

# **COUNTRY EXAMPLE**

## Guidance for EMI reporting

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# **GUIDE ON STATISTICS FOR E-MONEY ISSUERS**

## **1.0 INTRODUCTION**

This Guide provides E-Money Issuers (EMIs), which are licensed/authorized by ..... with guidance as to how to complete the periodic returns, which are required to be submitted to the ..... Department of ..... under ..... regulation ....

This Guide is divided into two parts. Part 1 provides the objective, guiding principles, definitions and how the return should be completed. Part 2 includes the existing returns required from EMI, namely PSB2, PSB3 AND PSB4.

The Reporting framework covered by this Guide involves the following categories of institutions approved by .... to carry out e-money business under EMI regulations:

- The financial institutions regulated under
- The Dedicated EMI (DEMI)

## **2.0 OBJECTIVE**

The objective of the PSB2, PSB3 and PSB4 Returns is to collect data relating to payment system activities undertaken by EMI and their Agents.

## **3.0 REPORTING DEADLINE**

This is a monthly return. The deadline for submission of the PSB2 Return is the 10<sup>th</sup> working day of the month after a reporting month.

## **4.0 GUIDING PRINCIPLE**

The PSB2, PSB3 and PSB4 Returns do not completely replace the reporting requirements in sections ... of the regulations. The reporting requirements captured in

the regulations which have not been covered in these returns should be reported separately as prescribed in the regulations.

## 5.0 DEFINITIONS

The meaning of the terms and indicators of the EMI and agents activities are explained below:

	Term	Explanation/Definition
5.1	<b>Account to Cash (A2C)</b>	Transactions where the sender uses an account but the recipient uses over-the-counter (OTC).
5.2	<b>Active agents and Agent Point</b>	<b>Active Agent:</b> The number of agents who transacted at least once in the 30 days prior to the end of reporting period. <b>Agent Point:</b> Agent point is a single location where agency services to customers on behalf of a principal are provided.
5.3	<b>Active customers</b>	The number of customers who transacted at least once in the 90 days prior to the end of reporting period.
5.4	<b>Active merchants</b>	The number of merchants who transacted at least once in the 30 days prior to the end of reporting period.
5.5	<b>Airtime top-up</b>	Purchase of airtime via e-money, usually funded from an e-money account.
5.6	<b>Bank to wallet</b>	Transfers from a customer's pre-registered bank account to his or her e-money account.
5.7	<b>Business to Person (B2P)</b>	Payments from a company to a customer, typically for salaries and benefits. Includes refunds, promotions and corporate expenses.

	<b>Term</b>	<b>Explanation/Definition</b>
5.8	<b>Cash to Account (C2A)</b>	Transactions where the sender uses OTC but the recipient uses an account.
5.9	<b>Cash to Cash (C2C)</b>	Transactions where both sender and recipient uses OTC.
5.10	<b>Cash-in</b>	It means accepting banknotes or coins and performing the necessary steps to initiate the crediting of that monetary value to the customer's e-money account.
5.11	<b>Cash-out</b>	It means giving out banknotes or coins and performing the necessary steps to initiate the debiting of that monetary value from the customer's e-money account.
5.12	<b>Closing balances (number)</b>	The total number of accounts with a non-zero balance. Includes accounts classified both as active and as inactive.
5.13	<b>Closing balances (value)</b>	<p><b>a) E-Money:</b> The combined value of balances in all accounts with a non-zero balance. Includes accounts classified both as active and as inactive.</p> <p><b>b) Interest Account:</b> The account balance of interest accrued on the pooled e-money float net of any fees or charges related to the administration of the pooled float accounts.</p>
5.14	<b>Combined value of insurance policies</b>	The combined value of all active insurance policies at the end of reporting period.

	<b>Term</b>	<b>Explanation/Definition</b>
5.15	<b>Credit: Loans outstanding (number)</b>	The total number of loans outstanding at the end of reporting period.
5.16	<b>Credit: Value of loans outstanding</b>	The combined value of all loans outstanding at the end of reporting period.
5.17	<b>Direct Agent</b>	A natural or legal person active in a single location, typically a retail shop, which has a direct agency agreement with the principal.
5.18	<b>Electronic money (E-money)</b>	Electronic money or "e-money" means electronically, including magnetically, stored monetary value as represented by a claim on the issuer which is issued on receipt of funds, and which is accepted by a natural or legal person other than the EMI.
5.19	<b>E-money Float</b>	The total outstanding e-money liabilities of the EMI to its customers at any point in time.
5.20	<b>Enhanced KYC Accounts</b>	<i>Enhanced KYC accounts</i> give access to high limits but come with bank grade account opening requirements; maximum balance limit of ..., an aggregate daily transaction limit of ... and an aggregate monthly transaction limit of ....
5.21	<b>Gov't to Person (G2P)</b>	Payments from the government to a customer, typically for salaries, benefits, pensions or social transfers. Includes payments made by international donors and development partners.
5.22	<b>Insurance policy holders</b>	The total number of insurance holders at the end of reporting period.

