

## 1. Who is a Firstmonie Agent?

Any person, corporate or institution appointed by FirstBank to provide Firstmonie Mobile Money services on its behalf e.g.

- ✚ Individuals
- ✚ Registered companies/enterprises
- ✚ Microfinance banks and Institutions
- ✚ Corporates e.g. filling stations e.t.c.

## 2. What are the benefits of being a Firstmonie Agent?

As a duly appointed Firstmonie Agent, you are automatically a Firstbank/Firstmonie ambassador and you are set to enjoy the following benefits:

- ✚ Additional income from Firstmonie services
- ✚ Increased sales due to increased number of customers in your outlet
- ✚ Good brand association -Firstbank/Firstmonie brand
- ✚ Guaranteed volume of transactions due to Firstbank/Firstmonie large network
- ✚ Social relevance to the community you service
- ✚ Regular training, branding and marketing/promotional support from Firstbank/Firstmonie team

## 3. What are the requirements of becoming an Agent?

Interested candidates must ensure they possess the following qualities and requirements

- 1) Must be able to read and write
- 2) A functional mobile phone
- 3) An existing physical shop/business outlet
- 4) A completed Agent application form, agreement and account package
- 5) A copy of ID or equivalent (Driver's license, National Id card, Int'l passport)
- 6) Two Passport-sized photographs
- 7) Proof of Address (Utility bills e.g. PHCN)
- 8) Financial/Bank account statements
- 9) Items 1-8 above are required to be a Classic Firstmonie Agent. However, business registration documents are required to be Gold or Platinum Firstmonie Agent.

## 4. What is the Agent Registration/Setup Process?

- ✚ Complete and submit the Agent application package (**Agent Agreement, Agent Bank Account, Agent Registration Form** and **Agent Bank Account Linking Form**) with any of our duly appointed Aggregators or FirstBank branch
- ✚ The location and human resource for the agent service are inspected and certified by the Aggregator or FBN bank branch.
- ✚ Agent operating bank account (Firstmonie Agent account -scheme code –SA325) is opened by the nearest FBN branch and the Agent wallet is setup as well.

- ✚ Agent funds the account with the minimum operating capital (10,000)
- ✚ Aggregator/bank ensures agent wallet is linked or mapped to the bank account
- ✚ Agent undergoes Firstmonie mobile money training and receives the following setup tools
  - ✓ Firstmonie Certificate for mobile money operation
  - ✓ Firstmonie id for identification
  - ✓ A transaction log
  - ✓ An Agent code and branding materials
- ✚ Agent moves money from the agent account to the wallet and commences operations