

Prabhu Money – Agent Manual

Eko's Indo Nepal remittance service

Abhishek Khanna

ABSTRACT

The document highlights the processes to be followed by the agent to do Indo-Nepal money remittance.

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PRABHU MONEY – AGENT MANUAL

ABOUT PRABHU MONEY

Prabhu Money Transfer P. Ltd (Prabhu) is a leading remittance company registered in Nepal and having many international branches/agents in different parts of the Asia and North America. Prabhu is reputable and well-known brand name (synonym) of remittance for Nepal among Nepalese Labors and residents in Foreign Countries.

With the increase in the number of Nepalese national going abroad for employment, the scope of remittance business in the country has grown in recent years. To serve this market, Prabhu Money Transfer Pvt. Ltd. was established in the year 2002. In a short span of time the Prabhu has been able to capture a good market share and is now one of the leading money transfers from Gulf, Malaysia and North America.

The services offered by Prabhu are mentioned below.

INSTANT CASH TRANSFER

This facility enables transferring money to the beneficiary even without a bank account. Beneficiary can pick cash from more than 2500+ location in Nepal of Prabhu money transfer within a minute.

ACCOUNT DEPOSIT TO ANY BANK

With their national Reach in Nepal, money can be transferred directly to the beneficiary's bank account in any part of Nepal. Prabhu has strong correspondent banking relationship with more than 100 national banks.

DEPOSIT TO CARD

This unique facility allows the sender to load Prabhu issued cards. The sender can load money to their own card as well as the beneficiary's card. The sender or the beneficiary can then use the card to make payments, purchases or withdraw cash from an ATM, just like they would do with a normal debit or a credit card.

USING THE PORTAL

The above services will be offered using Prabhu's online portal. The following section explains how to use Prabhu's online portal to do transactions and manage senders.

URL OF THE PORTAL

www.prabhuindia.com

LOGGING IN

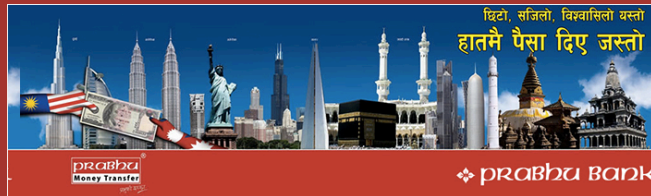
1. Open the URL of the Prabhu portal.
2. You will be taken to the login screen.



Prabhu Money Transfer Private Limited
 G-56, Ashok Bihar
 New Delhi-110052, India
Phone: +91 (0)11 27121495
Email: info@prabhumoneytransfer.co.in

User name

 Password



3. Enter your username and password and click “Log in”.
4. You will be taken to the main screen as shown below.



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 Welcome : hqteller

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SEND MONEY

This section explains transaction flow for:

- A. New customer
- B. Existing customer

NEW CUSTOMER

Sending money for a new customer has three parts:

- A. Registering the customer and sending money
- B. Uploading KYC document of the customer (for every transaction)
- C. Uploading KYC form of the customer (only for transactions above Rs. 10,000)
- D. Approving the transaction

These are explained below.

PART 1: REGISTERING THE CUSTOMER AND SENDING MONEY

1. Click on “Transaction” menu at the top and then click on “Send Transaction”.

4 PRABHU MONEY – AGENT MANUAL



2. Search for the customer, enter the right details and click “Search”. You can search using:
 - a. Mobile number
 - b. Id number
 - i. For this select the type of id first from the “ID Type” field.
 - c. Additionally, you can filter the results by entering more details such as:
 - i. Gender
 - ii. City

3. If the matching records are found you will be shown the results to select. If you feel the searched results are not correct, then you can provide additional details to filter the results, such as:
 - a. Name
 - b. Gender
 - c. Id Number
 - i. For this select the type of id first from them “ID Type” field.
 - d. City

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Compliance Customers

Customer Search

Name : ID Type : Mobile : City :
 Gender : ID Number : District : Address :

S.N.	Photo	Membership ID	Name	Gender	Dob	ID Type	ID Number	ID Issued Place	Mobile	District	City	Address
1		2203971	KAPIL MANI ACHARYA	Male	1981-08-24	Passport	2203971		0000000000	Central Delhi	Delhi	

Check

4. If no results are found then you will get the option of registering a new customer, click on the “New Customer” button to start the registration.

