory
OTHER BUSINESS CATEGORIES – Institutions, Churches, NGOS, Government, Parastatal etc.
Board resolution on the organization letter head, stating the request, details of the nominated Admin, signed by at least main two signatories and stamped/sealed
Business Certificate of registration
Duly filled Business Admin form signed by at least two main signatories and stamped/sealed
Copy of ID (scanned both sides) of at least two main signatories – As per the Board Resolution signatories
Copy of ID (scanned both sides) of the nominated/proposed business administrator

- NOTE:** – Signatories must be the main shareholders or senior authorized signatories under the organization as per valid registration document e.g., CR12.
- For existing Business Admin account management requests(Password rest, a/c closure and a/c unlocking) attach copy of ID scanned both sides.