

1.1 Eligibility Criteria

Any person that is Ethiopian citizen and engaged in business or commercial activities in Ethiopia is eligible to be an agent. Furthermore, an agent shall fulfill the following eligibility criteria:

- a) Have at least one-year business experience on its own business;
- b) Renewed trade license and/or Tax Identification Certificate (TIN);
- c) A valid and renewed ID card of the person who is authorized to operate on behalf of the business;
- d) Free of any illegal activities and able to provide police clearance certificate;

1.2 Agent’s Business Types

1.2.1 Acceptable Business Types

Business Types	Required Documents
i. Sole proprietorship	a. Copy of renewed trade license b. Copy of tax identification certificate (TIN) c. A valid and renewed ID card of the person authorized to operate the account d. Police clearance certificate
i. Cooperatives ii. Financial institutions (Microfinance, Insurance) iii. Partnership and Share Company iv. Authorized dealers, operating one or more outlets around Ethiopia. v. Other retailers with a substantial distribution network like petrol stations, distributors, supermarkets etc.	a. Copy of renewed trade license b. Copy of tax identification certificate (TIN) c. Memorandum & Articles of Association d. Resolution of the Board of Directors to open an account and identification of those who have authority to operate the account, if applicable; e. A valid and renewed ID card of the person authorized to operate the account

1.2.2 Non-acceptable Business Types for Agent Services

- a) A foreign person or entity that fully or partially owns a business;
- b) Religious entities;
- c) Not for profit organizations such as non-government organizations, whereby law prohibits from engaging in profit making businesses;

1.3 Agent Services

1.3.1 Agent banking services

Agents provide any or all of the following services depending on the agency agreement;

- a) Open MM account;
- b) Conduct customer onboarding and awareness creation activities;
- c) Accept cash deposits;

- d) Handle cash withdrawal requests by beneficiaries;
- e) Fund transfer between different parties;
- f) Payment services (such as Air Time Top Up, Bill Payment);
- g) Bulk Transfer on behalf of customers;

1.3.2 Prohibitions for Agents

An Agent shall not;

- a) Charge customers any fee other than charges fixed by the bank;
- b) Perform any transaction by cheque and any other operation related with provision of credit;
- c) Ask any personal information like account details and PIN number of the customer, except KYC information;
- d) Be allowed to appoint another sub-agent to provide banking services on her/his behalf unless agreed and accepted by the bank’s terms and conditions;
- e) Be allowed to undertake a foreign exchange transaction;

1.4 Agent Type and Services

Based on the type of agent, the MAIB services shall be defined as follows,

Types of Agents	Agent Type	Services
<ul style="list-style-type: none"> ▪ CBO’s Branches 	Internal Agent	<ul style="list-style-type: none"> • Open customer’s account; • Accept bank deposit; • Accept MM deposit; • Withdrawal transactions from MM • Payments (Airtime top up, bill payment) • Accept deposit from external agent • Withdrawal for External Agent
<ul style="list-style-type: none"> ▪ Sole Proprietorship ▪ Cooperatives ▪ Financial institutions (Microfinance, Insurance) ▪ Partnership and Share Company ▪ Authorized dealers, operating one or more outlets around Ethiopia. ▪ Other retailers with a substantial distribution network like petrol stations, distributors, supermarkets etc. 	External Agent	<ul style="list-style-type: none"> • Open customer’s account • Accept bank deposit; • Accept MM deposit; • Withdrawal transactions • Payments (Airtime top up, bill payment)

1.5 Agent Limit Rule

1.5.1 Limit on Agent Account

Agent	Agent Type	Agent Initial Deposit amount (in Birr)	MM Account Limit amount (in Birr)
<ul style="list-style-type: none">CBO's Branch	Internal Agent	NA	50,000
<ul style="list-style-type: none">Sole ProprietorshipCooperativesFinancial institutions (Microfinance, Insurance)Partnership and Share CompanyAuthorized dealers, operating one or more outlets in Ethiopia.Other retailers with a substantial distribution network like petrol stations, distributors, supermarkets etc.	External Agent	5,000	100,000

1.5.2 Agent Recruitment and Registration

Agent creation shall be processed and verified at branches. The process shall follow the following procedure;

1.5.2.1 External Agent Registration

- a) The branch manager involves in agent recruitment alongside all the team members of the branch;
- b) The CSO (Maker) at branch shall explain values of the MAIB services to the applicant;
- c) The CSO (Maker) at branches onboard the Agent to fill the application and signing the contract;
- d) The CSO (Maker) requests the Agent to maintain an initial deposit or MM for agent banking service;
- e) The CSO (Maker) checks application details and fulfillment of all pertinent document;
- f) The CSO (Maker) forwards agent application to the CSM for approval of agent creation;
- g) The CSM ensures that all the required KYC for the agent has been presented;
- h) The CSM creates the agent ID from distributor portal;
- i) The CSM ensures that the agent has properly activated her/his agent account from her/his mobile phone;
- j) The CSM links the agents MM account with its Bank account and ensures proper linkage of the account.
- k) The internal controller shall verify and ensure opening of agent account as per the procedure;

- l) The branch manager facilitates and delivers MAIB service trainings for agents at agent premises or branch;