

M-PESA AGENT REQUIREMENTS

The following are the requirements for appointment as an authorized M-PESA agent.

A) STANDARD REQUIREMENTS

MINIMUM NUMBER OF AGENT OUTLETS

- Prospective agent must be registered as a **LIMITED** company or equivalent with at least 3 outlets ready to offer M-PESA under the company names. The company **MUST** have traded for a minimum period of 6 months.
- Proposed outlets shall be audited prior to commencement of business.
- Only applications for outlets in opportunity areas will be considered.

i) MINIMUM M-PESA CASH INVESTMENT

An agent will expected to invest the following amounts:

- (a) Kshs 100,000 per outlet for float.
- (b) Kshs 100,000 for SIMEX (SIM replacement cards).
- (c) Kshs 100,000 per outlet for additional outlets for float.

Successful agents will be required to deposit this money within one month of signing the contract, failure to which the contract shall be revoked.

ii) STAFF

The agent should preferably employ competent staff with minimum of KCSE to handle the service.

iii) TECHNICAL REQUIREMENTS

The agent head office must have the following equipment to ensure that operations are conducted in a professional manner:

- a) 1 Computer and ancillary equipment approved by Safaricom. At least 512 MB with Windows 2000.
- b) At least 2 people to handle head office operations on a day to day basis (may not be on a full time basis).
- c) Internet connectivity with connection speeds acceptable to Safaricom.
- d) 1 printer for printing downloaded reports.
- e) Any other items/equipment necessary to conduct the business like desks chairs, stationery, pens and a pay point.
- f) A telephone line either landline or mobile for contact.
- g) An official E-mail contact.
- h) An ETR Machine.

iv) PREMISES AND THEIR MAINTAINANCE

An M-PESA agent must conform to Safaricom branding and merchandising standards. The minimum branding requirements will be supplied to you on commencement of business.

B) EXCEPTIONAL REQUIREMENTS

i) STAND ALONE AGENTS

Special categories of Agents have been identified who may not have the minimum number of outlets required but would be beneficial to M-PESA as agents. These Categories are Banks, Forex Bureaus, Hotels, Major Supermarkets, Petrol Stations, Hospitals, Clinics etc.

- a) A minimum of one outlet.
- b) Minimum Float balance of Kshs 200,000 in the head office.

ii) SPECIAL CATEGORY

The following circumstances shall be considered for appointment of special agents:

- a) Remote locations (a radius of 50-80km from an existing M-PESA agent)
- b) Temporary agents for special purposes – to be approved from time to time.
- c) Unique operations (Hospitals)
- d) A minimum of one outlet.

C) MANDATORY DOCUMENTATION

Applicants **MUST** present copies of the documents below certified by a **Commissioner for Oaths**. The original documents **MUST** be presented for verification at the time of handing in the application.

i) SAFARICOM DEALERS

- a) Certificate of incorporation
- b) Form CR12 or an equivalent form valid for the last 3 months
- c) Copies of IDS of Office Administrators and Primary Assistants as indicated in the application forms
- d) Completed agent application forms

ii) NON-SAFARICOM DEALERS

- a) Copies of Memorandum and Articles of Association.
- b) Copies of VAT and PIN certificate where applicable.
- c) A brief profile of the Company/Business plan/Strategy.
- d) List of Outlets.
- e) Certificate of Incorporation or equivalent.
- f) Form CR12 or an equivalent form valid for the last 3 months.
- g) Copies of IDs and Passport photos of Directors or persons playing an equivalent role.
- h) Copies of IDS of Office Administrators and Primary Assistants as indicated in the application forms.
- i) Completed agent application forms.
- j) Business permits for each of the outlets
- k) Proof of minimum 6 months trading history
- l) 6 months company bank statements and letter from their bank.
- m) Completed personal declaration forms by Directors or persons in equivalent roles.

- n) Original Police certificate of good conduct for directors or persons in equivalent role, Office administrators and Primary Assistants (excluding banks).

iii) STAND ALONE AGENTS

- a) Documents as outlined above for Non-Safaricom dealers.
- b) Bank statements requirement does not apply to financial institutions like banks, Forex Bureaus etc.

iv) SPECIAL CATEGORY

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v) SACCOS

- a) By Laws
- b) PIN Certificate
- c) A brief profile of the SACCO
- d) List of Outlets
- e) Certificate of Registration
- f) Form r.14 / Annual Returns to the Commission of Co-operatives
- g) Copies of IDs and Passport photos of Executive Committee members
- h) Copies of IDs of Office Administrators and Primary Assistants as indicated in the application forms
- i) Completed agent application forms
- j) Business permits for the Head Office and each of the outlets
- k) Completed personal declaration forms by Executive Committee members
- l) Police certificate of good conduct for Executive Committee members and Primary Assistants
- m) Introduction letter from the District Co-operative Officer / Provincial Co-operative Officer or Registrar of co-operatives with the names of the Executive Officer valid for the last 3 months.

D) OTHER REQUIREMENTS

These shall be communicated from time to time.

Please send mail to mpesaagentadmin@safaricom.co.ke for any clarifications

NB:

All documents **MUST** well be bound

Processing of the application will take 40 working days from the application receipt date

Safaricom Reserves the right to accept or reject any application