



## 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 "Generate 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.

Databank Mobile  
1. View account  
2. Topup account  
3. Withdrawals  
4. Self service  
5. Open account  
6. Direct debit  
10. Pin reset  
11. Help  
0. Exit

CANCELSEND

#### STEP 2.

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

Topup account  
Choose account  
1. 4000100056108  
2. 4000100056134  
2. 4000100056243

CANCELSEND

#### STEP 3.

Choose your preferred fund.

Topup account  
Choose fund  
1. MFUND  
2. ARKFUND  
3. BFUND  
4. EPACK  
5. EDIFUND T1  
7. More

CANCELSEND

#### STEP 4.

Enter the amount you want to top up with.

Topup account  
Enter amount:

CANCELSEND

### STEP 5.

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

Topup account  
Choose payment mode:

1. Momo Topup
2. Card Topup

CANCELSEND

### STEP 8.

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

Topup account  
Transaction Status: Successful  
Please respond to USSD/SMS prompt to authorize your transaction.  
Thank you

CANCELSEND

### STEP 6.

Enter the voucher you generated from Vodafone Cash.

Topup account  
Enter voucher:

CANCELSEND

### STEP 7.

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

Topup Details  
A/C.: 4000100056108  
Fund: MFund  
Amount: 5  
Provider: Vodafone  
Voucher: 123456  
Confirm  
1. Ok  
2. Cancel

CANCELSEND

**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.

Databank Mobile  
1. View account  
2. Topup account  
3. Self service  
4. Open account  
5. Direct Debit  
6. Pin reset  
10. Help  
0. Exit

CANCEL SEND

**STEP 2.**

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

Topup account  
Choose account  
1. 4000100056108  
2. 4000100056134  
2. 4000100056243

CANCEL SEND

**STEP 3.**

Choose your preferred fund.

Topup account  
Choose fund  
1. MFUND  
2. ARKFUND  
3. BFUND  
4. EPACK  
5. EDIFUND T1  
7. More

CANCEL SEND

**STEP 4.**

Enter the amount you want to top up with.

Topup account  
Enter amount:

CANCEL SEND

**STEP 5.**

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

Topup account  
Choose payment mode:  
1. Momo Topup  
2. Card Topup

CANCEL SEND

**STEP 6.**

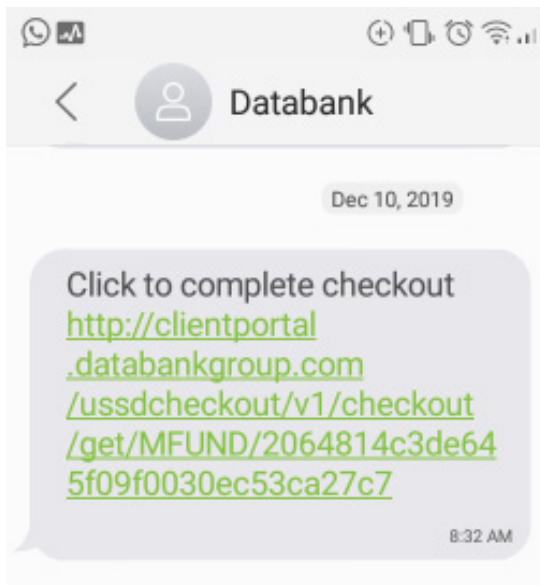
A pop-up will appear with the details of the transaction and confirmation. Type 1 and "send" to confirm.

Topup Details  
A/C.: 4000100056108  
Fund: MFund  
Amount: 5  
Provider: Vodafone  
Confirm  
1. Ok  
2. Cancel

CANCEL SEND

### 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.

A screenshot of a web browser showing the 'Checkout form' on the Databank website. The form contains the following fields: Name (EMMANUEL OWUSU), Fund (MFUND), Account Number (4000100056108), Amount (6.00), and Phone (233248110208). Below these fields is a PIN input field and a purple 'SUBMIT' button. The browser's address bar shows 'clientportal.databankgroup.com'. The status bar at the top indicates 32% battery and 5:06 PM.

### STEP 9.

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

A screenshot of a payment selection screen from pay.hubtel.com. It shows the transaction details: 'Databank MFUND', phone number '+2330302610610', and email 'info@databankgro...'. A green button indicates 'GHS 6.00 Invoice summary'. The question 'How would you like to pay?' is displayed. Three options are available: 'Mobile Money' with logos for MTN, Airtel, and Vodafone; 'Bank Card' with logos for American Express, UnionPay, and Visa; and 'Hubtel' with its logo. A 'Cancel' button is at the bottom right. The status bar at the top shows 32% battery and 5:07 PM.

### STEP 10.

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

The screenshot shows a mobile browser interface for 'Databank MFUND'. The address bar displays 'pay.hubtel.com/0499ca2ea1'. The page header includes the Databank MFUND logo, phone number '+2330302610610', and email 'info@databankgro...'. A teal banner at the top indicates a payment of 'GHS 6.00'. The main section is titled 'Who is paying the invoice' and asks the user to 'Please provide your personal phone number below for verification'. There is a text input field for the phone number, a 'Select network' dropdown menu, and a teal 'Next' button. A 'Back' link is visible at the bottom.

