Financial service providers baseline checklist

This set of questions will guide your interviews with representatives of financial service providers. The questions suggested are broad and should be adapted to the local context. The information gathered from different service providers can be organised in a spreadsheet (see mapping service providers template tool) that allows for an overview of the service providers operating in the affected area, their distribution, and capacity.

### Services provided and coverage

* What cash transfer services do you offer?
* What geographical areas do these services cover?
* How many agents/outlets/branches do you have and where are they located?
* What is the coverage of remote locations and how does it work (agents, physical transport of cash, etc.)?
* Which type of and how many customers do these services reach?

### Costs

* What are the costs associated with cash transfer services (fixed costs, transaction fees, other fees, insurance, etc.)?
* Would these costs be different if these services were to be offered in remote areas?

### Experience and capacity

* Have you ever worked in partnership with humanitarian actors or the government to offer cash transfer services to shock-affected or vulnerable populations? If yes, please describe your experience.
* What is your capacity to expand your services in case of a cash-based response to a shock?
* What is your liquidity capacity in terms of the number clients (beneficiaries) you can serve within an established timeframe (number of days or weeks)?
* Would you need any support (financial, human resources, hardware, etc.) to expand your services? If so what kind of support?
* What is your capacity to provide technical support (hotline, staff, etc.)?
* What documents (ID cards) and skills (literacy, technology familiarity) are needed from customers to enable cash disbursement?

### Legal requirements and security

* What is your financial legal status?
* What are the national laws and government policies regulating cash transfer services?
* Which security measures would you be able to put in place to ensure customer safety in remote areas?