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Compliance Customers

Customer Search

Name : ID Type : Mobile : City :
 Gender : ID Number : District : Address :

S.N.	Photo	Membership ID	Name	Gender	Dob	ID Type	ID Number	ID Issued Place	Mobile	District	City	Address
No Records Found												

Check

5. Enter the required details on the next screen and click on “Check”. The required details are:
 - a. Customer name
 - b. Gender
 - c. Date of birth
 - d. ID type
 - e. ID number
 - f. ID issued place (optional)
 - g. Payout country (will always be Nepal)
 - h. Amount
6. Click on “Proceed”.

Customer Search

Membership ID **Search**

Customer Name Gender Date of Birth

ID Type ID Number ID Issued Place

Payout Country Amount

Check

• Copy of Sender Valid ID Card Required for each transactions
 • For more than INR 10,000.00 PrabhuIndia's KYC form required

Compliance check successful. Please proceed to send transaction.

Proceed

Description	No. Of Txn	Tot Sent Amt
By [Name] >Kapil	0	0.00 INR

For new customers, uploading of their KYC document is mandatory. Without the document the transaction will be put on hold. You can add the documents from a different screen immediately after the transaction is done. This is explained in the "Upload KYC" section of this manual.

7. Enter the details in the "Sender Details" section. The required details are:

- Membership id (put the mobile number of the customer as the membership id)
- Address
- Phone (optional)
- Mobile (make sure this is correctly entered, will help searching for the customer)
- City (optional)
- State
- District
- Nationality
- Employer name (optional)

Send Transaction

Sender Details

Membership ID Name

Sender ID Gender Address

Driving License Female Phone

Sender ID Number DOB Mobile

ID Expiry Date Place of Issue City

2015-08-27 State

District

Nationality

Employer Name

Receiver Details

Receiver Address

Relationship Phone

Mobile

City

State

District

City

ID Type

ID Number

ID Expiry Date

2015-08-27

ID Issued Place

Transaction Details

Payment Mode

Account Number

Payout Branch

Payout Country

Account Type

New Account Request

Send Amount

Service Charge

Collected Amount

Exchange Rate

Payout Amount

Search

8. Enter the details in the "Receiver Details" section. The required details are:

- a. Receiver (In the drop down keep the option “New Receiver” selected)
- b. Receiver name (make sure this matches name present on the receiver id, else transaction will be put on hold)
- c. Relationship (receiver’s relationship with the sender)
- d. Address
- e. Phone (optional)
- f. Mobile
- g. State
- h. District
- i. City (optional)
- j. ID type (optional)
- k. ID number (optional)
- l. ID expiry date (optional)
- m. ID issued place (optional)

Please make sure that the receiver name is exactly same as what is present on their ID. The receiver will need to present their ID proof for withdrawing money in Nepal. If the name on the ID and the name entered here does not match then the money will not be given to the receiver.

9. Enter the details in the “Transaction Details” section. The required details are:
 - a. Payment mode, select from:
 - i. Cash payment
 - ii. Account deposit
 - iii. Card deposit
 - b. In case of cash payment, select payout branch
 - c. In case of account deposit, enter account details
 - d. In case of card payment, enter card details
 - e. Enter optional reason for remittance, source of income and message
10. Click on “Send”.
11. In case prompted with the below screen, which signifies money being sent to a blacklisted account. Click on “Continue Anyway” button if you are sure it’s not blacklisted and does not show up in the list.

