Form 4: Payment Service Provider Monthly Reporting

A1	Name of Firm	
A2	Address of Firm	
A3	Date of submission	
A4	Primary Contact Name	
A5	Contact email	
A6	Contact telephone	

Year 2011

Month	January	February	March	Q1 Average	April	May	June	Q2 Average
B Accounts								
B1 Total payment accounts at end of reporting period								
B2 Total opened since last reporting period								
C Transaction Value/Volumes								
C1 Number of breaches of transaction limits								
C2 Aggregate Transaction volumes (p/month for first 24 months; p/quarter thereafter)								
C3 Aggregate Transaction value iin KSH (p/month for first 24 months; p/quarter thereafter)								
D Capital Requirements								
D2 Value of core capital held (KSh 10 million minimum)								
D3 Indicate value of 1% of one twelfth of the total amount of payment transactions executed in the preceding financial year.								
D5 Number of institutions holding core capital								
E Consumer Protection Indicate total number of complaints received across the categories in lines E1-E9. Insert additional lines where other categories are monitored								
E1 Fraud								
E2 Theft								
E3 No response at call center								

E4	Incomplete Transaction								
E5	No Transaction confirmation								
E6	Network interruption								
E7	Deposited funds did not credit the account								
E8	Pricing and Fees								
E9	Total Number of consumer complaints received since last reporting period								
F	Fraud Indicate total number of incidents received across the categories in lines F1-F5. Insert additional lines where other categories are monitored								
F1	Incidents of Fraud								
F2	At cash merchant								
F3	Theft								
F4	Robbery								
F5	Cases reported to FIU								
G	System Integrity Indicate total number of incidents received across the categories in lines G1-G2. Insert additional lines where other categories are monitored								
G1	Service interruptions								
G2	Security breaches								
G3	Attach description of security breaches to this return								
H	Cash Merchants								
H1	Total Number of Cash Merchants								
H2	Number agents who terminated operations since last reporting period								
H3	Number of agents who have moved premises since last reporting period								