



# Remittances

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## Introduction

Remittances often constitute the first relationship that refugees have with the formal financial system of the host country and represent an important component of their livelihoods. As of today, however, the knowledge of the remittances market for this segment of the population is still very limited.

To gain a better understanding of the remittances flows among refugees and other forcibly displaced, UNHCR and UNCDF undertook a research using existing data sources that may have not been analyzed so far in context of displacement. The desk-review focuses on the remittance flows and key corridors, and – whenever data was available – provides information also on average costs, service providers, and payment instruments for sending and receiving remittances. The 23 countries selected for the analysis are UNHCR CRRF and World Bank IDA countries. The review complements the in-depth qualitative country assessments on remittances within the refugee context that have been initiated by UNHCR and UNCDF in these same countries.

The data presented aims at informing the two agencies about the regulated remittance providers available in these markets, which could become partners for aid and cash disbursement programs. The information can also be used to drive policy, regulatory changes, and design tailored interventions that could help expand access to affordable remittance services for forcibly displaced.

A close cooperation with the key remittance service providers identified at the country level may also help UNHCR to more timely predict the flow transits of forcibly displaced in the impacted corridors, as often relatives start sending money transfers to family members who are about to leave home with time in advance, in order to cover the costs for transportation, supplies, and other fees or goods.

# Summary

This remittances brief prepared for UNHCR reports trends in remittance and refugee flows, average remittance costs, key remittance service providers, payment instruments, access point, and receiving method available in the countries of priority for UNHCR. This brief uses data from World Bank Remittances Prices Worldwide most recent available data from Q3 2017 to analyze the trends. The insights drawn from this brief can be used by UNHCR HQ and Country offices to better scope the remittance market in a respective country, identify range of accessible remittance channels, collaborate with remittance service providers who can offer affordable remittance services to refugees and forcibly displaced, and engage with regulators and policymakers towards a conducive remittance environment for forcibly displaced and host communities. As part of the scoping, following metrics have been taken into consideration.

## 1. Remittance Flows<sup>1</sup>

Personal remittances comprise personal transfers and compensation of employees. Personal transfers consist of all current transfers in cash or in kind made or received by resident households to or from nonresident households. Personal transfers thus include all current transfers between resident and nonresident individuals. Compensation of employees refers to the income of border, seasonal, and other short-term workers who are employed in an economy where they are not resident and of residents employed by nonresident entities.

## 2. Remittance Cost<sup>2</sup>

The Average Cost is calculated as the simple average total cost for sending USD 200 from remittance service providers, as captured by the World Bank Remittances Prices Worldwide. The total cost charged by a provider includes the remittance transaction fee and foreign exchange rate applied by the remittance service provider.

## 3. Remittance Service Provider Type

The analysis incorporates remittance service providers across Banks, Money Transfer Operators, Post offices, and Non-Bank financial institutions offering a range of payment instruments such as bank account transfer, cash payment, debit/credit card payment, mobile money, and prepaid cards. There are different types of access points from where these payment instruments can be used to send remittances. The most common is an Agent, a Bank branch or a Post office but increasingly more money transfer operators are offering remote or digital access points such as through a call center, Internet, and mobile phone to send money.

## 4. Network Coverage

Receiving network coverage ranks the extensiveness of the network of the remittance service provider in the receiving country and could be an important metric to assess the rural outreach of the provider in a country. In the analysis, the providers are ranked as High, Low, or Medium based on their network coverage.

## 5. Receiving method

Receiving method indicates in what form the remittances can be accessed in the receiving country. It could be either in cash, bank account, or a mobile wallet.

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<sup>1</sup> World Bank Bilateral Remittance Flows, 2016

<http://www.worldbank.org/en/topic/migrationremittancesdiasporaissues/brief/migration-remittances-data>

<sup>2</sup> The World Bank, Remittance Prices Worldwide, available at <http://remittanceprices.worldbank.org>

Following metrics are also derived from the World Bank, Remittance Prices Worldwide data

## Overview

COUNTRY	REMITTANCE FLOWS (I/O)	COST (%)	COMPETITION	NETWORK COVERAGE	DIGITAL CHANNELS
COSTA RICA	\$825 mn	3%	High	High	Moderate
ECUADOR	\$2.6 bn	4%	High	High	High
EL SALVADOR	\$4.6 bn	4%	High	High	High
HONDURAS	\$3.8 bn	4%	High	High	Moderate
PAKISTAN	\$19.76 bn	4%	High	High	High
AFGHANISTAN	\$431 mn	5%	Moderate	High	Low
ETHIOPIA	\$4 bn	5%	High	High	Moderate
GUATEMALA	\$7.5 bn	5%	High	High	High
MEXICO	\$28.67 bn	5%	High	High	High
PANAMA	\$506 mn	5%	High	High	High
TANZANIA	\$411 mn	5%	High	High	High
KENYA	\$1.7 bn	6%	High	High	High
MYANMAR	\$3.4 bn	6%	Moderate	High	Moderate
RWANDA	\$258 mn	6%	High	High	High
UGANDA	\$1.06 bn	6%	High	High	High
SOMALIA	\$1.4 bn	7%	High	High	Moderate
ZAMBIA	\$38 mn	12.5%	High	Moderate	High
CAMEROON	\$2.55 bn	15%	Low	High	Low
CHAD	\$218 mn	NA	NA	NA	NA
DJIBOUTI	\$63 mn	NA	NA	NA	NA
DRC	\$65 mn	NA	NA	NA	NA
NIGER	\$400 mn	NA	NA	NA	NA
R.O. CONGO	\$200 mn	NA	NA	NA	NA

### LEGEND

REMITTANCE FLOWS (I/O)	I: Net Inbound Remittance Flows; O: Net Outbound Remittance Flows
COST (%)	Average transaction cost of remittances through Money Transfer Operators (MTOs) in key corridors For e.g. For Afghanistan, key corridors are Pakistan and Iran. For Ethiopia, key corridors are United States and Saudi Arabia.
COMPETITION	The rating is based on number of money transfer operators (as captured by the World Bank) providing services High: 5 or more prominent remittance MTOs available in the key corridors Moderate: 3 or more prominent MTOs available in the all corridors Low: Less than 3 prominent MTOs available in the key corridors
NETWORK COVERAGE	The rating is based on the network coverage of MTOs in the receiving country. High: At least one MTO with High network coverage in the receiving country Moderate: At least one MTO with Medium network coverage in the receiving country Low: No MTO with high or moderate network coverage available in the receiving country
DIGITAL CHANNELS	The rating is based on the availability of Digital (Internet/Mobile/Card) access and receiving points available in the sending and receiving country respectively. High: The transfer from key sending country corridors can be initiated through digital channels and accessed in the receiving country corridors in Bank account or Mobile Phone Moderate: The transfer from key sending country corridors can be initiated through digital channels and accessed in the receiving country corridors in cash Low: The transfer from key sending country corridors cannot be initiated through digital channels

# AFGHANISTAN

## REMITTANCE FLOWS

Officially recorded inbound remittances to Afghanistan are estimated at \$431 mn and the outbound remittances at \$172 mn. Therefore, Afghanistan is a net receiver of remittances. 70% of the inbound remittances to Afghanistan are from Iran and Pakistan whereas 70% of the outbound remittances from Afghanistan are sent to Pakistan.

Table 1: AFGHANISTAN: MIGRANT AND REFUGEE FLOWS

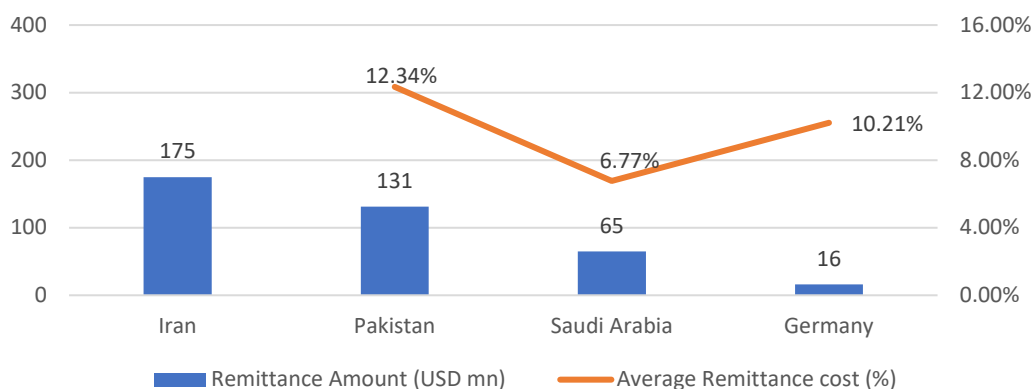
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
4,828,464	2,698,269	133,612	59,771

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Iran and Pakistan host 95% of the refugee population from Afghanistan whereas 99% of the refugees in Afghanistan are from Pakistan.

FIG 1: AFGHANISTAN REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: Average remittance cost from Iran-Afghanistan are not available.

