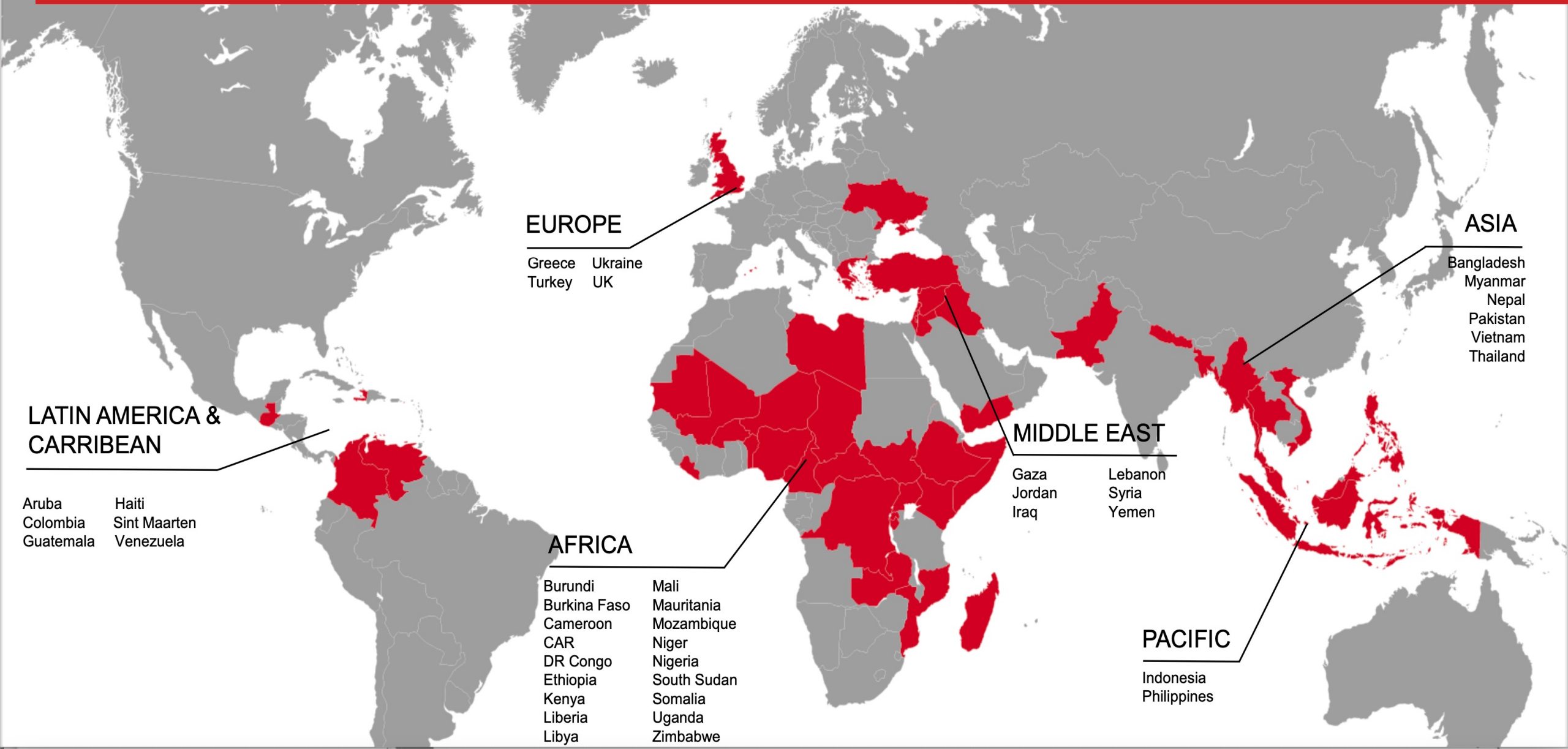
RedRose

Empowering the humanitarian sector

Empowering the humanitarian sector

The crises in the world are vast and complex. With cutting edge technology, RedRose brings simplicity, transparency, security and efficiency to the execution of humanitarian assistance

Where does RedRose operate?



Who RedRose works with?

NEsolution

Secure, Offline and Online

What does RedRose ONEsolution do?

