

Safaricom PLC  
 Safaricom House, Waiyaki Way  
 P.O. Box 66827-0800, Nairobi  
 Email: M-PESABusiness@safaricom.co.ke  
 Tel: +254 722 002 222  
[www.safaricom.co.ke](http://www.safaricom.co.ke)

## M-PESA BUSINESS ADMINISTRATOR FORM

### CATEGORY 1: BUSINESS ADMINISTRATOR REQUEST: NEW ACCESS REQUEST OR UPDATING DETAILS OF EXISTING ADMINISTRATOR

NEW ADMINISTRATOR ON  M-PESA G2  MBP-B2B PORTAL

UPDATING ADMIN DETAILS ON  M-PESA G2  MBP-B2B PORTAL

NOTE: MBP – (M-PESA BUSINESS PORTAL)

### SELECT/INDICATE THE BUSINESS CATEGORY

- Sole Proprietor  Partnership  Limited Liability Company  NGO – Non-Governmental Organization
- Other Business Category.....

### REQUIRED DOCUMENTS FOR NEW BUSINESS ADMINISTRATOR REQUEST

REFER TO PAGE 2 ACCORDING TO YOUR BUSINESS CATEGORY

NOTE: Signatories must be the main shareholders or senior authorized signatories under the organization as per valid registration document e.g., CR12

M-PESA Short Code { <b>(Paybill No./Bulk Payment(B2C) No./Buy goods-HO/Store Number)</b> }	
M-PESA Payments Portal Entity Code (Leave blank if done during initial sign up)	
Business/Organization Name	
Preferred administrator username	
First Name	
Middle Name (Not Mandatory)	
Last Name	
Nationality	
Identification Document Type (e.g., National ID, Passport, Alien ID, Military ID etc.)	
Identification Document Number	
Date of Birth	
Personal email address (credentials will be sent to this email address)	
Proposed/Nominated Administrator's Safaricom Mobile number	

### CATEGORY 2: PASSWORD RESET AND ACCOUNT CLOSURE FOR EXISTING BUSINESS ADMINISTRATOR ONLY

- ACTIVATE DORMANT A/C  PASSWORD RESET  UNLOCK A/C  CLOSING OF EXISTING ADMINISTRATOR ACCOUNT

### M-PESA SYSTEM OR PORTAL BEING ACCESSED

- M-PESA Organization Portal (M-PESA G2)  M-PESA BUSINESS PORTAL (MBP)

M-PESA Short Code { <b>(Paybill No./Bulk Payment(B2C) No./Buy goods-HO/Store Number)</b> } OR	
M-PESA PAYMENT PORTAL - BUSINESS ENTITY CODE	
Organization Name	
Existing Administrators Username	
Identification Document Number	

#### Authorized Signatory 1

Name .....

Date .....

Sign .....

#### Authorized Signatory 2

Name .....

Date .....

Sign .....



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BUSINESS CATEGORY REQUIREMENTS	
<b>INDIVIDUAL</b>	
Duly filled and signed Business Administrator form	
Copy of ID(scanned both sides) for the nominated/proposed Business Administrator	
<b>SOLE PROPRIETOR</b>	
Business Permit OR Certificate of registration	
Duly filled, signed and stamped/sealed Business Administrator form	
Copy of ID(scanned both sides) for the nominated/proposed Business Administrator	
<b>PARTNERSHIP(Not Limited Company)</b>	
Duly filled Admin form signed and stamped by two signatories on the Certificate of registration/Business permit/Partnership Deed	
Business Partnership registration document – Certificate of registration/Business Permit/Partnership Deed	
Copies of ID(scanned both sides) of the signatories as per the Business registration document	
Copy of ID(scanned both sides) for the nominated/proposed Business Administrator	
<b>LIMITED LIABILITY COMPANY (One director)</b>	
Duly filled Business Admin form signed and stamped by the director on the CR12	
Current CR12 (not more than 90 days old)	
Copy of ID (scanned both sides) of the signatory as per CR12	
Copy of ID (scanned both sides) of the nominated/proposed admin	
Business Certificate of registration – Optional/Not mandatory	
<b>LIMITED LIABILITY COMPANY (Multiple directors/ownership)</b>	
Duly filled Business Admin form signed by at least two main signatories/directors on the CR12 and stamped	
Current CR12 (not more than 90 days old)	
Copy of ID (scanned both sides) of the main signatories/directors as per CR12	
Copy of ID (scanned both sides) of the nominated/proposed admin	
Business Certificate of registration – Optional/Not mandatory	
<b>OTHER BUSINESS CATEGORIES – Institutions, Churches, NGOS, Government, Parastatal etc.</b>	
Board resolution on the organization letter head, stating the request, details of the nominated Admin, signed by at least main two signatories and stamped/sealed	
Business Certificate of registration	
Duly filled Business Admin form signed by at least two main signatories and stamped/sealed	
Copy of ID (scanned both sides) of at least two main signatories – As per the Board Resolution signatories	
Copy of ID (scanned both sides) of the nominated/proposed business administrator	

- NOTE:** – **Signatories must be the main shareholders or senior authorized signatories under the organization as per valid registration document e.g., CR12.**
- **For existing Business Admin account management requests(Password rest, a/c closure and a/c unlocking) attach copy of ID scanned both sides.**