

Financial Service Providers Capacity Assessment Tool

1. Give us a brief background of your organization both at national level and local capacity (age of the company, national level capacity, branch age, brunch level capacity, staffing capacity, how many people can the brunch at maximum serves etc) ?
2. Have you managed cash transfer programs for people affected by disaster before? [If not] Have you supported other bulk payments before? [If yes] Please describe. Digital or physical cash? Rural or urban? Other defining characteristics/special circumstances?
3. Do you have agents in our target geography? (if not) can you travel to the IDP site and conduct payment?
4. Does there any risk that you expect might happen in the site? What is your strategy to mitigate the risk or minimize the impact?
5. What strategies do you have in place to manage large numbers of new customers at one time? When have you done this previously?
6. In our target communities, how many transactions do your agents perform, on average, per day? per week?

7. What are some of the challenges you have faced supporting previous cash transfer or bulk payment programs?

8. Have users demonstrated satisfaction with the service? What challenges have they reported?

9. Are agents mostly cash-in or cash-out agents?

FSP Presence	Zone	Woreda
Areas where the FSP has presence		
Areas where the FSP doesn't have presence		
Areas where the FSP can assign tellers (of the areas where the FSP has no presence)		

NB: Please attach if the FSP has map of presence in the area.