### STEP 12.

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

The screenshot shows a mobile browser interface for 'Databank MFUND' with the title 'Add a Bank Card'. It instructs the user to 'Please enter wallet details. A one time debit of less than GHS 5.00 will be debited from this account. Subsequent purchases would not require this action.' The form includes input fields for 'Name on card' (pre-filled with 'James Thompson'), 'Card number' (pre-filled with '4444-4444-4444-4444' and a card icon), 'Expiry date' (pre-filled with 'MM / YY'), and 'CVV code' (pre-filled with 'CVV').

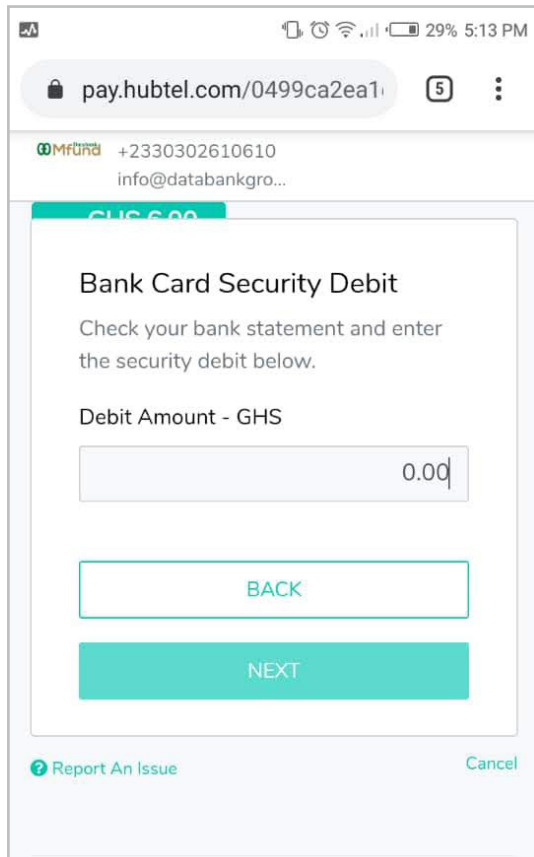
### STEP 11.

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

The screenshot shows a mobile browser interface for 'Databank MFUND' with the title 'Verify your phone number'. It asks the user to 'Please enter the 4 digit OTP sent to 0248110208.' There is a text input field with 'USPH -' and a teal 'Verify' button. At the bottom, there are links for 'Report An Issue' and 'Cancel'.

### STEP 13.

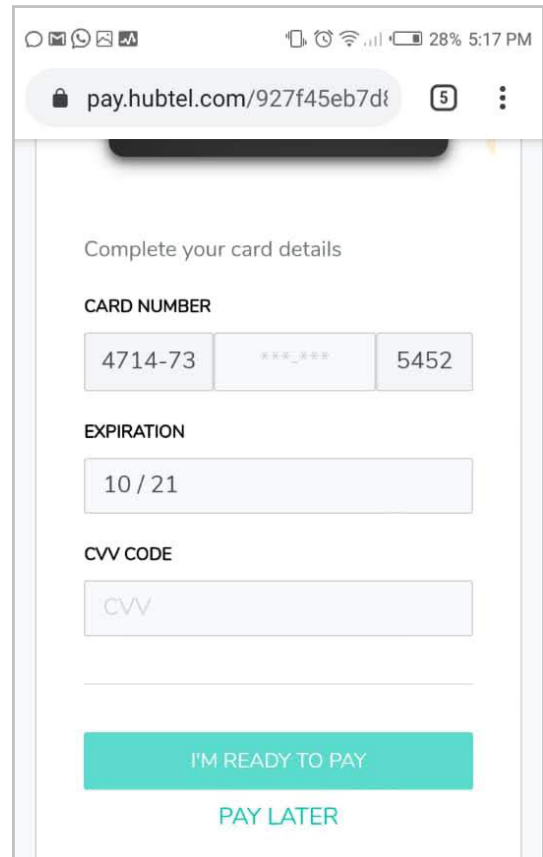
To verify your card, you will be debited a certain amount and asked to indicate how much was deducted. Once you are able to verify the amount, your card will be added to complete the transaction. This is a one time deduction for first time cards. Deductions are less than GHC 5.00



The screenshot shows a mobile browser interface with the URL `pay.hubtel.com/0499ca2ea1`. The page title is "Bank Card Security Debit". Below the title, it says "Check your bank statement and enter the security debit below." There is a label "Debit Amount - GHS" followed by a text input field containing "0.00". Below the input field are two buttons: "BACK" and "NEXT". At the bottom of the page, there are links for "Report An Issue" and "Cancel".

### 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



The screenshot shows a mobile browser interface with the URL `pay.hubtel.com/927f45eb7d`. The page title is "Complete your card details". Below the title, there are three sections: "CARD NUMBER" with a text input field containing "4714-73" and "5452", "EXPIRATION" with a text input field containing "10 / 21", and "CVV CODE" with a text input field containing "CVV". Below these sections are two buttons: "I'M READY TO PAY" and "PAY LATER".

### STEP 15.


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

28% 5:17 PM

X

Databank MFUND  
Adabraka, Accra

Qty	Description	Amount
1	Databank MFUND Item	GHS 6.00
Subtotal		GHS 6.00
Delivery		GHS 0.00
Processing fee		GHS 0.00
Invoice additions		GHS 0.00
Total		GHS <b>6.00</b>

 **Hubtel Reward** 6 Points

Use your points to shop on the Hubtel app

PAY NOW

