



**FINANCIAL  
INCLUSION  
CENTERS**

# FIC Professionals Network Plc

**A Stakeholder Owned Organisation**

FINANCIAL INCLUSION CENTERS  
12, ALGIERS STREET, WUSE ZONE 5, ABUJA



# ORGANISATION BACKGROUND

FIC Professionals Network Plc.

is an industry stakeholder owned organisation to pioneer professional agent network for the financial inclusion ecosystem which aligns with the Government's objectives for access to credit , wealth creation and employment generation.



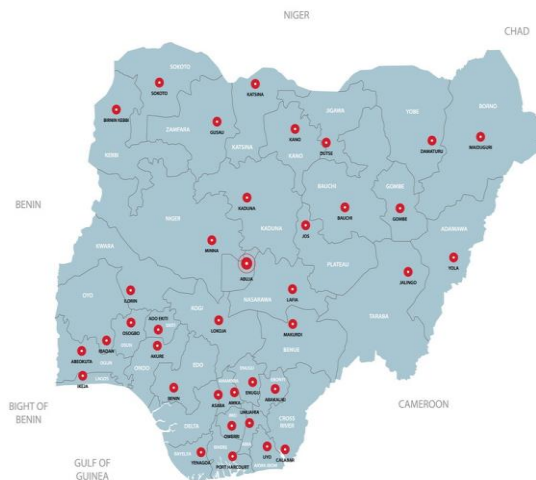
# **PILLARS OF DEVELOPMENT**

**To align with FG/CBN policy , FIC group has an ECOSYSTEM APPROACH to economic and financial inclusion in our society based on the following pillars:**

**PROFESSIONAL AGENT NETWORK**

**DIGITAL IDENTITY SYSTEMS**

**CREDIT GUARANTEE SCHEMES**



# TAKE ADVANTAGE OF NEW REGIME CREDIT POLICY

**FIC PROFESSIONALS NETWORK PLC  
FINANCIAL INCLUSION CENTERS**



*You too can setup*

# **Agent Banking Digital Economy Financial Inclusion Center**

*in your Community!*



# COMMUNITY BASED CENTERS



 Profitable  Professional  Digital  
**FINANCIAL INCLUSION CENTERS**

**digitally assisting businesses to  
gain access to a wide range of financial  
and related services !**



# FIC LOCATION PARTNERHIP

FIC Location Partners are required to setup and operate a Financial Inclusion Center within specific communities.

**This business opportunity is available to:-**

- ✓ Legitimate businesses with going concerns.
- ✓ Businesses that are classified as credit worthy
- ✓ Tax and business records must be up to date
- ✓ Safe and accessible agent business location



# QUALIFICATION REQUIREMENT

Organizations with the operation and financial capacity to provide agent management and support services :-

- ☐ Professionals in financial and related services
- ☐ Community leaders and associations
- ☐ Trade groups and market associations
- ☐ MFI , credit and thrift collectors
- ☐ Financial Cooperatives , Development NGOs.
- ☐ Aggregators and Agent Managers





# FIC PARTNERSHIP SUPPORT

*End to end agent management and business support services and solutions to interested partners such as :*

- ✓ Regulatory requirements and compliance support
- ✓ Business analysis and agent service provisioning
- ✓ Financial institutions agent relationship
- ✓ Simplified but robust agent services platform
- ✓ Product Development and business models
- ✓ Professional staff training and Best practices
- ✓ Location acquisition , setup and branding
- ✓ Quality customer service support.



❑ Each application received is approved based strictly on provided guidelines for FIC Location partnership :

- Verification of the suitability of partner location
- Location approval is based on accessibility
- Documentation of applying partners
- Minimum equipment set-up requirements
- Training and CIBN Certification of location staff
- Biometric data capture setup



# STRUCTURED LOCATION SETUP

This model provides a framework for several players to operate a single location and recognizes a role for a location owner, location sponsor, location staff and FIC - the network manager to share transaction income.

**Location Owner – 65%**

**Agent Manager – 10%**

**FIC – 15%**

**Platform Provider – 10%**



# FIC LOCATION GUIDELINE

Daleko Market, Mushin.

