



FREQUENTLY ASKED QUESTIONS

What is Quickteller Paypoint?

Quickteller Paypoint is the trade name for IFIS Agent locations. It's a one-stop shop where all the products/services provided by IFIS Ltd can be accessed and purchased.

IFIS stands for Interswitch Financial Inclusion Services Ltd. We are licensed by the Central Bank of Nigeria to provide digital financial services aimed at bringing basic financial services to the door-step of the unbanked/underserved Nigerians, currently estimated at more than fifty million adults.

Q: What are the transactions that can be carried out at a Quickteller Paypoint?

The following services are available at any Quickteller Paypoint:

- Airtime recharge (all networks)
- Bills payment/settlement (electricity bill, water bill, Waste bill, DStv, GOtv, Startimes, actv, Local and State government levies/taxes, estate permits, etc.)
- Funds transfer (sending money to, and receiving money from, any person nationwide)
- Account opening with any bank
- Payments - for insurance premiums, airline tickets, embassies, etc.
- Deposit of funds (cash-in) into own or a third-party account
- Withdrawal of funds (cash-out) from own account

Q: Who can use Quickteller Paypoint services?

Everybody can access and use Quickteller Paypoint services - from students to artisans, traders, the self-employed, professionals and everyone who requires access to basic financial services.

However, Quickteller Paypoint is primarily targeted at the underserved and financially-excluded.

Q: Who can be a Quickteller Paypoint Agent?

Individuals, small to mid-size businesses, institutions etc can become Quickteller Paypoint Agents upon registration and submission of requisite documentations.

The requirements are based on the class of agent applied for e.g. classic, standard and prestige.

Individuals and unregistered businesses (mass/umbrella agents) fall under Classic category. MSMEs, mom-and-pop shops, salons, supermarkets, chemist shops, grocery stores, etc. fall under the Standard category; whilst bigger businesses like petrol stations, pharmacy chains, Quick Service Restaurants (eateries), etc. fall under the Prestige category. Institutions with structures like MFBs also fall under the Prestige category.

Having an existing business which attracts reasonable footfall is a basic requirement. In addition, one must have a physical location that is easily accessible to people as well as an acceptable means of identification.

For corporate entities and institutions, business registration/incorporation documents will also be required.

Q: What happens if my phone is missing or damaged?

Your money is safe as the funds in your electronic wallet is actually in the settlement bank and not on your phone.

However, you must ensure that your log-in details as an Agent are not compromised in anyway.

Once you get another phone, you will have to undergo the set-up process after which your agent account details are synchronized with your new phone.

Q: What are the benefits of becoming an Agent?

- Additional revenue from commissions and incentives
- Increased sales from additional foot-traffic
- Differentiation from other businesses - being a Quickteller Paypoint Agent differentiates a business from others in its category/industry
- Reputation earned from the Interswitch pedigree
- Social relevance to the neighbourhood/ community where Agent operates

Q: How can I get started as an Agent?

- Ensure you have a work tool/device (Smart phones that run on Android 4.4 OS)
- Complete and submit the registration form
- Provide the required KYC documents
- Provide the minimum operating capital requirement
- Receive validation and setup details
- Be enlisted for training
- Receive starter pack and branding materials
- Commence live transactions documents will also be required.

Q: How can I identify a Valid Quickteller Paypoint Agent?

At the minimum, all agents who are registered with IFIS have a unique, verifiable registration number displayed conspicuously with their Quickteller Paypoint signage at their business locations or shops. They also have IFIS identity cards with customer care lines.

Q: How do I get started as a Customer?

A: Just walk into any Quickteller Paypoint location in your neighbourhood, communicate the service you need to the agent and you can be sure to be wowed with exceptional service delivery in a timely manner.

Q: Where can I find a Quickteller Paypoint Agent?

Quickteller Paypoint Agents can be found at roadside kiosks, Parasols, eateries, petrol stations, post-offices, Local Government secretariats, estate corner shops, shopping malls, pharmacy stores, salons, mom and pop shops, etc. across the locations where we have presence.

However in our first year of roll-out, we shall be limited to the following states: Lagos, Rivers, Abuja, Kano and Oyo and expand to other states in subsequent years.

Just lookout for the Quickteller Paypoint Agent/ signage in your neighbourhood community where Agent operates

Q: Who regulates the activities of Quickteller Paypoint Agents?

A.: IFIS is licensed and regulated by the Central Bank of Nigeria (CBN). IFIS registers and monitors the activities of Quickteller Paypoint Agents to ensure they comply with the standards and procedures approved by the CBN.

Q: How will I be supported as an Agent?

A: Quickteller Paypoint offers a well-resourced multi-level support structure to attend to agents in the event of complaints and feedback. Depending on the nature of the complaint raised, the agent will be contacted by our team of customer care professionals and the issue will be resolved in a timely manner.