

Mobile Money Infosheet: bKash

USAID promotes increased access to and usage of mobile financial services in order to deepen financial inclusion, accelerate broad-based economic growth, and instill transparency into funding flows. These infosheets provide information on different mobile financial services available in Bangladesh so that USAID implementing partners can make more informed decisions when choosing a provider.

Overview: bKash offers a range of products and services, including cash transfers between individuals (P2P) and between businesses/organizations and individuals (B2P), bill payments, merchant payments, airtime purchases, and international remittance payments. Money can be deposited and withdrawn from mobile accounts at any of bKash's 85,000 plus agents across Bangladesh. Accounts are tied to individual SIM card numbers and can only be accessed by the user through their personal PIN. Users can dial *247# on any of the four mobile operators to access their account by USSD menu (currently only available in English).

Setting up a corporate account: The first step to opening a corporate account with bKash is to sign an MOU with them. After that, you can open a master account (through BRAC Bank) that your organization can deposit funds into and use to make payments.

Process for making bulk disbursement payments: Corporate account users can send money transfers in bulk by sending a list of the individual accounts plus the amounts to be transferred to bKash via email, although they are working on developing an automated system for these purposes. Once the payments have been made, bKash sends a notification with a report of transactions, including any that failed to go through, to the organization.

Pricing structure and limitations:				
Action type	Corporate accounts	Limitations	End-user (P2P)	Limitations
Opening an account	FREE		FREE	<ul style="list-style-type: none"> None
Cash in	N/A		FREE	<ul style="list-style-type: none"> BDT 25,000/day 5 times/day BDT 150,000/month 20 times/month
Collection	1.50%*Corporate Collection Settlement Charge	No limits	N/A	<ul style="list-style-type: none"> N/A
Cash out from agent**	N/A		1.85% charge will be automatically deducted from bKash Account.	<ul style="list-style-type: none"> BDT 25,000/daily 3 times/day BDT 150,000/month 10 times/month
Cash out from ATM**	2% charge will be automatically deducted from bKash Account	Between BDT 2,000 to 20,000	2% charge will be automatically deducted from bKash Account	<ul style="list-style-type: none"> Between BDT 2,000 to 20,000 3 times/day BDT 150,000/month 10 times/month
Cash out from Bank Branch**	N/A		N/A	<ul style="list-style-type: none"> N/A
Transfer money	Corporate Disbursement Charge: 0.50%*	Through bank order via email/hardcopy	BDT 5/transfer	<ul style="list-style-type: none"> BDT 10,000/day 20 times/day BDT 25,000/month 70 times/month
Merchant payment	N/A		FREE	<ul style="list-style-type: none"> Unlimited
Mobile Top up	N/A		FREE	<ul style="list-style-type: none"> BDT 10,000/day BDT 1,000/time BDT 100,000/month

*Corporate disbursement tariff is negotiable in nature depending on business volume, nature etc.

** Maximum cash out in any mode in total is BDT 150,000/month

Coverage profile:

Type	Number nationwide	Additional details
Subscribers (Active)	• 6,000,000+	• Country wide coverage
Agents	• 85,000+	• Country wide coverage • Own agent of bKash (3rd Party Agent)
ATMs	• 300+	• Only BRAC Bank ATM booths are applicable for cash out of bKash. Major Cities of Bangladesh is the geographic coverage.
Full service branches	• 150+	• BRAC Bank branches
Partial service offices	• N/A	• N/A
Merchants	• 1,000+	• Dhaka & CTG Based

Examples of NGOs using this service:

1. **Oxfam** is using bKash to deliver grants to their poorest beneficiaries.
2. **Plan Bangladesh** is implementing a project including a consortium of 5 international agencies funded by DFID (UKAid – development wing of UK government) in 14 unions within Banrguna and Patuakhali districts. They provide cash for work and livelihoods grants to 14,481 households in fixed amounts every 6 months. They decided to use bKash to transfer these funds in order to avoid any misappropriation and mismanagement. They have also partnered with Banglalink, which has provided free SIM cards to all beneficiaries to ensure that they have connectivity.
3. **CLP** is using bKash to issues grants to 17,000 beneficiaries.
4. **HelpAge International** is using bKash to provide aid to the poor in some of its projects.
5. **English in Action** disburses training allowances via bKash.
6. **ICDDR** also used bKash to issue allowance to employees.

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