## REMITTANCE COST

Across the four main remittance corridors, the average cost of receiving remittances from Saudi Arabia is the lowest at 6.77% while the average cost from Pakistan is the highest at 12.34%.

## REMITTANCE SERVICE PROVIDERS

In Afghanistan, Western Union is the only remittance service provider with high network coverage. The remittance receiving methods available in Afghanistan are either through cash or in the bank account.

Table 2: PAKISTAN – AFGHANISTAN REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Western Union (4.08%)	MTO	Agent	Cash	Cash	High

Table 3: SAUDI ARABIA – AFGHANISTAN REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Western Union (4.64%)	MTO	Agent	Cash	Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

# CAMEROON

## REMITTANCE FLOWS

Officially recorded inbound remittances to Cameroon are estimated at \$242 mn and the outbound remittances at \$2.55 bn. Therefore, Cameroon is a net sender of remittances. 90% of the outbound remittances from Cameroon are sent to Nigeria.

Table 4: CAMEROON: MIGRANT AND REFUGEE FLOWS

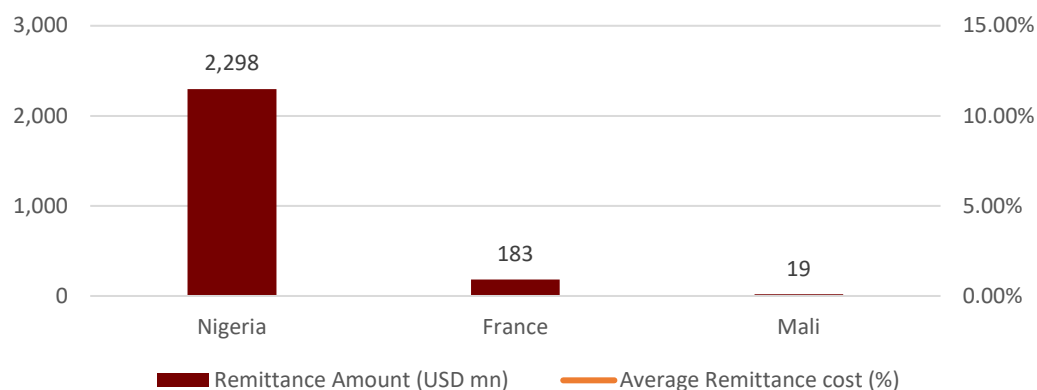
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
333,316	10,573	540,266	348,672

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

80% of the refugees in Cameroon are from Central African Republic and 19% from Nigeria. The rest 1% are from Chad, Rwanda, DRC and other countries.

FIG 2: CAMEROON REMITTANCE MARKET: O RIGIN AND AVERAGE COST OF REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers for Cameroon to France and Mali corridors is not available.

## REMITTANCE COST

Nigeria is an important outbound corridor for Cameroon and the average cost of sending remittances from Cameroon to Nigeria is 12.97%.

## REMITTANCE SERVICE PROVIDERS

MoneyGram and Western Union have high network coverage in Nigeria for remittances to be received from Cameroon but it costs 15.38% on an average for a \$200 transaction as compared to 5.7% through Ecobank Rapid cash service. In case of cash, receivers have the option to pick up remittances from an Agent.

Table 5: CAMEROON – NIGERIA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Ecobank Rapidcash (5.71%)	Bank	Bank branch	Account Transfer, Cash	Bank account	Medium

Source: World Bank, Remittances Prices Worldwide, Q3 2017

# CHAD

## REMITTANCE FLOWS

Officially recorded outbound remittances from Chad are estimated at \$218 mn. The data on inbound remittances to Chad is not available. With 85% of the total outbound remittances from Chad sent to the Nigeria, it is the main remittance corridor from Chad.

Table 6: CHAD: MIGRANT AND REFUGEE FLOWS

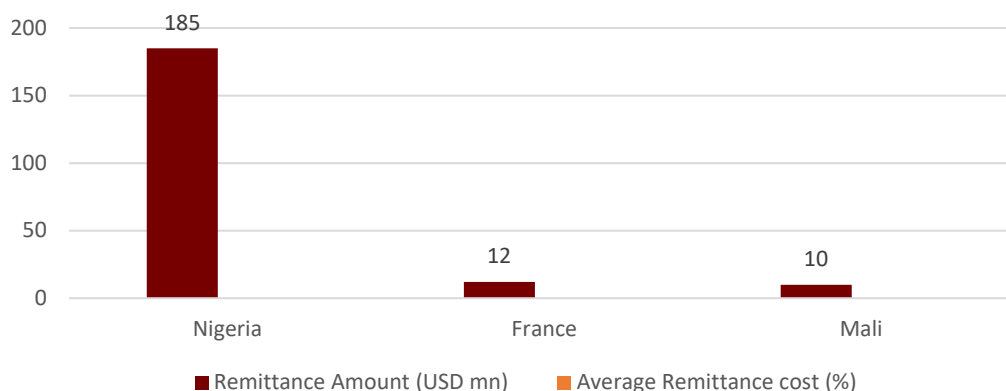
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
240,960	14,290	480,690	391,251

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

80% of the refugees in Chad are from Sudan and 18% from Central African Republic. The rest 2% are mainly from Nigeria and other countries.

FIG 3: CHAD REMITTANCE MARKET: **OUTBOUND REMITTANCES**



Source: World Bank, Bilateral Remittance Matrix 2016

Note: The data on remittance transaction cost and service providers for any outbound corridors from Chad is not available

# COSTA RICA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Costa Rica are estimated at \$551 mn and the outbound remittances at \$825 mn. Therefore, Costa Rica a net sender of remittances. Costa Rica sends 60% of the outbound remittances to Nicaragua and receives almost 70% of inbound remittances from the United States.

Table 7: COSTA RICA: MIGRANT AND REFUGEE FLOWS

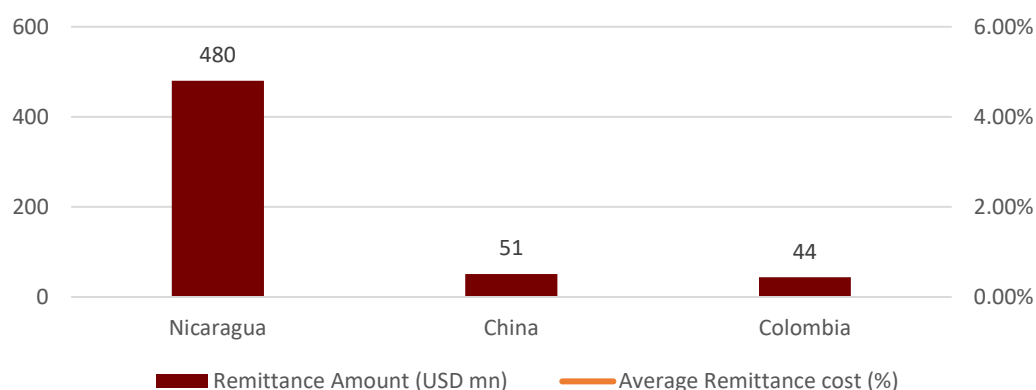
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
143,465	368	414,214	4,180

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

60% of the total refugee population in Costa Rica is from Colombia and 12% from Nicaragua, followed by Cuba, El Salvador, Venezuela, and other countries.

FIG 4: COSTA RICA REMITTANCE MARKET: **OUTBOUND REMITTANCES**



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers for Costa Rica to China and Colombia corridors is not available

## REMITTANCE COST

The average remittance cost in the Costa Rica to Nicaragua remittance corridor is 3.25%, which is significantly cheaper than the global average remittance cost of 7.2%.

## REMITTANCE SERVICE PROVIDERS

BAC San Jose and Scotia Bank are the main remittance service providers in the corridor. Bank and Money Transfer Operators in Costa Rica offer range of payment instruments such as bank account transfer, cash, and debit/credit card to send remittances to Nicaragua. Receivers have the option to either pick up the remittances from Agents or get them home delivered.

Table 8: COSTA RICA – NICARAGUA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Scotia Bank (1.5%)	Bank	Bank branch	Account transfer, Cash	Bank Account, Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017



# DJIBOUTI

## REMITTANCE FLOWS

Officially recorded inbound remittances to Djibouti are estimated at \$63 mn and the outbound remittances at \$6 mn. Therefore, Djibouti is a net receiver of remittances. 54% of the inbound remittances to Djibouti are sent from France.

