



# Update of Ghana Card details at Databank

## 1 Why should clients update their Databank account with their Ghana card?

The Ghana Card will be the only accepted ID card at Databank with effect from July 1, 2022 in line with the Securities & Exchange Commission's Public Notice No. SEC/PN/003/05/2022 (Public Notice on Electronic Transfer Implementation).

## 2 Does it mean if I do not update my records by July 1, my money at Databank will be locked up with no access?

No, your money will not be locked up. You can always update your details with your Ghana card anytime after July 1.

## 3 What happens to my account if I don't update my records with the Ghana card?

Your account will still be intact. However, you may not be able to place a withdrawal request without your Ghana card since it will become the only acceptable form of identification for financial transactions.

## 4 How can I update my Databank accounts with the Ghana card?

You can update your accounts in any of the following ways:

- **Online**  
<https://onlineservice.databankgroup.com/clientrecordsupdate>  
**Note that you would need an electronic copy of your passport photo, signature and Ghana card to complete the process online.**
- **In-person** - Visit any Databank location to complete the update.
- **Email** - Send an email to [clientservices@databankgroup.com](mailto:clientservices@databankgroup.com) to get the fillable version of the update form OR download the form at [www.databankgroup.com](http://www.databankgroup.com), fill it and email it to us.

## 5 Is the process the same if I have a fixed income or shares account with Databank Brokerage Limited?

If you have an account with Databank Brokerage Limited, you can also use any of the methods in Q3 to update your Ghana card details. Additionally, you are to complete a **CSD Maintenance Form**. On the form, select "Other" and indicate Ghana Card. Then, input your Ghana card number and date of expiry in the space labelled 'New/ Additional Information'.

## 6 Can I update all my Databank accounts at the same time?

Yes. For updates done via the Client Update portal, you can select the option, 'Add other Account Numbers'. This allows you to apply the updates to other accounts in your name at Databank. For updates done with the Ghana Card Update Form, updates will apply to all account numbers indicated on the form.

## 7 Can I still update my account as a non-citizen?

Yes, you can update our account with the non-citizen Ghana card.

## 8 What is the deadline for updating my account details with the Ghana card?

There is no deadline for updating your account details. You are, however, encouraged to update your account details as soon as possible to make it easier for you to transact on your account from July 1.

## 9 What if the name on my Databank account doesn't match the name on my Ghana card?

You will be required to show proof of change of name for the update process to be completed.

## 10 Are both account holders required to update their Ghana card details for joint accounts or only the primary account holder is required to do so?

For joint accounts, both account holders must update their account details with the Ghana card.

## 11 Does the Ghana card update apply to ITF accounts?

For ITF accounts, the principal account holder should update their accounts with the Ghana card.

## 12 Will clients now be able to use the Ghana card for tokens as this was not possible previously?

The Banks will accept the Ghana card from July 1 per the directive from the Bank of Ghana, hence the Ghana card can be used for token withdrawals.

## 13 What if I am a client outside Ghana who does not have the Ghana card?

If you are not resident in Ghana (and therefore not eligible for a Ghana card (citizen/non-citizen), you may use the passport issued in the country in which you reside.



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