

BANK OF GHANA

**GUIDE ON PAYMENT SYSTEM
STATISTICS FOR REPORTING
INSTITUTIONS**

E-MONEY ISSUERS

BANKING DEPARTMENT, PAYMENT SYSTEM OVERSIGHT OFFICE

6/9/2015

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GUIDE ON PAYMENT SYSTEM STATISTICS FOR E-MONEY ISSUERS

1.0 INTRODUCTION

This Guide provides E-Money Issuers, which are licensed/authorised by the Bank of Ghana with guidance as to how to complete the periodic returns, which are required to be submitted to the Banking Department of the Bank of Ghana under Section 3(1) of Act 662, Payment System Act 2003, Section 24 of E-Money Issuers Guidelines and Section 18 of Agent Guidelines.

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 e-money issuers, namely PSB2, PSB3 AND PSB4.

The Reporting framework covered by this Guide involves the following categories of institutions approved by Bank of Ghana to carry out e-money business under E-Money Issuers Guidelines 2015:

- The financial institutions regulated under the Banking Act, 2004 (Act 673)
- The Dedicated Electronic Money Issuers (DEMI)

2.0 OBJECTIVE

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

3.0 REPORTING DEADLINE

This is a monthly return. The deadline for submission of the PSB2 Return is the 10th 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 24 and 18 of the E-money Issuers and Agent Guidelines respectively. The reporting requirements captured in the E-money Issuers and Agent Guidelines which have not been covered in these returns should be reported separately as prescribed in the Guidelines.

5.0 DEFINITIONS

The meaning of the terms and indicators of the e-money issuers and agents activities are explained below:

	Term	Explanation/Definition
5.1	Account to Cash (A2C)	Transactions where the sender uses an account but the recipient uses over-the-counter (OTC).
5.2	Active agents and Agent Point	Active Agent: The number of agents who transacted at least once in the 30 days prior to the end of reporting period. Agent Point: Agent point is a single location where agency services to customers on behalf of a principal are provided.
5.3	Active customers	The number of customers who transacted at least once in the 90 days prior to the end of reporting period.
5.4	Active merchants	The number of merchants who transacted at least once in the 30 days prior to the end of reporting period.
5.5	Airtime top-up	Purchase of airtime via e-money, usually funded from an e-money account.

	Term	Explanation/Definition
5.6	Bank to wallet	Transfers from a customer's pre-registered bank account to his or her e-money account.
5.7	Business to Person (B2P)	Payments from a company to a customer, typically for salaries and benefits. Includes refunds, promotions and corporate expenses.
5.8	Cash to Account (C2A)	Transactions where the sender uses OTC but the recipient uses an account.
5.9	Cash to Cash (C2C)	Transactions where both sender and recipient uses OTC.
5.10	Cash-in	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	Cash-out	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	Closing balances (number)	The total number of accounts with a non-zero balance. Includes accounts classified both as active and as inactive.
5.13	Closing balances (value)	<p>a) E-Money: 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) Interest Account: The account balance of interest accrued on the pooled e-money float net of any fees or charges related to</p>

	Term	Explanation/Definition
		the administration of the pooled float accounts.
5.14	Combined value of insurance policies	The combined value of all active insurance policies at the end of reporting period.
5.15	Credit: Loans outstanding (number)	The total number of loans outstanding at the end of reporting period.
5.16	Credit: Value of loans outstanding	The combined value of all loans outstanding at the end of reporting period.
5.17	Direct Agent	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	Electronic money (E-money)	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 e-money issuer.
5.19	E-money Float	The total outstanding e-money liabilities of the e-money issuer to its customers at any point in time.
5.20	Enhanced KYC Accounts	<i>Enhanced KYC accounts</i> give access to high limits but come with bank grade account opening requirements; maximum balance limit of GH¢20,000, an aggregate daily transaction limit of GH¢5,000 and an aggregate monthly transaction limit of GH¢50,000.
5.21	Gov't to Person (G2P)	Payments from the government to a customer, typically for salaries, benefits, pensions or social transfers. Includes payments made by international donors and

	Term	Explanation/Definition
		development partners.
5.22	Insurance policy holders	The total number of insurance holders at the end of reporting period.
5.23	Insurance, Credit and Savings products	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	Insurance: Number of claims paid out	The total number of claims paid out during the reporting period.
5.25	Insurance: Value of claims paid out	The combined value of claims paid out during the reporting period.
5.26	Interest paid out	E-money interest income earned on the pooled e-money float net of any fees or charges paid to e-money holders.
5.27	Master-Agent	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	Medium KYC Accounts	<i>Medium KYC accounts</i> have intermediate transaction limits and documentation requirements; maximum balance limit of GH¢10,000, an aggregate daily transaction