Population/Beneficiary Data Management with Digital Identity and Biometrics

Humanitarian Assistance Delivery (Cash & Vouchers or In-Kind, All Modalities)

RedRose ONEsolution

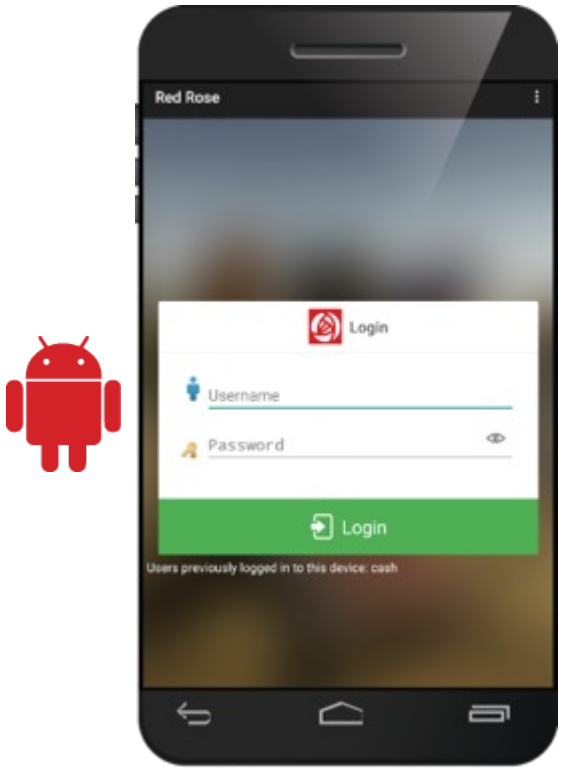
National Scale Mass Campaigns

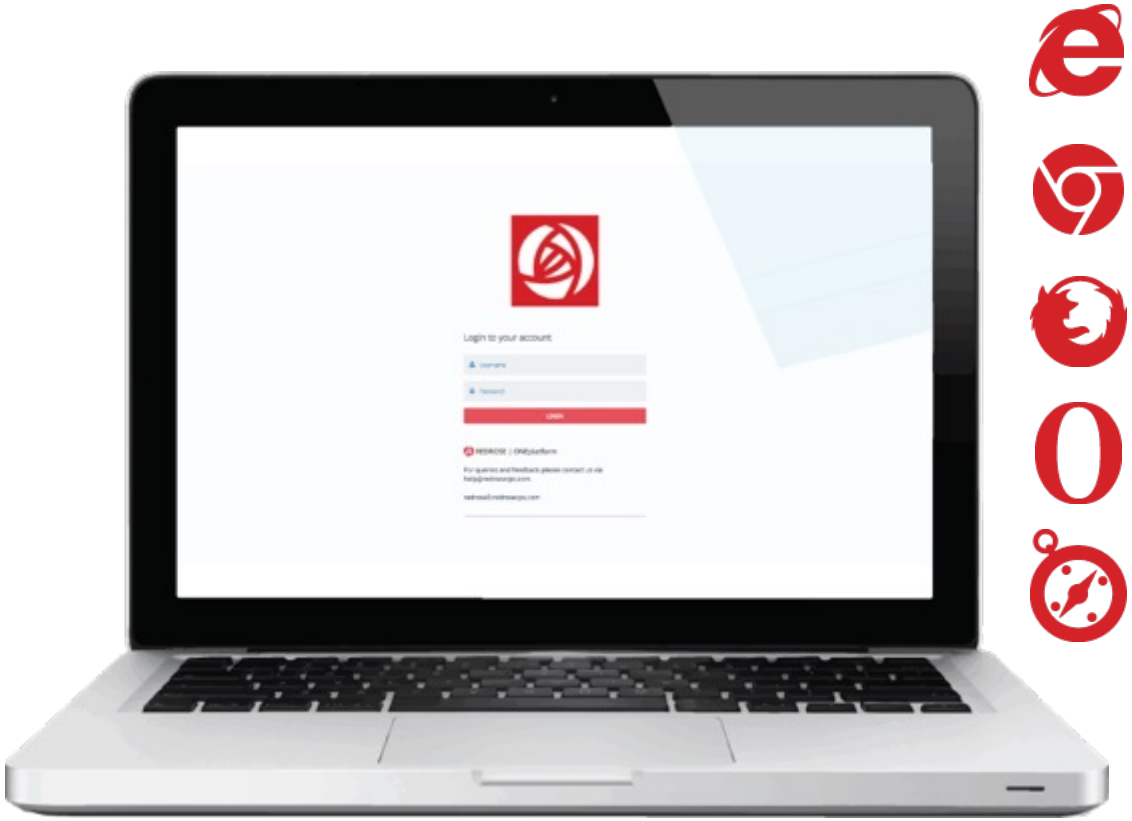
Vaccine, Drug, LLIN... Tracking

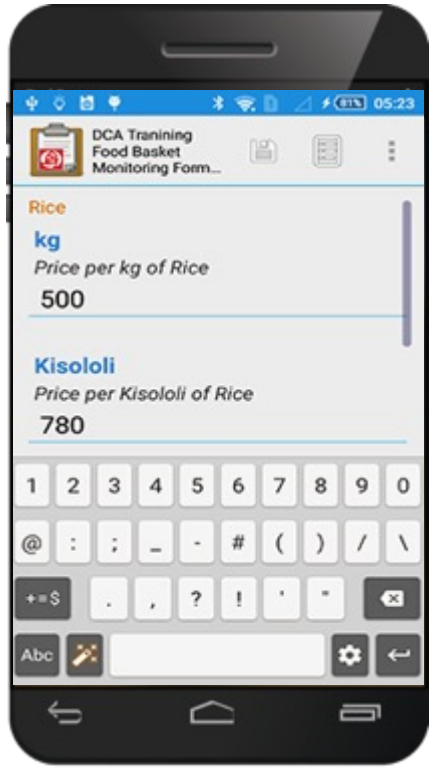
Staff Management, Logistics Chain Tracking, Monitoring and Evaluation, Fraud Analytics …

All Integrated with Financial Services

RedRose Tools







ONEapp

ONEplatform

RRcollect

based on ODK

ONEsolution - Key Features

Beneficiary Management

Assistance Delivery

Surveys & Feedback

Data Analytics

Beneficiary Data Management

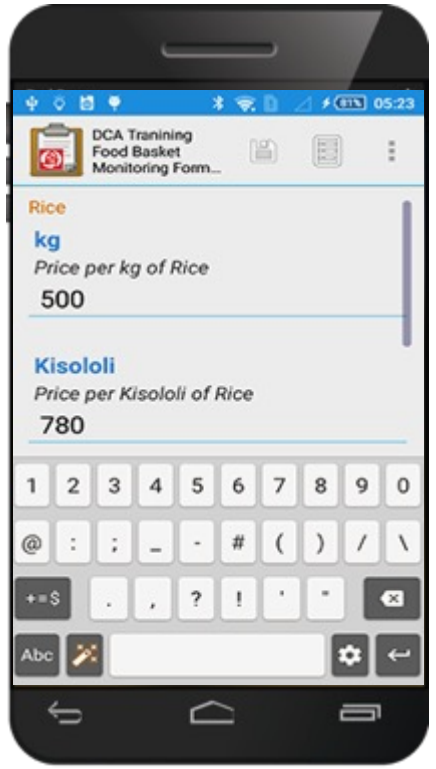
- Household and Living Individuals Level Hierarchical Data
- Customizable and Unlimited Data Capture for Individuals or Households
- Support for Special Groups like Refugees etc.
- Re-Usable Data for Further Interventions
- Biometrics (Face, Fingerprint) support
- Duplicate Analysis and Clean-up
- Enterprise Level Access Management for Multi-Tenant Organizations

Beneficiary Data Input

- Physical Registration via RRCollect App
