

Vodacom M-Pesa Agent/Merchant Registration Form

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Vodacom Lesotho (Pty) Ltd
Reg #. I95/236

Vodacom Park I 585, Mabile Road, Maseru
Address: P.O. Box 7387, Maseru 100
www.vodacom.co.ls

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REGISTRATION FORM

☐ Agent: ☐ Merchant:

Business Details:

Registered name: _____

Holding company name (if any): _____

Business registration number (if any): _____

Outlet/physical address: _____

District: _____

Business type: _____

turnover: _____

Contact Person Details:

Primary contact person name: _____

Mobile number: ☐☐☐☐☐☐☐☐☐☐☐☐ ID number ☐☐☐☐☐☐☐☐☐☐☐☐☐☐

ID type: Passport ☐ Other: ☐ Please specify: _____

E-mail: _____

Date of birth: _____

Secondary contact person name: _____

Mobile number: ☐☐☐☐☐☐☐☐☐☐☐☐ ID number: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐

ID type: Passport ☐ Other: ☐ Please specify: _____

Passport number: _____ E-mail: _____

Date of birth: ☐☐ ☐☐ ☐☐☐☐

Banking Details:

Bank name: _____ Branch name: _____ Branch code: ☐☐☐☐☐☐

Account number: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

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Declaration:

I the undersigned, hereby comfirm that I wish to register with Vodacom Financial Services and declare that the information given above is true and correct.

I agree to be bound and shall comply with Vodacom Financial Services Terms and Conditions of use of the service as published on www.vodacom.co.ls

Signature:_____ Date: _____

CONDITIONS OF SERVICE FOR VODACOM FINANCIAL SERVICES AGENTS M-Pesa

Below are the conditions of service for M-Pesa Agents /Merchant in order to uphold and abide by the detailed user terms and conditions published on the website of Vodacom, found at www.vodacom.co.ls or otherwise available from Vodacom Financial Servces Super Agents

1. WHAT IS VODACOM FINANCIAL SERVICES M-PESA

- VCL Financial Service M-Pesa is a service provided by VCL Financial services that offers users the cheapest, quickest and safest way to transfer money from one person to another through the use of the mobile phone. Vodacom VCL Financial Service M-Pesa users do not need to have a bank account in order to use the service.
- VCL Financial Service M-Pesa enables users to exchange cash for E-Money & vice versa at any approved Agent. E money is available from any M-Pesa Agent to enable users to send money to each other, buy Vodacom airtime, Pay bills or by goods.

2. VODACOM FINANCIAL SERVICES M-PESA SERVICES PROVIDED BY M-PESA AGENT

- As an M-Pesa Agent, You are required to raise awareness of and adhere to VCLFS Know Your Customer (KYC) requirements as contained in the Agent Procedure Manual in order to assist in the prevention of money laundering and the financing of terrorism.
- All materials and equipment issued to You by Us belongs to VCLFS and shall remain the property of VCLFS at all times and from time to time will be serviced and replaced by VCLFS.
- You are required to manage Your own cash flow to ensure You have E-Money float as well as cash available to service M-Pesa users daily. However, as Your Super Agent, our responsibility is to help You in the management of Your Float You shall provide M-Pesa service in compliance with the tariffs set by VCLFS.

- **Registration of Users.** When registering a user, You must take care to ensure that:
    - the user is made aware of the M-Pesa terms and conditions of user prior to signing the registration form.
    - all information on the user registration form has been fully and accurately completed;
    - the user has signed the registration form;
    - You obtain a copy of the registering user's identification document and proof of residence; and
    - the identification document and proof of residence fall within the list of approved documentation.

- **Record Keeping.** All the below details must be recorded in the logbook in respect of unregistered users:
    - Date;
    - M-Pesa Operator;
    - M-Pesa Transaction ID (from the electronic receipt);
    - Transaction Value;
    - Customer name and ID; and
    - Customer's signature.

3. COMMISSION

- For providing the VCLFS M-Pesa services to VCLFS M-Pesa users, You will receive a commission based on the number and type of transactions You have carried out in accordance with the Commission schedule issued to You.
- VCLFS will split the commission earned between you and us whereby 80% will be paid to You and 20% to us.

- Only Agents are entitled to commissions per transaction

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4. INSPECTION

- You acknowledge that Your business operations and outlets shall be subject to inspection by VCLFS at anytime to ensure compliance with the terms of these conditions of service.

5. Fees

Any Change regarding transaction fees will be communicated from time to time by VCLFS and 21 calender days notice will be given.

