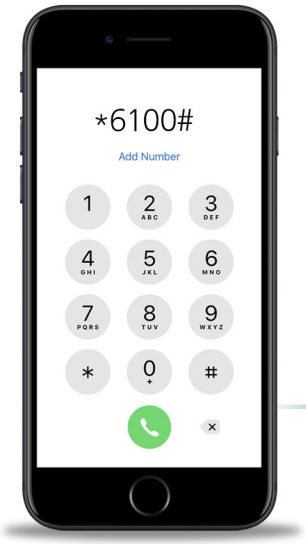



# *6100#

## Questions & Answers

### ACCOUNT TOP-UP

**1 How many methods can I use to top up my account with the USSD?**

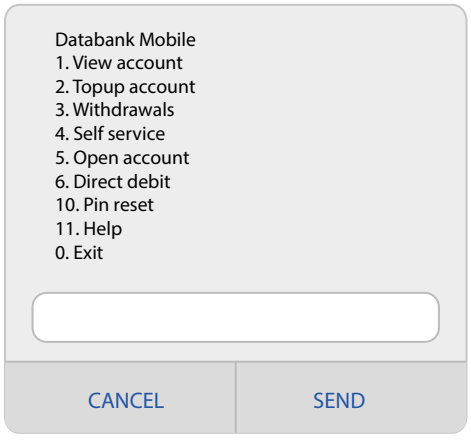
You can use two methods to top up your account with the USSD. These are through your mobile money account and through your VISA/MasterCard.

**Use the following steps to sign up to top up your account via mobile money**

Before you start the process, you need to generate a voucher via Vodafone Cash. To generate a voucher, dial *110#. Next, select "Make payments" and then choose "Genearte voucher". Enter your Vodafone Cash PIN to generate the voucher. You will receive a six-digit code from Vodafone which you can now use to top up via your Vodafone Cash wallet.

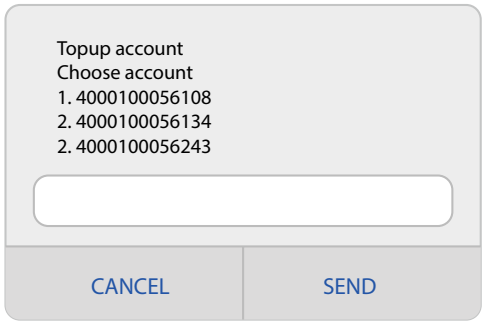
**STEP 1.**

Select 2 (top up account) from the main menu and tap "send" to top up your account.



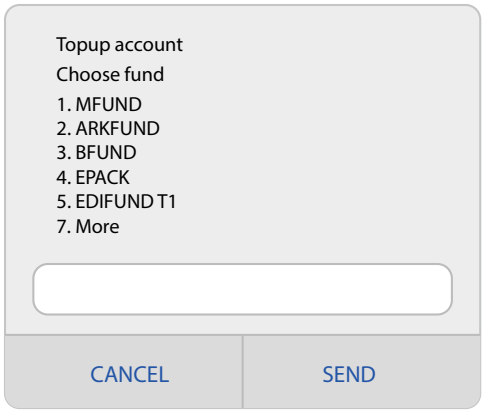

**STEP 2.**

Choose the account to top up using the number that corresponds with your account number.



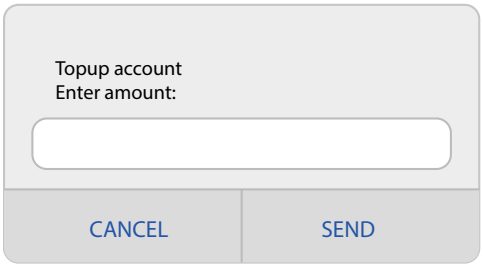

**STEP 3.**

Choose your preferred fund.



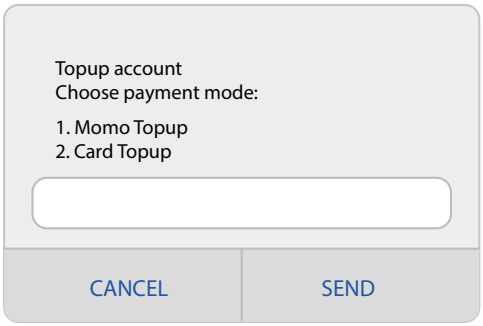

**STEP 4.**

Enter the amount you want to top up with.