- Online Web-Form Registration
- Self-Registration through IOS/Android App
- Integration with 3rd Party Sources via API
- Data Exchange via Data Storages (Blob, S3 etc.)
- Data Import via Excel

Software - RRCollect

- ODK/KOBO Compatible Offline capable Data Collection Tool
- Collect any type of data anywhere and analyze
- Easy to create new surveys and collect data at national scale
- Biometrics on Chip or Biometrics on Device Capable Registration and Verification (Face/Finger or Iris)



RRcollect

based on ODK

Self Registration

Google Play

Games Apps Movies Books Kids

Підтримка

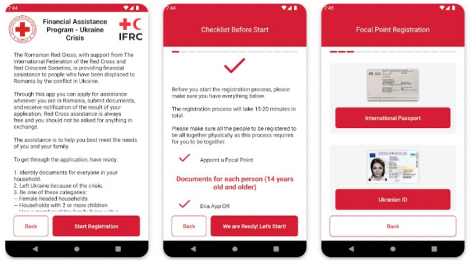
IFRC

10K+
Downloads

PEGI 3

Install on more devices

This app is available for your device



What's new

bug fixes and

Android

Data safety

Safety starts with understanding how developers collect and share your data.
Data privacy and security practices may vary based on your use, region, and age.
The developer provided this information and may update it over time.

Українська Русский

Register with the Red Cross For Financial Assistance

If you left Ukraine because of the current crisis and need support, we can help no matter where you are.

