*6100#

Questions & Answers
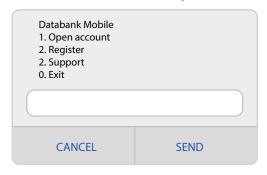### ACCOUNT OPENING

1 **Can I open an account with the USSD Service?**

Yes. You can open an account using the *6100# USSD service

Use the following steps to open an account

STEP 1.

To open an account, type 1 (open account) from the main menu and tap "send".

> Databank Mobile
> 1. Open account
> 2. Register
> 2. Support
> 0. Exit
>
> CANCEL   SEND

STEP 2.

Enter your date of birth in the format dd-mm-yyyy. E.g. 21-06-1997 and tap "send".

> Open Account
> Enter date of birth (dd-mm-yyyy):
>
> CANCEL   SEND

STEP 3.

Enter your first name and tap "send".

> Open account
> Enter first name:
>
> CANCEL   SEND

STEP 4.

Enter your surname and tap "send".

> Open account
> Enter surname name:
>
> CANCEL   SEND

STEP 5.

Choose the option that corresponds with your purpose for opening the mutual fund account and tap "send".

> Open account
> Choose purpose:
> 1. Project
> 2. Emergency
> 3. Retirement
> 4. Education
> 5. Business
>
> CANCEL   SEND
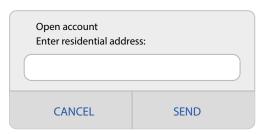
STEP 6.

Enter your mother's maiden name and tap "send".
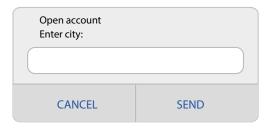
> Open account
> Enter mother's maiden name:
>
> CANCEL   SEND

STEP 7.

Then enter your residential address and tap "send"

Open account
Enter residential address:

CANCEL   SEND

STEP 8.

Enter city and tap "send".

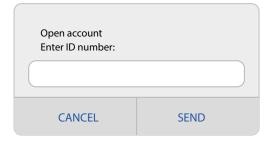**Open account**
Enter city:

CANCEL   SEND

STEP 9.

Choose the option that corresponds with your preferred ID type and tap "send".

Open account
Choose ID Type:
1. Driver's licence
2. Passport
3. Voter's ID
4. SSNIT
5. Ghana Card
7. more

CANCEL   SEND

STEP 10.

Enter the ID number and tap "send".

Open account
Enter ID number:

CANCEL   SEND

STEP 11.

Enter the ID number and tap "send".

Open account
Choose annual income (GHC):
1. 5,000 - 9,999
2. 10,000 - 19,999
3. 20,000 - 49,999
4. 50,000 - 99.999
5. Above 100,000

CANCEL   SEND

STEP 12.

Enter your next-of-kin and tap "send".

Open account
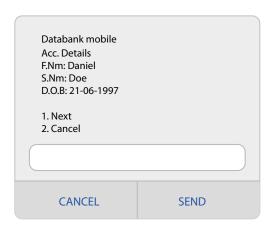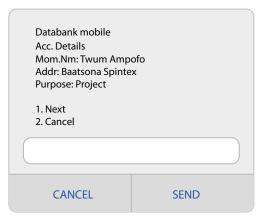Enter next of kin:

CANCEL   SEND

STEP 13.

Enter the number that corresponds with how you heard about the USSD service and tap "send".
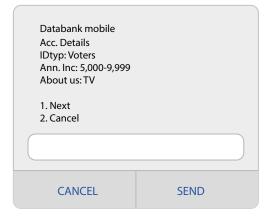
Open account
Choose how you heard about us:
1. TV
2. Radio
3. Billboard
4. Seminar
7. More

CANCEL   SEND

STEP 14.

There will be three requests following each other with a summary of the data you entered for confirmation. Type 1 to confirm on all 3 requests.
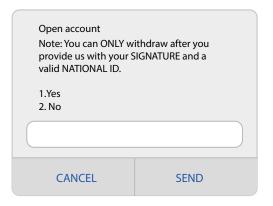
Databank mobile
Acc. Details
F.Nm: Daniel
S.Nm: Doe
D.O.B: 21-06-1997

1. Next
2. Cancel

CANCEL   SEND

Databank mobile
Acc. Details
Mom.Nm: Twum Ampofo
Addr: Baatsona Spintex
Purpose: Project

1. Next
2. Cancel

CANCEL   SEND

Databank mobile
Acc. Details
IDtyp: Voters
Ann. Inc: 5,000-9,999
About us: TV

1. Next
2. Cancel

CANCEL   SEND

STEP 15.

Type 1 (yes) to give final confirmation for account opening.

Open account
Note: You can ONLY withdraw after you provide us with your SIGNATURE and a valid NATIONAL ID.

1. Yes
2. No

CANCEL   SEND

STEP 16.

Once confirmed, a text message will be sent to you with your account details. A representative will call you within five (5) working days to confirm your details.

Open account
Daniel your account was opened successfully and will be sent to you via SMS.

Do you want to perform another transaction?
1. Yes
2. No

CANCEL   SEND

Databank
Leadership