**Methodology**

The GSMA commissioned DMA Global ([DMAG](https://www.dmaglobal.co/)) an expert in remittance surveys, to collect the cost of remittances.

The following methodology describes the approach to collecting the data for the three pricing points per provider per corridor (US$50, US$100 and US$200). The data is presented in a table format. The methodology used is very similar to that used by the World Bank in its Remittance Prices Worldwide database (RPW).

The key activities that were undertaken included:

**Corridors**

Based on the information provided by GSMA and additional research that DMAG has undertaken, it was determined that there were 23 send countries and 37 receive countries, 161 corridors and 45 different service providers offering 343 services across these corridors.

**Data collection methodology**

All the data collection was undertaken using mystery shopping techniques. A researcher (who understands remittances and the market involved) posed as a customer and gathered the relevant information by undertaking enquiries using their account with the relevant mobile money operator or via a phone call or, if necessary, a visit to a local store. Given the nature of the service, there were occasions when online research was undertaken. This was where, for instance, the customer would regularly interact with the service provider in that way or via an app. In all cases, the information gathered was also reflective of the customer experience.

The researchers were required to use a call centre on a few occasions because some regions had connectivity issues.

DMAG’s experienced team of remittance price researchers collected the data in a way so that it is as representative as possible. All the data for each specific corridor was collected on the same day to ensure the optimum basis for comparison.

All the survey data was collected between 24 and 26 August 2022.

The key data sections are:

1. Selection of Firms – DMAG surveyed the services and firms providing mobile money-to-mobile money transfers. These firms represent the companies that are currently understood to be offering outbound cross-border mobile money account-to-account services.

2. Amounts surveyed – For this survey, three price points per service, US$50, US$100 and US$200 were surveyed for each provider, making three price points per provider per corridor. The price points reflect the lower transaction amounts that are generally seen with mobile money-based international remittance transactions whilst allowing comparison with the core Remittance Prices Worldwide price point of US$200.

3. Sending MNO (Mobile Network Operator) name – This field denotes the operator's name that the money was sent through. For all transactions, the phone was the method used to access the service, and a mobile money account was the instrument used to pay for the transaction.

4. Fee charged to the sender – The initial fee charged at the sending end (excluding foreign exchange margins). Any cash-out fees recorded were noted in the ‘cash-out fees’ field for reference but were not included in the total cost except where explicitly mentioned.

5. Exchange rate applied – The exchange rate that the relevant MM provider offered was collected and measured against the collection day’s interbank exchange rate (gathered at www.xe.com) for the relevant send and receive currencies to produce a foreign exchange cost margin. Where exchange rates were unobtainable without a valid reason, the issue was flagged, and the provider was listed as non-transparent. In Europe and the US, it is a legal requirement to provide the foreign exchange rate or the amount to be received before completing the transaction. In other parts of the world, this is not the case. For example, in many African countries, there is no such requirement, and operators use a variety of approaches to providing information. In many cases, it was only possible to obtain the information on the exchange rate by attempting to complete a transaction – for mobile money providers, this meant that one could only get the rate if you were a mobile money account holder, and even then, it was discovered through the survey that there are times when the information is not available unless asked.

6. Transfer speed – DMAG used the standardised transfer speed categories of RPW (Less than one hour; Same day; Next day; 2 days; 3-5 days; 6 days or more) to record how long the transaction would take to be available. In all cases, it was either within one hour or the same day for this survey.

7. Pick-up locations/method – Pickup locations are defined purely by the method of receiving the money, for example, the Mobile Money account.

8. Additional information – such as non-fee costs charged to the receiver: Data on any hidden or receiving ‘pick up’ costs where they occurred, either due to the nature of the product/service on offer or the outlet through which the funds are being received was collected. Some of these costs are particularly relevant where mobile money account-based payments are made and may include cash-out fees.