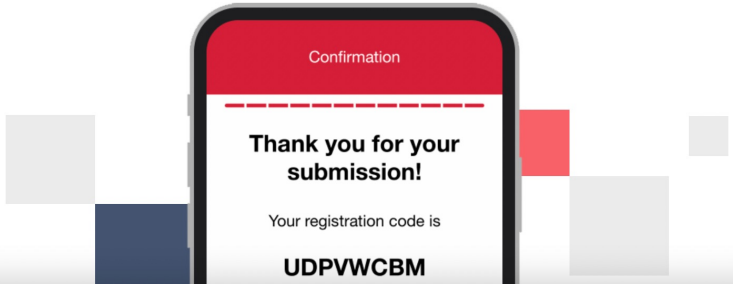
Choose your current country to see the program details.

POLSKI CZERWONY KRZYŻ

Poland

SOCIETATEA NAȚIONALĂ DE CRUCE ROȘIE ROMÂNIA

Romania



Web

App Store Preview

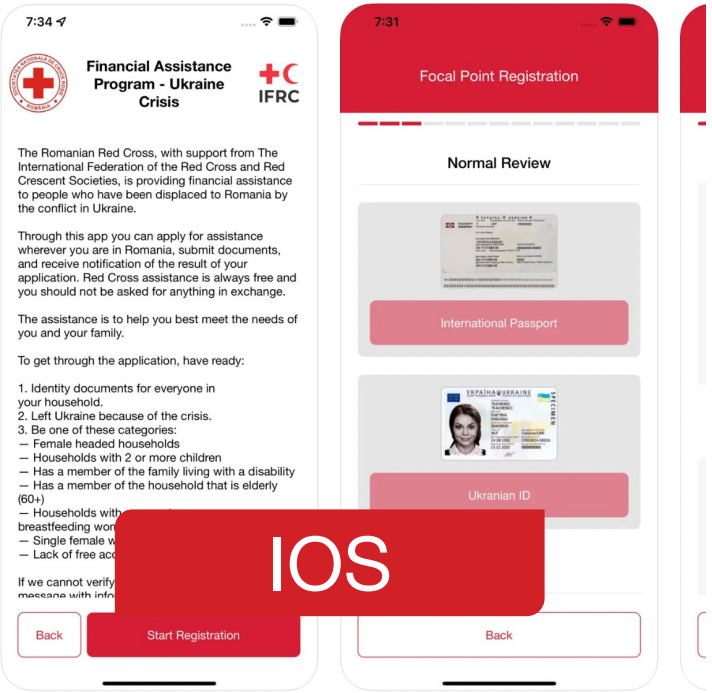
Підтримка 4+

Sign up wherever you are

Federation Internationale des Societes de la Croix-Rouge et du Croissant Rouge

Free

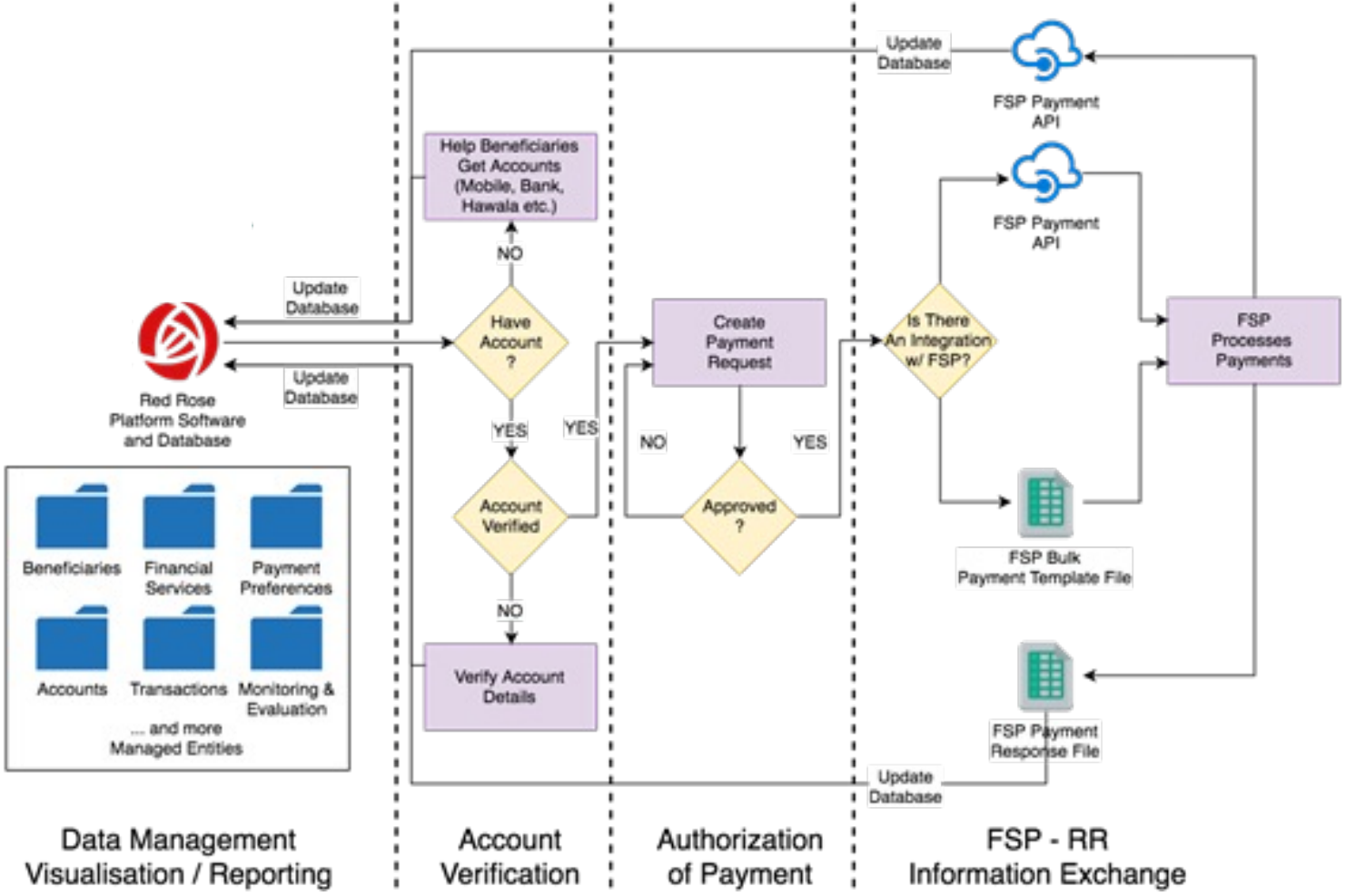
iPhone Screenshots



IOS

Payment System Integrations

- Many Financial Service Providers in one place
- KYC Regulations compatible infrastructure
- Supports Manual, Semi-Automated or Fully Automated Payments across multiple channels



How Does it Work?

Beneficiary Data	Send Funds to RedRose	Approve Distribution	Monitor Pick-up
Register directly or import beneficiary data into the system	As soon as RedRose receives distribution funds the distribution becomes available for sending in the system	The sending is approved according to organization's required approval flows. Within minutes beneficiaries are notified	The RedRose platform provides near-real time monitoring of each transaction

MoneyGram Stats to Date

+600.000 payments

+250 m USD

Moldova

- ~10 m EUR to date transferred into Moldova
- Cash-Pickup and Bank Deposit (IBAN) is enabled
- Transnistria is supported
- We work with Acted, CRS, IFRC/MRC, NRC

MoneyGram Payment Options

Cash Pickup at Agents

Digital Pickup

Direct IBAN Transfers to Bank Accounts

Do you use any of these banks?

А-Банк monobank ОЩАДБАНК PrivatBank

YES

Use your bank's mobile app to deposit the money directly to your account.