EKO/- GURGAON Phone: 1244385445 Email: nitin.gupta@eko.co.in **PRABHU Money Transfer** Welcome : hqteller

Compliance **Customers**

Confirm Send

Sender Detail
 Membership ID: 9810011001
 Name: Kapil
 Gender: Female
 DOB: 2015-08-27

Receiver Detail
 Receiver:
 Name: Rahul
 Gender:
 Relationship: Brother

Transaction Detail
 Payment Mode: Cash Payment
 Service Charge: 200 INR

Payment Detail
 PayBranchId: 3
 Payout Branch: PRABHU BANK
 Payout Agent:

Message
 Income Source: Salary

Confirm Send

107322	RAHUL RAJKHEWA	Entity				Receiver Name	RBI_DEFAULT_HYR
107327	RAHUL RAJKHEWA	Entity				Receiver Name	RBI_DEFAULT_HYR
107506	RAHUL COACH BUILDERS PVT LTD	Entity				Receiver Name	RBI_DEFAULT_HYR
107516	RAHUL JALGAONKAR "DR"	Entity				Receiver Name	RBI_DEFAULT_HYR
107548	RAHUL GUPTA	Entity				Receiver Name	RBI_DEFAULT_HYR
107720	MR. RAHUL LULLA	Entity				Receiver Name	RBI_DEFAULT_HYR
108215	RAHUL G.DIVAN	Entity				Receiver Name	RBI_DEFAULT_HYR
108475	RAHUL OSWAL	Entity				Receiver Name	RBI_DEFAULT_HYR
108995	RAHUL OSWAL SH.	Entity				Receiver Name	RBI_DEFAULT_HYR
109310	RAHUL OSWAL	Entity				Receiver Name	RBI_DEFAULT_HYR
109335	RATHOD RAHUL NALIN	Entity				Receiver Name	RBI_DEFAULT_HYR
109360	RAHUL SURENDRAKUMAR GUPTA	Entity				Receiver Name	RBI_DEFAULT_HYR
109464	MR. RAHUL OSWAL	Entity				Receiver Name	RBI_DEFAULT_HYR
109557	RAHUL JAKATDAR	Entity				Receiver Name	RBI_DEFAULT_HYR
109651	RAHUL G.DIVAN	Entity				Receiver Name	RBI_DEFAULT_HYR
109822	RATHOD RAHUL NALIN	Entity				Receiver Name	RBI_DEFAULT_HYR
109838	RAHUL SURENDRAKUMAR GUPTA	Entity				Receiver Name	RBI_DEFAULT_HYR
109946	RAHUL OSWAL	Entity				Receiver Name	RBI_DEFAULT_HYR
110099	KANJUMURU RAHUL RAJ	Entity				Receiver Name	RBI_DEFAULT_HYR
110276	SHRI RAHUL OSWAL (PROMOTER DIRECTOR)	Entity				Receiver Name	RBI_DEFAULT_HYR
110279	RAHUL G.DIVAN	Entity				Receiver Name	RBI_DEFAULT_HYR
110566	KANJUMURU RAHUL RAJU	Entity				Receiver Name	RBI_DEFAULT_HYR
110651	RAHUL OSWAL (PROMOTER DIRECTOR) SHRI	Entity				Receiver Name	RBI_DEFAULT_HYR
111818	Rahul Rama Kamble	Entity				Receiver Name	CAUT_VARI
117216	Mr MAHADIK RAHUL NANASO	Entity				Receiver Name	INT_REJECT
117562	RAHUL	Entity				Receiver Name	INT_REJECT

Continue Anyway

12. Click on "Confirm Send" button.

Confirm Send

Sender Detail
 Membership ID: 9810011001
 Name: Kapil
 Gender: Female
 DOB: 2015-08-27
 Address: Plot No. 34, Sector 44, Opposite Sarva Haryana Gramen Bank
 Phone: 9810011001
 Mobile: 9810011001
 City: Gurgaon
 District: Gurgaon
 State: Haryana
 Nationality: Indian
 Employer Name:
 Driving License: 12345678
 ID Expiry Date: 8/27/2015
 Place of Issue:

Receiver Detail
 Receiver:
 Name: Rahul
 Gender:
 Relationship: Brother
 Address: Plot No. 34, Sector 44, Institutional Area
 Phone: 9810011002
 Mobile: 9810011002
 City:
 District: Baitadi
 State: Mahakali
 Payout Country: Nepal
 ID Expiry Date: 8/27/2015
 ID Issued Place:

Transaction Detail
 Payment Mode: Cash Payment
 Service Charge: 200 INR
 Send Amount: 500 INR
 Payout Amount: 800 NPR
 RoundAmt: NPR
 Exchange Rate: 1.6
 Collected Amount: 700 INR