Table 9: DJIBOUTI: MIGRANT AND REFUGEE FLOWS

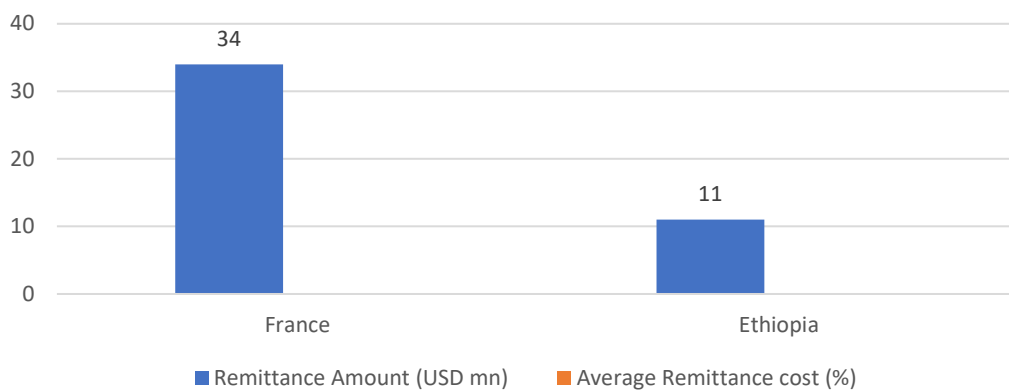
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
15,823	1,091	116,089	17,683

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

75% of the refugee population in Djibouti is from Somalia and 20% from Yemen. The rest is from Ethiopia, Eritrea, and other countries.

FIG 5: DJIBOUTI REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016

Note: The data on remittance transaction cost and service providers for inbound corridors to Djibouti is not available

# DEMOCRATIC REPUBLIC OF CONGO

## REMITTANCE FLOWS

Officially recorded inbound remittances to DRC are estimated at \$5 mn and the outbound remittances at \$65 mn. Therefore, DRC is a net sender of remittances. More than 85% of the outbound remittances from DRC are sent to Rwanda.

Table 10: DRC: MIGRANT AND REFUGEE FLOWS

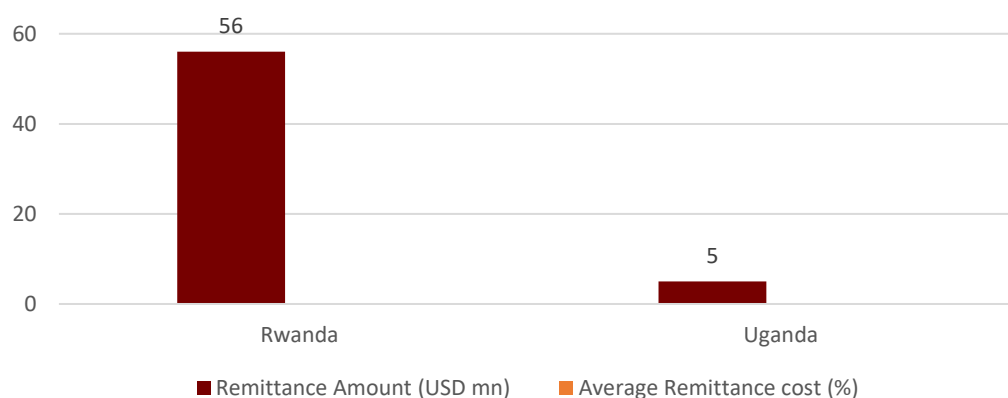
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
1,661,988	536,028	879,223	452,887

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Almost 65% of the refugee population in DRC is from Rwanda and 25% from Central African Republic, followed by Burundi, South Sudan, and other countries.

FIG 6: DRC REMITTANCE MARKET: OUTBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016

Note: The data on remittance transaction cost and service providers for outbound corridors from DRC is not available

## REMITTANCE COST

While the information on remittance costs for the outbound corridors from DRC is not available. The remittance costs to send remittances from Belgium to DRC is available and is 8.68%.

## REMITTANCE SERVICE PROVIDERS

In the Belgium-DRC remittance corridor, services are offered mainly by money transfer operator, some of whom have also partnered with La Poste, the postal network. There are a range of payment instruments available such as bank account, cash, and debit/credit card accessible through an agent, call center, or internet. Recipients in DRC can receive remittances in cash or through mobile wallet.

Table 11: BELGIUM – DRC REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
World Remit (7.22%)	MTO	Internet	Bank account, Debit/credit card	Cash, Mobil wallet	Medium
Small World (8.73%)	MTO	Agent	Cash	Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

# ECUADOR

## REMITTANCE FLOWS

Officially recorded inbound remittances to Ecuador are estimated at \$2.6 bn and the outbound remittances at \$765 mn. Therefore, it's a net receiver of remittances. Ecuador receives almost 90% of the remittances from United States, Spain, and Italy respectively.

Table 12: ECUADOR: MIGRANT AND REFUGEE FLOWS

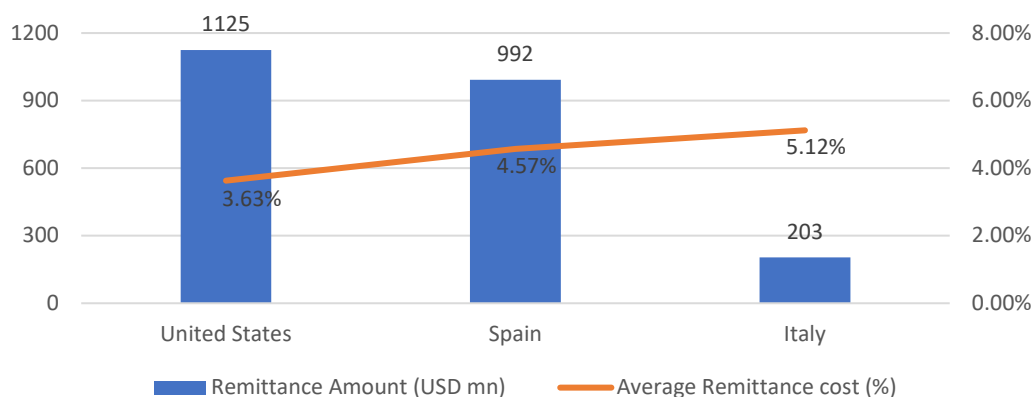
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
1,131,427	1,070	399,068	60,524

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

99% of the refugee population in Ecuador is from Colombia. The outbound remittances from Ecuador to Colombia are \$317 mn.

FIG 7: ECUADOR REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

## REMITTANCE COST

Across the three main corridors, the average cost of receiving remittances in Ecuador is less than 5%.

## REMITTANCE SERVICE PROVIDERS

In Ecuador, remittances can be received in cash, bank account, or mobile wallet. There are range of providers with high network coverage across Banks, Money Transfer Operators, and Non-Bank financial institutions, offering an array of payment instruments such as bank account transfer, cash, and debit/credit card.

Table 13: ITALY – ECUADOR REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Azimo (3.17%)	MTO	Internet	Bank Account, Debit/Credit card	Bank account, Cash	High

Table 14: SPAIN – ECUADOR REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Money Exchange (2.29%)	MTO	Agent	Cash	Cash	High

Table 15: UNITED STATES – ECUADOR REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Vigo (2.50%)	MTO	Agent	Cash	Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# EL SALVADOR

## REMITTANCE FLOWS

Officially recorded inbound remittances to El Salvador are estimated at \$4.6 bn and the outbound remittances at \$136 mn. Therefore, El Salvador is a net receiver of remittances. More than 90% of the inbound remittances to El Salvador are received from United States.

Table 16: EL SALVADOR: MIGRANT AND REFUGEE FLOWS

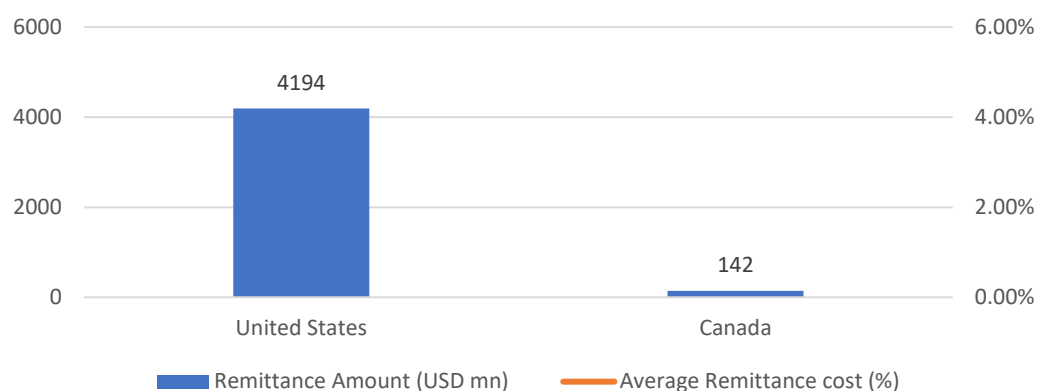
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
1,559,924	16,909	42,323	32

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

United States is host to almost 75% of the refugee population from El Salvador. Majority of the rest of the refugee population is hosted by Mexico and Canada respectively.

FIG 8: EL SALVADOR REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers for Canada to El Salvador corridor is not available.

## REMITTANCE COST

The average cost of receiving remittances in El Salvador from United States is 3.92%. Remittance channels from Banks is comparatively cheaper than Money Transfer Operators.

