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Project Overview
Presentation

We are dedicated to improving lives **through digital solutions.**

At eZaga, we design and deliver digital solutions to drive social change in low-income communities across Africa and other emerging markets.

We provide tools and services to enable people to transform their lives with the mobile technology they already own. Using mobile enables us to reach people quickly, facilitate meaningful engagement and measure social change.

We work with various banks to design solutions for economic and social inclusion, leveraging the power of mobile to extend and strengthen the reach, engagement and impact of social and behavioral change initiatives.

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Why **FinTech?**

Alliance partners, being fintech's can Mold banking products (within the compliance frameworks) to suit the needs of the client they service. Additional needs and necessities of the bespoke client base can be adopted much quicker. Furthermore, the partnership with additional financial service providers and retailers makes it possible to bring in a suite of value adds into one account. The commercials and the fee's structure can also be tailored based on the core transactions the clients utilize more often which is not something traditional Banks would offer outside their standard suite of products.

Banking Channels or platforms that the clients utilize to transact on is designed, maintained, and hosted by the alliance partner. Based on the hardware, access to network and on the literacy as well as languages of the account holders. The alliance partner will design and avail accessible user-friendly platforms for the client base to transact on.

NSFAS

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EXP END 12/25

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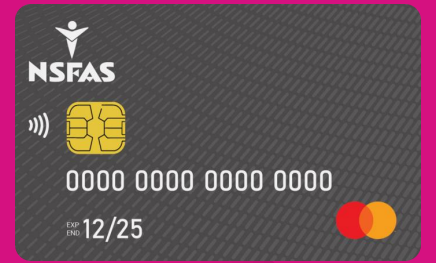
Compliance **Framework**

Alliance partner relationships are created through the Sponsor Bank which ultimately hosts the responsibility for the compliance rule set and risk appetite that is outsourced to the said alliance partner.

Before a new alliance partner is partnered with, a thorough due diligence of onboarding processes, products offered, target markets and control measures are put into place.

An application is also presented to the reserve bank to approve the new relationship and everything the bank and the alliance partner would be offering in the market. Only upon approval can the product be offered into the market formally.

The NSFAS **Bank Account**

The Bank account offered by the alliance partner is part of the payment system withing the country's banking system. Meaning once an account is opened within the correct FICA and KYC principals of the Banking rules, the bank account offered to the account holder can transact like any other Bank account. Accounts can receive money and pay money through the EFT network. Mastercard's are also offered with the Bank account. These cards can pay at till points , Tap and Go, withdraw at any ATM nationally as well make online purchases via 3d secure. Limits are configurable to mitigate against fraud.
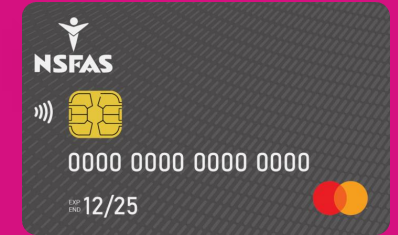
Background
& Institutions

Entities We are responsible for:

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Universities
We are Responsible for

Durban University of Technology

Durban
Indumiso
PMB

University of Limpopo

Turfloop Campus

Vaal University of Technology

Vanderbijl Park

University of Zululand

Main Campus
Richards Bay

Tshwane University of Technology

Arcadia
Arts campus
Emalahleni
Ga-rankuwa
Mbombela
Polokwane
Pretoria
Soshanghuve north
Soshanghuve south

University of Free State

Main Campus
Qwa Qwa
South Campus

eZaga Facilitates student payments in the mentioned institutions.

FET Colleges
We are Responsible for

Maluti FET College

Lera La Tshepe Campus
Bonamelo Campus
Sefikeng
Betlehem
Harrismith Itemoheng
Kwetlisong

Ekurhuleni East College

Brakpan
Benoni
Daveyton
Springs
Kwathema

Ekurhuleni West College

Germiston
Kempton Park
Boksburg
Alberton
Katlehong
Tembisa

Flavius Mareka FET College

Mphohadi
Kroonstad
Sasolburg

eZaga Facilitates student payments in the mentioned institutions.