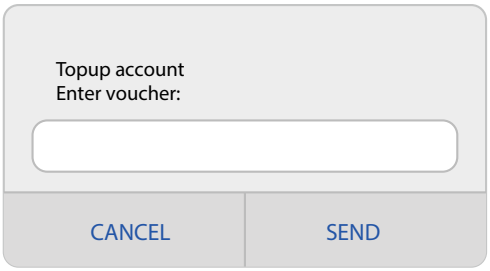
**STEP 5.**

Choose the payment mode. In this case, type 1 for MoMo top up.



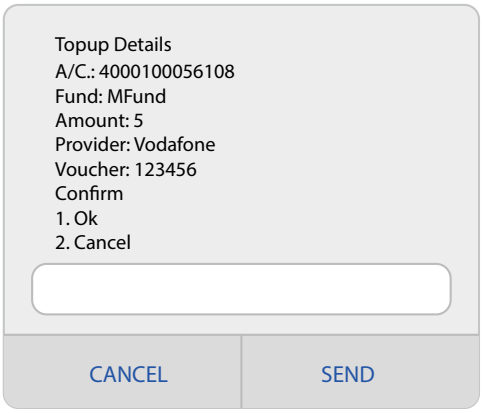

**STEP 6.**

Enter the voucher you generated from Vodafone Cash.



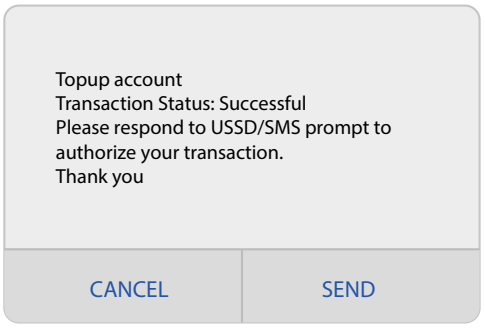

**STEP 7.**

A pop up will appear with details of the transaction and confirmation. Type one to confirm.




**STEP 8.**

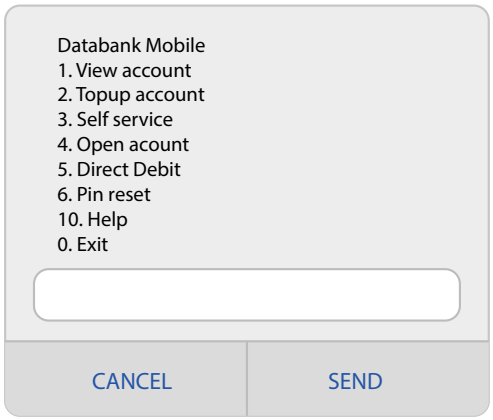
Please wait for a pop up screen after this. Then, enter your Momo pin to authorise the transaction.



## Use the following steps to sign up to top up your account via VISA/MasterCard

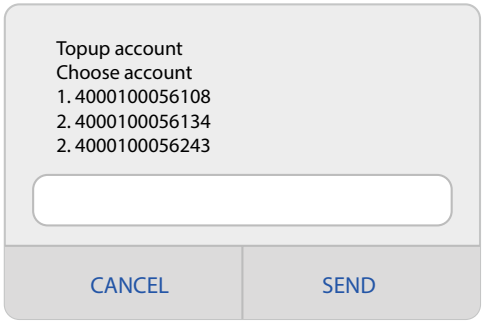
### STEP 1.

Select 2 (top up account) from the main menu and tap "send" to top up your account.



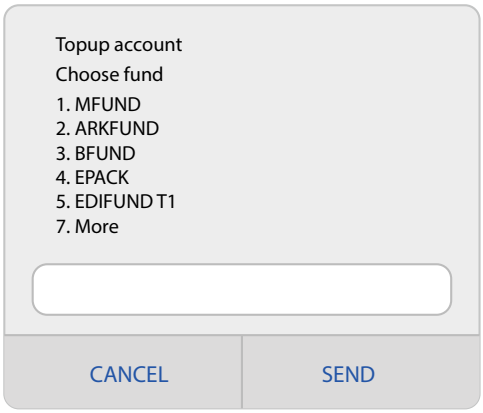

### STEP 2.

Choose the account to top up using the number that corresponds with your account number.