## REMITTANCE SERVICE PROVIDERS

In El Salvador, remittances can be received in cash and bank account. There are range of providers with high network coverage across Banks and Money Transfer Operators that are offering an array of payment instruments such as bank account transfer, cash, and debit/credit card to send remittances to El Salvador. On the receiving side, receivers can pick remittances from Agents, Bank branch or can also get remittances home delivered.

Table 17: UNITED STATES – EL SALVADOR REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Casa de cambio Delgado (2.5%)	MTO	Agent	Bank account, Cash	Account, Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# ETHIOPIA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Ethiopia are estimated at \$772 mn and the outbound remittances at \$13 mn. Therefore, it's a net receiver of remittances. As per recent reports, Ethiopia receives close to \$4bn in remittances<sup>3</sup> but most of it is received through unregulated channels and, as a result, not captured in the official records. More than 50% of the officially recorded remittance flows to Ethiopia are received from United States and Saudi Arabia respectively.

Table 18: ETHIOPIA: MIGRANT AND REFUGEE FLOWS

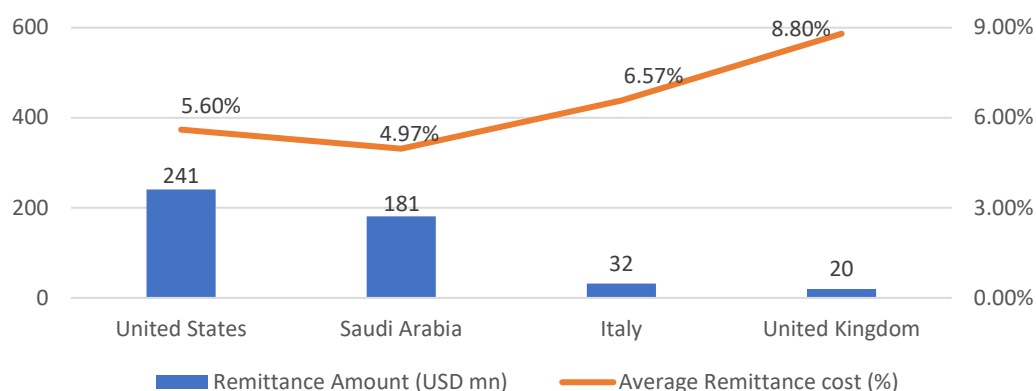
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
800,879	86,920	1,227,143	791,631

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Almost 75% of the refugee population in Ethiopia is from South Sudan and Somalia, followed by Eritrea, Sudan and other countries.

FIG 9: ETHIOPIA REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

## REMITTANCE COST

The average cost of receiving remittances in Ethiopia across the four main corridors is 6.49%.

## REMITTANCE SERVICE PROVIDERS

Across the two main corridors, United States and Saudi Arabia, money transfer operators are the major providers. From the United States, remittances can be sent using range of payment instruments such as Bank account, cash, and Debit/credit card whereas from Saudi Arabia, cash through Agents is the main payment instrument used to send remittances to Ethiopia.

Table 19: UNITED STATES – ETHIOPIA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Ria (3.27%)	MTO	Agent	Cash	Account, Cash	High

Table 20: SAUDI ARABIA – ETHIOPIA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
MoneyGram (4.58%)	MTO	Agent, Internet	Bank account, Cash	Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

<sup>3</sup> <https://www.iom.int/news/un-migration-agency-launches-study-help-scale-formal-remittances-ethiopia>

# GUATEMALA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Guatemala are estimated at \$7.5 bn and the outbound remittances at \$169 mn. Therefore, Guatemala is a net receiver of remittances. More than 90% of the inbound remittances to Guatemala are received from United States followed by Mexico, Canada, and Belize respectively.

Table 21: GUATEMALA: MIGRANT AND REFUGEE FLOWS

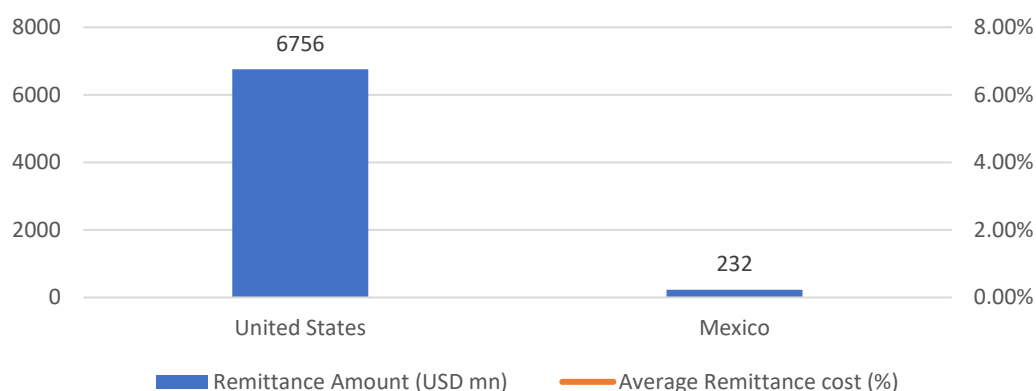
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
1,117,355	11,251	81,528	235

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

United States is host to almost 87% of the total refugee population from Guatemala.

FIG 10: GUATEMALA REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers for Mexico to Guatemala corridor is not available.

## REMITTANCE COST

The average cost of receiving remittances from the United States is 3.96%.

## REMITTANCE SERVICE PROVIDERS

From the United States, there are range of bank and money transfer operators with an array of payment instruments such as bank account, cash, debit/credit card to send remittances to Guatemala. Remittances can be received in a bank account, cash, or mobile wallet.

Table 22: UNITED STATES – GUATEMALA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Remitly (3.37%)	MTO	Internet	Bank account, Debit/credit card	Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# HONDURAS

## REMITTANCE FLOWS

Officially recorded inbound remittances to Honduras are estimated at \$3.8 bn and the outbound remittances at \$68 mn. Therefore, Honduras is a net receiver of remittances. Honduras receives more than 85% of the inbound remittances from United States followed by Spain and Mexico respectively.

Table 23: HONDURAS: MIGRANT AND REFUGEE FLOWS

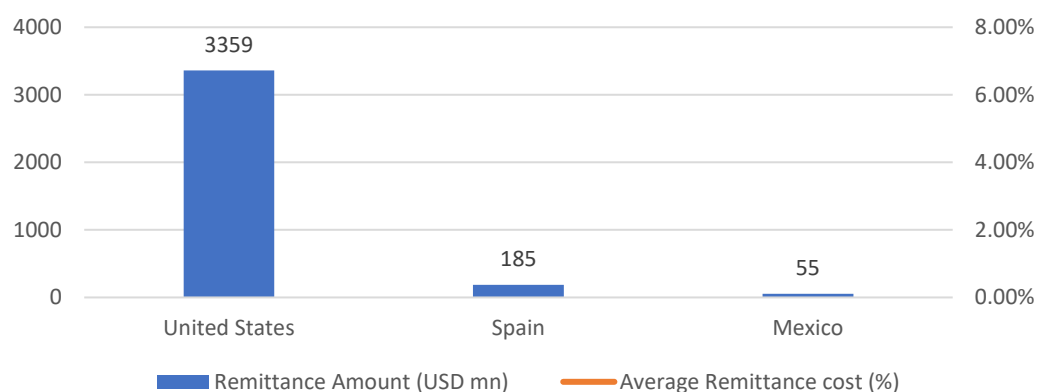
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
722,430	8,541	38,700	235

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

United States is also host to 70% of the refugee population from Honduras.

FIG 11: HONDURAS REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers for Spain and Mexico to Honduras corridors is not available.

## REMITTANCE COST

The average cost of receiving remittances from the United States is 4.04%

## REMITTANCE SERVICE PROVIDERS

From the United States, there are range of bank and money transfer operators with an array of payment instruments such as bank account, cash, debit/credit card to send remittances to Honduras. Remittances can be received in a bank account or cash and picked up from an Agent.

Table 24: UNITED STATES – HONDURAS REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Ficohsa Express (3.00%)	MTO	Agent	Bank account, Cash	Account, Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# KENYA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Kenya are estimated at \$1.7 bn and the outbound remittances at \$319 mn. Therefore, Kenya is a net receiver of remittances. Kenya receives almost 80% of the remittances from United Kingdom, United States, Tanzania, and Canada respectively.

