Early Warning System

IFC-604289

DFS Vodacom Les

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Quick Facts

Countries	Lesotho
Financial Institutions	International Finance Corporation (IFC)
Status	Approved
Bank Risk Rating	U
Voting Date	2019-09-20
Borrower	Vodacom Lesotho Pty Ltd
Sectors	Communications, Technical Cooperation
Investment Type(s)	Advisory Services
Project Cost (USD)	$ 1.00 million

Project Description

According to bank provided information, the project will provide advisory support to Vodacom Lesotho to extend financial inclusion in Lesotho through its mobile wallet service MPESA. The project will introduce new products that go beyond deposit, transfers, airtime purchase and withdrawals. Savings, credit and a solar lighting product will be made available to Vodacom MPESA customers. Additionally, merchant payment services will be expanded. This will be achieved through;

1. Customer acquisition with a focus on usage of new products
2. Implement a revamped agent management model countrywide
3. Expand the merchant network and increase transactions
4. Develop an M-Pesa savings and nano credit product
5. Develop and launch a solar financing product

Investment Description

- International Finance Corporation (IFC)

Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	Vodacom Lesotho Pty Ltd	Client	-

Contact Information

Contact information not provided at the time of disclosure

ACCOUNTABILITY MECHANISM OF IFC

The Compliance Advisor Ombudsman (CAO) is the independent complaint mechanism and fact-finding body for people who believe they are likely to be, or have been, adversely affected by an IFC or MIGA- financed project. If you submit a complaint to the CAO, they may assist you in resolving a dispute with the company and/or investigate to assess whether the IFC is following its own policies and procedures for preventing harm to people or the environment. If you want to submit a complaint electronically, you can email the CAO at CAO@worldbankgroup.org. You can learn more about the CAO and how to file a complaint at http://www.cao-ombudsman.org/