	<b>Term</b>	<b>Explanation/Definition</b>
5.23	<b>Insurance, Credit and Savings products</b>	This group is meant to capture the extent of insurance, credit and savings products active with e-money customers and offered via mobile and/or agent channels.
5.24	<b>Insurance: Number of claims paid out</b>	The total number of claims paid out during the reporting period.
5.25	<b>Insurance: Value of claims paid out</b>	The combined value of claims paid out during the reporting period.
5.26	<b>Interest paid out</b>	E-money interest income earned on the pooled e-money float net of any fees or charges paid to e-money holders.
5.27	<b>Master-Agent</b>	Is a legal person which has an overarching agreement with a principal to contract and manage agents that provide banking or e-money services to customers on behalf of said principal but which are under contract with the master-agent; The master-agent may or may not, in addition to this management capacity, also serve the principal in an agent capacity through agent points staffed by the master agent itself, in which case any and all rules pertaining to agents apply.
5.28	<b>Medium KYC Accounts</b>	<i>Medium KYC accounts</i> have intermediate transaction limits and documentation requirements; maximum balance limit of ..., an aggregate daily transaction limit of ... and an aggregate monthly transaction limit of...
5.29	<b>Merchant</b>	Merchant means a commercial establishment where customers are able to pay for goods and services using e-money.



	<b>Term</b>	<b>Explanation/Definition</b>
5.30	<b>Minimum KYC Accounts</b>	<i>Minimum KYC accounts</i> are subject to very low transaction limits and correspondingly low documentation requirements; maximum balance limit of ..., an aggregate daily transaction limit of ... and an aggregate monthly transaction limit of ....
5.31	<b>Over-the-counter (OTC) transactions</b>	Transactions where the sender, recipient or both do not use an account.
5.32	<b>Person to Business (P2B)</b>	Payments from a customer to a company, typically as payment for goods and services. Includes bill payment as well as online and retail purchases.
5.33	<b>Person to Gov't (P2G)</b>	Payments from a customer to the government, typically for taxes or fees.
5.34	<b>Person to Person (P2P)</b>	Remittances of funds from one customer to another.
5.35	<b>Principal</b>	It can be either a regulated financial institution or a DEMI and refers to the entity whose services are being conducted through a given agent.
5.36	<b>Registered customers, agents and merchants (Cumulative)</b>	The number of customers, agents or merchants registered on the e-money platform as at the end of reporting period.
5.37	<b>Savings: Deposits outstanding (value)</b>	The combined value of balances in all dedicated savings accounts outstanding at the end of the reporting period.

	<b>Term</b>	<b>Explanation/Definition</b>
5.38	<b>Savings: Total customers accounts</b>	The total number of dedicated savings accounts (not regular e-money accounts) outstanding at the end of reporting period.
5.39	<b>Sub-Agent</b>	An outlet or franchised location managed by a master-agent and not having a direct contractual relationship with the principal.
5.40	<b>Wallet to Bank</b>	Transfers to a customer's pre-registered bank account from his or her e-money account.
5.41	<b>Wallet-based transactions</b>	Transactions that both originate in and settle to an account (with the same provider or a different one).

Private and confidential

**PAYMENT SYSTEM RETURN**

as at \_\_\_\_\_

Reporting institution \_\_\_\_\_

*Name (block letters please) and signature of authorised official of reporting institution*

In the event of a query, the .... may contact (block letters)

Name \_\_\_\_\_ Tel No. \_\_\_\_\_ Ext. \_\_\_\_\_

Mobile No. \_\_\_\_\_ E-mail \_\_\_\_\_

**Notes on completion**  
 If you have any difficulty in completing this form please  
 Contact: & Telephone.

1. This form should be completed as at close of business on each month.
2. Return forms within TEN(10) WORKING DAYS OF THE MONTH after the reporting month, clearly addressed to:

..... use only			
Logged in	Date Checked	Date Input	Amendment

.....

...

**Payment System Data Collection Form PSB2 (E-Money Issuers)****Name of E-Money Issuer:** .....**Reporting Period:** .....**Contact Person:** .....**Mobile Number:** .....**E-mail address:** .....