Payment Detail
 PayBranchId: 3
 Payout Branch: PRABHU BANK LIMITED
 Payout Agent:
 Bank Code:
 Bank Name:
 Bank Branch Code:
 Bank Branch Name:
 Bank Branch District:
 Account Number:
 Account Type:
 New Account Request: ☐

Message
 Income Source: Salary
 Reason for Remittance: Business Travel
 Receiver Message:

Confirm Send

13. Click "Print" button at the top to print the receipt for the customer. The "PIN No" generated here needs to be given to the sender. The sender will give this PIN number to the receiver for withdrawing cash in Nepal.



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Customer Copy
 TO SEND MONEY

PIN No: 1111158226502370

Local time: 8/27/2015 9:57:20 AM
 Sender Name: **Kapil**
 Driving License #: 12345678 Nationality: Indian
 Phone/Mobile: /9810011001
 Address: Plot No. 34, Sector 44, Opposite Sarva Haryana Grameen Bank, Gurgaon,
 Gurgaon, Haryana, India

Collected Amount: **700.00** [INR]
 Service Charge: 200.00 [INR]
 Send Amount: 500.00 [INR]
 Rate: 1.00 [INR] = 1.6 [INR]
 Payout Charges: 0.00 [INR]
 Pay Out Amount: **800.00** [INR]
 Mode Of Payment: Cash Payment

Beneficiary Country: **Nepal**
 Receiver Name: **Rahul**
 Address: Plot No. 34, Sector 44, Institutional Area, , Baitadi, Mahakali, Nepal

Phone/Mobile: /9810011002
 Payout Agent: Anywhere within Nepal
 PRABHU BANK LIMITED

Complain/HelpDesk: Receive Payment From any branches among 4,000+ Branches of Prabhu Money Transfer Around Nepal

Giving out the PIN id is most important, this will be used for the receiver to withdraw cash in Nepal. This will also be used to raise tickets in case of any problems with the transaction. This is very important.

PART 2: UPLOADING KYC FORM OF THE CUSTOMER

This form will be uploaded only if the transaction amount is more than Rs. 10,000. This will be done only first time for a new customer.

1. Click on “Compliance” in the menu and then click on “KYC Form”.



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KYC Form

Balance Information

Available Agent Limit
159,204.21 INR

2. Enter “Pin Number” or the “Transaction ID” and click on “Generate”.

KYC Form

Pin Number

1111155245282150

Transaction ID

Generate

3. The form opens in a new tab/window. Save it.

Prabhu Money Transfer

Large Value Money Transfer Form
LVMT

RBL BANK

Transaction Number: 1111155245282150

Total Amount: 10,200.00 INR

Note:-

SENDER'S INFORMATION

Date:- 2015-09-23 16:15:57 (GMT+05:30)

Sender's Name:- ABHISHEK KUMAR

ID Type:- Driving License ID No:- 77665555

ID Expiry Date:- 2015-09-23 (yy/mm/dd) DOB:- 1987-09-09 (yy/mm/dd)

SENDER'S ADDRESS

Address:- PLOT 34, SECTOR 44

City/State:- / Haryana Postal Code:-

Telephone/Mobile:- / 9811031706 Nationality:- Indian

EMPLOYER'S INFORMATION

Company Name:-

Address:-

Appointed Date:- Postal Code:-

Company Type:- Working as:-

Tel No:- Fax No:-

BENEFICIARY'S INFORMATION

Name:- BHUSHAN KUMAR Relationship:- Brother


Address:- ABBBCBCBC Phone/Mobile:- / 9811031806

City/State:- / Janakpur Postal Code:-

DESTINATION OF TRANSACTION


Payout Agent:- Prabhu Bank Limited Country:- Nepal

4. Click on "Customers" in the menu and then click on "Customer List".



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Customer List


KYC Form

Pin Number

Transaction ID


Generate

5. Select the search criteria which can be:
 - a. Membership Id
 - b. Name
 - c. Mobile
6. Enter the details and click on the search icon.



