



ROLES & RESPONSIBILITIES

	RURAL BANKS (RBs)	GXI/GLOBE	RBAP
1	Complete and submit documents required by GXI e.g. Merchant Application, Implementing Agreement, Non-Disclosure Agreement, Branch Registration File; Indicate what plan the RB would like to avail of (Mobile Service Agreement-MSA); Open bank account (if not existing) with a GXI accredited bank; Subscription/enrolment of bank H.O. and branch cellphones with GXI (MSA);	Call participant banks to further encourage participation and follow up application; Accept from banks documents, and sign/finalize agreements, and notify RBAP of the status of all pending/finalized agreements;	Review RB's documents; submit to GXI qualified application; In case of incorrect/deficient application, RBAP informs RBs and work with the RB to complete requirements/correct deficiency;
2	Complete and submit to RBAP for approval the Application to Offer G-Cash Services;		Review RB's documents and approve/deny application; Submit to BSP the list of RBAP approved banks, initially on a weekly basis; Informs RBs of denial of application and work with the RB to complete requirements/correct deficiency;
3	After receiving notification of approval by RBAP and after activation of G-Cash service by GXI, conduct UAT of G-Cash services (Cash-in/Cash-out application) within 30 days from activation; Submit results of UAT to RBAP;	Activate RB for G-Cash services upon approval notice from RBAP. Note that suspension of service may be required if notified by RBAP or the BSP for non-compliance with UAT or lack of compliance with other BSP requirements;	Request GXI to activate approved banks for the 30-days UAT; Request GXI to suspend banks if non-compliant with UAT or of any requirement as may be advised by BSP;
5	Initiate and complete Amax dealers survey in RB's target operational area for TAP and submit data to GXI;	Activate Amax dealers in RB's target operational area (based on results of survey, subject to further validation by GXI);	RBAP will follow-up Amax dealers survey from RB and coordinate with GXI;
6	Migrate clients to TAP: Enroll clients to G-Cash; Instruct and guide clients on use of service; Issue IDs to client (complete with validation and lamination); Note that RBs should purchase lamination machine.	Monitors and maintains "bug list", and notify RBAP weekly, depending on the urgency of concerns; Constantly guide RBs on the sales process by providing a hotline to the RBs;	Monitor and answer issues/queries from RBs (in standard Q&A format), in coordination with GXI; Create "bug list", and coordinate with/notify GXI for proper action. Provide GXI updates;
7		Provide list of rural banks offering TAP, cash-in/cash-out, and other G-Cash related services on Globe's website as well as FAQs.	Provide press releases - updates of project. Includes posting of FAQs and updates on RBAP website, in coordination with GXI.