	Term	Explanation/Definition
		limit of GH¢ 2,000 and an aggregate monthly transaction limit of GH¢ 20,000
5.29	Merchant	Merchant means a commercial establishment where customers are able to pay for goods and services using e-money.
5.30	Minimum KYC Accounts	<i>Minimum KYC accounts</i> are subject to very low transaction limits and correspondingly low documentation requirements; maximum balance limit of GH¢1,000, an aggregate daily transaction limit of GH¢300 and an aggregate monthly transaction limit of GH¢3,000.
5.31	Over-the-counter (OTC) transactions	Transactions where the sender, recipient or both do not use an account.
5.32	Person to Business (P2B)	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	Person to Gov't (P2G)	Payments from a customer to the government, typically for taxes or fees.
5.34	Person to Person (P2P)	Remittances of funds from one customer to another.
5.35	Principal	It can be either a Regulated Financial Institution (RFI) or a Dedicated E-Money Issuer (DEMI) and refers to the entity whose services are being conducted through a given agent.

	Term	Explanation/Definition
5.36	Registered customers, agents and merchants (Cumulative)	The number of customers, agents or merchants registered on the e-money platform as at the end of reporting period.
5.37	Savings: Deposits outstanding (value)	The combined value of balances in all dedicated savings accounts outstanding at the end of the reporting period.
5.38	Savings: Total customers accounts	The total number of dedicated savings accounts (not regular e-money accounts) outstanding at the end of reporting period.
5.39	Sub-Agent	An outlet or franchised location managed by a master-agent and not having a direct contractual relationship with the principal.
5.40	Wallet to Bank	Transfers to a customer's pre-registered bank account from his or her e-money account.
5.41	Wallet-based transactions	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 Bank of Ghana 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: settor.amediku@bog.gov.gh & stephen.yeboah@bog.gov.gh and

Telephone (0302 664523).

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:

Banking Department
Bank of Ghana
Accra

Bank of Ghana use only

Logged in	Date Checked	Date Input	Amendment

**Bank of Ghana
National Payment
System Oversight
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
1	Summary	a	Registered e-money customers (Cumulative)	5.36
		b	Active e-money customers	5.3
		c	Registered Agents (Cumulative)	5.6, 5.36
		d	Active Agents	5.2
		e	Total volume of e-money transactions for the month	
		f	Total value of e-money transactions for the month	
		g	Balance on Float	5.21
2	Registered Customers	a	Total Registered Customers (Cumulative)	5.36
		b	<i>of which have</i> Minimum KYC Accounts	5.30
		c	<i>of which have</i> Medium KYC Accounts	5.28
		d	<i>of which have</i> Enhanced KYC Accounts	5.22
3	Active Customers	a	Total Active Customers (Cumulative)	5.3
		b	<i>of which have</i> Minimum KYC Accounts	5.30
		c	<i>of which have</i> Medium KYC Accounts	5.28
		d	<i>of which have</i> Enhanced KYC Accounts	5.22
4	Registered Agents	a	Total Registered Agents (Cumulative)	5.36
		b	<i>of which are</i> Direct Agents	5.19
		c	<i>of which are</i> Master Agents	5.27
		d	<i>of which are</i> Sub Agents	5.39

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

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

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

REGIONAL DATA

	Indicators	Reference Notes	Greater Accra Region	Eastern Region	Central Region	Western Region	Volta Region	Ashanti Region	Brong Ahafo 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 (GH¢)												
8	Balance on Float (GH¢)												
9	Total Registered Merchants (Cumulative)	5.29, 5.36											
10	Active Registered Merchants												
	Insurance Product:												
11	Active insurance policy holders	5.4											
12	Combined value of insurance policies												
13	Claims paid out: Number	5.25											
	Value (GH¢)	5.26											
	Savings Product:												
14	Total customers accounts	5.38											
15	Aggregate value of deposits	5.37											
	Credit Product:												
16	Number of customer loans outstanding	5.17											
17	Combined value of loans outstanding	5.18											

PSB3: E-MONEY ISSUERS INCIDENT REPORT

PSB 3

**Bank of Ghana
National Payment System Oversight
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
Bank of Ghana National Payment System Oversight Payment System Data Collection Form PSB4
Name of E-Money Issuer: Reporting Period: Contact Person: Mobile Number: E-mail address:

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

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

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