Access your money with your debit card.

MoneyGram україни
+380 800 503 273

NO

Go to a MoneyGram agent near you.

Show the reference number and your ID* for pick up.

*ID can be passport, national ID, driver's license or residence permit with a photo.

What beneficiary data is required to receive the money through MoneyGram?

The name and surname of the individuals as written on their ID card, driving license or passport. In addition, the target country for pay-out must be pre-selected.

What is MoneyGram's coverage in Ukraine?

More than 12.000 agents across Ukraine, with digital channels available at Privatbank, Oschadbank, Monobank, A-Bank to direct received funds into recipient's bank account.

**See the example for how directed to bank account works*

What is MoneyGram's coverage in surrounding countries?

Poland has more than 6,500 agents, Romania more than 1,600 agents, Moldova over 1,500 agents). Other available countries with smaller networks include Czech Republic (+210 agents), Hungary (+110 agents), and Slovakia (+50 agents).

How fast is a transaction?

Money is available for pick-up as soon as 10 minutes after approval in the system.

How does a beneficiary receive his/her cash?

Each transaction has a unique reference number which is provided to the beneficiary automatically via WhatsApp or SMS*. The beneficiary is responsible for keeping the reference number safe. The beneficiary presents their ID at a MoneyGram agent and provides the reference number. In some locations the beneficiary may be able to receive to their bank account via the banking application.

