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CIRCULAR TO ALL DMBs, IADs, CIT COMPANIES & SWITCHES

MODALITIES FOR OFF-SITE ATM OPERATIONS/DEPLOYMENT

In line with the Cashless Society objectives, and further to the discussions with all key stakeholders, the following provisions are issued to guide the deployment of off-site ATMs.

Given the critical role of ATM deployment and availability in ensuring a smooth implementation of the new cash policy, it is important for all parties to perform their required roles to the expected standards. A comprehensive review of the ATM guidelines is in process, and shall be communicated in due course.

Off-site ATMs

- Banks and Independent ATM Deployers (IADs) will be allowed to acquire and deploy off-site ATMs.
- Each party, whether Bank or IADs, will be free to brand the off-site ATMs they acquire, and process their transactions accordingly. Each party shall ensure provision of cash for their off-site ATMs.

Service Charges & Fees

- Banks shall have the option to engage IADs to deploy, maintain and support off-site ATMs. In such a case, the banks and the IADs shall agree on the service scope and the charges/fees.

- Transaction fees shall remain pegged at a maximum of N100 per transaction for all ATMs.
- All ATMs shall clearly display the transaction fees for card holders to accept before the transaction is consummated.

Service Quality

- All ATMs (off-site and on-site) shall have a minimum uptime of 95% going forward. For the avoidance of doubt, ATM uptime refers to ATM availability from the customers' perspective including but not limited to network availability, and availability of cash. This shall be monitored routinely, with strict sanctions applied in the case of non-compliance.
- All ATMs shall have cameras and other security measures deployed to deter and prevent fraud.
- All ATMs shall accept at the minimum the following cards; Visa, MasterCard and Verve.
- All ATMs shall present the same set of services (Menu Options) to all the cards they accept. There shall be no discrimination of card with regard to service offering allowed on any ATM deployed.

The provisions of this circular shall take precedence, in the event of any conflict between it and previous guidelines regarding ATM operations/deployment.

This circular becomes effective from November 4, 2011.


G. I. Emokpae

Ag. Director, Banking & Payments System Department.