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Search Customer

Mobile

Search keyword: 9810011001

7. Click on edit details icon in the right side under the “Operations” heading.

Search Customer

Mobile Search keyword: 9810011001

Sr.No.	Photo	Memshipid	Name	Gender	Dob	Address	Phone	Mobile	Id Number	Id Type	District	Country	Nationality	Operations
1		9810011001	Kapil	Female	2015-08-27	Plot No. 34, Sector 44, Opposite Sarva Haryana Gramin Bank		9810011001	12345678	Driving License	Gurgaon	India	Indian	

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8. In the next screen click on the green color plus icon at the top right.

Edit Customer

Membership Id : <input type="text" value="9810011001"/>	Country : <input type="text" value="India"/>	IDType : <input type="text" value="Driving License"/>
Name : <input type="text" value="Kapil"/>	State : <input type="text" value="Haryana"/>	IDNumber : <input type="text" value="12345678"/>
Gender : <input type="text" value="Female"/>	District : <input type="text" value="Gurgaon"/>	IDExpiryDate : <input type="text" value="2015-08-27"/>
Dob : <input type="text" value="2015-08-27"/>	Nationality : <input type="text" value="Indian"/>	IDIssuedPlace : <input type="text"/>
Address : <input type="text" value="Plot No. 34, Sector 44, Opposite Sarv"/>	City : <input type="text" value="Gurgaon"/>	Status : <input type="text" value="Active"/>
Phone : <input type="text"/>	Email : <input type="text"/>	IncomeSource : <input type="text" value="Salary"/>
Mobile : <input type="text" value="9810011001"/>	Employer : <input type="text"/>	

Save

Back

9. Select the KYC form file to upload.
 10. Choose "Other" in the "File Type" field.
 11. Click on "Save" button.



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Upload Document

Select File <input type="text" value="Choose File"/> kycformdetail.pdf FileType <input type="text" value="Other"/>	FileTitle <input type="text"/> Description <input type="text"/>
<input type="button" value="Save"/>	

PART 3: UPLOADING KYC DOCUMENT OF THE CUSTOMER

- After doing the transaction and printing the receipt, click on “Customers” in the menu and then click on “Customer List”.



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Customer List



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Customer Copy
 TO SEND MONEY

PIN No: 1111158226502370

Local time: 8/27/2015 9:57:20 AM Sender Name: Kapil Driving License #: 12345678 Nationality: Indian Phone/Mobile: /9810011001 Address: Plot No. 34, Sector 44, Opposite Sarva Haryana Grameen Bank, Gurgaon, Gurgaon, Haryana, India	Collected Amount: 700.00 [INR] Service Charge: 200.00 [INR] Send Amount: 500.00 [INR] Rate: 1.00 [INR] = 1.6 [INR] Payout Charges: 0.00 [INR] Pay Out Amount: 800.00 [INR] Mode Of Payment: Cash Payment
Beneficiary Country: Nepal Receiver Name: Rahul Address: Plot No. 34, Sector 44, Institutional Area, , Baitadi, Mahakali, Nepal Phone/Mobile: /9810011002 Payout Agent: Anywhere within Nepal PRABHU BANK LIMITED	

Complain/HelpDesk: Receive Payment From any branches among 4,000+ Branches of Prabhu Money Transfer Around Nepal

- Select the search criteria which can be:
 - Membership Id
 - Name
 - Mobile
- Enter the details and click on the search icon.

Search Customer

Mobile Search keyword:

4. Click on the edit details icon in the right side under the “Operations” heading.

Search Customer

Mobile Search keyword:

Sr.No.	Photo	Memehipld	Name	Gender	Dob	Address	Phone	Mobile	Id Number	Id Type	District	Country	Nationality	Operations
1		9810011001	Kapil	Female	2015-08-27	Plot No. 34, Sector 44, Opposite Sarva Haryana Gramin Bank		9810011001	12345678	Driving License	Gurgaon	India	Indian	

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5. In the next screen click on the green color plus icon at the top right.