**If not available, reference numbers can be found in the system and provided to the beneficiary by the organization.*

What if some beneficiaries do not claim their money?

Money is available for claim for 90 days. An unclaimed transaction can be canceled. The distributed funds are returned, and for the Ukraine response, MoneyGram and RedRose have waived the transaction fees for unclaimed amounts meaning transaction fees are also refunded.

How fast can an organization start making transfers to beneficiaries?

An organization can start making transfers within 24 hours of having two things in place: 1) a RedRose Purchase Order, and 2) the receipt of the distribution funds and transaction fees.

What are the payout currencies?

Distributions through RedRose begin in EURO. When using a EURO payout and settlement currency there is no additional foreign exchange margin, meaning there are no additional costs beyond the transaction fee. EURO payout is available in Ukraine and surrounding countries.

Payout in local currencies is also available. These currencies will have a foreign exchange margin cost in addition to transaction fees.

How do I monitor pick-ups?

Contacts are provided a login to the RedRose system for monitoring the process and transactions*.

**Existing RedRose partners can have MoneyGram enabled within their platform.*

RedRose + MoneyGram.

Real-Time Transaction Monitoring

Home | MoneyGram Transactions

Financial Assistance

Go to page... ENGLISH hakan@redrosecps.com

GH: [ROOT]

MONEYGRAM TRANSACTIONS

FILTERS

CLEAR APPLY

ACTIVITY | LIKE | ADD FILTER

Show 100 entries

TRANSACTION TIME (ONEPLATFORM)	TRANSACTION TIME (MONEYGRAM)	ID	NAME	GEO HIERARCHY	PHONE	ACTIVITY	TOPUP AMOUNT	AGENT ID	MONEYGRAM DELIVERY OPTION	REFERENCE #	LAST KNOWN STATUS UPDATE	STATUS	LAST KNOWN MG STATUS	MG STATUS CHECK ERROR MESSAGE	REF (MO
October 10, 2022 at 8:07:59 PM	October 10, 2022 at 9:33:49 PM	C[redacted]E	SE[redacted]	[redacted] Romania	–	MoneyGram Romania - Cash Pickup	110.00 EUR	74******	WILL_CALL	9[redacted]2	October 12, 2022 at 10:18:42 AM	Success (Pending)	Received	–	–
October 10, 2022 at 8:07:59 PM	October 10, 2022 at 9:33:50 PM	H[redacted]I3	OL[redacted]	[redacted] Romania	+38[redacted]03	MoneyGram Romania - Cash Pickup	330.00 EUR	74******	WILL_CALL	7[redacted]4	October 12, 2022 at 10:18:42 AM	Committed	Available	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:49 PM	7[redacted]DI	OL[redacted]IKO	[redacted] Romania	–	MoneyGram Romania - Cash Pickup	110.00 EUR	74******	WILL_CALL	9[redacted]6	October 12, 2022 at 10:18:41 AM	Success (Pending)	Received	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:49 PM	R[redacted]64	IN[redacted]	[redacted] Romania	–	MoneyGram Romania - Cash Pickup	330.00 EUR	74******	WILL_CALL	5[redacted]3	October 12, 2022 at 10:18:41 AM	Committed	Available	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:48 PM	5[redacted]JX	VC[redacted]	[redacted] Romania	+38[redacted]45	MoneyGram Romania - Cash Pickup	110.00 EUR	74******	WILL_CALL	8[redacted]9	October 12, 2022 at 10:18:41 AM	Committed	Available	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:48 PM	Y[redacted]LW	VA[redacted]K	[redacted] Romania	–	MoneyGram Romania - Cash Pickup	110.00 EUR	74******	WILL_CALL	3[redacted]1	October 12, 2022 at 10:18:40 AM	Committed	Available	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:48 PM	J[redacted]2	NA[redacted]O	[redacted] Romania	–	MoneyGram Romania - Cash Pickup	220.00 EUR	74******	WILL_CALL	7[redacted]6	October 12, 2022 at 10:18:40 AM	Committed	Available	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:48 PM	L[redacted]4Y	KH[redacted]KA	[redacted] Romania	+38[redacted]12	MoneyGram Romania - Cash Pickup	440.00 EUR	74******	WILL_CALL	8[redacted]9	October 12, 2022 at 10:18:40 AM	Committed	Available	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:48 PM	5[redacted]E	AL[redacted]	[redacted] Romania	+38[redacted]35	MoneyGram Romania - Cash Pickup	110.00 EUR	74******	WILL_CALL	9[redacted]2	October 12, 2022 at 10:18:39 AM	Committed	Available	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:48 PM	U[redacted]1V	OL[redacted]	[redacted] Romania	–	MoneyGram Romania - Cash Pickup	110.00 EUR	74******	WILL_CALL	8[redacted]6	October 12, 2022 at 10:18:39 AM	Success (Pending)	Received	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:48 PM	9[redacted]0	LIL[redacted]	[redacted] Romania	–	MoneyGram Romania - Cash Pickup	330.00 EUR	74******	WILL_CALL	6[redacted]0	October 12, 2022 at 10:18:39 AM	Committed	Available	–	–
October 10, 2022 at 8:07:58 PM	October 10, 2022 at 9:33:48 PM	Q[redacted]TX	MA[redacted]A	[redacted] Romania	–	MoneyGram Romania - Cash Pickup	220.00 EUR	74******	WILL_CALL	8[redacted]0	October 12, 2022 at 10:18:38 AM	Committed	Available	–	–