To be filled by the Super Agent:

Super Agent's name: _____

Super Agent's registered mobile phone number: | | | | | | | | | | | | |

Signature of the Super Agent: _____ Date: _____

Declaration by Chief:

I, _____ declare and confirm that the above signed person/business is located at my village/area.

Chief's stamp:

Signature of the Chief: _____ Date: _____

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Chief's Form

Full names of chief confirming residential address _____
Mabitso ka botlalo a morena kapa ramotse:

Physical and residential address/Sebaka sa puso le bolulo _____

_____

Date/Letsatsi, Khoeli le Selemolo _____

The
Manager/Mookameli
Vodacom Financial Services
Maseru
Lesotho

Dear Sir/Madam
Monghali/Mofumaha
li

CONFIRMATION OF PHYSICAL AND RESIDENTIAL ADDRESS/NETEFATSO EA BOLULO

I/Na …….(full names of chief/mabitso a morena)hereby confirm that/ke netefatsa hore

……
Customer's full names/mabitso a mokopi ka botlalo

Is a resident at/ke moahi (mohiri) tlasa puso ea ka motseng oa

…….

Chief's Signature/Tekeno ea morena(Ramotse)

Date Stamp

	Questionnaire	Yes	No
1	Do any of your organisation's shareholders, directors, officers or employees have any family or close business relationships with any (*) government or political official or any official in a parastatal or international organisation? If yes please provide details as an attachment. (*) Government Official = - Any person who receives any remuneration from public funds; - Any person in the public service as contemplated in Section 8 (1) of the Public Service Act, 1994; - Any functionary or official serving within, or an employee or servant of a public body. In the case of a public body that is registered as a corporation, any person who is incorporated as such.		
2	Do any of your organisation's shareholders, directors, officers or employees have any family or close business relationships with any (*) government or political or an official in a parastatal or international organisation? If yes please provide details as an attachment.		
3	Has your organisation had its assets, accounts or financial transactions blocked for actual or suspected involvement in terrorist activities or received notice that all or any financial transactions involving the assets of your organization or any of its shareholders, directors or officers are to be blocked? If yes please provide details as an attachment.		
4	Has your organisation or any of its shareholders, directors, officers or employees ever been officially listed by any organisation, body or country as being involved in terrorist activities? If yes please provide details as an attachment		
5	Has your organisation or any of its shareholders, directors, officers or employees ever been the subject of public allegations, under investigation, charged, prosecuted, or convicted, or had your/its/their assets seized, blocked, frozen or ordered forfeit or has a judgement entered against you/it/them in respect of any national, foreign or international law relating to any of the following: 3.6.1 Money laundering 3.6.2 Financial crime 3.6.3 Corruption 3.6.4 Bribery 3.6.5 Terrorism 3.6.6 Any other economic offence If yes, please provide details as an attachment.		
6	Has your organisation retained, or does it intend to retain any sub-contractors, dealers or sub-dealers, agent or representatives to assist in providing services to Vodacom?		
7	If so, will you or have you performed adequate due diligence with respect to them in respect of normal commercial, as well as anti-corruption, anti-money laundering, and anti-terrorism matters?		
	Please furnish us with details with regard to such sub-contractors etc. as an attachment		

Declaration:

The agent/merchant hereby applies to become an authorized agent for the Vodacom Finacial Services
The agent understands and accepts that the success of this application will be subject to the following 2 conditions, namely:

a) Compliance by the agent/merchant with the KYC criteria determined by Vodacom in its sole and absolute discretion; and
b) Written acceptance of the standard terms and conditions applicable to the appointment of agents as determined by Vodacom, which will be made available to the business upon fulfillment of the condition above.

The agent/merchant hereby declares and warrants that all information furnished in this document, including all supporting documentation is true and correct in every respect and that Vodacom may rely upon it.

The agent/merchant indemnifies and holds Vodacom Financial Services harmless against any losses, expenses, costs or damages of whatsoever nature, whether direct, indirect or consequential, incurred by Vodacom arising out of the provided information herein being false, inaccurate or otherwise incorrect in any respect and / or failing to timeously advise Vodacom Financial Services in writing of any changes to the information, for any reason whatsoever.

Name: _____
Who by his/her signature hereto warrants that he/she has been duly authorized to act on behalf of the business on whose behalf this application is made, as confirmed in the attached document and gives Vodacom Financial Services the consent to perform any required legal checks on the business owners, directors, trustees, partners and senior management as it deems fit.

Designation: _____

Signature:_____on this_____day of_____20____