

NOTICE OF INVESTIGATION
CASE NUMBER: CCC/CP/03/2024 (A)
DATE: 30 January 2025

NOTICE OF COMMENCEMENT OF INVESTIGATIONS

**THE COMESA COMPETITION COMMISSION HAS COMMENCED INVESTIGATION
REGARDING SUSPECTED VIOLATION OF THE COMESA COMPETITION
REGULATIONS BY MTN GROUP.**

Notice is hereby given that pursuant to Article 8 of the COMESA Competition Regulations (“**the Regulations**”), the COMESA Competition Commission (“**the Commission**”) has commenced investigations into possible violations of Articles 27 and 28 of the Regulations by MTN Group with regard to its International Money Transfer (IMT) services in Uganda.

Article 27 of the Regulations prohibits any person in trade or commerce, in connection with the supply or possible supply of goods or services or in connection with the promotion by any means of the supply or use of goods or services from giving false or misleading representations to the consumer. Furthermore, Article 28 prohibits any person in trade or commerce, in connection with the supply or possible supply of goods or services to a consumer from engaging in conduct that is, in all circumstances, unconscionable.

The Commission, through its surveillance, became aware of possible violations of the Regulations by MTN Group, through its subsidiary MTN Mobile Money Uganda Limited in the Common Market. Preliminary findings indicate that in the course of an IMT, the amount displayed to the sender is, in some cases, different from the actual amount sent to the recipient. Further, details of the sender may not be disclosed to the recipient of the money, and the intermediaries and the consumer information shared with these intermediaries appears not to be disclosed to consumers.

The alleged conduct is considered misleading and unconscionable as it denies consumers the right to material information required to make informed decisions. The Commission will, in accordance with the provisions of Part 5 of the Regulations, investigate the matter to determine whether the alleged conduct has violated the Regulations.



It should however be noted that the commencement of investigations neither presupposes at this point that the conduct being investigated is an unfair business practice nor that MTN Mobile Money Uganda Limited has violated the Regulations.

In view of the foregoing the Commission hereby invites interested stakeholders, including affected consumers, to come forward and make representations by 28 February 2025. If you wish to make representations or seek further details and/or clarification, you may contact **Mr. Steven Kamukama, Director Consumer Welfare and Advocacy Division** on Tel: +265 (0)111 772466 or Email: skamukama@comesacompetition.org. and copy compcom@comesacompetition.org.

All representations submitted to the Commission will be treated with the strictest confidentiality and will only be used for the purposes of this investigation.



Dr. Willard Mwemba
Director and Chief Executive Officer