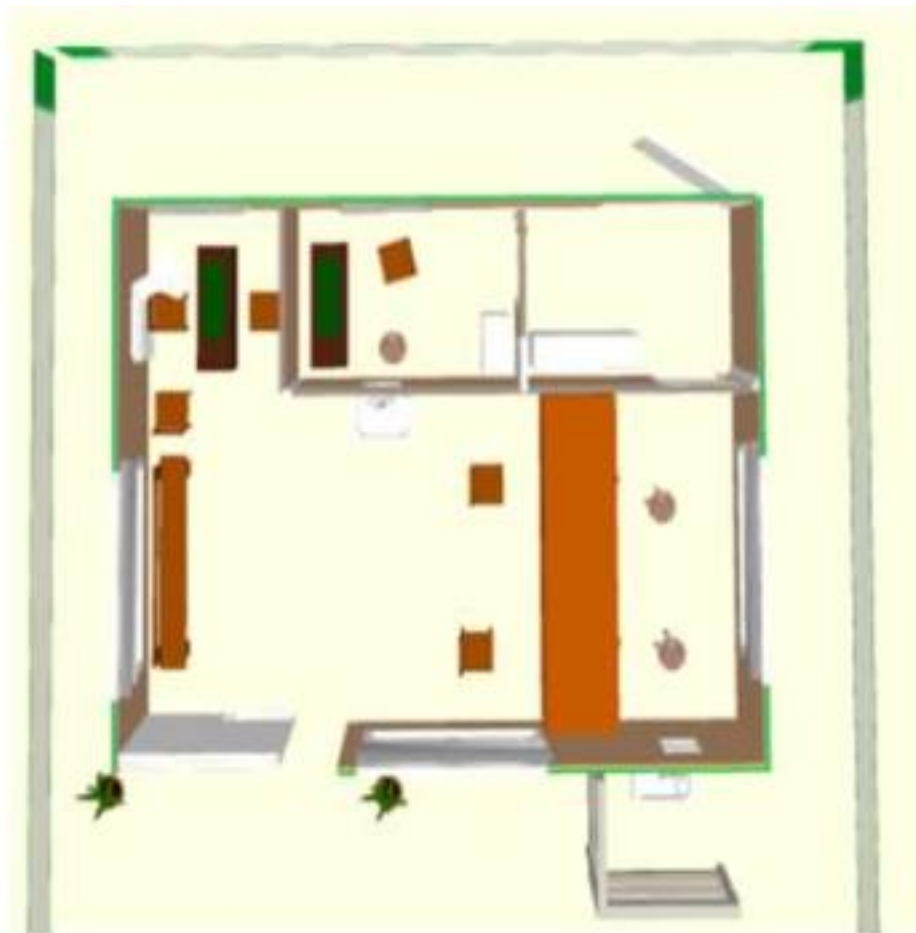


## FINANCIAL INCLUSION CENTER

DESCRIPTION	COMMENTS
Viable Agent Location	Like a Mini Bank Branch , preferably <ul style="list-style-type: none"><li>- close to a market</li><li>- on a main road or</li><li>- around a major bus stop area.</li></ul>
Location Structure :	<p>A well-built , shop or building with a secure back entrance for staff</p> <p>Easily accessible and visible but secured service window/s.</p> <p>Waiting area for up to 10 customers</p> <p>Publicly accessible convenience</p>



# FIC LOCATION LAYOUT SAMPLE



FRONT VIEW MAP ANGLE



FRONT VIEW AT AN ANGLE



# FIC COMMUNITY LOCATIONS

**Each Center is expected to be equipped with :**

- **Biometric identity registration device**
- **Computer systems integrated to the financial services and identity management platforms**
- **Reliable connectivity and internet access.**
- **Manned by CIBN Certified Agent Bankers**



# RECOMMENDED EQUIPMENT



**FINANCIAL  
INCLUSION  
CENTER**

Daleko Market, Mushin.