Table 25: KENYA: MIGRANT AND REFUGEE FLOWS

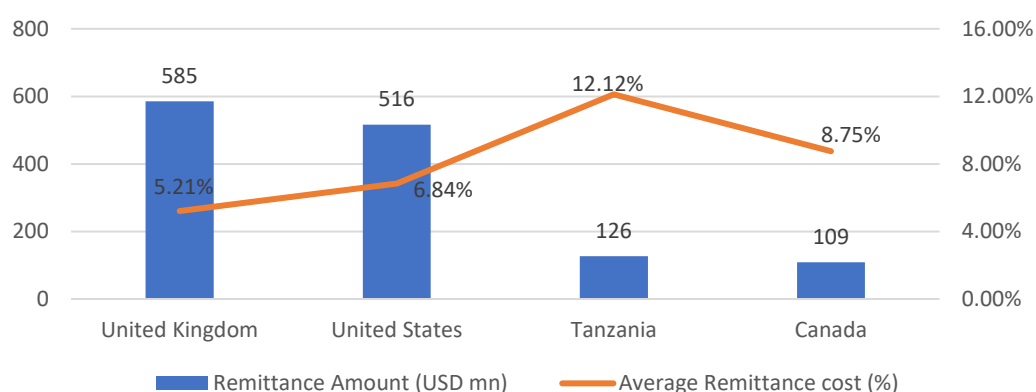
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
501,204	7,944	1,078,572	451,099

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Kenya is also host to a significant refugee population, 75% of which are from Somalia, almost 17% from South Sudan, followed by Ethiopia, DRC, and other countries.

FIG 12: KENYA REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

## REMITTANCE COST

Across the four main remittance corridors, the average cost of receiving remittances from the UK is the lowest at 5.21% while the average cost from Tanzania is the highest at 12.12%.

## REMITTANCE SERVICE PROVIDERS

Across the four main remittance corridors, there are range of bank and money transfer operators with an array of payment instruments such as bank account, cash, mobile money, debit/credit card to send remittances to Kenya. Remittances can be sent through an agent, call center, bank branch, Internet, Mobile phone, or a post office and can be received in a bank account, cash or a mobile wallet.

Table 26: UNITED KINGDOM – KENYA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Lyca (0.97%)	MTO	Internet	Bank account, Debit/credit card	Cash	High

Table 27: UNITED STATES – KENYA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Wave (2.81%)	MTO	Internet	Debit Card	Mobile Wallet	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates



# MEXICO

## REMITTANCE FLOWS

Officially recorded inbound remittances to Mexico are estimated at \$28.67 bn and the outbound remittances at \$2.65 bn. Therefore, Mexico is a net receiver of remittances. Mexico receives 99% of their remittances from the United States. Although a net receiver of remittances, the outbound remittances from Mexico to United States are \$1.7 bn.

Table 28: MEXICO: MIGRANT AND REFUGEE FLOWS

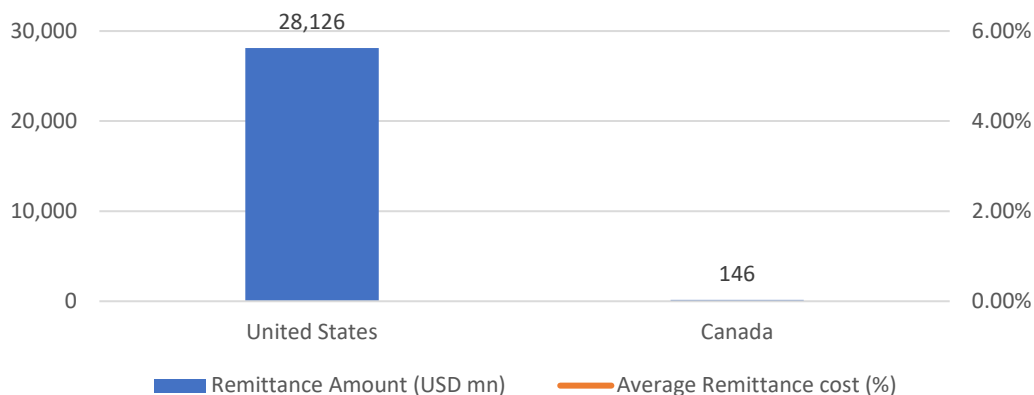
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
12,964,882	11,935	1,224,169	6,202

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Almost all refugees from Mexico are hosted in United States and Canada.

FIG 12: MEXICO REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers for Canada to Mexico corridor is not available.

## REMITTANCE COST

The average cost of receiving remittances from the United States is 4.47%.

## REMITTANCE SERVICE PROVIDERS

From the United States, there are range of bank and money transfer operators offering remittance transactions through a bank account, cash, and debit/credit card. Remittances can be sent through an agent, call center, bank branch, or Internet and can be received in a bank account or cash.

Table 29: UNITED STATES – MEXICO REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Ria (3.63%)	MTO	Agent, Internet	Account, Cash, Debit/credit card	Account, Cash	High
Citibank* (0.00%)	Bank	Internet	Account transfer	Bank account	Medium

\*The Citibank service may only be available for Citibank customers

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# MYANMAR

## REMITTANCE FLOWS

Officially recorded inbound remittances to Myanmar are estimated at \$ 685 mn and the outbound remittances at \$395 mn. Therefore, Myanmar is a net receiver of remittances. In 2015, Myanmar had received \$3.4 bn in officially recorded remittances. Myanmar receives more than 85% of its remittances from Thailand and Saudi Arabia respectively, followed by United States and Malaysia.

Table 30: MYANMAR: MIGRANT AND REFUGEE FLOWS

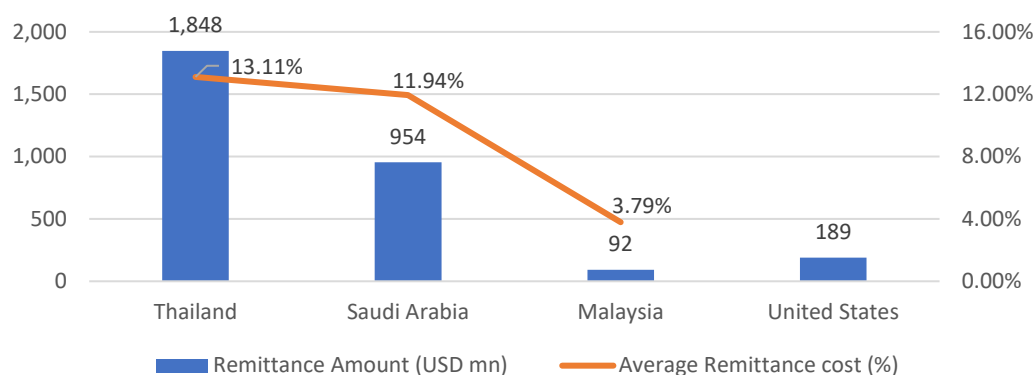
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
2,894,741	451,083	74,660	925,939

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Myanmar has a significant refugee population, more than 50% of which is hosted in Bangladesh, almost 25% in Thailand and 20% in Malaysia followed by India, United States, and other countries.

FIG 13: MYANMAR REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers for United States to Myanmar corridor is not available.

## REMITTANCE COST

Across the main remittance corridors, the average cost of receiving remittances from Malaysia is the lowest at 3.79%. However, the high average costs from Thailand is largely due to high transaction costs charged by banks and may not be reflective of the weighted average costs since the average transaction costs for money transfer operators in Thailand – Myanmar corridor is 2.17%.

## REMITTANCE SERVICE PROVIDERS

Across the main remittance corridors, there are number of bank and money transfer operators offering range of remittance payment instruments such as a bank account, cash, and debit/credit card which are accessible at an agent location, bank branch, through call center or over internet and can be received in cash or bank account in Myanmar.

Table 31: THAILAND – MYANMAR REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
True Money (1.94%)	MTO	Agent	Cash	Cash	High

Table 32: SAUDI ARABIA – MYANMAR REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Western Union (10.74%)	MTO	Agent	Cash	Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# NIGER

## REMITTANCE FLOWS

Officially recorded inbound remittances to Niger are estimated at \$182 mn and the outbound remittances at \$395 mn. Therefore, Niger is a net sender of remittances. More than 95% of the outbound remittances from Niger are sent to Nigeria, Mali, and Benin respectively.

Table 33: NIGER: MIGRANT AND REFUGEE FLOWS

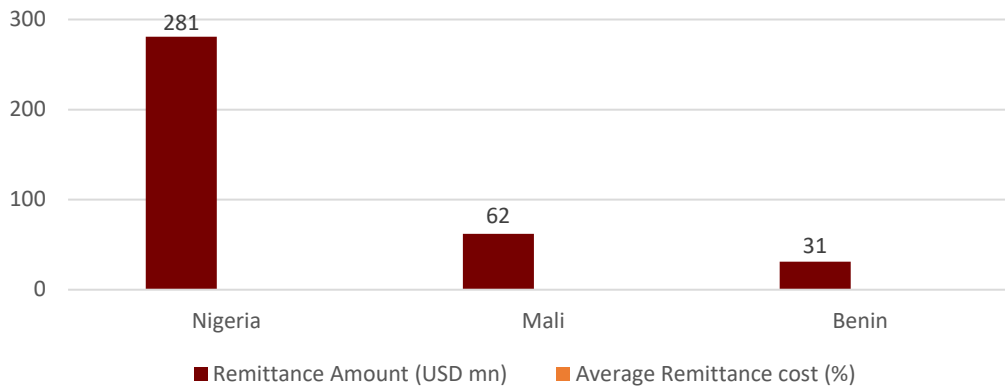
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
362,955	1,217	295,610	166,093

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

More than 99% of the refugee population in Niger is from Nigeria and Mali respectively.

