



We've switched

***713*100#** is now

***790*100#**

Question and Answers

*Databank has introduced a new USSD code *790*100# to replace *713*100#. Here are some commonly asked questions to give you more information on the new code and help you to use it.*

- 1 **Is this an additional code introduced by Databank?**
No. It is a replacement for *713*100#.
- 2 **Why was *713*100# replaced by *790*100#?**
It was replaced to increase its reliability and provide a better experience for clients. The company providing the USSD code remains the same.
- 3 **If I have already registered on *713*100#, do I need to register again?**
No. Registration is no longer required even if you are a new user.
- 4 **Can I use *790*100# if I have never used *713*100#?**
Yes you can. You will need to ensure that your account number and your phone number match what is in Databank's record to access any information on your account or perform a transaction.
- 5 **Can this service be accessed on all networks?**
Yes. This service can be accessed on all networks.
- 6 **What transactions can be performed on *790*100#?**
You can make deposits into your account and check your account balance.
- 7 **How do I use the USSD code?**
Simply dial *790*100# on your mobile phone and choose whether you want to top up or check your balance.
- 8 **How long will a deposit take to reflect in my account?**
It will take 3-5 working days for a deposit to reflect in your account.
- 9 **Why do I receive a message to contact Databank to update my contact information when I try to deposit or check my account balance?**
This is because the number you are using to dial the code does not match with what we have in our records. To rectify this, simply call **0302 610610** or send an email to **info@databankgroup.com** to request an update to your records. Once we verify your details, your update will be done immediately.
- 10 **Can I open a new Databank account or make withdrawals using this USSD?**
No, this USSD service is only available for top ups to your mutual fund investments as well as checking the balance on your account.

- 11 **What is the minimum amount required for making deposit transactions on this service?**

The minimum amount for deposits is GHC 5.

- 12 **When I top up my account with my mobile wallet, is there a charge?**

Yes, there is a 3% transaction fee from the service providers (Emergent Payment) on the value of all deposits made. For example, if you choose to deposit GHC 100, you will be charged GHC 3. Note that this is not a Databank fee.

- 13 **Can a foreign number access the USSD code?**

No, only Ghanaian registered numbers can access the service.