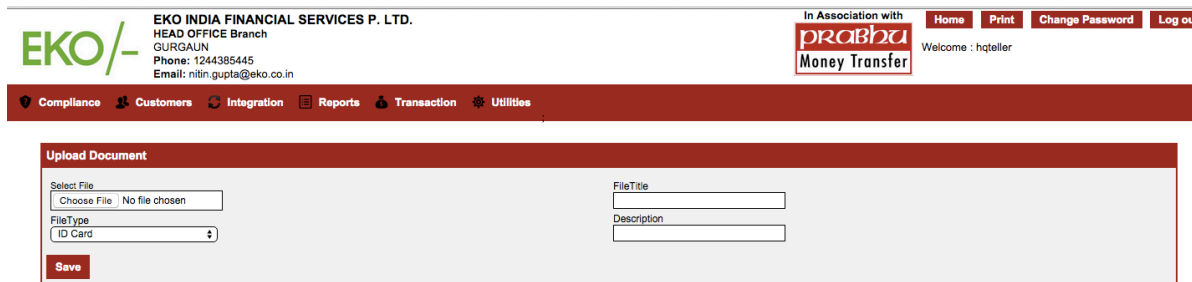
Edit Customer

Membership Id : <input type="text" value="9810011001"/>	Country : <input type="text" value="India"/>	IDType : <input type="text" value="Driving License"/>
Name : <input type="text" value="Kapil"/>	State : <input type="text" value="Haryana"/>	IDNumber : <input type="text" value="12345678"/>
Gender : <input type="text" value="Female"/>	District : <input type="text" value="Gurgaon"/>	IDExpiryDate : <input type="text" value="2015-08-27"/>
Dob : <input type="text" value="2015-08-27"/>	Nationality : <input type="text" value="Indian"/>	IDIssuedPlace : <input type="text"/>
Address : <input type="text" value="Plot No. 34, Sector 44, Opposite Sarv"/>	City : <input type="text" value="Gurgaon"/>	Status : <input type="text" value="Active"/>
Phone : <input type="text"/>	Email : <input type="text"/>	IncomeSource : <input type="text" value="Salary"/>
Mobile : <input type="text" value="9810011001"/>	Employer : <input type="text"/>	

Save

Back

6. Select the file to upload.
7. Choose “ID Card” in the “File Type” field.
8. Click on “Save” button.



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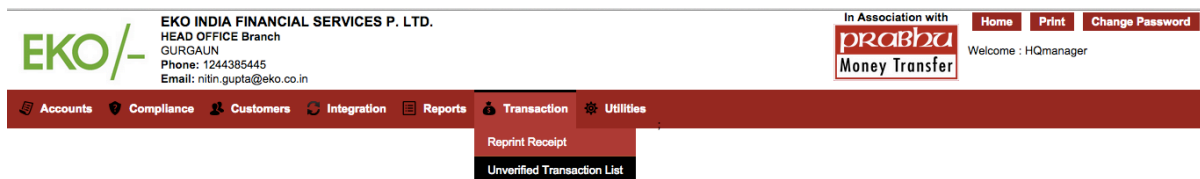
Upload Document

Select File
 Choose File No file chosen
 FileType
 ID Card
 Save

FileName
 Description

PART 4: APPROVING THE TRANSACTION

1. Click on the “Transaction” menu and click on “Unverified Transaction List”.

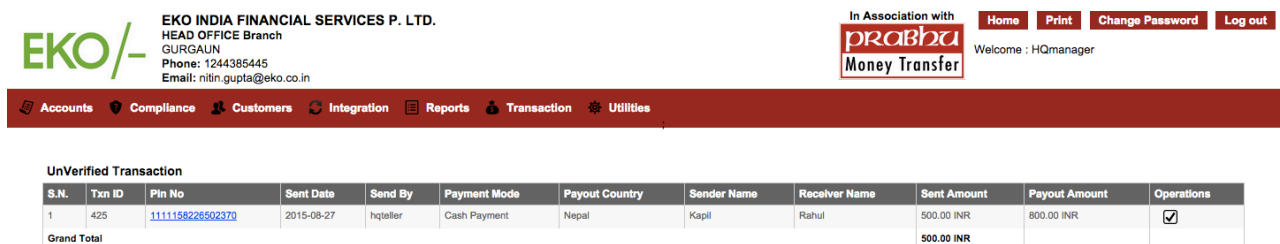


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Transaction
 Reprint Receipt
 Unverified Transaction List