FET Colleges
We are Responsible for

Southwest Gauteng College

Dobsinville
Technisa
Roodepoort
George Thabo
Molapo

Coast KZN FET College

Umlazi- v
Umlazi- BB
Durban
Assalam
ubuhlebogu:80 Appleboch
umbumbulu: 175 Swinton

Esayidi FET College

Umzimkhulu
Gamalakhe
Ienynyezi
Clydesdale
kokstad
Port Shepstone

Thekwini FET College

Melbourne
Umbilo Campus
Centec Campus
Springfield
cato manor

eZaga Facilitates student payments in the mentioned institutions.

FET Colleges
We are Responsible for

Sekhukhune FET College

CS Barlow
CN Phatudi
Apel

False Bay College

Khayeltisha: 265 Michels Plain
West Lake
Fishoek
Muizenburg

West Coast College

Vredendal
Vredenburg
Atlantis
Malmesbury
Citrusdal

eZaga Facilitates student payments in the mentioned institutions.

KYC Platforms
Available
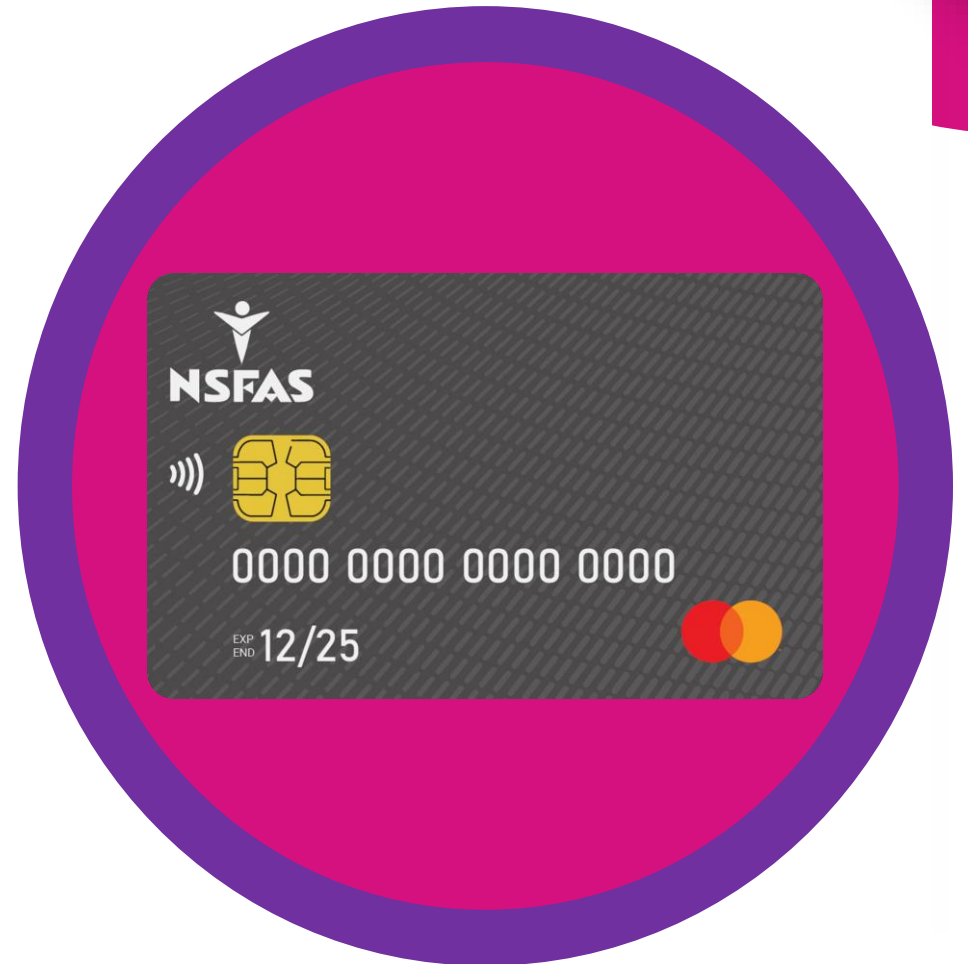
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Virtual Registration

Student Notifications
All students receive an SMS,WhatsApp and email
Detailing the steps on how to self register

Virtual KYC platforms
Student can register on App or Registration Link
(Tablet,Laptop and smart Phone)

Virtual KYC process
A lot of the FICA is provided to eZaga from NSFAS per
student. eZaga creates a profile and stores this
information per student. Meaning the steps to
complete the KYC for the NSFAS account is extremely
quick and self explanatory.

