FastyRemit

Agent Guide

Everything you need to apply, get verified, and start serving customers as a FastyRemit authorized agent.

For FastyRemit agents and applicants. Please do not redistribute.

1. Welcome

As a FastyRemit agent you help people in your community send money to family and businesses abroad. You serve customers in person or online, and you earn a commission on every transfer that is completed through your account.

What you get

- Your own agent dashboard to register customers, create transfers, and track their status.
- Access to FastyRemit's payout network across Africa and beyond.
- A commission on each completed transfer, summarised for you in the dashboard.
- Compliance tooling (identity checks and record-keeping) built into the workflow.
- Support from the FastyRemit agent team.

2. Before you apply

Have the following ready. It makes the application and verification steps much faster.

- A valid business licence or registration for your shop or company.
- A government-issued photo ID for the primary contact (the person who signs in).
- Proof of your business address (utility bill, lease, or similar).
- Your business contact details: address, city, country, and phone number.
- An email address you check regularly - this is where your login details are sent.
- An idea of the working float (deposit) you can commit, from 0 up to 50,000. You can start at 0 and add funds later.

3. Registering

Open the Agent Registration page on the FastyRemit website and complete the form. Here is what each part asks for:

Primary contact

- First and last name of the person who will sign in and be responsible for the account.
- Date of birth - you must be at least 18. The calendar will not let you pick an invalid date.
- Personal number (national ID) - optional, but helpful for verification if you have it.
- Email and phone number for that person.
- Position or title (owner, manager, director, and so on).
- Country, city, and street address of the primary contact.

Business information

- Registered business name and business licence number.
- Business address, country, city, and a business phone (optional).

- Deposit slider - set it to the amount you can commit as your starting float (0 to 50,000).
- A short description of your business and why you want to partner with FastyRemit.
- Tick the box to accept the Terms and Conditions, then submit.

Tip: double-check your email address before submitting. Everything else can be corrected later with the agent team, but your login is sent to that address.

4. After you submit

1. You see a confirmation screen with your agent code. Write it down or keep the email.
2. FastyRemit emails your sign-in details to the address you gave.
3. The agent team reviews your application, usually within about 48 hours.
4. You may be contacted for clarification or additional documents.

5. Identity verification (KYC)

Before your account is fully activated you complete a short verification step from your dashboard. You will be asked to upload:

- A clear photo or scan of the primary contact's government ID (front, and back if it has one).
- A photo of the business licence or registration certificate.
- Proof of business address if requested.

Photo tips

- Use good light and lay the document flat - avoid glare and shadows.
- Make sure every corner is inside the frame and all text is readable.
- Upload the original document, not a photocopy of a photocopy.

Verification is usually reviewed within a business day. You will be notified when it is approved.

6. Your first sign-in

1. Go to the Agent sign-in page (linked from the FastyRemit website's Sign In menu).
2. Enter the agent ID / email and the temporary password from your welcome email.
3. Set a new, strong password when prompted. Keep it private.
4. Review your profile details and confirm they are correct.

7. Using your dashboard day to day

Add a customer

Create a customer record with their name and contact details before their first transfer. You can reuse it for every future transfer.

Create a transfer

1. Choose the customer (or add a new one).
2. Enter the destination country, the recipient's details, and how the money should be delivered.
3. Enter the amount. The dashboard shows the exchange rate, the fee, and what the recipient receives.
4. Confirm with the customer, collect the funds, and submit the transfer.

Track a transfer

Every transfer has a status you can follow from the dashboard - for example pending, processing, and completed. Share the reference number with your customer so they can track it too.

Your float and top-ups

Transfers draw against your working float. When it runs low you can request a top-up from the dashboard and follow the instructions shown. If a transfer cannot be covered by your current balance it is held until you top up, then released automatically.

Commission

Your dashboard shows a running summary of the commission you have earned. Settlement of your commission is handled by FastyRemit on a regular cycle.

Getting help

Use the support options in the dashboard or on the website to reach the agent team with any question about a customer, a transfer, or your account.

8. Account security - do's and don'ts

Do

- Keep your password private and unique to FastyRemit.
- Always sign out when you finish, especially on a shared computer.
- Verify the recipient details with your customer before submitting.
- Keep your own copies of receipts and references for your records.
- Report anything suspicious to the agent team straight away.

Don't

- Never share your login with staff or anyone else - create the account under the responsible person only.
- Do not process a transfer you believe is fraudulent or that the customer cannot explain.
- Do not promise delivery times or rates outside what the dashboard shows.

9. Frequently asked questions

How long does approval take?

Usually about 48 hours after you submit, plus a short review of your verification documents.

Can I start with a zero deposit?

Yes. Set the slider to 0. You can add funds later; transfers that exceed your balance are simply held until you top up.

I did not receive my welcome email.

Check spam and promotions folders first. If it still has not arrived, contact the agent team with your agent code.

Can more than one person use the account?

The account belongs to the primary contact who registered it. Do not share credentials. If you need changes to who is responsible, contact the agent team.

How is my commission paid?

It accrues as you complete transfers and is settled by FastyRemit on a regular cycle. Your dashboard shows the current summary.

This guide is provided to FastyRemit agents and applicants for onboarding purposes. Product details and processes may change; your dashboard and the agent team are always the current source of truth.