	Item		Indicator	Reference Notes	Volume/ Value
<b>1</b>	<b>Summary</b>	<b>a</b>	Registered e-money customers (Cumulative)	5.36	
		<b>b</b>	Active e-money customers	5.3	
		<b>c</b>	Registered Agents (Cumulative)	5.6, 5.36	
		<b>d</b>	Active Agents	5.2	
		<b>e</b>	Total volume of e-money transactions for the month		
		<b>f</b>	Total value of e-money transactions for the month		
		<b>g</b>	Balance on Float	5.21	
<b>2</b>	<b>Registered Customers</b>	<b>a</b>	Total Registered Customers (Cumulative)	5.36	
		<b>b</b>	<i>of which have</i> Minimum KYC Accounts	5.30	
		<b>c</b>	<i>of which have</i> Medium KYC Accounts	5.28	
		<b>d</b>	<i>of which have</i> Enhanced KYC Accounts	5.22	
<b>3</b>	<b>Active Customers</b>	<b>a</b>	Total Active Customers (Cumulative)	5.3	
		<b>b</b>	<i>of which have</i> Minimum KYC Accounts	5.30	
		<b>c</b>	<i>of which have</i> Medium KYC Accounts	5.28	
		<b>d</b>	<i>of which have</i> Enhanced KYC Accounts	5.22	
<b>4</b>	<b>Registered Agents</b>	<b>a</b>	Total Registered Agents (Cumulative)	5.36	
		<b>b</b>	<i>of which are</i> Direct Agents	5.19	
		<b>c</b>	<i>of which are</i> Master Agents	5.27	

		d	<i>of which are Sub Agents</i> Agent point (if number differ from Registered Agent)	5.39 5.2	
5	<b>Active Agents</b>	a	Total Active Agents (Cumulative)	5.2	
		b	<i>of which are Direct Agents</i>	5.19	
		c	<i>of which are Master Agents</i>	5.27	
		d	<i>of which are Sub Agents</i> Active Agent point (if number differ from Active Agent)	5.39 5.2	
5	<b>Merchants</b>	a	Total Registered Merchants (Cumulative)	5.29, 5.36	
		b	Active Registered Merchants	5.5	
6	<b>Wallet based Transactions (Ref. Note: 5.41)</b>	a	Cash in : Volume Value	5.12	
		b	Cash out : Volume Value	5.13	
		c	Wallet to bank: Volume Value	5.40	
		d	Bank to wallet: Volume Value	5.8	
		e	Person to Person: Volume Value	5.34	
		f	Airtime top-up: Volume Value	5.7	
		g	Person to Business: Volume Value	5.32	
		h	Business to Person: Volume Value	5.9	
		i	Person to Gov't: Volume Value	5.33	
		j	Gov't to Person: Volume Value	5.23	
		k	Others (specify): Volume Value		
		<b>l</b>	<b>Total Wallet Based Transactions: Volume</b>	5.41	

			<b>Value</b>	
<b>7</b>	<b>Over-the-counter based transactions (Ref. Note: 5.31)</b>	<b>a</b>	Person to Person: Volume Value	5.34
		<b>b</b>	Airtime top-up: Volume Value	5.7
		<b>c</b>	Person to Business: Volume Value	5.32
		<b>d</b>	Business to Person: Volume Value	5.9
		<b>e</b>	Person to Gov't: Volume Value	5.33
		<b>f</b>	Gov't to Person: Volume Value	5.23
		<b>g</b>	Cash to Account: Volume Value	5.10
		<b>h</b>	Account to Cash: Volume Value	5.1
		<b>i</b>	Cash to Cash: Volume Value	5.11
		<b>j</b>	Others (specify): Volume Value	
		<b>k</b>	<b>Total Over-the-counter based transactions:</b>	5.31
			<b>Volume</b>	
			<b>Value</b>	
		<b>8</b>	<b>E-Money Closing Balances</b>	<b>a</b>
<b>b</b>	Agents: Number Value			5.14 5.15
<b>c</b>	Merchants: Number Value			5.14 5.15
<b>9</b>	<b>Float Accounts Balances</b>	<b>a</b>	Bank A (specify)	5.21
		<b>b</b>	Bank B (specify)	5.21
		<b>c</b>	Bank C (specify)	5.21

		<b>d</b>	Bank D (specify)	5.21	
<b>10</b>	<b>E-money Interest Accounts Balances</b>	<b>a</b>	Bank A (specify)	5.15	
		<b>b</b>	Bank B (specify)	5.15	
		<b>c</b>	Bank C (specify)	5.15	
		<b>d</b>	Bank D (specify)	5.15	
<b>11</b>	<b>E-money Interest Paid Out</b>	<b>a</b>	Total Interest Paid out	5.21	
		<b>b</b>	Number of Customers paid interest		
		<b>c</b>	Criteria used in distributing interest:		
<b>10</b>	<b>Insurance Product (Ref. Note: 5.24)</b>	<b>a</b>	Active insurance policy holders	5.4	
		<b>b</b>	Combined value of insurance policies		
		<b>c</b>	Claims paid out: Number	5.25	
			Value	5.26	
		<b>d</b>	Under-written Insurer(s) and value held: Insurer (specify)		
<b>11</b>	<b>Savings Products (Ref. Note: 5.24)</b>	<b>a</b>	Total customers accounts	5.38	
		<b>b</b>	Aggregate value of deposits	5.37	
		<b>c</b>	Under-written Bank(s) and value held: Banks (specify)		
<b>12</b>	<b>Credit Products (Loans)</b>	<b>a</b>	Number of customer loans outstanding	5.17	
		<b>b</b>	Combined value of loans outstanding	5.18	

