*6100#

Questions & Answers

WITHDRAWALS

Q. What are the various withdrawal options on *6100# with MTN?
A. There are four withdrawal options on *6100# with MTN. You can select token, bank transfer, mobile wallet and transfer to other Databank account.

Q. What is the minimum amount I can withdraw from my account?
A. The minimum amount you can withdraw using *6100# is GHC 50 from any fund. As such, if a fund has a balance below GHC 50, it will not show on the menu.

Q. Is there any limit on how much I can withdraw using *6100#?
A. Yes. In one day, you cannot withdraw more than GHC 1,000 per fund, per account on *6100#.

Q. Are there any charges if I use *6100# to place a withdrawal request?
A. No. There are no additional charges except the charge that may be associated with the fund from which you are making the withdrawal.

Q. Does the service work on all networks?
A. No. *6100# is currently available to MTN and Vodafone users only.

Q. How long does it take for my withdrawal request to be processed?
A. It depends on the mutual fund from which you are making the redemption. MFund and EdIFund Tier 1 takes 1 business day, while ArkFund, BFund, Epack and EdIFund Tier 2 take up to 5 working days.

Q. Can I withdraw money using a different mobile money wallet than what I registered for the USSD service with?
A. No. The service will automatically send the money to the mobile wallet of the number you used to access *6100#. If there is no mobile wallet registered to the number, kindly use another withdrawal option.

Q. Can I make withdrawal requests at any time of the day?
A. Yes. However, processing of withdrawal requests made after 5pm, or on weekends or holidays will be done on the next business day.

Use the following steps to initiate the withdrawal request

STEP 1.

Dial *6100# and enter your pin number Then Select 3 (withdrawals) from the main menu and tap "send" to begin.

STEP 2.

Choose your preferred fund.

STEP 3.

A confirmation box will appear with information on the limit per day and how long it takes to process a withdrawal. Select "yes" to continue.

STEP 4.

Another confirmation box will appear with information on your account number and current account balance per the fund you selected. Select "yes" to continue.

Use the following steps if you would like to receive your withdrawal by token

STEP 1.

Select 1 (token) from the menu to make the withdrawal request using token.

Withdrawals
Choose payment options:
1. Token
2. Mobile wallet
3. Bank transfer
4. Transfer to other Databank fund

CANCEL | SEND

STEP 2.

A confirmation box will appear with information on the available banks that tokens can be redeemed at. Select "yes" to continue.

Withdrawals
Note: Tokens can be redeemed at only GTBank or Zenith Bank.
Do you want to continue
1. Yes
2. No

CANCEL | SEND

STEP 3.

Choose the bank that you will like to redeem the token from and tap "send".

Token
Choose Bank:
1. GTBank
2. Zenith Bank

CANCEL | SEND

STEP 4.

Choose your preferred ID by selecting the number that corresponds with it on the list and tap "send".

Token
Choose collection ID:
1. Driver's licence
2. Passport
3. Voter's ID
4. SSNIT
5. Ghana Card
7. More

CANCEL | SEND

STEP 5.

Enter the name on the ID you selected and tap "send."

Token
Enter name on ID:

CANCEL | SEND

STEP 6.

Enter the ID number of the ID card you selected and tap "send".

Token
Enter ID number:

CANCEL | SEND

STEP 7.

Enter the amount you want to withdraw and tap "send."

Token
Enter amount:

CANCEL | SEND

STEP 8.

A final pop up will appear with details of the transaction. Type 1 and tap "send" to confirm. **Please double check the details carefully before you press submit.**

Token
Collection ID: Driver's Licence
Name on ID: Kwesi Doe
ID No: 456
Amount: 50
Confirm
1: Ok
2. Cancel

CANCEL | SEND

STEP 9.

Your token request has been successfully made.

Token
Transaction Status: Redemption request successfully initiated.
Do you want to perform another transaction?
1. Yes
2. No

CANCEL | SEND

Use the following steps if you would like to receive your withdrawal on your mobile wallet

STEP 1.

Select 2 (mobile wallet) from the menu to make the withdrawal via mobile wallet.

Withdrawals
Choose payment options:
1. Token
2. Mobile wallet
3. Bank transfer
4. Transfer to other Databank fund

CANCEL | SEND

STEP 2.

A pop up will appear notifying you that third party transactions are not allowed for this payment method. Select 1 and tap "send" to continue.

Withdrawals
Note: Payments to third party wallets are not allowed.
Do you want to continue
1. Yes
2. No

CANCEL | SEND

STEP 3.

Enter name on mobile wallet and tap "send". Make sure it matches with the registered name on the account.

Mobile wallet
Enter name on mobile money account:

CANCEL | SEND

STEP 4.

Enter the amount you want to withdraw and tap "send".