FIG 14: NIGER REMITTANCE MARKET: OUTBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016

Note: The data on remittance transaction cost and service providers for outbound corridors from Niger is not available

# PAKISTAN

## REMITTANCE FLOWS

Officially recorded inbound remittances to Pakistan are estimated at \$19.76 bn and the outbound remittances at \$374 mn. Therefore, Pakistan is a net receiver of remittances. More than 80% of the inbound remittances to Pakistan are received from Saudi Arabia, UAE, UK, US, Kuwait, and Canada.

Table 34: PAKISTAN: MIGRANT AND REFUGEE FLOWS

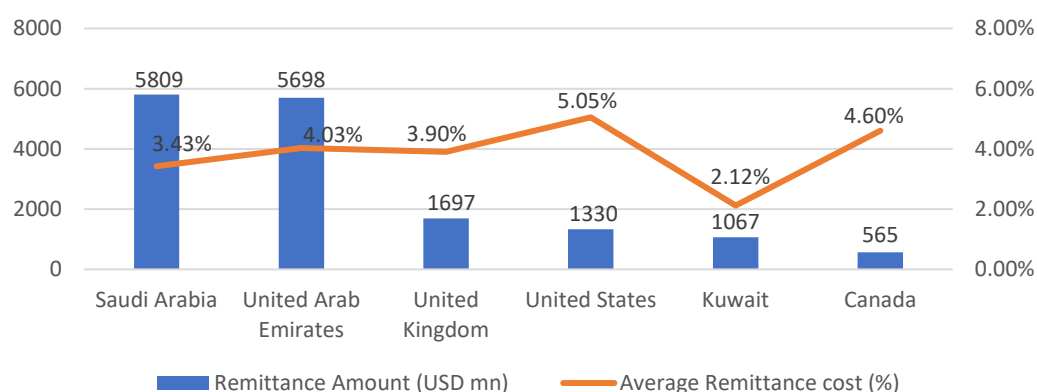
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
5,978,635	99,227	3,398,154	1,352,560

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Pakistan is also host to one of the largest refugee population, mostly from Afghanistan.

FIG 14: PAKISTAN REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

## REMITTANCE COST

Across the six main remittance corridors, the average cost of receiving remittances is 5% or less, which is reasonable if compared to the global average remittance transaction cost of 7.2%.

## KEY REMITTANCE SERVICE PROVIDERS

To send remittances to Pakistan from these corridors, there are number of bank and money transfer operators offering range of remittance payment instruments such as a bank account, cash, debit/credit card, and mobile money which are accessible at an agent location, bank branch, through call center, over internet, or a mobile phone and can be received in cash, bank account, mobile wallet or receivers may also get remittances home delivered.

Table 35: SAUDI ARABIA – PAKISTAN REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Western Union (1.63%)	MTO	Agent	Cash	Cash	High

Table 36: UAE – PAKISTAN REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
UBL Tezraftar cash (2.53%)	MTO	Bank branch	Cash	Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# PANAMA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Panama are estimated at \$506 mn and the outbound remittances at \$419 mn. Therefore, Panama is a net receiver of remittances, more than 80% of which is received from United States.

Table 37: PANAMA: MIGRANT AND REFUGEE FLOWS

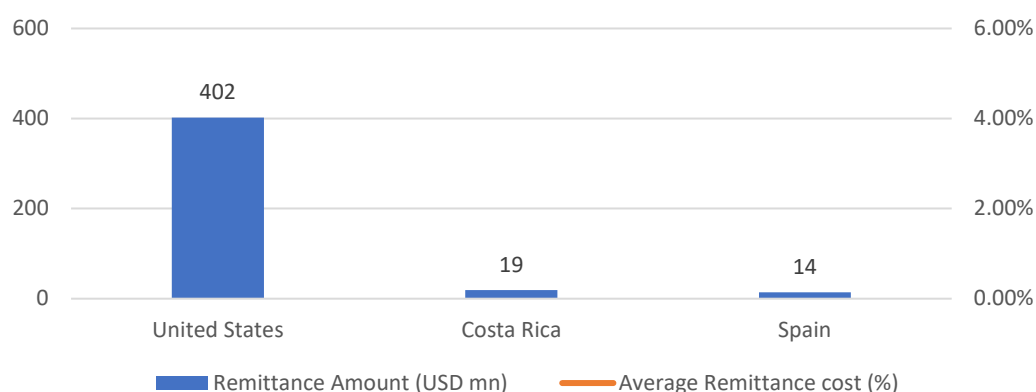
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
149,220	59	190,728	18,358

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Panama is also host to refugees, more than 80% of whom are from Colombia.

FIG 15: PANAMA REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers from Costa Rica and Spain corridors is not available

## REMITTANCE COST

The average cost to receive remittances from United States is 5.06%.

## KEY REMITTANCE SERVICE PROVIDERS

Money Transfer Operators are the major providers of remittances in the US-Panama corridor, offering range of payment instruments such as bank account, cash, and debit/credit card accessible through agent locations or internet. Remittances in Panama can be received in bank account or cash.

Table 38: UNITED STATES – PANAMA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Ria (4.17%)	MTO	Agent, Internet	Account, Cash, Debit/Credit card	Account, Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# REPUBLIC OF CONGO

## REMITTANCE FLOWS

Officially recorded outbound remittances to RoC are estimated at \$200 mn. The data on inbound remittances is not available. Almost 85% of the outbound remittances from RoC are to France, Mali, and Senegal respectively.

Table 39: RoC: MIGRANT AND REFUGEE FLOWS

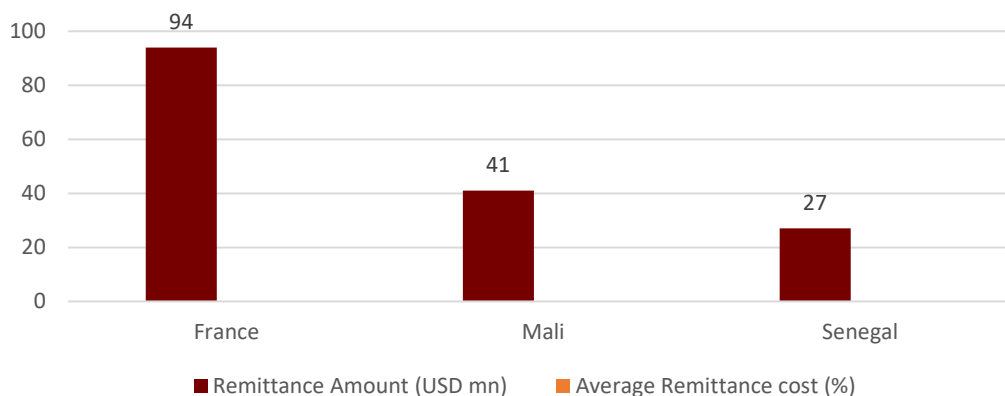
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
254,824	14,737	398,890	46,457

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

More than 50% of the refugee population in RoC is from Central African Republic, followed by DRC, Rwanda, and other countries.

FIG 16: RoC REMITTANCE MARKET: **OUTBOUND REMITTANCES**



Source: World Bank, Bilateral Remittance Matrix 2016

Note: The data on remittance transaction cost and service providers for any of the outbound corridors from RoC is not available

# RWANDA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Rwanda are estimated at \$173 mn and the outbound remittances at \$258 mn. Therefore, Rwanda is a net sender of remittances. More than 90% of the outbound remittances from Rwanda are sent to Uganda and Tanzania. Rwanda also receives remittances mainly from regional corridors such as DRC, Uganda, Burundi, Tanzania, and RoC.

Table 40: RWANDA: MIGRANT AND REFUGEE FLOWS

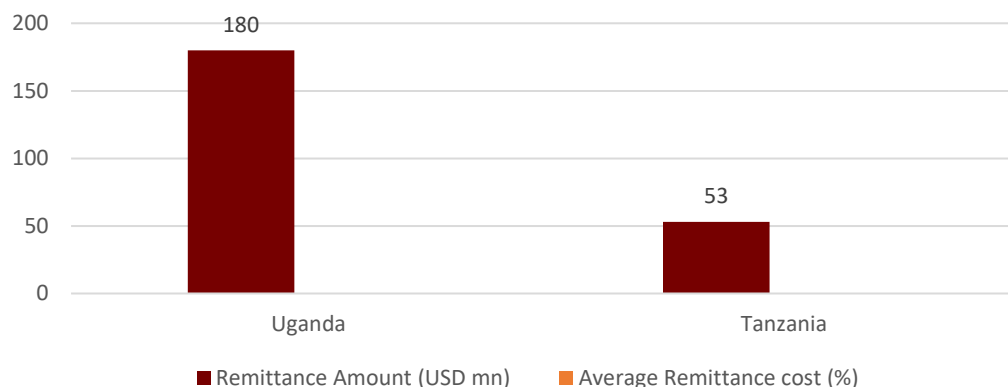
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
568,848	286,725	443,088	156,065

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Rwanda hosts a considerable refugee population, most of whom are from DRC and Burundi.

