

Mobile Financial Services in Rwanda

Assessing the QoS Performance



The Rwanda MFS Landscape



The Mobile Financial Services industry maintains a steady growth YoY...

+77,000

Agents nationwide

+11M

Registered customers

+4.3M

Active customers

+300M

Transactions

+1.8T

Rwf Transaction value

The Rwanda MFS Landscape

...while maturing in a more Financial Services from the traditional sending and receiving money

1 Deposit/Cash in your wallet through;



agents

Agent Cash in



Bank Push and Pull



Bulk Payment

3 Access Financial services



Savings



Savings



Insurance

2 Use your funds by



Sending to relatives



Sending Money internationally



Pay Bills, Buy Goods and Services



Measuring Our QoS
Performance

Our Qos KPIs



Platform Uptime

Products accessibility

Float availability

Complaints Ratio

Security

Our Qos KPIs



Platform Uptime

Avg = 99%

Products accessibility

Count of Agents/Subscriber

Float availability

Minimum float required per Agent

Complaints Ratio

Less than 20% of Call drivers

Security

Count of reported frauds



Thank you
Murakoze