



Message from the CEO

Dear Clients,

As the Covid-19 pandemic continues to spread, many of us (not only in Ghana) have been forced to stay home under either self-imposed or government lockdowns.

This is why I am writing to you from home today.

Last week, to protect both staff and clients, Databank had proactively decided to temporarily shut down its physical locations across the country for two weeks. This was ahead of the President's directive. It has been 2 days so far since we began and I want to thank you all for your patience and understanding while we experienced some connectivity challenges. Many institutions in Ghana had no choice but to work from home on Monday morning, and this put an incredible amount of pressure on both the internet and phone lines.

Today, I just want to encourage you to heed the President's directive and stay home. Covid-19 is transmitted through contact, so if you move the virus moves, but if you stay put, so does the virus. So this is the time to take full advantage of digital solutions – from shopping to investing.

At Databank, we offer you a wide range of digital channels so you can continue to transact or engage with us from the safety of your home.

- ① **USSD.** If you use MTN, you can dial *6100# to open a new account, top up your investments, check your balance, start a direct debit from your wallet or place a withdrawal request. For other telcos, you can dial ***737*100# or *713*100#** or send your request by email to info@databankgroup.com
- ② **Online.** If you prefer Visa or Mastercard, top up by visiting www.databankgroup.com or myghpay.com.
- ③ **Mobile app.** You can also download Databank's mobile app through the Google playstore or the App store. Just search for **Databank Group**.
- ④ **Phone or WhatsApp.** Finally, if you want to talk to us, either call **0302 610610** or send us a WhatsApp message at **0577 289133**.

I believe in the coming days things will improve and the customer experience will be much better. Your patience and cooperation has not been taken for granted and, on behalf of Databank, I say thank you.

I am available to answer any questions you may have about investing, Databank or the impact of Covid-19 on the industry.

Send an email to either TimewiththecEO@databankgroup.com or info@databankgroup.com. You can also send your questions to our WhatsApp line at **0577 289133**.

Stay home. Stay safe. Sanitize and Invest wisely.

Regards



Kojo Addae-Mensah
Group CEO, Databank

