



2nd Annual Conference East Africa Post & Logistics Forum (EPLF)

The Role of Postal Corporation of Kenya in
Advancing Financial Inclusion





Introduction

Financial inclusion refers to the accessibility and availability of essential Financial Services to all individuals and businesses within a given society or economy , regardless of their income level, location or social status (all segments of the population, particularly the marginalized or underserved).

1. The Post plays a significant role in advancing Financial inclusion especially in areas where traditional banking services are limited or unavailable.
2. With its extensive network, trusted brand name and community presence, the Post contributes to financial inclusion in the provision of basic financial services.



Our Financial Services

MONEY ORDERS

1

This is a cash transfer service where the Post office acts as the link between the sender and the recipient. The Sender deposits cash at the nearest Post Office and the recipient receives it at a specified office known as paying office. It can either be domestic (individual) or institutional.

a. Domestic Money Order

- As good as cash but 100% safer
- Serves the institutions segment and the larger Public.
- The sender fills and presents the form and cash to the teller who in turn issues him/her with a receipt and an order to be mailed to the payee by the sender.
- The payee presents the order and identification documents to the paying office

b. Institutional Money Order

- The institutional money order is a service specially designed for schools and colleges for payment of school fees. The customers who use this service benefit from special low rates





Our Financial Services

EFT – POSTAPAY

2

This is an Electronic Funds Transfer service that offers PCK customers the opportunity to send and receive money instantly from various locations both locally and internationally. Posta pay enables one to send or receive cash in less than five minutes through our wide network of Post Offices. It can also be used to collect and disburse loans for the customers' convenience with the information being available for viewing real time.

Customers can pick their loans at their convenient location.

Benefits of EFT Posta Pay

Ease of Use - One needs to fill and hand over a form to the teller who gives the sender a unique transaction number. The recipient in turn presents this number and identification number for payment in any Postal outlet

Accessibility - Postapay outlets are strategically placed countrywide, this eliminates distance travels. Customers can also send and receive money locally and internationally.

Affordability- Postapay tariffs are affordable.

Convenience- PCK has a wide distribution of its outlets with long business hours.

Secure- PCK has put a secure system in place to provide confidentiality in the transmission of information.



Our Financial Services

AGENCY SERVICES

3

Postal Corporation of Kenya has a wide network of offices which are largely automated that provides a wider reach to customers

Agency Services are offered by PCK as Third Party Payments. This is where the Corporation stands in as an agent of a Principal to either pay dues to the principals' customers or to collect dues on behalf of the principal.

These include Payment of dues e.g. salaries, dividends, bonuses, Collection of dues e.g. Insurance payments, bills and other payments.



Our Financial Services

AGENCY SERVICES

4

Postal PCK has a partnership with selected banks to provide banking services on their behalf. The services offered includes; Cash Deposits, Cash Withdrawals , utility payments, school fees and Balance Inquiries among others.

The banks on board include National Bank, KCB bank, Family bank, Cooperative Bank, Family bank and in the pipeline we have Postbank and Eco-Bank.

Benefits of Agency Banking Service

- Customers get convenience by banking accessing banking services at their nearest post office hence improved customer experience and feet flow to our outlets
- Additional revenue to Postal corporation





Our Financial Services

MOBILE MONEY

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Postal Kenya is a world leader in mobile money innovation. It is the home of Mpesa, the leading mobile money transfer service in Africa, with over 50 million active users, consequently mobile money is the prevalent mode of payment for most online transactions. To support this, Postal Corporation of Kenya has partnered with the mobile money providers and is an agent of Safaricom, Airtel and Telkom offering. Posta Kenya is equally in the process of venturing into this arena through the ongoing procurement process for a wallet. Once concluded in the next few weeks, the Posta Pay wallet will complement Mpesa thus drive financial inclusion further.





Our Financial Services

POSTA WALLET

6

Posta Kenya is in the process of revamping its EFT Posta Pay platform through a partnership with a Payment Service Provider licensed by CBK. The fully automated solution will allow customers to send/receive money, Government/ County disbursements of stipends, revenue collections, loan disbursements by MFIs & Saccos and bill/utility payments.

The Postapay eco-system will leverage on the relatively high internet penetration levels and the embrace of e-commerce by the market. The system will be accessed through multiple channels from which ever end point you may have, both web and mobile app, USSD for the basic handsets.

Integrate with major banks for transfer, deposits and withdrawals of funds. Transaction flows seamless, affordable, easy and convenient.



Our Financial Services

BENEFITS OF A POSTA WALLET

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- a. Posta Digitization – Address the digital customer needs
- b. Revenue growth from existing & new customers with greater satisfaction
- c. Interoperability – customers can send/receive money across all networks
- d. Competitive market rates
- e. Tap into the unbanked and underserved citizens in the rural areas thus playing a key role in the expansion of financial inclusion by bridging the digital divide.
- f. Accelerated financial inclusion to sections of disadvantaged and low-income segments of society due who will access Financial Services through our network and platform
- g. Ability to do county and national collections. Revenue growth from new and existing customers with greater satisfaction that will build institutional sustainability and resilience



Conclusion

In summary, the Post Office's widespread presence, community trust, and ability to provide basic financial services makes it a crucial player in advancing financial inclusion, particularly in areas where traditional banking services are limited.

By leveraging its strengths and adapting to modern technologies, the Post Office can continue to play a vital role in ensuring that all individuals have access to essential financial services.

In addition to Banking services, digital Financial Services, Money Transfer, Remittances and utility payments, disbursements of government social protection funds , we look forward to diversifying to Insurance, Investment and Savings, Credit and Loans as well as Financial literacy where the Post will play a vital role in improving Financial literacy within communities.



Thank You
