

PRESS RELEASE

Databank extends working from home to April 30, 2020

April 13, 2020 - Accra. In light of the growing number of cases in Ghana, the President has announced a one-week extension of the partial lockdown order issued on March 27th for the Greater Accra Region and Kumasi Metropolis. Please note, however, that Databank will extend its **TEMPORARY** closure of ALL physical locations until **April 30, 2020**. We believe this is in the best interest of the health and safety of both our clients and staff.

Get your questions answered

Over the past few weeks, I have received numerous questions from clients on everything from emergency funds to the impact of Covid-19 on the stock markets and whether it is still a good time to invest. I have started answering some of them in our new Working from Home video series, so I entreat you to watch and share when you have a moment. bit.ly/DatabankYouTubePlaylist

How you can continue to transact with Databank

Note that even though our physical locations are closed, we remain OPEN to serve you. You can continue to do business with us through all our other channels outlined below:

To open an account

- **Mutual funds**
 - **Online** – visit Digital services at www.databankgroup.com
 - ***6100#** - MTN customers only
- **Treasury bills, bonds & shares**
 - Call 0302 610610 or email info@databankgroup.com

To deposit

- **Mutual funds**
 - **Mobile money** – *6100# (MTN users only), *737*100#, *713*100#
 - **Online using Visa, Mastercard or Mobile Money** (Visit Digital services at www.databankgroup.com or myghpay.com)
 - **Databank mobile app** (available on Google Play Store or the App Store)
 - **Direct debit** – invest directly from your bank account. Sign up or change your direct debit instructions by sending an email to directdebit@databankgroup.com. All forms can be downloaded from the Resources page at www.databankgroup.com
 - **Bank transfer** – from inside or outside of Ghana; please call 0302 610610 to get the wire transfer details
 - **Partner bank branches** – Absa, Access Bank, Fidelity, GCB, GTBank, UBA, Zenith
- **Treasury bills, bonds & shares**
 - **Deposit physical cheque** at any Zenith or UBA bank branch (for T-bills, bonds & shares)
 - **Deposit physical cheque** at any GTBank branch (for T-bills and bonds only)
 - **Bank transfer** – from inside or outside of Ghana
 - **Direct debit** (T-bills only)
 - **Online using Visa, Mastercard or Mobile Money** (Visit www.databankgroup.com)

*Treasury bills can also be purchased through GTBank via *737*100#, online at myghpay.com and by visiting any GTBank branch.*

To withdraw

- **Email info@databankgroup.com** – Email your completed withdrawal form and indemnity form to us. Forms are available in the Resources section at www.databankgroup.com
Available payment methods are: bank transfers (any amount), payment via token at any branch of GTBank or Zenith Bank (up to GHC 5,000) or payment to MTN mobile wallet (up to GHC 1,000). Cheques will not be available.
- **Dial *6100#** - you will need your pin to complete the transaction; you will be required to register and get your pin before you can complete the withdrawal.
Regardless of the payment option you select using this platform, the withdrawal amount is limited to GHC 1,000 per fund, per day.

To change instructions for T-bills and bonds, or to purchase or sell shares

- **Email info@databankgroup.com** or call 0302610610 – Forms can be downloaded from Databank's website at www.databankgroup.com

Questions or complaints

Contact us through any of the following channels:

- **Phone** at 0302 610610
- **Email** us at info@databankgroup.com or clientservices@databankgroup.com
- **WhatsApp** at 0577 289133
- **Social media: Facebook** (Databank Group) and **Instagram** (Databankgroup)

We encourage you to take advantage of our digital channels, and we pray for your continued protection against COVID-19.

Thank you and stay safe!

Your Chief Servant,



Kojo Addae-Mensah
Group CEO, Databank