Beneficiary | Channel | Amount/Date | Status

Payment Notifications and Detailed Status

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Financial Assistance

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MONEYGRAM TRANSACTIONS

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ACTIVITY | LIKE | ADD FILTER

Show 100 entries

NOTIFICATION MESSAGE CHANNEL	NOTIFICATION MESSAGE STATUS	NOTIFICATION MESSAGE DELIVERY STATUS	NOTIFICATION MESSAGE FAIL REASON	FALLBACK NOTIFICATION MESSAGE CHANNEL	FALLBACK NOTIFICATION MESSAGE STATUS	FALLBACK NOTIFICATION MESSAGE DELIVERY STATUS	FALLBACK NOTIFICATION MESSAGE FAIL REASON	SEND NOTIFICATION MESSAGE	RESEND NOTIFICATION MESSAGE (OVERRIDES CURRENT ONE)	TRANSACTION REQUEST LOGS	REQUEST	HISTORY	REFUND TRANSA
Viber	Sent	Read	–	–	–	–	–						
Whatsapp	Sent	Undelivered	–	–	–	–	–						
Viber	Sent	Read	–	–	–	–	–						
Viber	Sent	Read	–	–	–	–	–						
Whatsapp	Sent	Undelivered	–	–	–	–	–						
Viber	Sent	Delivered	–	–	–	–	–						
Viber	Failed	–	503 SERVICE UNAVAILABLE: "{"message":"Unexpected Error. failed with status: 6, message: notSubscribed"} EOL "	–	–	–	–						
Whatsapp	Sent	Undelivered	–	–	–	–	–						
Viber	Sent	Read	–	–	–	–	–						
Viber	Sent	Delivered	–	–	–	–	–						
Viber	Sent	Delivered	–	–	–	–	–						

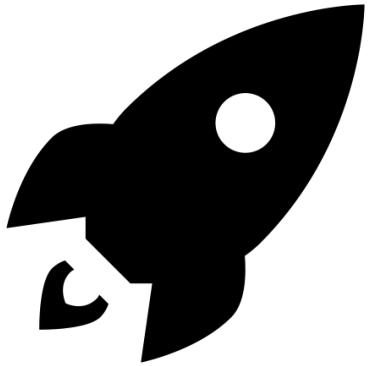
Refund Any Transaction

Message Channel and Status (Viber, WhatsApp, Telegram, SMS)

Alternative Fallback Channel

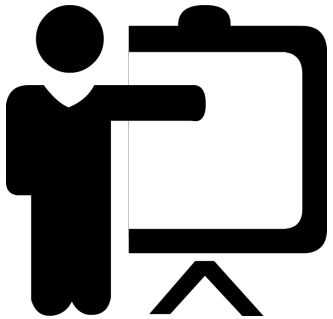
Detailed Status

Deployment and Support



Rapid
Deployment

Training and Support in
4 Languages
(English French Spanish Arabic)



On Site Training
and
Operations Support
(~ 1-3 Weeks)

7 Days
Remote
Support

Tailored Training

On Site Training

Interactive cross-functional training for all team members interacting with the RedRose system.

- ✓ Teams new to RedRose.

Live Virtual Training

Interactive training for system administrators or specialized personnel

- ✓ Refresher
- ✓ Specific needs
- ✓ Restricted Travel

“No time for training!”

A RedRose trainer is dedicated to set up the program side-by-side with the team to allow for rapid mobilization. Followed by formal training sessions for sustainability.

