

Mobile Money Infosheet: bKash

USAID promotes increased access to and usage of mobile financial services in order to deepen financial inclusion, accelerate broad-based economic growth, and instill transparency into funding flows. These infosheets provide information on different mobile financial services available in Bangladesh so that USAID implementing partners can make more informed decisions when choosing a provider. All of the information in this infosheet is self-reported by the provider and is subject to change at any time.

Overview: bKash offers a range of products and services, including cash transfers between individuals (P2P) and between businesses/organizations and individuals (B2P), bill payments, merchant payments, airtime purchases, and international remittance payments. Money can be deposited and withdrawn from mobile accounts at any of bKash's 170,000 plus agents across Bangladesh. Accounts are tied to individual SIM card numbers and can only be accessed by the user through their personal PIN. Users can dial *247# on any of the four mobile operators to access their account by USSD menu (currently only available in English).

Setting up a corporate account: The first step to opening a corporate account with bKash is to sign an MOU with them. After that, you can open a master account (through BRAC Bank) that your organization can deposit funds into and use to make payments.

Process for making bulk disbursement payments: Corporate account users can send money transfers in bulk by sending a list of the individual accounts plus the amounts to be transferred to bKash via an automated system. Once the payments have been made, bKash sends a notification with a report of transactions, including any that failed to go through, to the organization.

| Pricing structure and limitations: | | | | |
|--|---|--|--|---|
| Action type | Corporate accounts | Limitations | End-user (P2P) | Limitations |
| Opening an account | Free | N/A | Free | N/A |
| Cash in | N/A | N/A | Free | <ul style="list-style-type: none"> ▪ BDT 15,000/day ▪ 2 times/day ▪ BDT 100,000/month ▪ 20 times/month |
| Disbursement ¹ | Corporate disbursement fees: 0.20% ² | Disbursement requests must be made through bank order via email/hard copy. | N/A | N/A |
| Collection ³ | 1.50% (corporate collection settlement charge) | None | N/A | N/A |
| Cash out from agent ⁴ | N/A | N/A | Standard charge: 1.85% Special rate for USAID project recipients: 1% ⁵ | <ul style="list-style-type: none"> ▪ BDT 10,000/daily ▪ 2 times/day ▪ BDT 50,000/month ▪ 10 times/month |
| Cash out from ATM ⁴ | N/A | N/A | 2% (automatically deducted from bKash account) | <ul style="list-style-type: none"> ▪ Between BDT 2,000 - 10,000 ▪ 2 times/day ▪ BDT 50,000/month ▪ 10 times/month |
| Cash out from bank branch ⁴ | N/A | N/A | N/A | <ul style="list-style-type: none"> ▪ N/A |
| Person to person (P2P) transfers | N/A | N/A | BDT 5/transfer | <ul style="list-style-type: none"> ▪ BDT 10,000/day ▪ 2 times/day ▪ BDT 25,000/month ▪ 70 times/month |
| Merchant payment | N/A | N/A | Free | <ul style="list-style-type: none"> ▪ Unlimited |
| Mobile Top up | N/A | N/A | Free | <ul style="list-style-type: none"> ▪ BDT 10,000/day |



| | | | | |
|--|--|--|--|---|
| | | | | <ul style="list-style-type: none"> ▪ BDT 1,000/time ▪ BDT 100,000/month ▪ 50 times/Day ▪ 1500 times/Month |
|--|--|--|--|---|

¹ Disbursement refers to the cost of transferring funds from a corporate MFS account to individual MFS accounts.

² bKash has waived disbursement charges for all USAID/Bangladesh implementing partners through December 31, 2018.

³ Collection refers to the cost to transfer funds from a corporate MFS account to a bank account.

⁴ Maximum cash out in any mode in total is BDT 50,000/month

⁵ The standard 1.85% cash out charge will be automatically deducted from the individual's bKash account. USAID projects will bear 1% cash out charge and the remaining 0.85% cash out charge will be borne by bKash.

| Coverage profile: | | |
|--|-------------------|--|
| Type | Number nationwide | Additional details |
| Subscribers | 27,000,000+ | Country wide coverage |
| Agents | 170,000+ | Country wide coverage |
| ATMs | 300+ | Only BRAC Bank ATM booths can be used to cash out from bKash. Available in major cities in Bangladesh. |
| Full service branches | 150+ | BRAC Bank branches |
| Mobile banking offices (bKash Plus center) | 100+ | Countrywide coverage |
| Merchants | 40,000+ | Countrywide coverage |

Examples of NGOs using this service:

1. **Oxfam** is using bKash to deliver grants to their poorest beneficiaries.
2. **Plan Bangladesh** is implementing a project including a consortium of 5 international agencies funded by DFID (UKAid – development wing of the UK government) in 14 unions within Barguna and Patuakhali districts. They provide cash for work and livelihoods grants to 14,481 households in fixed amounts every 6 months. They decided to use bKash to transfer these funds in order to avoid any misappropriation and mismanagement. They have also partnered with Banglalink, which has provided free SIM cards to all beneficiaries to ensure that they have connectivity.
3. **Chars Livelihoods Programme** is using bKash to issues grants to 17,000 beneficiaries.
4. **HelpAge International** is using bKash to provide aid to the poor in some of its projects. Learn more in this [Mobile Money Snapshot](#).
5. **English in Action** disburses training allowances via bKash. Learn more in this [Mobile Money Snapshot](#).
6. **ICDDR** also used bKash to issue allowances to employees.

For more information:

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This infosheet is made possible by the generous support of the American people through the United States Agency for International Development (USAID). It was written by [M. Ataur Rahman](#) and [Kazi Amit Imran](#). mSTAR offers on-demand technical assistance to support USAID implementing partners in Bangladesh with the transition from cash to mobile and electronic payments. To learn more about technical assistance options, contact Md Majidul Haque, Technical Lead at mhaque@fhi360.org.