

	<b><u>PROCEDURE: REMOTE SIGN UP OF NEW MONEY247 CUSTOMERS</u></b>	<b><u>RESPONSIBLE</u></b>
1	Money247 will allow a selected few agents to sign up customers remotely (via telephone / whatsapp / sms / email)	Money247 Management
2	Make contact with the customer and explain the value proposition thoroughly	Agent/Agency
3	Explain to the customer that he/she will have to pay the R150 joining fee PLUS an additional R60 for postage (Money247 will send counter-to-counter via Pep Stores/PicknPay) <b>Client must deposit a total of R210</b>	Agent/Agency
4	<p><b>Collect ALL the relevant FICA documents :</b></p> <p>a) Clear photo or copy of <b>SA ID/Passport/Asylum Document</b>,</p> <p>b) Clear photo or copy of <b>Proof of address</b> in clients name (not older than 3 months), SAPS affidavit/Council letter/Rental Agreement accepted,</p> <p>c) Clear photo of <b>client holding either SA ID/Passport/Asylum document under his/her chin</b>,</p> <p>d) Clear Photo or copy of <b>Customer Account Application Form (front &amp; back)</b> <b>VERY IMPORTANT</b> that these documents/photos are of good quality otherwise it will be rejected, all info on documents must be eligible</p> <p>e) If client <b>cannot print the Customer Account Application Form (front &amp; back)</b>, Money247 Support will complete the Application form and send this document with instructions to the client to sign and return when posting the Card. The client will be responsible to send a clear signed copy or photo of the front and back for approval. Create a folder on your computer containing all the documents</p>	<p>Agent/Agency</p> <p>Agent/Agency</p> <p>Agent/Agency</p> <p>Agent/Agency</p> <p>Money247 Support</p>
5	Send ALL the relevant documents for <b>APPROVAL</b> to support via whatsapp on: 0837989504 in ONE WHATSAPP message	Agent/Agency
6	When you have received approval of documents from Support and the customer is ready to pay the R150 + R60 = R210, you create the new account	Agent/Agency
7	The new customer must wait <b>AT LEAST TWO HOURS</b> after you created the new account before he/she make the payment at one of the Pay@ stores	Customer
8	As soon as the customer make the payment, forward the picture of the proof of payment of a minimum of R210 to Money247 Support once received from Customer	Agent/Agency
9	Money247 will record the number of the debit card and dispatch the card & Customer Account Application form (if not received yet) via post	Money247 Support
10	Once the customer receives the card, he/she must contact the agent that opened the account. The Customer must then take a picture of the Card and send this to the Agent/Agency. The Agent will then verify the customer and assign the card	<p>Customer</p> <p>Customer</p> <p>Agent/Agency</p>
11	Make sure that the customer receive "after sales service" by forwarding training material / videos as well as Money247 Support contact numbers	Agent/Agency