Virtual Registration

Beneficiary Data
Onboarding students carries a cost for both eZaga and NSFAS It is therefore important to as accurately as possible onboard students who are confirmed to be approved and funded by NSFAS prior to Onboarding them for a NSFAS bank Account

Benefits Of the Virtual KYC process
•   Students can register themselves avoiding long ques.
•   Students who are not on the university full time can register for the account wherever they are.
•   Self registration limits the exposure of security and fraud. ID numbers and FICA are not given to any third parties.
•   The registration platforms validates the applicants ID number making certain only funded beneficiaries are allowed to onboard.
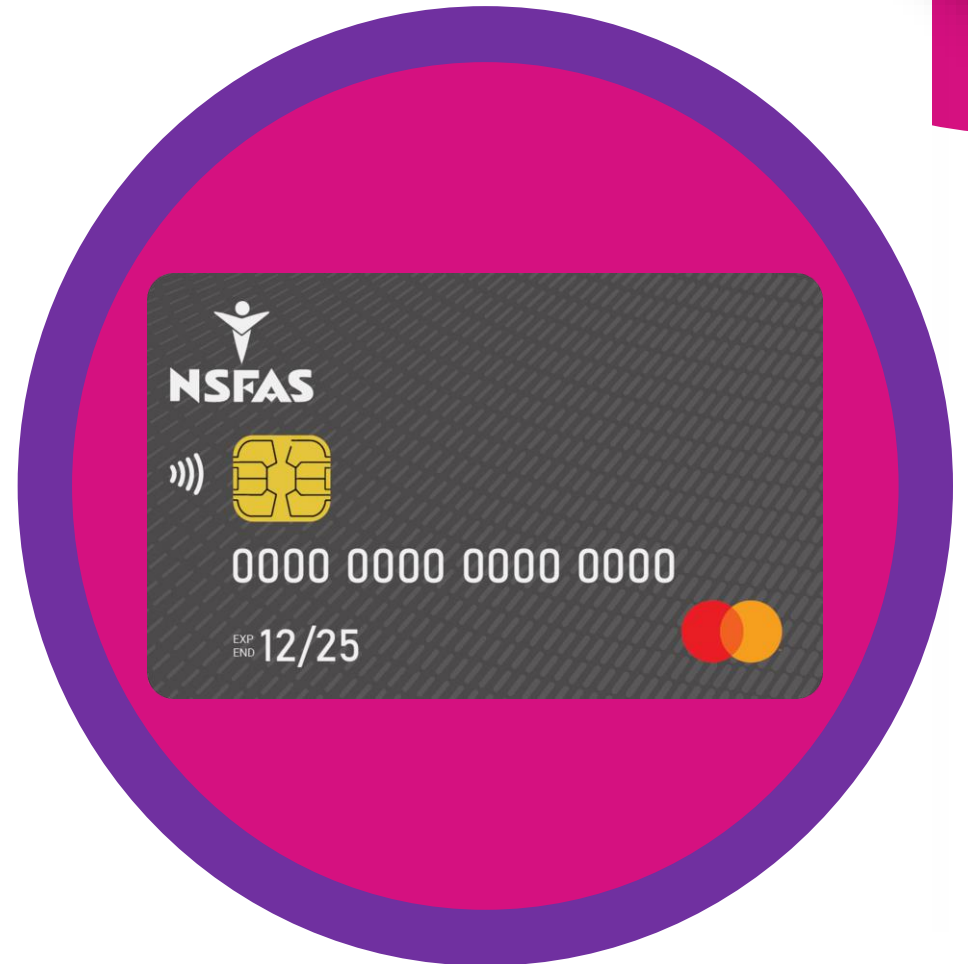
KYC Web Link
Registration

After entering an ID number on the system, the registration channel will validate

1) If the student has already registered
2) If the Student has not yet been loaded and their ID number is not yet open to accept a registration.
3) If a Registration is already complete and the account Active

KYC eZaga App
Registration

eZaga NSFAS Account
Registration

Student
Identification

Enter ID Number
9311240738080

Continue

eZaga NSFAS Account
Registration

eZaga NSFAS Account

Student Identity Number in the system, please register account.

