

# Q&A

## Online Account Opening Portal

### 1. What is the Databank Account Opening Portal?

The Databank Account Opening Portal is an Internet-based service that enables investors to open a Databank mutual fund account online anytime, anywhere and from any device.

### 2. Why should I use the Databank Account Opening Portal?

The Databank Account Opening Portal gives you the convenience of opening an account in the comfort of your home or office. It is fast, simple and saves time.

### 3. How do I access the Databank Account Opening Portal?

To access the portal, follow the steps below:

- Visit [www.databankgroup.com](http://www.databankgroup.com)
- Select Online Services
- Click on Online Account Opening Portal

### 4. How does the Databank Account Opening Portal work?

To open a mutual fund account via the Databank Account Opening Portal, follow the steps below:

- Step 1: Key in your personal details
- Step 2: Take a risk assessment survey
- Step 3: Key in your beneficiary details
- Step 4: Key in details of your next of kin
- Step 5: Upload your signature, a valid photo ID, your passport picture, proof of address
- Step 6: Read and acknowledge to the terms and conditions
- Step 7: Click on preview to view your application for accuracy
- Step 8: Click on submit to for a final submission of your application

### 5. How long will it take to open an account online?

It will take you approximately 10-15 minutes to complete the process.

### 6. Can I save my application and finish it later on?

Yes. The procedure is as stated below:

- You will be required to click on the “click to continue later” link
- An application code will be generated and sent to the email address you provided in filling the form
- When you are ready continue with your application, click on “return to saved application”

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- Enter the login details with using your email address and application code

**7. What do I do when I forget my application code?**

You will be required to send an email to [clientservices@databankgroup.com](mailto:clientservices@databankgroup.com) or call (+233) 0302 610610 and provide the email address you used in filling the form and your application code will be sent you via email.

**8. After I open my account, how long will it take to receive my account number?**

Your application through the account opening portal will be processed in one (1) business day. You should receive your account number by email after this period.

**9. How will my account number be sent to me?**

Upon completing your online application for a new account, you will receive your account number via the email address you provided in your application.

**10. Are there any fees that I would need to pay when the account is opened?**

No. You will not be required to pay for this service. However, you will be required to top up your mutual fund account with a minimum of GHC 50.00 within two (2) business days of receiving your account number. The account will be deactivated if you have not made a deposit into your account within the stipulated time frame.

**11. How do I make an initial investment deposit into my account?**

You can make your initial investment deposit into your account through:

- Databank's mobile money platforms: \*713\*100# or \*737\*100#
- Online platforms: [www.databankgroup.com](http://www.databankgroup.com) or [www.myghpay.com](http://www.myghpay.com) using a Visa/MasterCard
- Databank's partner banks: Access, Barclays, GTBank, UBA and Zenith

**12. Will I be able to top up my account immediately I receive my account number?**

- You may visit any Zenith Bank branch across the country to top up your account immediately
- You may use any of the other channels stated in question 11 above to top up your account one (1) business day after receiving your account number.

**13. What types of accounts can I open online?**

You can open any of the following mutual fund account types:

- Individual
- Joint
- In Trust For (ITF)

**14. Can I open a corporate account online?**

No. For now, corporate institutions cannot open mutual fund accounts online.

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**15. Can I open a treasury bill account online?**

No. For now, you can only open mutual fund accounts online. This feature will be available in the next phase of the project.

**16. Can I also register for Databank Online Top up service on this portal?**

Yes. You will be given the option to register for the online top up service before you complete your application.

**17. What will I be required to do if I am already registered for the Databank Online Top up service and want to open a new account online?**

You will be required to complete the online account opening process and once your account number is sent to you via email, follow the steps below:

- Log in to the Databank Top up service
- Go to Manage accounts
- Enter the new account number you wish to add and click on the green button
- Activation of the new account number will be done within one (1) business day

**18. How can I easily access this application on my phone?**

*For android users, please follow the steps below (the steps may vary depending on the type of phone you are using):*

- Visit [www.databankgroup.com](http://www.databankgroup.com)
- Select Online Services
- Click on Online Account Opening Portal to open a new window
- Tap the menu bar
- Select “add to home screen”

*IPhone users should follow the steps below:*

- Visit [www.databankgroup.com](http://www.databankgroup.com)
- Select Online Services
- Click on Online Account Opening Portal
- Tap on the share button when the new window opens
- Select “add to home screen”

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