A3 Date of A4 Primary A5 Contact A6 Contact B Accoun B1 Total pa	s of Firm f submission y Contact Name t email t telephone Year Month	2011 January	February	March	Q1 Average	April	May	June	Q2 Average
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A5 Contact A6 Contact B Accoun B1 Total pa	t email t telephone Year Month its ayment accounts at end of reporting period		February	March	Q1 Average	April	May	June	Q2 Average
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B1 Total pa	Month outs ayment accounts at end of reporting period		February	March	Q1 Average	April	May	June	Q2 Average
B1 Total pa	ayment accounts at end of reporting period								
B2 Total op	pened since last reporting period								
	ction Value/Volumes								
C1 Numbe	er of breaches of transaction limits								
	ate Transaction volumes (p/month for first 24 months; ter thereafter)								
	ate Transaction value iin KSH (p/month for first 24 s; p/quarter thereafter)								
	Requirements of core capital held (KSh 10 million minimum)								
	e value of 1% of one twelfth of the total amount of nt transactions executed in the preceding financial year.								
D5 Numbe	er of institutions holding core capital								
Indicate categor E categor	ner Protection e total number of complaints received across the ries in lines E1-E9. Insert additional lines where other ries are monitored								
E1 Fraud									
E2 Theft									
E3 No resp	ponse at call center								

Incomplete Transaction										
E Network interruption E7 Deposited funds did not credit the account E8 Pricing and Fees Fraud Fraud Fraud Indicate total number of consumer complaints received since last reporting ported Indicate total number of incidents received across the categories lines F1-F1, insert additional lines where other E8 attegories are monitored F1 Indicates total number of Fraud F2 Ak cash merchant F3 Theft F4 Robbery F5 Cases reported to FIU Satism Integrity Sold of a under of incidents received across the categories in lines G1-G2 insert additional lines where other categories in lines G1-G2 insert additional l	E4	Incomplete Transaction								
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E8 Pricing and Fees E9 Total Number of consumer complaints received since last reporting period Faud indicate total number of incidents received across the categories in lines FLFs. Insert additional lines where other categories are monitored F1 Incidents of Faud F2 At Eash merchant F3 Theft F4 Robbery F5 Cases reported to FIU System integrity indicate total number of incidents received across the categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories in lines GLF2. Insert additional lines where other categories are monitored categories and categories are monitored categories. F1 Cash Merchants F1 Total Number of Cash Merchants F1 Total Number of cash where hands F2 Attach exercises are monitored categories and categories are monitored categories. F3 Total Number of Cash Merchants F3 Total Number of cash who have moved premises since last	E6	Network interruption								
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