FIG 17: RWANDA REMITTANCE MARKET: **OUTBOUND REMITTANCES**



Source: World Bank, Bilateral Remittance Matrix 2016

Note: The data on remittance transaction cost and service providers from Rwanda to Uganda and Tanzania is not available.

## REMITTANCE COST

Although officially recorded remittances from Rwanda to Kenya are comparably low, the information on the remittance transaction cost for the corridor is available and it costs an average of 6.22% to receive remittances from Rwanda to Kenya. Rwanda also receives remittances from regional corridors and it costs 7.06% and 14.77% on an average to receive remittances from Kenya and Tanzania respectively. The high average remittance cost in Tanzania-Rwanda corridor may not be reflective of the weighted average remittance cost as the average remittance cost for money transfer operators in the corridor is 4.88%.

## REMITTANCE SERVICE PROVIDERS

In both inbound and outbound remittance corridors, there are a range of providers such as Banks, MTOs, Non-Bank FIs, and Post offices offering remittance service through different payment instruments. Apart from bank account and cash, remittance senders and receivers in Rwanda can send and receive remittances through mobile wallets.

Table 41: RWANDA – KENYA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Use Remit (2.22%)	MTO	Internet	Bank account transfer	Mobile wallet	High
Tigo (2.42%)	MTO	Mobile phone	Mobile money	Mobile wallet	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# SOMALIA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Somalia are estimated at \$1.4 bn<sup>4</sup> and the outbound remittances at \$1 mn. Therefore, Somalia is a net receiver of remittances, which also comprise of almost 25% of country's GDP. Although data on bilateral remittance flows to Somalia is not present but considering the migration corridors, United States, United Kingdom, Netherlands, and Libya are the key remittance sending countries.

Table 42: SOMALIA: MIGRANT AND REFUGEE FLOWS

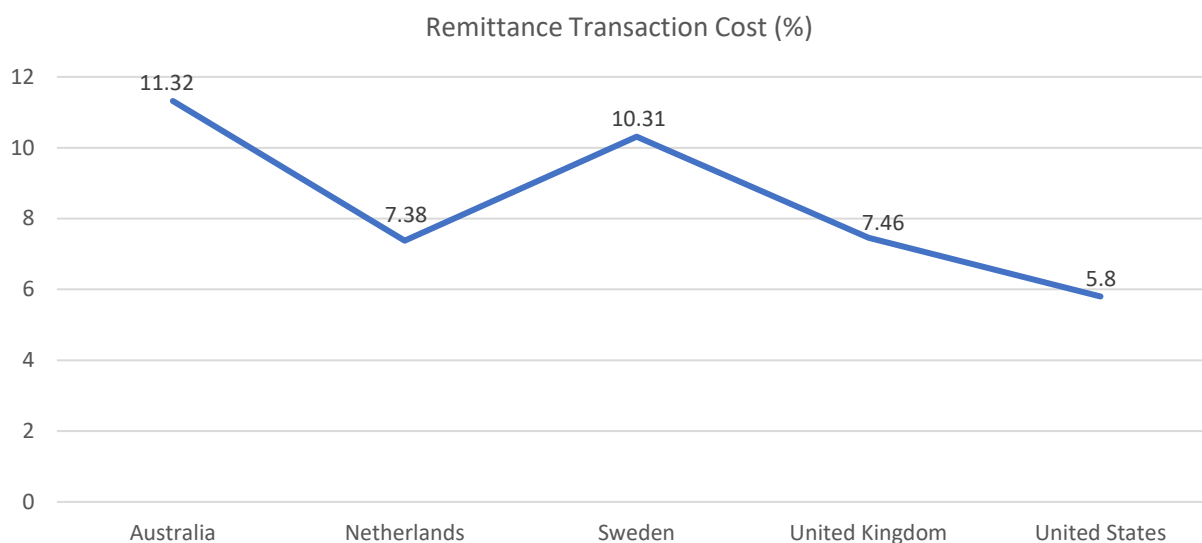
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
1,988,458	1,097,712	44,868	11,574

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Somalia also a significant refugee population, more than 80% of which is hosted in Kenya, Yemen, and Ethiopia.

FIG 18: SOMALIA REMITTANCE MARKET: INBOUND REMITTANCE TRANSACTION COST



Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance flows from Australia, Netherlands, Sweden, UK, and the US to Somalia is not available

<sup>4</sup> <http://www.worldbank.org/en/news/press-release/2016/06/10/world-bank-makes-progress-to-support-remittance-flows-to-somalia>



# TANZANIA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Tanzania are estimated at \$411 mn and the outbound remittances at \$588 mn. Therefore, Tanzania is a net sender of remittances, almost 70% of which is sent to India, Kenya, and China. Tanzania also receives significant inbound remittances from United Kingdom, Canada, Rwanda, United States, and Kenya.

Table 43: TANZANIA: MIGRANT AND REFUGEE FLOWS

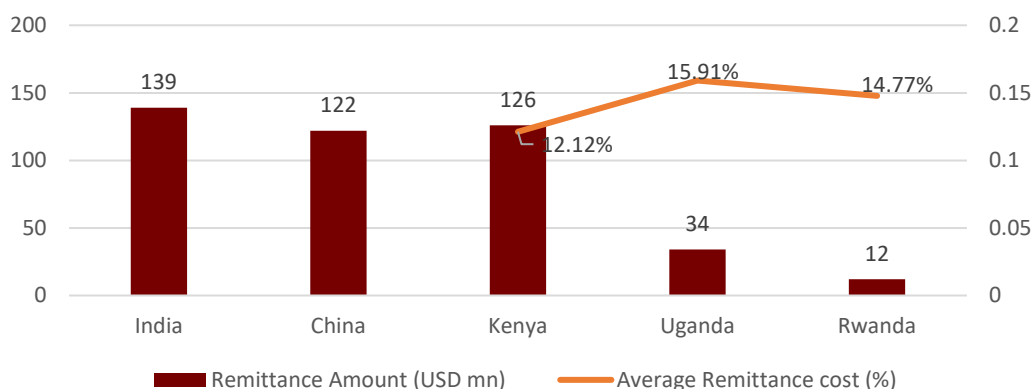
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
324,394	771	492,574	281,498

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Tanzania is host to a sizeable refugee population, most of whom are from Burundi and DRC.

FIG 19: TANZANIA REMITTANCE MARKET: **OUTBOUND REMITTANCES**



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers from Tanzania to India and China corridors is not available

## REMITTANCE COST

Across the main outbound remittance corridors, the information on average cost of sending remittances to the regional corridors - Kenya, Uganda and Rwanda – is available. The high average remittance cost in the regional corridors may not be reflective of the weighted average remittance cost as the average remittance cost for MTOs in Kenya, Uganda, and Rwanda is 5.39%, 6.11%, and 4.88% respectively.

## REMITTANCE SERVICE PROVIDERS

In both inbound and outbound remittance corridors, there are a range of providers such as Banks, MTOs, and Post offices offering remittance service through different payment instruments. Apart from bank account and cash, remittance senders and receivers in Tanzania can also send and receive remittances through mobile wallets.

Table 44: TANZANIA – KENYA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
M-Pesa (3.23%)	MTO	Mobile phone	Mobile money	Mobile wallet, Cash	High

Table 45: TANZANIA – UGANDA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
UBA Africash (4.15%)	Bank	Bank branch	Cash	Cash	Low
Xpress Money (4.96%)	MTO	Agent	Cash	Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# UGANDA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Uganda are estimated at \$1.06 bn and the outbound remittances at \$191 mn. Therefore, Uganda is a net receiver of remittances, more than 80% of which are received from United Kingdom, South Sudan, Rwanda, United States, and Kenya.

Table 46: UGANDA: MIGRANT AND REFUGEE FLOWS

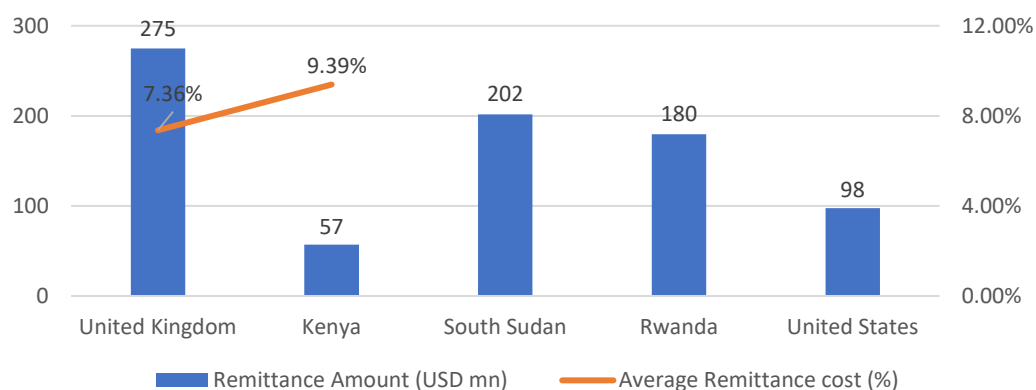
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
739,667	6,442	1,692,120	940,835

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Uganda is also host to one of the largest refugee population in the world, most of whom are from South Sudan and DRC, followed by Burundi, Somalia, Rwanda, and other countries.