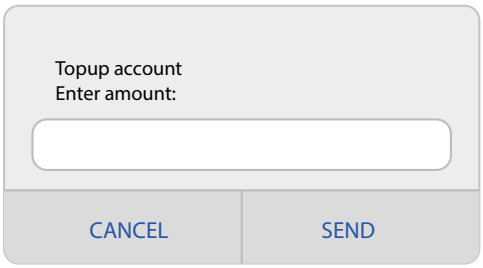

### STEP 3.

Choose your preferred fund.



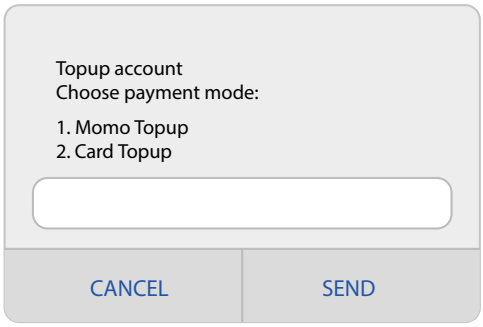

### STEP 4.

Enter the amount you want to top up with.



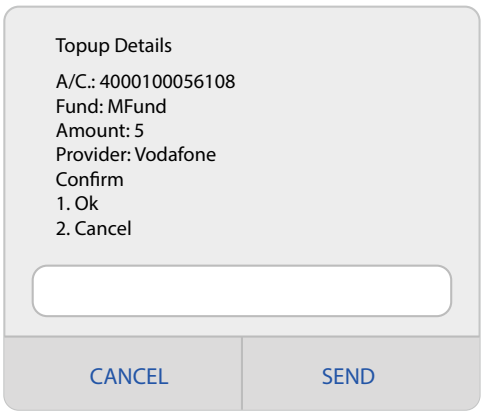

### STEP 5.

Choose the payment mode. In this case, type 2 for card top up.



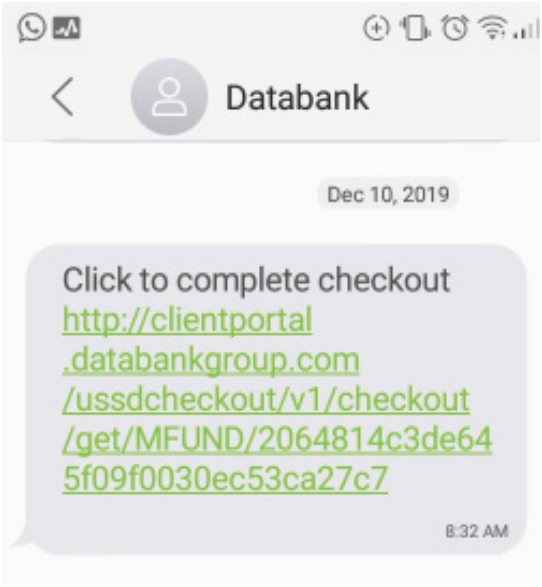

### STEP 6.

A pop-up will appear with the details of the transaction and confirmation. Type 1 and "send" to confirm.



