



Service Provider Services and Guidelines

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Updated: 2nd of June 2021



Abstract

This Appendix describes how the Service Provider and the Supplier will work together collaboratively in delivering the Service Provider Services. The Service Provider must adapt to the tasks and conditions included in the Selling Services and Onboarding Services as outlined in this Appendix.

The Supplier reserves the rights to update and/or replace content in the Service Provider Services when necessary and at its own sole discretion. If content is updated or replaced, the Supplier is obliged to inform the Service Provider in writing no less than 2 weeks before such changes take effect.

Service Provider Services

The Selling Services and Guidelines

The Service Provider has a right and obligation to market and sell CAMS Service to Informal Financial Groups. In this work, the Service Provider will be allocated, from the Supplier, a named Key Account Manager (KAM) who will be the main point of contact and responsible for all activities related to the Service Provider.

The Service Provider is authorised by the Supplier to market and sell CAMS Service in the Supplier's name, at the Supplier's risk, and for the Supplier's account. The Service Provider is in this context considered a representative to the Supplier and its products in the marketplace, and must therefore implement and adhere to the Selling Services as described in this Appendix.

The Selling Services includes, but is not limited to, the below listed tasks and obligations resting with the Service Provider;

- market and sell CAMS Service in accordance with the applicable CAMS terms and conditions and guidelines
- use the Supplier trademarks as necessary to market and sell the CAMS Service and in accordance with the Supplier's latest updated "Trademark Usage Guidelines"
- process orders and other enquiries from Informal Financial Groups to the Supplier without delay
- keep the Supplier updated on market conditions considered being of relevance



- inform the Supplier without delay of any important commercial information come to the Service Provider's knowledge about any Informal Financial Group, where the Service Provider has engaged, including information of insolvency or any material payment defaults
- inform the Supplier of any media attention or otherwise where an Informal Financial Group, in which the Service Provider has engaged, is being involved in corruption, terror financing, money-laundering or similar
- ensure that any employee of the Service Provider, who engages directly or indirectly with CAMS system, are required to complete the "Introduction to the Supplier" training programme and watch the introductory videos for CAMS. Further to ensure that the said employees uphold required level of competence on the Supplier's products and services
- ensure that any employee engaged with the CAMS system, in the capacity of delivering Selling Service, has the necessary tools, including hardware, at their disposal
- in representing the Supplier, ensure that all Service Provider employees apply the highest level of personal attributes, integrity and professionalism
- from time to time loyally work with all stakeholders relevant to the Supplier and its products and services, including the Supplier's internal resources
- take complete ownership of sales and marketing activities related to the Supplier and its products in collaboration with the Supplier
- appoint a the main point of contact for the Supplier, preferably a senior sales executive or a sales manager / director, to communicate and collaborate with the Supplier's Key Account Manager (KAM)
- Conduct KYC of the IFGs
- Continue engaging with the IFGs and end-users with various training programs provided by the supplier

Onboarding Services and Guidelines

When a Service Provider has signed with a IFG, it is the Service Provider's responsibility to maintain a commercially sound relationship with the IFG and provide onboarding services on behalf of the Supplier. The Service Provider is responsible for the IFG during the onboarding phase, with support from the Supplier. The Onboarding Services includes, but is not limited to, the below listed tasks and obligations resting with the Service Provider;



- Be the middleman between the IFG and the Supplier and facilitate the onboarding process
- Work closely with the Supplier's Key Account Manager (KAM) when onboarding the IFG and its members
- Provide a complete list of members registered with the IFG and obtain all details in a format defined by the Supplier
- Providing physical presence, as required, at the IFG premises when the IFG goes live with the system
- Communicate and coordinate with the Supplier all issues related to the system occurring during the onboarding process and when the IFG goes live with the system
- Support the IFG in their communication with members during the onboarding process and when the IFG goes live with the system
- Deliver upon KPIs agreed between the Service Provider and the Supplier in the quarterly rolling Sales Plan