

Roles and Responsibilities

of E-Money Issuer (Fasspay) and Partners:

	Fasspay	White Label Partner
 Description	• Approved E-Money issuer to issue prepaid cards; and • Approved to provide white-label E-Money solutions to partners.	• Responsible for customer onboarding and customer service-related matters (i.e. 1st point of contact for customer facing processes).
 Overview	• Oversees the E-Money platform and ensures regulatory compliance for all partners.	• Manages customer-facing processes such as onboarding and customer service-related matters (i.e. first point of contact), ensuring a smooth experience for customers.
 Application of Services (Customer Onboarding)	• Ensures customer onboarding adheres to regulatory requirements, including independently performing KYC, e-KYC, and AML/CFT compliance. • Provides onboarding tools and processes for partners to follow.	• Handles the customer interface during onboarding, ensuring a smooth experience and compliance with regulations, while maintaining a user-friendly process.
 Settlement/ Fund Management	• Manages settlement and pre-funding processes, ensuring that all transactions between partners and customers are settled in a timely manner.	• Presents transparency of financial transactions to end customers by adhering to Fasspay's standards.
 Customer Service and Inquiry	• Manages customer service for inquiries related to E-Money services from partners. • Manages issues or queries from regulatory channels.	• Provides first-level customer service for inquiries and complaints from customers regarding repayment schedules, account information, and dispute resolution.
 Fraud Management	• Performs overall compliance and fraud detection, transaction monitoring, secure customer data management, and KYC processes to prevent fraud within the E-Money ecosystem.	• Acts as the frontline fraud response, communicating with customers to resolve fraud-related matters with their customers.
 Claims and Disputes	• Handles claims and disputes related to E-Money services.	• Handles disputes from customers, providing timely resolution and communication on complaints regarding other services provided.

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Resources: <https://fasspay.com/>

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