## REGIONAL DATA

	Indicators	Reference Notes	Greater capital Region	Eastern Region	Central Region	Western Region	x Region	Y Region	W Region	Northern Region	Upper East Region	Upper West Region	Total
1	Registered e-money customers (Cumulative)	5.36											
2	Active e-money customers	5.3											
3	Registered Agents (Cumulative)	5.6, 5.36											
4	Active Agents	5.2											
5	Agent Points	5.2											
6	Total volume of e-money transactions for the month												
7	Total value of e-money transactions for the month												
8	Balance on Float												
9	Total Registered Merchants (Cumulative)	5.29, 5.36											
10	Active Registered Merchants												
	<b>Insurance Product:</b>												
11	Active insurance policy holders	5.4											
12	Combined value of insurance policies												
13	Claims paid out: Number	5.25											
	Value	5.26											
	<b>Savings Product:</b>												
14	Total customers accounts	5.38											
15	Aggregate value of deposits	5.37											
	<b>Credit Product:</b>												
16	Number of customer loans outstanding	5.17											
17	Combined value of loans outstanding	5.18											



## PSB3: E-MONEY ISSUERS INCIDENT REPORT

PSB 3

.....

.....

### Payment System Data Collection Form PSB3

**Name of E-Money Issuer:** .....

**Reporting Period:** .....

**Contact Person:** .....

**Mobile Number:** .....

**E-mail address:** .....

### 1. Fraud, Theft , Robbery and Similar Incidents

a. Report number: .....

b. Fraud type: .....

.....

c. Date of occurrence: .....

d. Date of detection or reported: .....

e. Amount Involved:

i. Total amount: .....

ii. Amount lost: .....

iii. Amount recovered: .....

f. Name(s) and profile of person(s) involved (NB. Including institutions): .....

.....

.....

.....

.....

g. Name(s) of Person(s) charged or apprehended.....

.....

.....

.....

.....

- h. How fraud was perpetrated: .....
- .....
- .....
- .....
- .....
- .....
- .....
- .....
- i. Remedial action taken: .....
- .....
- .....
- .....
- j. Any other relevant information: .....
- .....

**2. Customer Complaints**

- a. Name of complainant: .....
- b. Contact information of complainant: .....
- .....
- c. Name and identification number of Agent or EMI Staff complained against: .....
- .....
- d. Physical location of Agent: .....
- e. Date incident occurred: .....
- f. Date complaint was lodged: .....
- g. Issue complained of: .....
- .....
- .....
- .....
- h. Remedial action taken: .....
- .....
- .....
- .....
- i. Any other relevant information: .....
- .....

**3. Service Interruption**

- a. Nature of service interruption: .....
- .....
- b. Number of system outages more than 2 hours .....
- c. Date(s) and time (including number of hours) service was interrupted: .....
- .....
- .....
- d. Cause(s): .....
- .....
- .....
- .....
- e. Corrective action taken: .....
- .....
- .....
- f. Any other relevant information: .....
- .....
- .....

**4. Suspicious Transaction Report**

- a. Report number: .....
- b. Date incident occurred: .....
- c. Date reported or detected: .....
- d. Name(s) and profile of person(s) involved (Agent, Customer, Staff, and/or Institution): .....
- .....
- .....
- .....
- e. Type of transaction: .....

.....  
.....  
f. Nature of transaction: .....

.....  
.....  
g. Remedial action taken: .....

.....  
.....  
h. Any other relevant information: .....

**PSB4: NAMES OF E-MONEY HOLDERS AND THEIR CORRESPONDING TIER LEVELS**

**PSB 4**

.....

....

**Payment System Data Collection Form PSB4**

**Name of E-Money Issuer:** .....

**Reporting Period:** .....

**Contact Person:** .....

**Mobile Number:** .....

**E-mail address:** .....

<b>MINIMUM TIER LEVEL</b>			
	<b>Name of Customer</b>	<b>Telephone Number</b>	<b>Outstanding balance</b>
1.			
2.			
3.			
4.			
5.			

<b>MEDIUM TIER LEVEL</b>			
	<b>Name of Customer</b>	<b>Telephone Number</b>	<b>Outstanding balance</b>
1.			
2.			
3.			
4.			
5.			

<b>ENHANCED TIER LEVEL</b>			
	<b>Name of Customer</b>	<b>Telephone Number</b>	<b>Outstanding balance</b>
1.			
2.			
3.			
4.			
5.			