

Mobile Money Direct Debit is here.

Now you can **automate your investments** from your **mobile money wallet**.

Dial ***6100#**
to get started



1 What is Mobile Money Direct Debit?

It's a service that lets you automatically invest money from your mobile money wallet on a schedule you choose. Currently, the service is only available for MTN Mobile Money and Telecel Cash users.

2 How do I set up the service?

- For New Users: If you have not subscribed to the *6100# service, you must register first. Dial *6100#, select "Register," and enter your 13-digit account number. Ensure the phone number you are using matches the one we have on file for you.
- For Existing Users: If you are already subscribed, simply dial *6100#, enter your PIN, select "Direct Debit," and follow the prompts.
- Forgotten PIN: If you've forgotten your PIN, contact us at 0302 610610 for help

3 How do I manage my direct debit schedule?

You can change or cancel your schedule at any time by dialing *6100# and selecting the Direct Debit option. You can choose a daily, weekly, or monthly schedule. Please note that you can only have one schedule per fund, but you can set different schedules if you have multiple funds.

4 What is the minimum amount I can set?

The minimum amount you can set is GHC 10.

5 What happens after money is deducted?

You will receive an SMS notification for every successful deduction. The amount will be credited to your investment account within 3 to 5 working days.

6 Can I use this with my existing bank direct debit?

Yes. This service will not replace your existing bank direct debit. You can have both running at the same time.

7 What if a deduction fails or I have other issues

If your wallet has insufficient funds, the transaction will simply fail, and you will have to wait for the next scheduled deduction.

8 Are there any fees?

You will only be charged the standard fees set by your mobile money provider. You can also add this service even if you have an existing bank direct debit. All transactions are secure.

9 What do I do if I have any questions or issues with set up and deduction?

If you have any questions or issues with the setup or deductions, you can reach us through the following channels:

- **Call:** 0302 610610
- **WhatsApp:** 0572 89133
- **Email:** clientservices@databankgroup.com