2. In the search results click on the tick icon on the right side under the “Operations” heading.



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UnVerified Transaction

S.N.	Txn ID	Pin No	Sent Date	Send By	Payment Mode	Payout Country	Sender Name	Receiver Name	Sent Amount	Payout Amount	Operations
1	425	1111158226502370	2015-08-27	hqteller	Cash Payment	Nepal	Kapil	Rahul	500.00 INR	800.00 INR	<input checked="" type="checkbox"/>
Grand Total									500.00 INR		

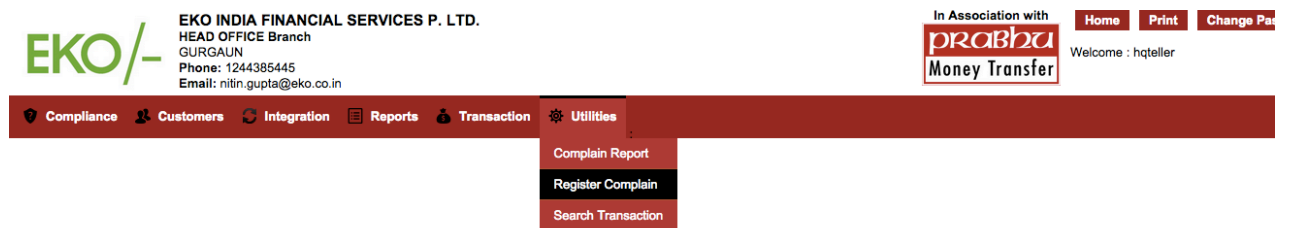
3. The transaction gets approved.

EXISTING CUSTOMER

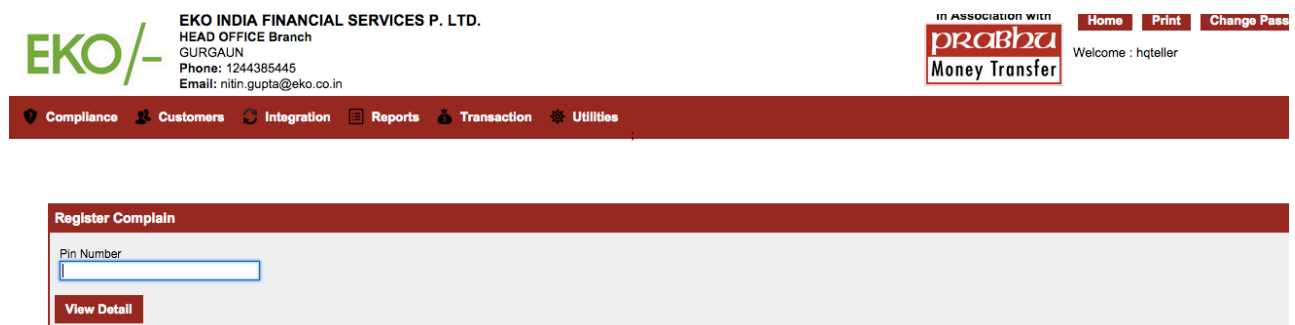
1. The process of searching the customer is exactly similar to searching in the new customer process.
2. When filling receiver details, you can either create a new receiver by the process explained for the new customer or select the receiver from the list.
3. The remaining process is exactly the same as the new customer process. However you don't need to upload the KYC documents for an existing customer.

REPORTING COMPLAINTS

1. Click on "Utilities" in the menu and click on "Register Complain".



2. Enter "PIN Number" and click on "View Detail".



3. Enter remarks and click "Register".



EKO INDIA FINANCIAL SERVICES P. LTD.
HEAD OFFICE Branch
GURGAUN
Phone: 1244385445
Email: nitin.gupta@eko.co.in



Home Print Change Pass
Welcome : hqteller

Compliance Customers Integration Reports Transaction Utilities

Register Complain

Pin Number
1111158985521370

View Detail

Search Results

SenderName: KAPIL MANI ACHARYA
Send Agent Name EKO INDIA FINANCIAL SERVICES
P. LTD.
Receiver Name MANI ARYAL
Send Amount 500.00 INR
Pay Amount 800.00 INR
Remarks

Register Back

4. Complain gets registered.
5. To search for a complain click on "Utilities" menu and click on "Search Transaction".
6. Enter the "PIN Number" and click on "View Detail" to get the detail.



