LENAKA Agent manual

Read this manual, watch the training video, then pass the online questionnaire before applying.

1. Your role

You provide cash-in and cash-out for customers and hold agent float belonging to LENAKA.

- Display fees clearly
- Never tip off a customer about an STR
- Report suspicions to LENAKA compliance

2. Float & fees

Float top-up from the platform is free. Cash-out fees follow the live schedule (typically 1% with an agent share).

- Do not extend credit in LENAKA's name
- Protect devices and PINs

3. Confirmation codes

Only pay out cash after the customer provides a valid confirmation code from the app.