Expression of Interest

Mercy Corps is seeking expression of interest from financial service providers to provide information on financial services provided by the respective entity. Applicants are required to provide information on the questions provided below in order to detail products and services on offer.

**No Financial Offer** should be submitted.

**There will be no selection or commitment from any party through this EOI.**

| **Service Name** | Provide Contact Information (full name, address, country, telephone, email addresses, website, contact people) |
| --- | --- |
| **Financial Product Description**  | Please describe your payment options and/or other financial services: These may include, but are not limited to:* Person to Person (P2B) transfers, including cross-border / remittances
* Client to Business (P2B) transfers, e.g. in-store purchases
* Salary transfers, from employer to employees
* Government to Person (G2P) transfers
* Bank / IBAN transfers, including cross-border
* Savings wallets or products

For each product or service on offer, please indicate:* Ability to support **bulk** **transfers**, meaning one (1) Primary Account sending to ## individual accounts
* **Account enrolment process** (per individual): what is the client experience / journey to open an individual account to receive recurring transfers?
* **Verification of Transfer Receipt**:
	+ How Primary client confirms receipt of each transfer (to individuals) when sent in bulk
	+ How individual account holder / transfer recipient is notified of transfer
* **Cross-border transfers, incl. currency available** (USD, LBP)

**Mobile-based services or options** for transfer recipients / clients, including SMS, messenger apps (e.g. Whatsapp), native wallets / transfer apps |
| **Know Your Client (KYC)** | Please detail all KYC requirements, including acceptable documentation and method(s) of verification (i.e. in person, online submission, etc.)* *What is your experience with clients who may not have government-issued ID?*
 |
| **General Services & Regulations** | Please detail your general services, including any regulations or restrictions. If these are distinct per product listed above, please indicate as such:* **Transfer limits**: is there a limit for the number and amount of transfers per day?
	+ *If able, include any details on* ***liquidity management***
* **Number of agents or branches** across Lebanon and geographic spread (Governorate,District,Casa)
* **Account / Transfer Monitoring:** what is available for Primary Clients to monitor transfer status per individual and/or transfer product (e.g. online account portal)
* **Data protection policies**: do you have a standing policy?
 |