



THE MASTERCARD FOUNDATION CLIENTS AT THE CENTRE PRIZE

Frequently Asked Questions

Who is eligible to apply?

Applicants must be registered organisations operating anywhere in the world, and direct providers of financial products and services to low-income populations in any of the countries listed [here](#). These countries were identified as developing economies by the 2014 International Monetary Fund's World Economic Outlook [Report](#) and World Bank [data](#).

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

What is the deadline for applications?

The deadline is 30 June 2015 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](#).

What language should my application be in?

The application must be in English.

Can I enter more than once?

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

How can my company apply?

To begin your application, you will need to create an account by clicking the "Register to Apply" button at the Prize homepage (<https://www.mastercardfdn.org/clientsprize>). After you have entered 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.

Each time that you log into your account, you will be taken to your dashboard. 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's [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 "Submit entry" button. Once you have done this, you will not be allowed to edit your application any more.

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

Who will judge and review the applications?

Prior to the Symposium, 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, the Finalists will make presentations to the audience on the business practices they highlighted in their application. The audience will then vote on the presentations they feel best describe successful client-centric organisations and their 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 the Applicants.

What will the winner of the Prize receive?

For the top entry, there is one cash award of US\$100,000. There can also be consulting support of up to US\$50,000 to expand or reinforce client-centric practices within the winning company or organisation. Additionally, all finalists will have the opportunity to present their ideas in front of a crowd of international financial professionals at The 2015 MasterCard Foundation Symposium on Financial Inclusion.

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 control.

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, presented in partnership with the Boulder Institute of Microfinance, is an annual event that brings together 300 of the world's leading experts in financial inclusion. The 2015 Symposium will take



place in November in Cape Town, South Africa. For the finalists selected to attend and present their ideas, flights and accommodation will be paid by The MasterCard Foundation.