Agent Banking

Digital Identity

Business Loans

eCommerce



Professional Network's PLC

- ☐ Agent Services Computer Systems
- ☐ Customer and Field Service Terminal
- ☐ Identity Biometric Registration Devices
- ☐ ATM Card Personalisation Printer
- ☐ Business Document Printers
- ☐ Network Connectivity - VPN
- ☐ Backup Connectivity - Modem
- ☐ Backup Power Source
- ☐ Document Safe or cabinet
- ☐ Document Scanner /Printer
- ☐ Location Furniture and Branding
- ☐ Cooling system and installation
- ☐ Internal and External Lighting
- ☐ Agent Platform Systems Integration
- ☐ Mobile Service Vehicle ( Tricycle )



# COMMUNITY BASED PROFESSIONALS



**CIBN Certified Agent Bankersd**  
are equipped with  
**Mobile biometric registration devices**  
for NIN and BVN ,  
ATM Card Activation ,  
KYC , Account Opening ,  
Payments Channels, Grant  
Disbursements ,  
eCommerce delivery  
Loan Collections ,etc



@FICXng



## AGENT SERVICES PROVIDED :

- ☐ NIN Enrollment
- ☐ BVN Enrollment
- ☐ State Resident Registration
- ☐ Account Opening
- ☐ ATM Card Issuance
- ☐ Address Verification
- ☐ POS Customer KYC
- ☐ **MSME Digital Onboarding**
- ☐ Loan Management
- ☐ eCommerce Services
- ☐ State ID and Tax Collection
- ☐ Fraud Management







# CENTER VIABILITY OVERVIEW

Location Customer Target	5 new customers per day 2,500 customers over 2 years
Location Agent Watch words	Profitable but affordable Professional but localized Equipped but practical
Complete Finance Overview	A broad range of financial services totaling between N1 – 5 Million in value 1 – 10 year facility tenor 5 - 10% per annum interest rates
Location Portfolio Target	N2.5 – 20 Billion 1 -2% in agent fees
Location Income Target	N20 – 200Million per annum by year 3



# **GOVERNMENT AND PRIVATE SECTOR INDUSTRY STAKEHOLDER COLLABORATION APPROACH**



# STAKEHOLDER PARTICIPATION IN *ECONOMIC & FINANCIAL INCLUSION* IN NIGERIA.





# FG PALLIATIVE COLLABORATION



21<sup>ST</sup> March, 2024





# THE NEW NATIONAL ID CARD SCHEME

## For Nigeria:

- Promote more customised local payment services.
- Tighten payment security.
- Deepen financial inclusion.
- Ensure data sovereignty.
- Enhance government social intervention programmes.
- Eradicate FX dependence.



## For Nigerians:

- Improved affordability.
- Improved flexibility of payment options.
- Robust reward system
- Improved ease of transaction processing.
- Quicker, easier and cheaper dispute resolution process.

**The issuance of over 108 Million AFRIGO Cards across Nigeria by the banks will require community centers**



# **DIGITAL IDENTITY PROJECTS**



**NIN and BVN Registration**

**State Resident Registration**

**108M National ID /Domestic  
Card Scheme - AFRIGO Card**

**Mandatory Use of NIN - CheckNIN**



# AGENCY BANKING

## CERTIFICATION PROGRAMME





# BANKS COLLABORATION







# EXECUTIVE MANAGEMENT TEAM

**MANAGING DIRECTOR – ONITIRI, RAFIAT OLUWATOYIN. FCIB;** Her wealth of experience in the Financial Industry span over 2 decades at FSB now Fidelity and Skye Bank. A current serving Council Member of the CIBN..



**EXECUTIVE VICE CHAIRMAN – Christabel Onyejekwe** was until recently, an ED at Nigeria Inter-Bank Settlement Systems (NIBSS) Plc. She has over 27 years of financial industry experience where she worked with First Bank and UBA respectively and had oversight supervision of major conglomerates/multinationals in the industry.



**EXECUTIVE DIRECTOR – Mr Segun Shonubi** is a 25-year veteran of the CIBN. He retired as Director of Certification and capacity building organizing workshops and numerous programmes for the institution. A public communication and HR Specialist

**EXECUTIVE DIRECTOR – Sola Bickersteth** is a subject matter expert in Financial Inclusion with over 15 years of managing pioneering projects like BVN, NIN, NAPI, NCC Sim Reg. among others, after selling his naira.com platform to Chams Plc in 2008.





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