



THE MASTERCARD FOUNDATION CLIENTS AT THE CENTRE PRIZE

Frequently Asked Questions

Who is eligible to apply?

Applicants must be registered organisations that are providers of financial products and services to low-income populations in these [developing countries](#).

Applicants can be non-traditional players such as mobile network operators, IT or mobile-enabled technology companies, agribusinesses that provide financial services or others. Applicants can also be traditional financial service providers (commercial banks, micro-finance institutions) or companies providing non-bank products and services such as leasing or insurance companies.

What is the deadline for applications?

The deadline is June 5, 2017 at 23:59 GMT

Can I apply if I live in a developed country?

Yes, however your company must have an operational presence in one of the developing countries listed [here](#) and your application must focus on your client-centric efforts in that country. Applications that are intended to benefit poor communities in developed countries are not eligible.

What language should my application be in?

The application must be in English.

Can I enter if I applied to the previous round of the Clients at the Centre Prize?

Yes. Applicants who entered the Prize competition in 2015 and 2016 are eligible to enter again. If you have applied previously, please make sure that in your application you highlight and mention how your organisation and/or services have grown or changed since you last applied.

Can I submit more than one application?

No. Applicants can only submit one application to the Prize competition.



How does my company apply for the Prize?

To begin your application, you will need to create an account by clicking the “Register” button on the Prize homepage (<https://mastercardfdn.innocentive.com>). After entering the information requested, you will receive a confirmation email. You must confirm your registration by clicking on the link that you receive in that email (applicants from the 2015 and 2016 editions of the Prize do not need to create a new account and can use the same log-in details).

Each time that you log in to your account you will be taken to your dashboard. For the first time that you log in, you can start your application by clicking the “Enter the Prize” button on your dashboard. You will be asked to agree to the Prize [Terms and Conditions](#). **Please read these carefully.**

You will then access the **application form**. You can start completing the form and save your answers as you go. You are able to save what you have entered and come back at another time to edit or complete your application. When your application is completed, you can submit by clicking the “Enter the Prize” button. Once you have done this, you will not be allowed to change your application.

Please read carefully the instructions that are given for the completion of the application form. Following these instructions can be crucial for the success of your application.

If you experience any technical difficulty, please contact us at clientsprize@mastercardfdn.org.

Who will review and judge applications and how are they kept confidential?

Prior to The MasterCard Foundation Symposium on Financial Inclusion (being held in Accra, Ghana from November 8-9, 2017), eligible applications will be evaluated by staff of The MasterCard Foundation and other industry experts (*please refer to the Applicant Guidelines document for further details*).

At the Symposium, finalists will make presentations to the audience on the business practices they highlighted in their application. To determine the winner of the Prize, audience members will vote on the presentation they feel best describes a successful client-centric organisation and its practices.

Will I retain the intellectual property of the ideas outlined in my application?

Yes. All intellectual property rights associated with any application remain with applicants.

Can individuals apply?

No, individuals are not eligible to apply for the Prize.



What will the winner of the Prize receive?

The top 5 finalist companies will each be invited to travel to and be a guest of the [2017 MasterCard Foundation Symposium on Financial Inclusion](#), to be held in Accra, Ghana on November 8-9, 2017. The Symposium is an annual event attracting more than 300 of the world's leading financial services practitioners dedicated to advancing financial inclusion. The top three finalist companies will each be invited to present their company and its client-centricity policies and practices to the Symposium audience during a plenary session. The audience will then vote on which of the three firms will receive the 2017 Clients at the Centre Prize. The Prize-winning company will receive US\$150,000 to further advance or strengthen its client-centric policies or practices.

What are the contractual obligations for the Prize winner?

Prior to full acceptance of the award, prospective winners will be required to sign a contract with The MasterCard Foundation which will establish guidelines and conditions for the use and reporting of the award. To the extent that these Terms and Conditions conflict with the contractual agreement, the contractual agreement will have precedence.

I see that the finalists must be available to attend The MasterCard Foundation Symposium on Financial Inclusion. When will this take place, what is it, and will my expenses be covered?

The MasterCard Foundation Symposium on Financial Inclusion is an annual event that brings together approximately 300 of the world's leading experts in financial inclusion. The 2017 Symposium will take place November 8-9, 2017 in Accra, Ghana. For finalists selected to attend and present their ideas, flights and accommodation will be paid by The MasterCard Foundation.