Breakout Session 3: Managing Risks Related to Mobile Banking

Fidelity Bank, Ghana

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Accra, Ghana
MANAGING RISK RELATED TO BRANCHLESS BANKING
Definition of Agency banking

- Use of 3rd party agent/merchant outlets to deliver banking services to the unbanked and under-banked.

- Critical success factors:
  - Agent location
  - Automation (Technology tools)
  - Good Agent relationship management
Why Agency Banking?

- Efficiency
- Reach out to more customers
- Payment led business
- Cheapest channel at lower transaction volume
Who is a Fidelity Agent?

- A representative of Fidelity Bank
- Provides banking services on behalf of the bank
Identifiable groups/business as Fidelity Agencies

- Telcos Merchant
- Post Office
- ECG Vendor
- Fuel Station
- Shopping Mall/Supermarket
- Retailer
Agent Phone/POS Machine
THE KEY RISK AREAS

License from the regulator

Fidelity Bank is licensed by the Bank of Ghana to operate Agency Banking business in Ghana.
REQUIREMENT FOR BECOMING AN AGENT

1. Registered Business
2. Brick and Mortar structure
3. Vetted by committee
4. Initial float payment (Reserve with Fidelity Bank)
POS SECURITY FEATURES

1. Unique Serial Number

2. Unique login ID and Password

3. Mandatory password change for first login.

4. EMV compliant (Chip and PIN)
SECURITY FROM AGENTS

1. Initial float payment (Reserve with Fidelity)
2. Agent log book
3. Transaction limits
4. Handle Basic transactions (No cheques etc.)
5. Agent officer to closely monitor Agent activities
6. Instant SMS and receipt
7. Agent analytics and audit team
AGENCY BANKING GOING FORWARD

➢ The Biometric approach
THANK YOU