Security Assurance - GDPR Compliance

* Ernst and Young evaluates the RedRose platform and operations against GDPR and SOC Compliance

Hosting Options

Amazon Web Services (AWS) Cloud based in Ireland

RedRose Manages All Infrastructure and Security

Target Country RedRose Managed Hosting

RedRose Manages All Infrastructure and Security at a Data Centre in the Target Country

Client Managed On-Premise Hosting

Client Manages the Infrastructure and its Security while RedRose ships updates and responsible for the security of the Application

RedRose Provides

Global Network of Financial Services

+

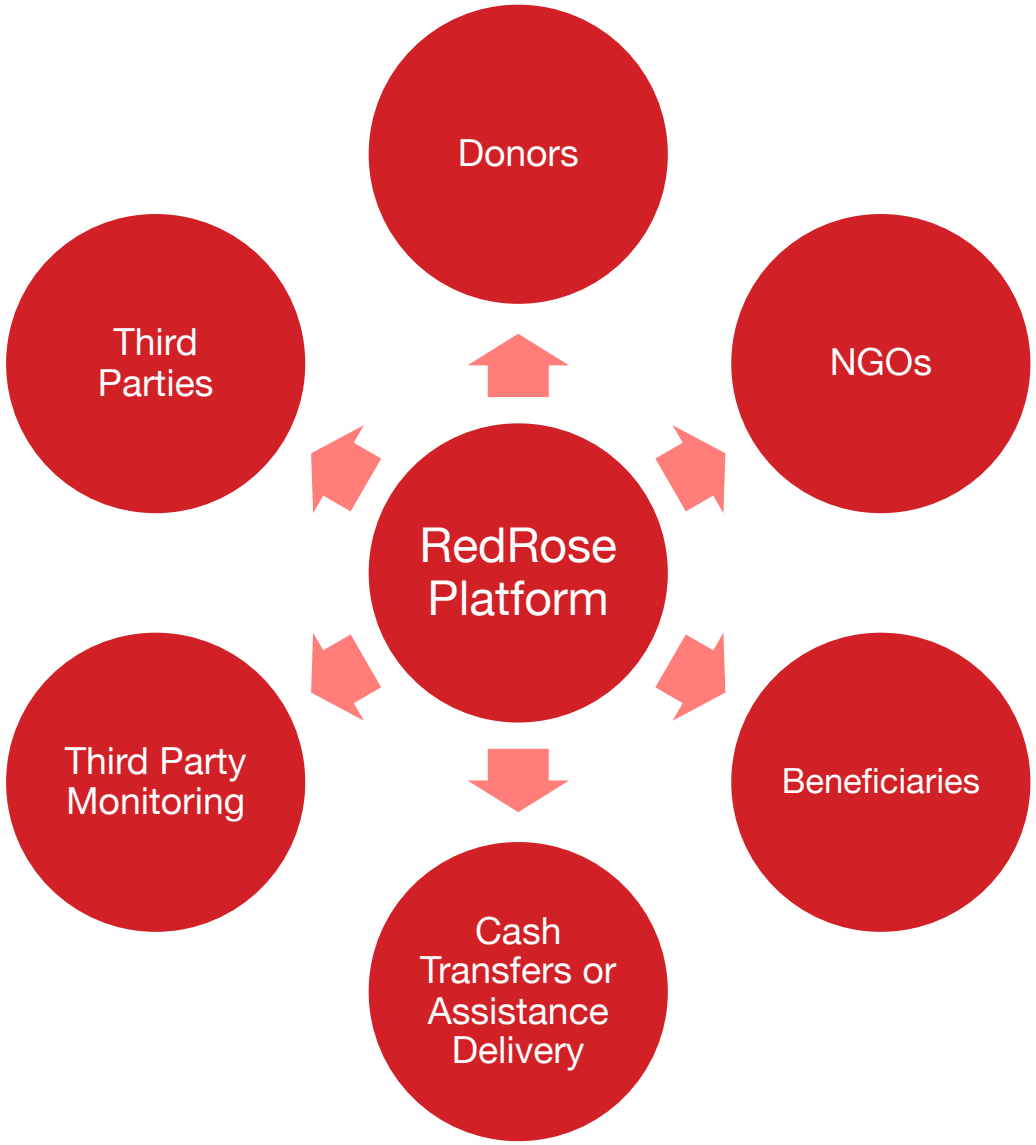
Field Proven Software to Manage Humanitarian and Development Programs

MoneyGram instant and Global transfers to ~200 countries.

+

In-Country transfers with Blik, PrivatBank, UBA Bank, MFS Africa, CAB/Segovia, Aggregators, Mobile Operators, Banks, Remittances

Stakeholders and Gains



Increased Coordination

Holistic View of All Program Activities

Financial Inclusion

Increased Security and Data Protection

Questions

Thank You!