MoMo
from MTN

Customer Impacting Changes

March 1, 2024 Implementation

Overview of Changes from March 1

What is Changing?

- Customer Limits
- Agents Limits
- Pricing/Commissions – Customer impacting
- Pricing – Agent/Merchant impacting

Why the changes?

- Limit changes are all geared towards improving agent and customer experience by allowing them to be able to transact high amounts and hold higher values
- On pricing the key reasons are:
  - Revenue Growth
  - Increase agent earning in line with inflation and cost of doing business
  - Block leakages identifies on agent to merchant and Merchant to Merchant transactions

Customer Limit Changes for Daily, Monthly & Account Balance

KYC Account Type	Current Daily Limit (Ghs)	New Daily Limit (Ghs)
Minimum KYC	2,000	3,000
Medium KYC	10,000	15,000
Enhanced KYC	15,000	25,000

KYC Account Type	Current Monthly Transaction Limit (Ghs)	New Monthly Transaction Limit (Ghs)
Minimum KYC	6,000	10,000
Medium KYC	Unlimited	Unlimited
Enhanced KYC	Unlimited	Unlimited

KYC Account Type	Current Max Account Balance Limit (Ghs)	New Max Account Balance Limit (Ghs)
Minimum KYC	3,000	5,000
Medium KYC	25,000	40,000
Enhanced KYC	50,000	75,000

Agent Limit Changes affecting various Profiles

Agent Profile	Wallet Limit (Ghs)		Daily Transaction Limit (Ghs)		Monthly Transaction Limit (Ghs)	
	Current	New	Current	New	Curent	New
Tier 1	500,000	1,000,000	200,000	200,000	500,000	700,000
Tier 2	1,000,000	10,000,000	500,000	1,000,000	1,000,000	10,000,000
Tier 3	10,000,000	30,000,000	No Limit	No Limit	10,000,000	30,000,000
Tier 4	No Limit	No Limit	No Limit	No Limit	No Limit	No Limit

Cash Out re-capping at GHS2000 for a maximum fee of GHS20

Cash-out	Current Fee	New Fee	Current Comm.(Agent)	New Comm. (Agent)
>50	0.50p	0.50p	0,20p	0.20p
50 – 1000	1%	1%	0.4%	0.4%
1000 - 2000	GHc10	1%	GHc4 flat	0.4%
2000 & Above	GHc10	GHc20 (flat)	GHc4 (flat	Ghc8 flat

Key Highlight of the changes:

- A 1% fee for all cash-out transactions belowGHC2,000 which will be capped at a fee charge of GHc20 for GHc2,000 above.
- Agents who charge any other unapproved fees will be sanctioned

Introduce Charges to Agent/Merchant to Merchant between 0.25% and 0.5%

TRANSACTION POINT	SERVICES	MINIMUM VALUE GHS	MAXIMUM VALUE GHS	MOMO CHARGE	Commission Payment
Merchants (Silver/Gold/Platinum Profiles)	Merchant Transfer to another Merchant (ID) wallet (M2M) – Sending Merchant Pays	GHS 1	GHS 5,000	0.25%	N/A
		Above GHS 5,000	N/A	GHS 12.50	N/A
	Merchant Transfer to another Merchant (MSISDN) wallet (M2M) – Sending Merchant Pays	GHS 1	GHS 5,000	0.5%	N/A
		Above GHS 5,000	N/A	GHS 25	N/A
Agent Business	Agent transfer to another Merchant (MSISDN) Sender Agent pays	GHS 1	GHS 5,000	0.5%	40% of 0.5%
		Above GHS 5,000	N/A	GHS 25	40% of GHS 25
	Agent transfer to another Merchant (ID) – Sending Agent pays	GHS 1	GHS 5,000	0.5%	40% of 0.5%
		Above GHS 5,000	N/A	GHS 25	40% of GHS 25

MoMo
from MTN

Thank You