Mobile wallet
Enter amount:

CANCEL | SEND

STEP 5.

A final pop up will appear with details of the transaction. Type 1 and tap "send" to confirm. Please double check the details carefully before you press submit.

Mobile wallet
Amount: 50
Mobile money number: 233248110208
Confirm
1: Ok
2. Cancel

CANCEL | SEND

STEP 6.

Your withdrawal request via mobile wallet has been successfully made.

Mobile wallet
Transaction Status: Redemption request successfully initiated.
Do you want to perform another transaction?
1. Yes
2. No

CANCEL | SEND

Use the following steps if you would like to receive your withdrawal by bank transfer

STEP 1.

Select 3 (bank transfer) from the menu to make the withdrawal request for a bank transfer.

Withdrawals
Choose payment options:
1. Token
2. Mobile wallet
3. Bank transfer
4. Transfer to other Databank fund

CANCEL | SEND

STEP 2.

A confirmation box will appear with information on how long it takes to process a bank transfer. Type 1 and tap "send" to continue.

Withdrawals
Note: Your funds will be transfered to your bank account within 3 business days after it is processed
Do you want to continue
1. Yes
2. No

CANCEL | SEND

STEP 3.

Choose the range of alphabets that contain the first letter of the name of your bank. For example, if your bank is Cal Bank, select 1 (A-E).

Bank Transfer
Choose starting character range of destination bank:
1. A - E
2. F - J
3. K - O
4. P - T
5. U - Z

CANCEL | SEND

STEP 4.

The next page will show all the banks with their first letters starting from A-E. If you do not find your bank in the first list, select 7 for more. Select the number that corresponds with the name of your bank and tap "send."

Bank Transfer
Choose bank:
1. ABSA
2. ADB
3. ACCESS BANK
4. BOA
5. CAL BANK
7. More

CANCEL | SEND

STEP 5.

Enter the name on your bank account and tap "send".

Bank transfer
Enter Name on bank account:

CANCEL | SEND

STEP 6.

Enter the bank account number and tap "send".

Bank transfer
Enter Bank account number:

CANCEL | SEND

STEP 7.

Enter the branch name and tap "send".

Bank transfer
Enter Branch name:

CANCEL | SEND

STEP 8.

Enter the amount you want to withdraw and tap "send."

Bank transfer
Enter amount:

CANCEL | SEND

STEP 9.

A final pop up will appear with details of the transaction. Type 1 and tap "send" to confirm. **Please double check the details carefully before you submit.**

Bank transfer
Bank: CALBANK
Name: Kwesi Doe
Branch: Legon
Amount: 50
A/C No: 1234567890123
Confirm
1: Ok
2. Cancel

CANCEL | SEND

STEP 10.

Your bank transfer withdrawal request has been successfully made.

Bank transfer
Transaction Status: Redemption request successfully initiated.
Do you want to perform another transaction?
1. Yes
2. No

CANCEL | SEND

Use the following steps if you would like to transfer to another Databank account or fund.

STEP 1.

Select 4 (transfer to other Databank account) from the menu to make the withdrawal request for a transfer to another Databank account or another mutual fund in the same account.

Withdrawals
Choose payment options:
1. Token
2. Mobile wallet
3. Bank transfer
4. Transfer to other Databank fund

CANCEL | SEND

STEP 2.

A confirmation box will appear with information on the fact that transfers may come with front load charges. Select "yes" to continue.

Withdrawals
Note: Transfer to another Databank fund may attract a front load fee
Do you want to continue
1. Yes
2. No

CANCEL | SEND

STEP 3.

Choose the number that corresponds with the account number you want to transfer to and tap "send"

Withdrawals
Choose receiving account:
1. 1234567890123

CANCEL | SEND

STEP 4.

Choose the fund you wish you transfer money to and tap "send".

Withdrawals
Choose funds:
1. ARKFUND
2. BFUND
3. EDIFUND T1
4. EDIFUND T2
5. EPACK

CANCEL | SEND

STEP 5.

Enter the amount you want to transfer and tap "send".

Withdrawals
Enter amount:

CANCEL | SEND

STEP 6.

A final pop up will appear with details of the transaction. Type 1 and tap "send" to confirm. **Please double check the details carefully before you press submit.**

Databank
A/C No: 1234567890123
Fund: MFUND
To A/C No: 1234567890123
To Fund: ARKFUND
Amount: 50
Confirm
1: Ok
2. Cancel

CANCEL | SEND

STEP 7.

Your transfer to other Databank account withdrawal request has been successfully made.

Databank
Transaction Status: Transfer request successfully initiated.
Do you want to perform another transaction?
1. Yes
2. No

CANCEL | SEND

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0302 610610 | www.databankgroup.com
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