

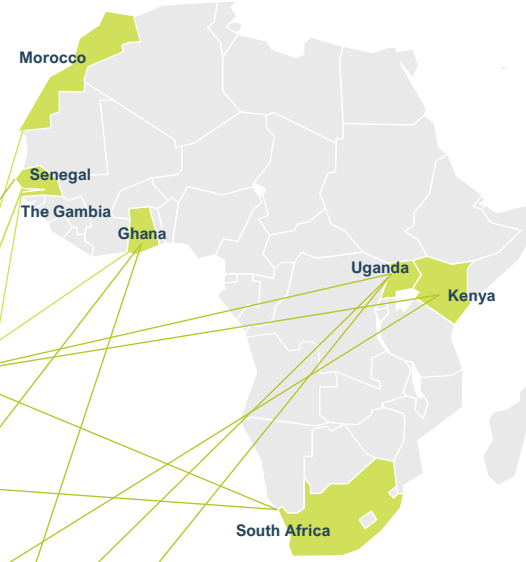
The Remittance Access Initiative delivers impact for low-income households

Know-your-customer (KYC) and customer-due-diligence (CDD) requirements can **inhibit access to remittances** for low-income, rural households and women.

To change this, Cenfri – in partnership with IFAD's Financing Facility for Remittances (FFR) – provided technical assistance to remittance providers (RSPs) in 7 African countries. Through a **range of interventions**, the Remittance Access Initiative enhanced the CDD frameworks of these RSPs thereby enabling opportunities to onboard more individuals and enhance the flow of remittances.

Interventions

Challenge	Intervention
Limited access to remittances due to limited physical access points	Improve the agent risk-assessment process and the agent onboarding policy
Inaccurately flagging customers as high risk, thus subjected to stringent KYC and CDD.	Introduce proportionate risk mitigation measures
Improper implementation of KYC and CDD by frontline staff and agents	Strengthen RSP's KYC and CDD policies and practices (through training)
Limited access to remittances due to lack of ID	Provided guidance on how to create 'KYC lite' remittance accounts
Limited access to remittances due to lack of ID (forgotten/loss/damage)	Assisted RSPs leverage alternative forms of identity verification (digital ID)
Limited access to remittances due to semi-literate customers (money transfer forms)	Replace the money transfer form with system-generated receipts



Impact in numbers

The programme removed KYC and CDD barriers for



358,305
customers



44,689
transactions

+ **176,659** predicted impact over the next 2-3 years

How did we do this? **Who** did we work with?



Financing Facility for Remittances



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