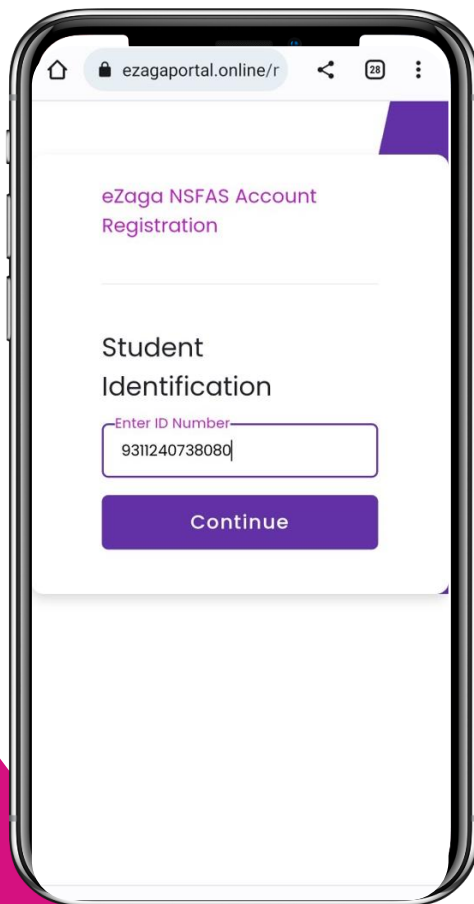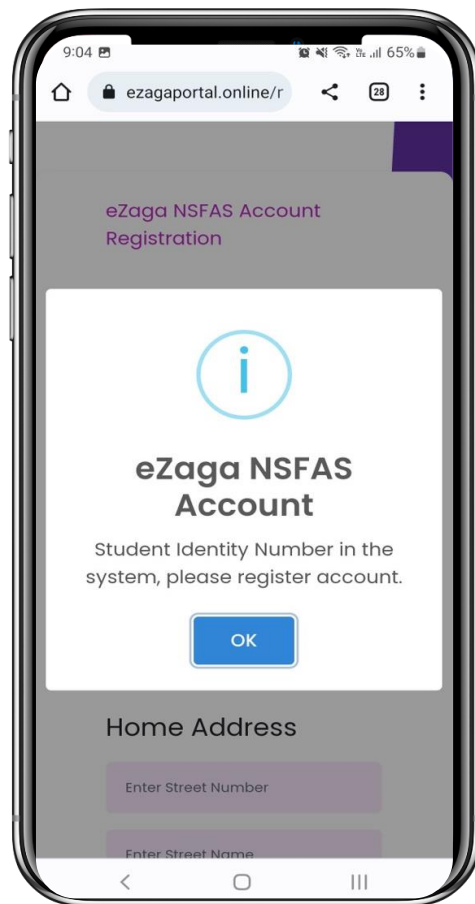OK

Home Address

Enter Street Number

Enter Street Name

GET IT ON
Google Play

Download on the
App Store

KYC eZaga App
Registration

Student Identification

9311240738080

Student Full Name
OFENTSE SEABENG MOKWENA

Enter cell number
0603894833

Home Address

Enter Street Number
873

Enter Street Name
Constantia

Enter Suburb
Kroonstad

Enter City
Johannesburg

Province
Gauteng

Enter Security Answer
Jhb

Student Documents
(Tap on camera to take picture)

Capture Clear Image of applicant original ID document

Capture Clear Image of applicant holding original ID document under Chin

Submit

GET IT ON
Google Play

Download on the
App Store

KYC update
Status Report

University KYC **Statistics**

Universities	QTY Of Students	KYC COMPLETE	KYC COMPLETE %	PENDING KYC QTY	PENDING KYC %	QTY Of Cards Allocated	CARD ALLOCATION %
DURBAN UNIVERSITY OF TECHNOLOGY	21275	20902	98,20%	379	1,80%	16579	77,90%
TSHWANE UNIVERSITY OF TECHNOLOGY	34584	34186	98,80%	404	1,20%	21680	62,70%
UNIVERSITY OF FREE STATE	21929	21455	97,80%	480	2,20%	16265	74,20%
UNIVERSITY OF LIMPOPO	14550	14097	96,90%	455	3,10%	11178	76,80%
UNIVERSITY OF ZULULAND	11710	11543	98,60%	179	1,50%	7711	65,80%
VAAL UNIVERSITY OF TECHNOLOGY	11418	11135	97,50%	286	2,50%	8651	75,80%
Grand Summary:	**115466**	**113318**	**98,10%**	**2183**	**1,90%**	**82064**	**71,10%**

