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Member Service Charter

Payment Service Providers Association (Uganda) · November 2026

PSPA offers its members five services, each grounded in the PSPA Constitution.

01

Voice and Advocacy

When regulation, legislation, or a policy change affects your business, you do not face it alone. PSPA speaks on your behalf to the Bank of Uganda, to Parliament, and to public institutions, as a single, credible industry voice backed by evidence. If your company receives a regulatory notice, a proposed fine, or faces the risk of suspension, PSPA engages on your behalf to seek a proportionate and lawful outcome. This right is grounded in the PSPA Constitution, which establishes the Association as the single voice of its members in all matters of regulation and legislation.

02

Protection and Incident Response

When fraud strikes or a dispute arises between members, PSPA provides a structured response. On fraud and cybercrime, PSPA coordinates across the Anti-Fraud Consortium, the Bank of Uganda, the Financial Intelligence Authority, the Uganda Communications Commission, police, banks, and mobile network operators to contain threats and support recovery. On disputes between members, PSPA offers confidential mediation with neutral experts, documented outcomes, and monitored follow-through. The PSPA Constitution commits the Association to providing a framework for resolving matters of mutual interest between members.

03

Connections and Growth

Membership opens doors your company cannot easily reach on its own. PSPA connects you to investors through roundtables, demo days, curated introductions, and supports your investment readiness through governance and pitch preparation. On the market side, PSPA introduces you to banks, mobile network operators, government agencies, merchants, and regional partners, and creates opportunities through events, publications, and cross-border collaboration. The PSPA Constitution establishes the Association as a centre of communication between its members and government, public authorities, and institutions.

04

Compliance and Capability

PSPA gives your compliance and operations teams the tools they need to do their work well and at lower cost. This includes training, ready-to-use templates, peer learning, benchmarking, and specialist support. As a member, you also access negotiated rates for audits, certification, insurance, and security tools that every regulated payment business needs. The PSPA Constitution commits the Association to promoting collective activities that improve standards across the National Payments industry.

05

Intelligence and Visibility

Your company benefits from sector-wide knowledge and a credible public presence. PSPA gives you sector reports, periodic policy and risk briefs so you stay informed on market developments and regulatory changes. Your company gains visibility through joint communications, sector directories, and publications under a recognised industry body. When engaging investors, regulators, or partners, you can reference credible, independently produced sector data. The PSPA Constitution commits the Association to collecting and circulating statistics, producing publications, and undertaking research to advance member interests.