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Welcome : hqteller

Compliance Customers Integration Reports Transaction Utilities

Complain Report
Register Complain
Search Transaction

CUSTOMER KYC

For new customers you need to upload their KYC document as specified in the process above.

For transactions with value equal to or more than Rs. 10,000, you will need to fill up the KYC form separately. The KYC form is shown at the time of the transaction, you will need to do the following:

1. Take a print out of the form
2. Fill the details and take customer's signature
3. Upload the form using the same process as shown for KYC document upload of the customer

For KYC document the following are acceptable forms of id:

- A. Indian driving license
- B. AADHAAR Card
- C. Nepalese citizenship
- D. Indian/Nepalese passport
- E. Indian ration card

F. Indian voter id card

TRANSACTION LIMITS

The following limits are applicable for transactions:

- A. Maximum amount per transaction: Rs. 50,000
- B. Yearly transaction count: 12

CUSTOMER FEE

The following fee is applicable to the customer:

Slab	Fee
Rs. 1 – Rs. 50,000	Rs. 200

COMMISSION AND CHARGES

The details of commission to be paid to you and any charges to be paid by you are mentioned in this section.

COMMISSION

Eko will give you commission on transactions as shown below:

Slab	Commission (out of customer fee)
Rs. 1 – Rs. 50,000	21.05%

EXAMPLE

The following table shows calculated commission that you will earn for various transactions.

Amount	Commission (out of customer fee)
Rs. 5,000	Rs. 42.11
Rs. 10,000	Rs. 42.11

CHARGES

Eko will charge you the following:

- A. One time activation fee of Rs. 1,000.
- B. Monthly rental of Rs. 100 for providing marketing standee.
 - a. During the pilot launch the standee will be displayed at your outlet to attract customers. Eko will take it back after a month.

E-VALUE

The e-value process will remain same as it is currently for domestic money transfer.

Please make sure you have adequate e-value before the start of the day.

SUPPORT MATRIX

LEVEL 1 SUPPORT – PRABHU MONEY REGIONAL MANAGER

1. Delhi NCR
 - a. Mr. Mitra Ghimire
 - b. +91 987 137 9775
2. Mumbai
 - a. Mr. Tara Prasad Sharma
 - b. +91 989 278 5735

LEVEL 2 SUPPORT – EKO SALES EXECUTIVE, AREA MANAGER AND SCSP

Contact your respective Eko sales executive, area manager or SCSP.

LEVEL 3 SUPPORT – EKO INDO-NEPAL PRODUCT TEAM

1. Mr. Abhishek Khanna, Abhishek.Khanna@eko.co.in
2. Mr. Avinash Agrawal, Avinash.Agrawal@eko.co.in

FAQS

- A. *What if I don't upload the KYC document of the customer after the transaction?*

The money will not be sent to the receiver and the transaction will go on hold.

- B. *What if I enter incorrect details of the receiver such as the bank name or the account number?*

In case of a mismatch the transaction will not be processed and will go on hold. You can raise a complain to get the receiver details corrected. On correction the money will be sent.

- C. *What will happen if I enter the receiver name incorrectly?*

The receiver will not be able to collect cash, as they need to present a valid id. The name entered in the portal needs to match the name on their id exactly. The money will not be handed over to them. You will need to raise a complain and get the name rectified on sender's request.

- D. *What if I don't get the response to my raised complain in time or the solution is not satisfactory?*

You will need to escalate the matter to Eko at Abhishek.Khanna@eko.co.in. Eko will then check with the Prabhu team for the correct resolution and update you.

- E. *Will I be informed once my complaint gets resolved?*

No, Prabhu team does not inform when they resolve a ticket; you will either need to check the status proactively or on customer's request.

- F. *Will money remittance to Nepal also be available through Connect?*

Not presently but definitely in the future. Currently we are doing a pilot launch with only selective agents. Once the service grows it will be available from within Connect. You will no longer need to use the Prabhu portal for doing transactions.