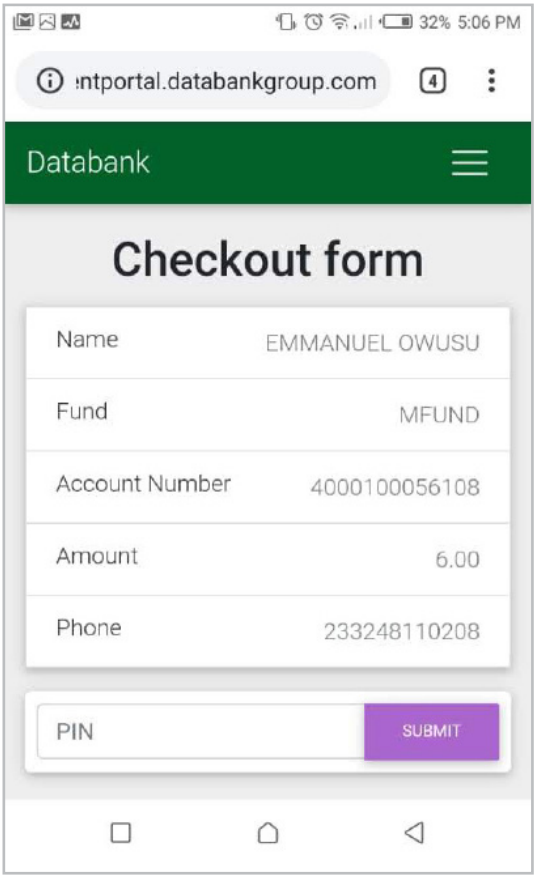
**STEP 7.**

A text message will be sent to your phone to complete the transaction. Kindly follow the link in the message.



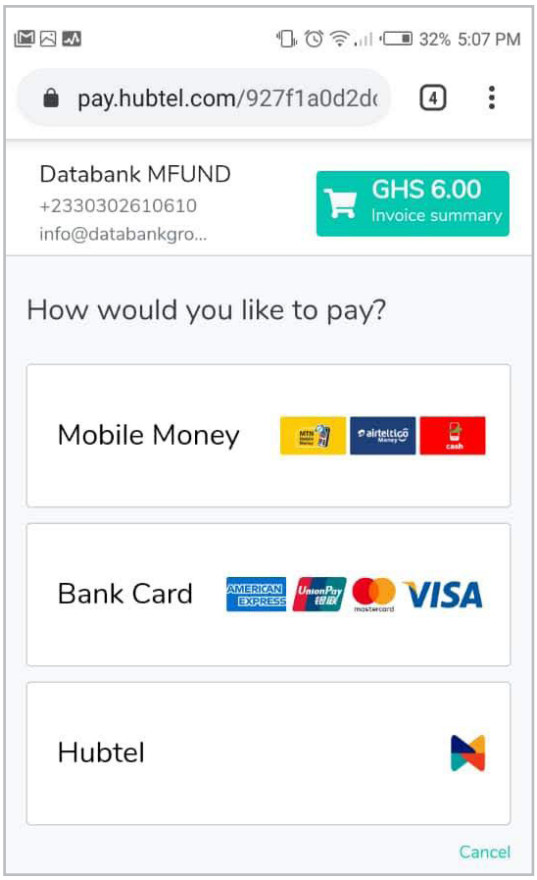

**STEP 8.**

You will be redirected to a checkout form and be required to enter your PIN to continue. After entering the PIN, you will be taken to the Hubtel platform to complete the transaction.



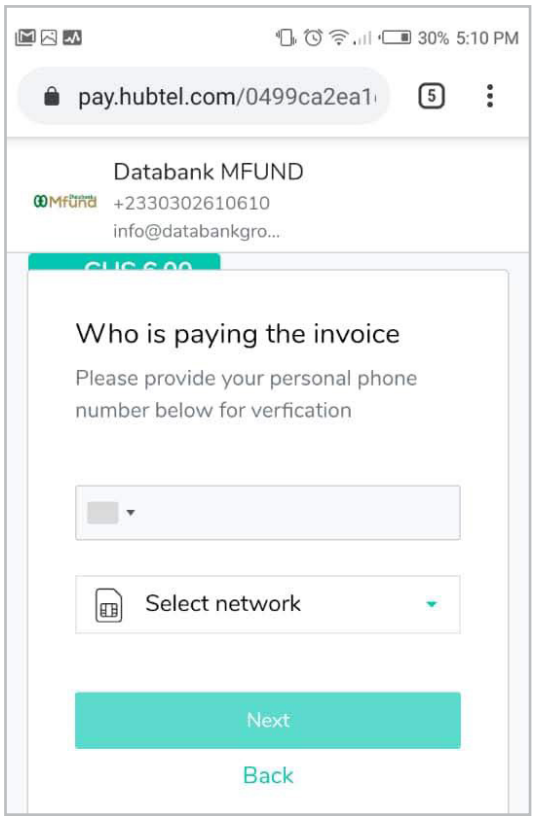

**STEP 9.**

Select "bank card" when asked how you would like to pay.



