



# \*6100#

## Questions & Answers

### DIRECT DEBIT

- 1 **Can I authorize a direct debit transaction using \*6100#?**  
Yes. You can authorize a transaction directly from your phone using \*6100#. You can choose to have money deducted on a daily, weekly or monthly basis.
- 2 **Which platforms can I authorize the direct debit on?**  
You can authorize the direct debit either from your mobile money wallet or from your Visa or MasterCard cards.

### Use the following steps to sign up for direct debit.

#### STEP 1.

On the main menu, type 5 for direct debit and tap "send".

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

CANCEL SEND

#### STEP 2.

Next, type 1 to activate and tap "send".

Direct Debit

- 1. Activate
- 8. Main menu

CANCEL SEND

#### STEP 3.

Select the account number to perform the direct debit on by typing the number that corresponds with it. Tap "send" to continue.

Direct Debit

Choose account to activate

1. 4000100056108

CANCEL SEND

#### STEP 4.

Next, enter the direct debit amount and tap "send".

Direct Debit

Enter Secret Question:

CANCEL SEND

**STEP 5.**

Enter your secret question and answer to that question and tap "send" on both occasions.

Direct Debit  
Enter Secret Question:

CANCEL SEND

Direct Debit  
Enter Secret Answer:

CANCEL SEND

**STEP 6.**

Type the number that corresponds with the frequency you want the debits to be made and tap "send". If you select weekly, the debit will be made on the day you registered. If you select monthly, you will have to confirm the day in the month for the transaction.

Direct Debit  
Choose Frequency:

1. Daily (7 days a week)
2. Weekly
3. Monthly

CANCEL SEND

**STEP 7.**

A confirmation will appear with a summary of your secret question and answer. Type 1 and tap "send" to confirm.

Databank Mobile  
Direct Debit  
Acc: 400010005618  
Ques: What is my name?  
Ans. Emmanuel

1. Next
2. Cancel

CANCEL SEND

**STEP 8.**

A final confirmation with a summary of the direct debit details will also appear. Type 1 and tap "send" to activate. Your direct debit has been activated.

Databank Mobile  
Direct Debit  
Amt: 1  
Frq: Weekly  
Day: Friday

1. Activate
2. Cancel

CANCEL SEND