FIG 20: UGANDA REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers from South Sudan, Rwanda, and the US is not available

## REMITTANCE COST

Across the main remittance corridors for which data is available, the average cost of receiving remittances from UK and Kenya is 7.36% and 9.39% respectively. The average cost of receiving remittances from MTOs in Kenya is 5.82%.

## KEY REMITTANCE SERVICE PROVIDERS

In both the remittance corridors, money transfer operators are the main providers offering services through bank account transfer, cash, credit/debit card, and mobile money. Recipients can receive money in a bank account, cash, or a mobile wallet.

Table 47: UNITED KINGDOM – UGANDA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Wave (1.14%)	MTO	Internet	Bank Account, Debit card	Mobile Wallet	High

Table 48: KENYA – UGANDA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
M-Pesa (2.56%)	MTO	Mobile phone	Mobile money	Mobile wallet, Cash	High

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

# ZAMBIA

## REMITTANCE FLOWS

Officially recorded inbound remittances to Zambia are estimated at \$38 mn and the outbound remittances at \$19 mn. Therefore, Zambia is a net receiver of remittances, most of which are received from South Africa and United Kingdom.

Table 49: ZAMBIA: MIGRANT AND REFUGEE FLOWS

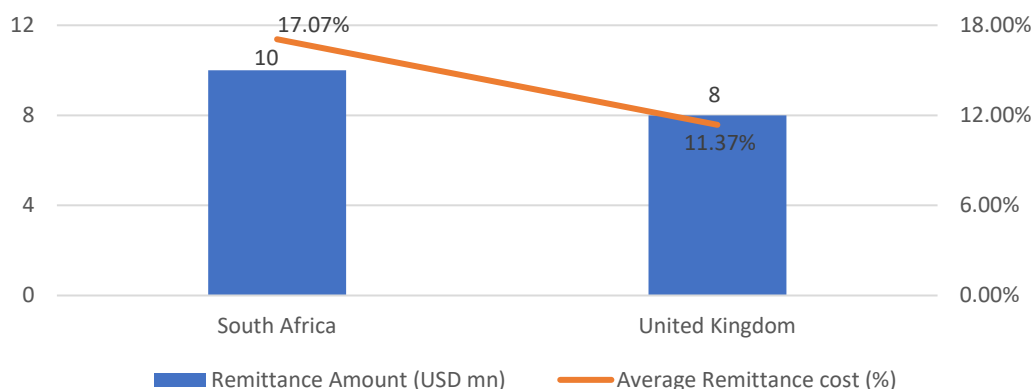
MIGRANT ORIGINATED	REFUGEE ORIGINATED	MIGRANT HOSTED	REFUGEE HOSTED
275,089	303	156,982	29,350

Refugee Data Source: UNHCR, Jun 2016 (Refugee Origin) and UNHCR, Nov 2016 (Refugee Host)

Migration Data Source: UN Population Division, Department of Economic and Social Affairs, Dec 2017

Zambia is also host to refugees, more than 70% of whom are from DRC, followed by Burundi, Somalia, Rwanda, and other countries.

FIG 21: ZAMBIA REMITTANCE MARKET: INBOUND REMITTANCES



Source: World Bank, Bilateral Remittance Matrix 2016 and World Bank, Remittances Prices Worldwide, Q3 2017

Note: The data on remittance transaction cost and service providers from South Sudan, Rwanda, and the US is not available

## REMITTANCE COST

Amongst the ones researched, Zambia is one of the most expensive countries to receive remittances. Across the two main remittance corridors, the average cost of receiving remittances from South Africa is significantly higher. Even the remittance transaction cost of MTOs from South Africa to Zambia is 14.09%.

## REMITTANCE SERVICE PROVIDERS

In both the remittance corridors, money transfer operators are the main providers offering services through bank account transfer, cash, and credit/debit card. Recipients can receive money in a bank account, cash and mobile wallet in the case of UK. Having said that, there is no provider in both the corridors with high network coverage in Zambia.

Table 50: SOUTH AFRICA – ZAMBIA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
Exchange4free (2.49%)	MTO	Internet	Bank account transfer	Bank account	Medium

Table 51: UNITED KINGDOM – ZAMBIA REMITTANCE CORRIDOR

Least expensive provider	Type	Access Point	Payment Instrument	Receiving Method	Network Coverage
World Remit (8.05%)	MTO	Internet	Account, Debit/Credit card	Mobile wallet, Cash	Medium

Source: World Bank, Remittances Prices Worldwide, Q3 2017

Note: There may be other providers with high network coverage offering remittance services at similar transaction rates

## ANNEX A: MOBILE MONEY ENABLED INTERNATIONAL REMITTANCES

There are overall 70 Mobile Money services being offered across the specified list of 23 CRRF/IDA countries. Out of these 70 deployments, 40 deployments offer International Remittances across 18 countries. At the moment, there is no live mobile money service in Costa Rica, Djibouti and Panama as per the GSMA definition.

Country	Organization Name	International remittances
Afghanistan	Etisalat	x
	Roshan (TDCA)	x
	Afghan Wireless Communication Company	
Cameroon	MTN	x
	Orange	
	Afrikpay	
	Société Générale group	x
Chad	Airtel (Bharti Airtel)	x
	Tigo (Millicom)	x
DRC	Airtel (Bharti Airtel)	
	Vodacom (Vodafone)	
	Orange	x
	Trust Merchant Bank	
Ecuador	Banco Central de Ecuador	x
El Salvador	Tigo (Millicom)	x
	MoMo	x
Ethiopia	Consortium of 5 MFIs: ACSI, DECSI, OCSSCO, OMO and ADCSI	
	Belcash	x
Guatemala	Claro (América Móvil)	
	Tigo (Millicom)	x
Honduras	Tigo (Millicom)	
Kenya	Mobile Pay Ltd	
	Airtel (Bharti Airtel)	
	Safaricom	x
	MobiKash Afrika	x
	Dau-Pesa	x
Mexico	Telcel (América Móvil)	
	eZuza	x
Myanmar	Ooredoo	
	Telenor	
	myKyat	
	True Corporation	x
Niger	Airtel (Bharti Airtel)	x
	Orange	x
	Moov (Maroc Telecom)	
Pakistan	Telenor	x
	UBL Bank	
	Habib Bank Limited	

	Jazz (Global Telecom)	x
	Ufone (PTCL)	
Republic of Congo	MTN	
	Airtel (Bharti Airtel)	
Rwanda	MTN	x
	Tigo (Millicom)	x
	Airtel (Bharti Airtel)	x
	Dau-Pesa	x
	MobiCash	
Somalia	NationLink Telecom	
	Telesom, Somaliland	x
	Golis Telecom	x
	Hormuud Telecom	
	Somtel	x
Tanzania	Zantel (Etisalat)	x
	Airtel (Bharti Airtel)	x
	Tigo (Millicom)	x
	Vodacom (Vodafone)	x
	Dau-Pesa	x
	Viettel eCommerce (Halotel)	
Uganda	UT Mobile (Uganda Telecom)	x
	Airtel (Bharti Airtel)	
	MTN	x
	EzeeMoney	
	MobiCash	x
	Africell	
	Micropay	x
	Smart Telecom	
Zambia	Airtel (Bharti Airtel)	x
	MTN	x
	Zoona	x
	Zamtel	

Source: GSMA Jan 2018

## ANNEX B: POST OFFICE ENABLED INTERNATIONAL REMITTANCES

There are Post offices services across all the specified list of 23 CRRF/IDA countries. Out of these 23 countries, UNCDF was able to confirm with UPU on 11 Post offices that are offering international remittance services as of Dec 2016.

Post offices have adopted two business models to offer remittance services:

- a. Cash Merchant: The Post acts as a cash-in/cash-out agent for one or various partners (money transfer operator (MTO), mobile money operator (MMO), utility firm, financial institution, etc.).
- b. Proprietary Payments: The Post operates its own domestic payments and international remittance services (for the latter, in partnership with other Posts).

Country	International Remittances	
	Cash-Merchant	Proprietary Payments
Afghanistan		
Cameroon	x	x
Chad	x	x
Costa Rica		
Djibouti	x	x
DRC	x	x
Ecuador	x	x
El Salvador	x	
Ethiopia	x	
Guatemala		
Honduras	x	
Kenya	x	x
Mexico		
Myanmar		x
Niger	x	x
Pakistan	x	
Panama		
Rep of Congo	x	x
Rwanda	x	x
Somalia		
Tanzania	x	x
Uganda		x
Zambia	x	

Source: Universal Postal Union, 2016