Tvet College KYC **Statistics**

TVET Colleges	QTY Of Students	KYC COMPLETE	KYC COMPLETE %	PENDING KYC	PENDING KYC %	QTY Of Cards Allocated
MALUTI FET COLLEGE	2350	3277	94,1%	210	6,0%	69%
EKURHULENI EAST COLLEGE	2780	2595	93,3%	187	6,7%	71%
EKURHULENI WEST COLLEGE	4971	4696	94,5%	281	5,7%	59%
FLAVIUS MAREKA FET COLLEGE	1173	2325	94,1%	147	5,9%	57%
SOUTH WEST GAUTENG COLLEGE	4404	1104	90,2%	120	9,8%	48%
COASTAL KZN FET COLLEGE	3483	1015	86,6%	158	13,5%	64%
ESAYIDI FET COLLEGE	2472	2266	96,4%	86	3,7%	79%
THEKWINI FET COLLEGE	1990	1190	93,0%	90	7,0%	52%
SEKHUKHUNE FET COLLEGE	1279	3880	88,1%	528	12,0%	76%
FALSE BAY COLLEGE	1224	1836	92,3%	157	7,9%	57%
WEST COAST COLLEGE	1723	1413	82,0%	310	18,0%	51%
TOTAL	27849	25597	92,0%	2274	8,0%	62%

Fraud Prevention
& Marketing

Security And Fraud Prevention

Communication Management

Student authentication – When applying for the NSFAS account, all beneficiaries and their IDs are authenticated against the Department of Home Affairs (DHA) system, to ensure that all details corroborate with the beneficiary's official details e.g., ID number, photo, date of birth.

Device Authentication

Student phone authentication – Each student must authenticate their device when they log in to the eZaga App for the first time using the cell number linked to their device.

The beneficiary will then only be able to transact through the verified device. If the device ID changes, the beneficiary will not be able to transact and will have to undergo an authentication process to link another device before they can resume transacting with the account.

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Security And Fraud Prevention

Transactional Security

OTPs for all transactions – The verified device is linked to one verified phone number. All transactions are authorized through an OTP to the verified number. If a beneficiary cannot provide the OTP, they cannot transact.

Card Allocation

Trained and competent card allocation personnel facilitate the allocation of cards at the various campuses. Service Provider sends an SMS to notify only the beneficiaries who are eligible for a card allocation on that specific date. The Service Provider personnel are then on campus to facilitate card allocation to the specific beneficiaries that day. Stringent steps are taken in the process of allocation, confirming through a four-layer authentication process that Bank Cards are issued to funded registered students only.

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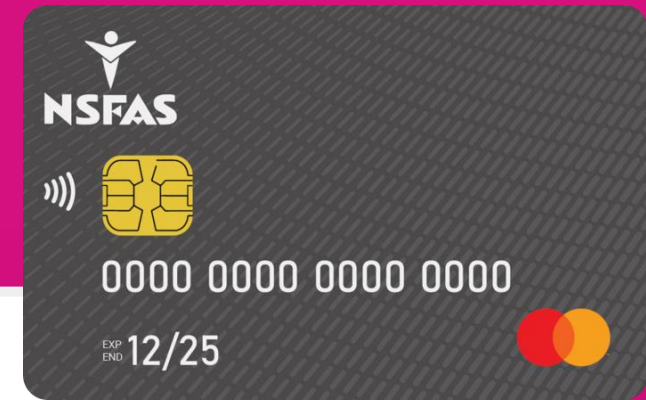
Social Media Marketing

FAQ updates

Brand Identity that relates to students

Transactional Literacy

Card Allocation
Drive

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NSFAS
Card Allocation

Agent Allocation

Service providers will allocate cards to beneficiaries on campuses within a specific time frame depending on quantities per institution.

Before Deployment of agents, there will be alignment meetings held with each University to determine.
- Examination dates and student availability on campus
- Status of student riots and general safety of agents to issue cards
- Dedicated areas in which agents will be visible on site to issue the Mastercard's to students.

Safety and security

Upon allocation of the Mastercard service providers share content on card safety and usage.