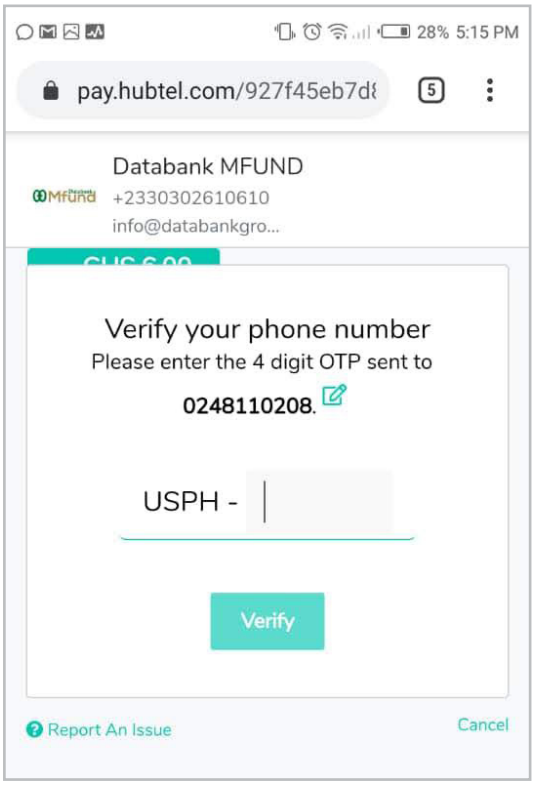
**STEP 10.**

Next, enter your telephone number for verification. A verification code will be sent to you via text message.



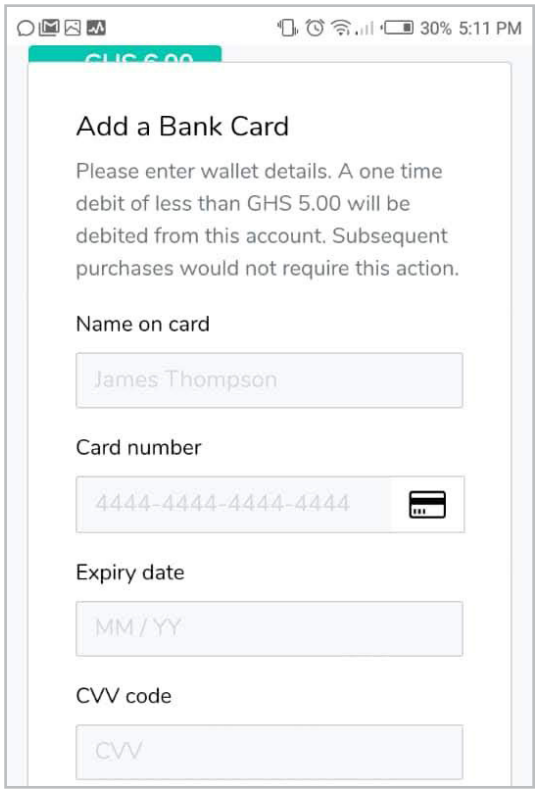

**STEP 11.**

Use the code to verify your account on the Hubtel page.



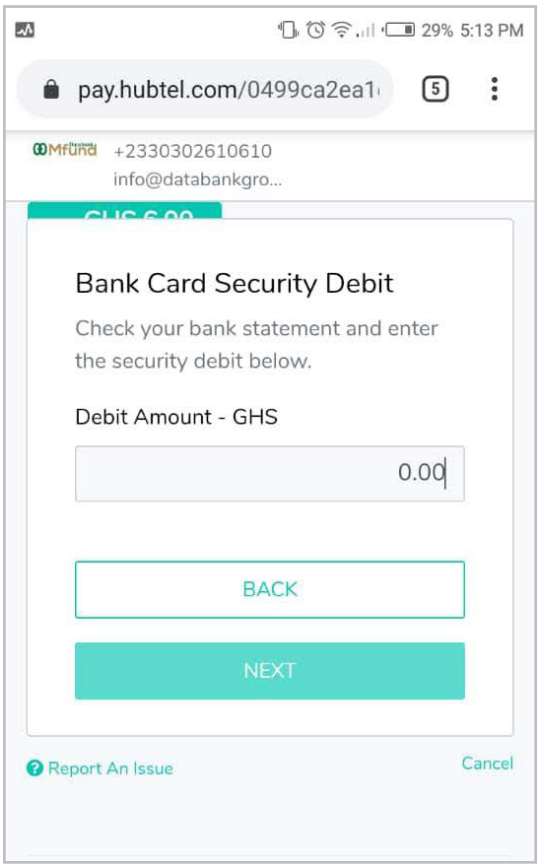

**STEP 12.**

Add the card for the transaction by entering the card number, expiration and CVV Code.



