

Nominee: *Harriet Neumbe*
Company Name: *Elgon Mega U Ltd*
Naboa Road, Mbale
Industry: *Mobile Money Financial Services*
Years in Business: *4 years*

Introduction

My name is Neumbe Harriet, Director of Elgon Mega. I started this business in 2012 with three tills. I have been purchasing mobile money business from people over the period and I currently have 11 tills which are all currently doing very well. Most of our operations are in villages where there is high demand for cash, as mostly people from town send money to the villages.

What would you describe as your biggest achievement?

I have earned a lot through this business, I have eleven tills or outlets all operational, I have also started side business –Boutique and I bought six acres of land where I have put poultry and dairy farming.

How is your product/service unique from others in the same industry?

We work hard and ensure we provide good customer service. Our products are of high quality, and I have ensured that staff attend seminars for knowledge and best practice.

What would you say are the major challenges experienced by your business and how have you managed to overcome them?

Mobile money requires a lot of capital for starters since you need to be having enough float at all times. There are a lot of conmen, frauds by staff. It becomes difficult to recover the money when you make a wrong deposit. Staff and customer awareness are the tools we have to safeguard ourselves from these challenges. I spend a lot of money in training our employees on cash management and daily balancing and record keeping.

Where do you see your business in the next 3-5 years?

We still need to increase the outlets especially to more villages for better service delivery. I hope to get more capital to inject in this business. I am also looking at beginning a sort of a SACCO, lending out the commission from the Mobile Money. Professionally, I am a teacher, and I am also thinking of a school so I hope to develop with the help of the commission that I am making.

Apart from providing the product/service offered by your business, how has your business contributed to your community?

We have participated in community cleaning in schools and health centres, I have also been involved in counseling and training women to come up with income generating projects.

Advice to women

My advice to women is to start with whatever capital they have and work hard.

How has MTN Uganda contributed to your achievement?

Through the mobile money service that we currently offer, I have been economically empowered and the standard of living for people around us has been improved. We would like MTN to start up a loaning scheme and also liquidation of float be provided by service centers at minimal cost.