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New Students

An SMS must be sent to all new students onboarded introducing eZaga and explaining the need to complete their virtual account registration.

Student Support

Students calls at call center must be handled efficiently. FAQS and first layer of support to be handled by NSFAS Call center.

NSFAS Enablement

Partners require NSFAS

NSFAS

Query
Handling

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Student Support
Channels

WhatsApp: 078 968 7354

Escalation Platforms
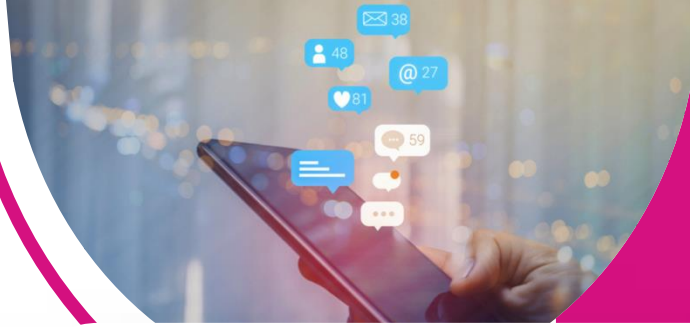
✉ support@ezaga.co.za

📞 086 999 0927

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Student Support Channels

Social Media Platforms

Assistance from Agent

Agents are available on campus to assist students with , registration issues, transactional difficulties and Card allocation.

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Agent Activity on The Ground

Agent Activity on The Ground

Training And Development

Financial Freedom

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Agent Activity on The Ground

Card Allocation

Query escalation

KYC Approach
For Non-Registered Students

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The problems we are facing

KYC numbers are not stagnant, there is a daily increase of students who register.

Some of the issues we are facing with the students who still need to register are as follows :

1. Students contact information not on the onboarding file. This makes it difficult to get the registration link and steps on how to register to the students impossible. We have requested alternate numbers from institutions and are trying to reach them on these numbers.

2. Students misplaced their original ID document. A valid temporary ID is accepted, but students would need to go to Home Affairs to attain one. Minors, students under the age of 18 must follow a slightly longer registration process. Often, they are not physically with their guardian making the submission of documents slightly more complicated.

3. Students without smart phones and in some instances no cell phones .
For the students who don't have phones we urge them to buy a small feature phone so that they can receive SMS's and utilize the USSD to transact. Our agents will help them to complete the KYC registration and allocate a Bank card to transact.

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Mitigation and **Responses**

• We constantly host **registration days** on campus wherein all students who are struggling in any way to register, our agents assist in completing their submission while with the student.

• Our Agents liase with the SRC to identify and register students who have difficulties doing so.

• We constantly urge students to share our online awareness messages.

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Update on Transactional Fees

Transactional FEES apply to all Bank accounts including the NSFAS Bank students receive their allowances in. Certain platforms are more expensive than others hence it is essential to emphasize the pressing need for an improved focus on financial literacy across institutions. This focus on financial education serves an important purpose:

 It equips students with the knowledge and skills necessary to make well-informed financial decisions. This encompasses understanding budgeting, savings strategies, and making choices that align with their financial goals. By becoming more financially literate, students can develop strategies for managing their allowances more effectively, which can lead to more prudent financial decisions.

In summary, promoting financial literacy within educational institutions not only helps students make better short-term financial decisions but also encourages them to adopt more sustainable and financially prudent practices, ultimately benefiting their overall financial health and future financial success.

Furthermore, additional Value-added service is being launched to assist students to stretch their allowances further.

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Data and
and Stats Analysis

By constantly updating and analyzing the data, we get to understand the possible reasons why certain students have not yet managed to register. This allows us to gain insight, adopt marketing campaigns and equip our agents accordingly.

Value
Added Services

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Values Added
Services

Value added services built to offer savings and combat transaction charges.

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Value Added Services Partners

Training
And Development
For Students

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Training and development for
students themselves

We pride ourselves in offering Training and development for students themselves, SRC structures, and Institution management like financial aid officers and bursary clerks. eZaga offers constant training and development to all stakeholders in the ecosystem.

Online training courses are available on campus buzz, completing a financial literacy course will enter the student who passe into a competition. Furthermore, we host in person and online training sessions on everything pertaining to direct payments with SRC structures and campus management (financial aid officers and

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THANK YOU