

# POTENTIAL AGENT VERIFICATION FORM



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## GENERAL INFORMATION

Agent Type: Registered Business ☐ Non-Registered Business ☐

Agent Name:

Agent Address:   
  
(indicate house number, street name, town, local government, state)

Major Landmark around outlet:

Nearest Bus-stop:

Memberships:

Available Documentation: ☐ Evidence of Company Registration ☐ Tax Identification Number ☐ Referee(s) with Current Account in any Bank  
☐ Letter from Trade/Market Association or Community Leaders (Agents in Rural Locations) ☐ Utility Bills ☐ Valid Identity Card

## PERSONAL DETAILS

Age: ☐ 18-25 years ☐ 25-35 years ☐ 35-45 years ☐ 45-55 years ☐ 55 years & above

Educational Qualification: ☐ Post Graduate ☐ Graduate/Diploma (HND, BSc, etc) ☐ OND, NCE ☐ Secondary School Leaving Certificate (WASSCE, NECO, etc)  
Others, please specify

English Proficiency: ☐ Can read with ease ☐ Can read with some difficulty ☐ Cannot read ☐ Proficiency in the local dialect of the resident community  
☐ Can communicate fluently in the local dialect ☐ Can read and write in the local dialect ☐ Does not understand the local dialect

Total Business Experience: ☐ 0-2 years ☐ 2-5 years ☐ 5-10 years ☐ 10 years & above

## BUSINESS DETAILS

Location Category: (please tick appropriate text box) ☐ Rural ☐ Semi-Urban ☐ Urban

Agent is in: (please tick appropriate text box) ☐ Market ☐ Motor Park ☐ Residential Area  
Others, please specify

Area of Service/Shop: ☐ Less than 5sq m ☐ 5 - 15sq m ☐ 15 - 30sq m ☐ 30sq m

Area Available for Agent Business: (Shop Space) ☐ Less than 2sq m ☐ 2 - 3sq m ☐ 3 - 4sq m

Length of Stay in Community: ☐ Less than 1 year ☐ 1 - 3years ☐ 3 - 5years ☐ 5years & above

Working Capital Commitment: ☐ Less than 100,000 ☐ 100,001 - 500,000 ☐ 500,001 - 1,000,000

Number of Employees: (Part-time/Full-time) ☐ 0 ☐ 1 - 2 ☐ 3 & above

Role of the owner in daily operations: ☐ Highly involved (more than 50%) ☐ Involved 50% or more time in the day  
☐ Involved less than 50% time in a day ☐ Assigned Management

Who will be responsible for attending to customers: ☐ Shop Owner ☐ Customer Attendant

Currently monthly income from existing business (NGN): ☐ Less than 100,000 ☐ 100,001 - 500,000 ☐ 500,001 - 1,000,000

Operating Hours: ☐ Less than 6 hours ☐ 8 - 12hrs

Working Days:	<input type="checkbox"/> Less than 5 days per week	<input type="checkbox"/> 7 days per week
Average daily customer footfall:	<input type="checkbox"/> Less than 50	<input type="checkbox"/> 50 - 100 <input type="checkbox"/> 100 - 500
Premise Ambience:	<input type="checkbox"/> Clean, organised and safe location with adequate space for clients <input type="checkbox"/> Moderately clean, organised and safe with space for clients <input type="checkbox"/> Not very clean, organised or safe but has space for clients <input type="checkbox"/> Not clean, safe or organised and with little space for clients	
Distance from a bank branch (Union Bank or other banks):	<input type="checkbox"/> Less than 1km	<input type="checkbox"/> 100m - 500m <input type="checkbox"/> 500m - 2km <input type="checkbox"/> 2km
Proximity to ATMs (Union Bank or other banks):	<input type="checkbox"/> Less than 1km	<input type="checkbox"/> 100m - 500m <input type="checkbox"/> 500m - 2km <input type="checkbox"/> 2km
Mode of transportation:	<input type="checkbox"/> Public Transportation	<input type="checkbox"/> Private Vehicle <input type="checkbox"/> Motorcycle/Tricycle
Ownership of Shop Building:	<input type="checkbox"/> Own Shop	<input type="checkbox"/> Rented
Familiarity with technology:	<input type="checkbox"/> Internet Banking	<input type="checkbox"/> Mobile/USSD Banking <input type="checkbox"/> Email Usage
Current number of visits to the bank in one week:	<input type="checkbox"/> 1 Trip	<input type="checkbox"/> 1 - 3 Trips <input type="checkbox"/> 3 Trips & above

### OTHER INFORMATION

Interest in product/willingness to be a Union Bank agent:	<input type="checkbox"/> Definitely	<input type="checkbox"/> Maybe	<input type="checkbox"/> No
Business Attitude:	<input type="checkbox"/> Has good business attitude; does good business by demonstrating good business skills <input type="checkbox"/> Has good business attitude but is not proactive in promoting his business <input type="checkbox"/> Often loses customers because of lack of business skills <input type="checkbox"/> Well behaved, cooperative and professional <input type="checkbox"/> Behaves well, but is not cooperative sometimes <input type="checkbox"/> Does not behave well with the customers		
Trust:	<input type="checkbox"/> People in the community trust the candidate with transactions <input type="checkbox"/> People in the community do not trust the candidate with transactions		
Customer Service:	<input type="checkbox"/> Provides prompt service and is able to handle customers' queries <input type="checkbox"/> Is indifferent to the needs of the customers		

General comment on agent viability:  
(please state clear reasons)

### BRANCH CONFIRMATION

I hereby confirm that this business or person exists and operates at the stated address/location

\_\_\_\_\_  
DSA/RM/ Agent Support Officer  
(Name and Staff Number)

\_\_\_\_\_  
Signature & Date

### FINANCIAL INCLUSION SERVICES CONCURRENCE

Feedback on scoring and  
recommendation by  
agent business officer

\_\_\_\_\_  
Agent Business Officer  
(Name and Staff Number)

\_\_\_\_\_  
Signature & Date