



GSMA Mobile Money Certification

- Temporary Extension Policy

21 January 2020

1. Context

The COVID-19 pandemic continues to impact an increasing number of businesses worldwide, requiring them to reconsider their ways of working to better manage the evolving situation.

According to the GSMA Mobile Money Certification Policy and Processes, as outlined in [Section 5: Certification Renewal](#), each Mobile Money Provider (MMP) must renew their Certification every three (3) years.

Given the circumstances and in line with current best practices, a temporary extension to the 'renewal' process as defined in Section 5 of the [program policy document](#), due to the global pandemic (COVID-19), may be granted under certain conditions and on request.

2. Applying for an Extension

MMPs that currently hold a valid certification status, and where renewal is required before **30 April 2021** may apply for an extension to the term by sending an email directly to the Mobile Money Secretariat - rae@alliancesmanagement.com, indicating 'a request for an extension'.

The request for an extension must include evidence of valid reasons related to COVID-19 disruptions to justify an extension. Note that if an onsite visit is not possible due to the pandemic, it may be feasible to conduct the full certification assessment remotely.

Requests for an extension to the existing certifications must be received no later than 1700 hours (GMT) on 28 February 2021.

3. Extension Period

An MMP may request an extension for up to six (6) months from the date of the renewal indicated on the certificate awarded by Alliances Management on successful completion of the assessment.

The Mobile Money Certification Secretariat reserves the right to decide on the term of the extension granted after the assessment of the MMP's application and to deny any further extension.

MMPs must ensure that they maintain the Mobile Money Certification Criteria requirements during the period of extension granted.

4. Review of Extension Request

All extension requests received at the Mobile Money Certification Secretariat would be reviewed within five (5) working days. Notification of extension acceptance will be made to MMP immediately following the review.



5. Fee

To facilitate certified MMPs during this COVID-19 pandemic, the certification extensions of up to six months are being granted free of cost.

6. Contact

Any enquiries regarding extensions should be made to the Mobile Money Certification Secretariat through:

Dr Rae Rivera

rae@alliancesmanagement.com

Director of Certification

Alliances Management Consulting Inc.