



CASH DISTRIBUTION MODALITIES

Exchange company/wire transfers

MAIN INFO

-Alawneh company: 24 branch all over Jordan except in Ma'an and Tafileh governorate)

-PUI using it since November, 2015

-Used for all types of cash:

- Winterization
- Emergency
- Regular
- Education
- Health

Distribution of the assistance to BNF based on original MOI card or ASC.

PROCESS

PUI prepare the distribution list in 2 copies (one scanned copy and one excel file including the beneficiaries information and amounts based on what was agreed with the company)

PUI send the cheque to Alawneh in the same day , with the total amount of payments and fees .

PUI call all the beneficiaries on the distribution to inform them about the assistance (amount, branch location and type of assistance and needed documents to show at Alawneh)

In the following day PUI request Alawneh for an outstanding report to make sure that all BNF received their assistance and to correct any mistake in names or ID number.

After one week and after making sure that all BNF received their assistance , PUI approach Alawneh to take all the receipts (original ones in addition to a copy of BNF ID)

Advantages

1. *Accessible to all beneficiaries .*
2. *Well known to beneficiaries as they used to receive wire transfer from their COO.*
3. *Fast process.*
4. *Human recourses efficient (no need to conduct hand to hand cash distribution).*
5. *The company is very collaborative and responsive .*
6. *Flexible when issues*
7. *Not so expensive compared other modalities .*

Dis-advantages :

1. *no face to face contact with beneficiaries when receiving*
2. *Not very cost efficient in case of small amounts*

How Were Complaints Handled By Alawneh Exchange?

Beneficiaries reported being given less than the required amount of assistance they signed for

- *was addressed quickly and professionally by the relationship manager*
- *Some branches were not aware they needed to get an extra receipt copy for PU files, which caused potentially disallowable costs.*
- *No further issues of this kind have been encountered again since then*

Thanks!