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| **Department** | **Description** |
| 1. **Human Resources** | The functions of the HR department are standard to any HR department.  The main positions of the company are:   * President * Director of Operations * Human Resources Manager * Compliance Officer * Inventory/Distribution Manager * IT Manager * Accounting & Finance Manager * Business Development Manager * Marketing Manager * Customer Service Manager   + Customer Service Representatives (4) – see Customer Services Section for detailed information.   Each department is to be composed of a manager and staff |
| 1. **Accounting/**   **Finance** | The Accounting/Finance Department is in charge of:   * Corporate accounting, * Reconciliation with Bank (FCB), Processor (FIS), etc. * Financial information such as Planning and Budgeting, P&L, etc. * Legal and insurance issues   **A. Bank Account**  Several bank accounts have been established not only for corporate accounting purposes but also for operational purposes. A Fund Flow chart has been added to this file with explanation and mapping of main transactions. This chart varies per bank and processor requirements  **B. Reporting**  TransCash receives several reports from Processor (FIS) to monitor the program activity. A Reporting summary matrix has been added to this file with explanation and information of usage of each report.  In order to be in compliance with Processor (FIS), Bank (FCB) and Visa (or MasterCard) requirements, several reports have to be compiled either daily or monthly. The list has been attached to this document.  Furthermore, additional reports for internal purposes such as revenue calculations, etc. have been established. The list has been attached to this document  As per every license agreement, TransCash Corp requires that each licensee send quarterly reports to its corporate offices. An accounting handbook is provided to assist each license with setting up said reports. |
| 1. **IT** | The IT department includes an IT manager.  The IT manager’s main responsibilities are:   * To ensure that the program is running smoothly in terms of set up, maintenance and security of technical elements (CardWiz, FIS platform, etc.). * To maintain website and perform all technical updates needed for company’s growth. * To ensure that company follows Bank/Visa’s regulations and is in compliance with Bank/Visa policies. * To monitor fraud and in charge of Prepaid debit card inventory.  1. **BACK UP ASSISTANT**   It is necessary to hire a back-up assistant to ensure that the program is running smoothly at all times as, the IT manager is currently the only person able assist the office in case of a malfunction / emergency /disaster recovery situation or any other technical issues.   1. **TECHNICAL INFORMATION ON THE TRANSCASH PRODUCT**   The IT department is in charge of the technical aspect of the products. It has established the features and the limits of the cards. The attached Card Features and limits document highlights these technicalities and gives overviews of potential fraud and technical issues that need to be solved.   1. **BUSINESS CONTINUITY & DISASTER RECOVERY PLAN**   As part of our Business Continuity and Disaster Recovery Plan, the IT department is in charge of creating and maintaining a plan to avoid disruption to our services in case of an emergency. The attached document presents a partial sample plan. Additional documents with sensitive information (such as personal contact information) should be found in the Due Diligence binder.  The plan will address two kinds of Significant Business Disruption (SBD): Internal and External.   * Internal SBD is defined as a Disruption that interferes with the daily operations of our business and only affects TransCash Office/or Building, such as a fire or evacuation of the building for safety reason out of the control of TransCash Administration or Officers. * External SBD is defined as an event that prevents the operation of the securities markets or a number of firms such as natural disasters, terrorist acts, or a regional disturbance.   It is our commitment to get our organization back up and running in the event of an interruption |
| 1. **Customer Service** | The call center’s function is to provide excellent customer service, comply with KYC and monitor fraud.   1. **CUSTOMER SERVICE REPRESENTATIVE (CSR)**   At first, the call center will consist of a manager and 4 Customer Service Representatives (CSR), which will work in two shifts to provide coverage for the customers.  It is generally accepted that a CSR can handle 50 calls per day to activate and give excellent service. The call center department will grow based on call volume as seen in the Business plan.  In addition, based on customer’s volume, the call center will be split between Customer Service Representatives and Compliance Representatives. The Compliance representatives will be in charge of monitoring fraud. (Please see business plan for more details).  Please see the following documents:   * 1. Customer Service Position   2. Call Center Schedule hours   3. Security Level  1. **EMPLOYMENT**   In view of the potential risk of fraud from employees, it is necessary to do a background check on potential employees.   1. **REPORTING**   The manager uses a KPI matrix to monitor CSRs.   1. **TRAINING**   To Train the CSR, the manager has prepared 2 booklets (as based on the FIS processor but this may vary per processor):   * + - CSR Manual     - Cardwhiz Manual   Additional documents such as FAQ and the Tip Sheet can also be used for training.   1. **FRAUD MONITORING**   Cardholder fraud monitoring is an important function of the CSR department. They use the card activity report to monitor fraud.   1. **COMPLIANCE**   An important function of the CSR is to be compliant with regulations. CSR are constantly trained by the Compliance Officer. (see compliance department for information)  The red flag check list has been created to assist CSR in monitoring fraud and compliance issues. |
| 1. **Compliance** | The compliance department is handled by the Compliance Officer and an independent reviewer.  As per Bank Secrecy Act (BSA) requirements, TransCash has established an Anti-Money Laundering (AML) program and internal policies which includes up-to-date information, training, internal reporting and evaluation.  In the US, TransCash is registered with Financial Crime Enforcement Network (FinCEN) to stay up to date on the change and will register when we are required to do so. Each licensee should register with its local agency. |
| 1. **Inventory/**   **Distribution** | The distribution department consists of two main functions:   * Inventory management * Distribution channels liaison  1. **INVENTORY**   The TransCash Cards are manufactured by NagraID. The attached document highlights the steps involved in bulk ordering the TransCash Cards. However these steps may change with a different manufacturer.  The inventory is to be stored at TransCash local headquarters in a secured environment approved by Visa and the bank .   1. **DISTRIBUTION CHANNEL**   TransCash has several options to distribute the TransCash cards in retail store. The attached document gives an overview of the distribution. |
| 1. **Business Development** | The department is spearheaded by a business development manager. |
| 1. **Marketing** | To be successful, TransCash needs to create a finely tuned marketing strategy and powerful marketing campaign. The Message should be:   * To inform consumers that TransCash is backed by a financial institution (bank) that is insured by FDIC and Visa Zero liability. * To inform audiences that TransCash is in full compliance with local regulations. * To inform customers that getting a TransCash card is easy and fast and that they do NOT need a bank account, credit history or local official paperwork.   In order to do so, TransCash needs a Marketing Manager and to work with an advertising agency.  TransCash’s objective is to capture workers that are sending money “remittances” such as migrants, etc., as well as the unbanked/underbanked market.  The Media Mix should include the following elements:   * + Traditional media elements: billboards, print, in store displays, etc.   + Complete media buy: radio, television, local presentation, etc.   + Website Marketing: SEO work and Design; Web Campaign   + Celebrity endorsement: to penetrate market quickly and capture people’s attention, a celebrity spokesperson for the brand.   + Product Placement: Place our products in Televisions shows such as Telenovelas, etc.   + Special events: sporting events, and grassroots marketing.   A special document in website marketing has been added to this document  Furthermore, several partnerships can be created to increase profit and retention by creating hooks associated with the TransCash card. TransCash has identified several segments of the industry that could serve as hooks. Information on these hooks and potential partners has been added to this document. |