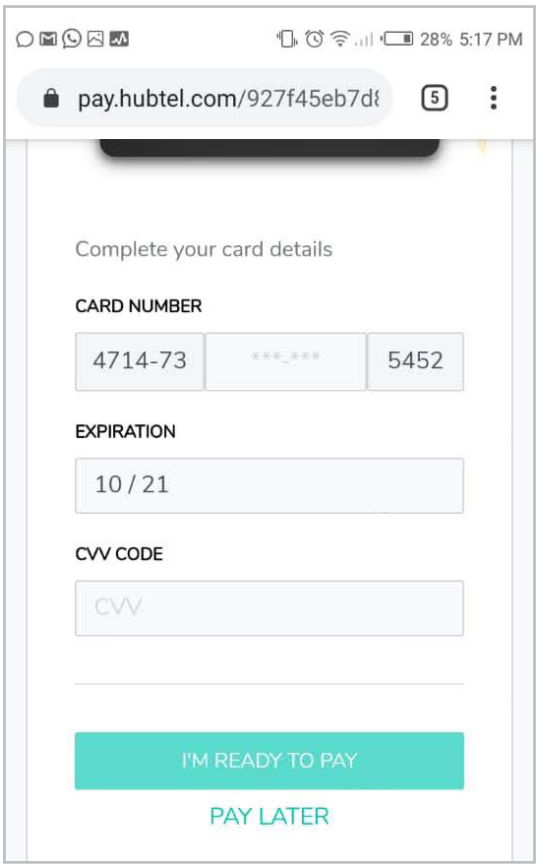
**STEP 13.**

To verify your card, you will be debited a vertain amount and asked to indicate how much was deducted. Once you are able to verify the amount, your card will be added to complete the transaction. This is a one time deductions for first time cards. Deductions are less than GHC 5.00



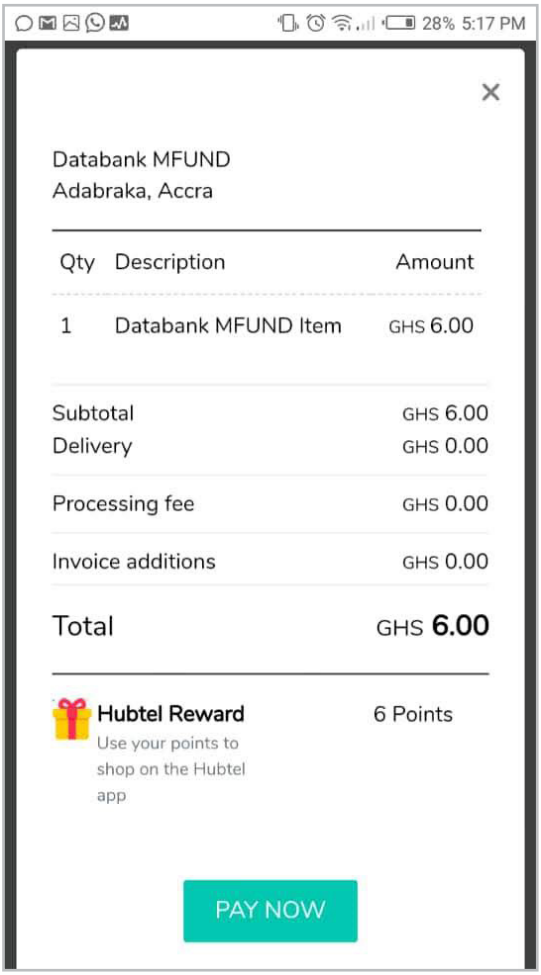

**STEP 14.**

Once the card has been verified, you will need to provide some of your card details to make the deposit. This is for security purposes. Next, tap on I'M READY TO PAY to proceed with the transaction



**STEP 15.**

There will be a final confirmation page after verifying your card. Tap “pay now” to complete the transaction.




Download the Databank Mobile App
Download on the App Store
Google play
0302 610610 | www.databankgroup.com
Databank
Leadership