

## JoPACC-MM4R Cooperation

### Expanding Agent Network and Access to DFS

#### Mobile Money for Resilience Initiative (MM4R)

In partnership with the Bill and Melinda Gates Foundation, the Central Bank of Jordan (CBJ) launched the Mobile Money for Resilience (MM4R) Initiative in February 2018 to promote the inclusive growth of the financial ecosystem to meet the needs of vulnerable Jordanians and refugees. The initiative has a \$ 3 million fund and aims to improve the economic resilience of refugees and Jordanians by expanding access to finance, developing the digital financial services (DFS) ecosystem, and improving the effectiveness of cash transfer programs.

#### MM4R Objectives:

- Promote financial inclusion of refugees and vulnerable Jordanians (consumers and businesses), providing them with the tools and resources needed to take control of their financial lives and become more empowered.
- Catalyze the development of the DFS / mobile money ecosystem in Jordan, building sustainable financial infrastructure and customer-centric solutions for broad-based financial inclusion and economic growth.
- Improve the effectiveness of humanitarian and government agencies' cash transfer programs, applying an approach that prioritizes humanitarian response while contributing to social and economic development objectives.

#### MM4R Partnership with JOPACC

JoPACC's strategy for the years 2019-2022 is constructed around a high-level goal: **comprehensive and innovative digital payments benefiting all and contributing to the financial inclusion in the kingdom and to achieving a digital economy.** To implement its strategy, JoPACC works on increasing access, adoption and usage of digital

payments by expanding access to financial services and providing solutions to challenges that currently make the adoption of financial services slow and limited.

To advance access to financial services and contribute to increasing financial inclusion rates in the kingdom, JoPACC partnered with MM4R to expand the agent network of mobile wallets. MM4R has allocated a fund of **30,500 JDs** for the implementation of the project. To achieve the stated objective, JoPACC is collaborating with the Jordan Post Company to utilize its branches that are spread across the Kingdom to serve as super-agents to all mobile payment service providers (PSPs), benefiting all wallet holders. JoPACC has developed a Unified Agent Interface (UAI) that enables agents to serve clients of all PSPs by providing one access gate to all PSPs applications. JoPACC has further worked with the World Food Programme (WFP) and the German Development Cooperation (GIZ) to enable access to humanitarian aid to refugees and vulnerable groups through mobile wallets. JoPACC intends to continue its work with the Jordan Post Company to eventually reach all the branches in the kingdom.

### **Challenges to tackle**

- Lack of a strong well-spread agent network of mobile payment service providers.
- Existing agents serve only clients of the PSP they are contracted with.
- Humanitarian assistance to refugees and vulnerable groups is mostly delivered in cash.

### **Benefits of the project**

- Recipients of humanitarian assistance get access to financial accounts and receive the assistance in more privacy.
- Supporting post office branches by enhancing their technical infrastructure.
- Post office branches enhance offered services by digitalizing them and benefit from training their staff on the use of digital channels for payments.
- JoPACC contributes to increasing financial inclusion and to achieving the goals of the National Financial Inclusion Strategy of CBJ.

### Progress to date

- 10 post office branches in Mafraq have been equipped with the necessary infrastructure to enable mobile money agent operations. Training of those branches on how to serve as agents is to follow.
- All post office branches in Amman have been trained on the use and benefits of mobile wallets and on how to serve as agents.
- GIZ and WFP beneficiaries (Jordanians and Syrians) participated in a pilot event in Mafraq to learn about mobile payments, the services of post office branches as agents through the UAI were kicked off in Mafraq. Around 260 WFP beneficiaries opened mobile wallets at the pilot event.



