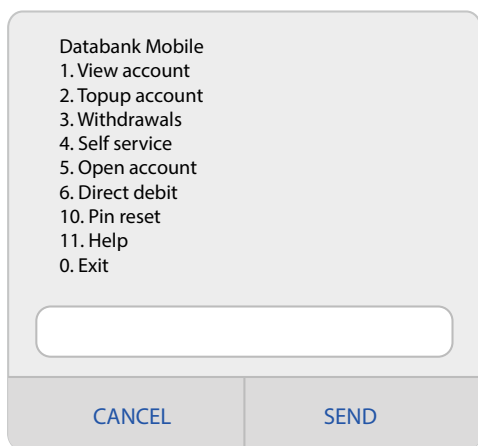


Questions & Answers
DIRECT DEBIT

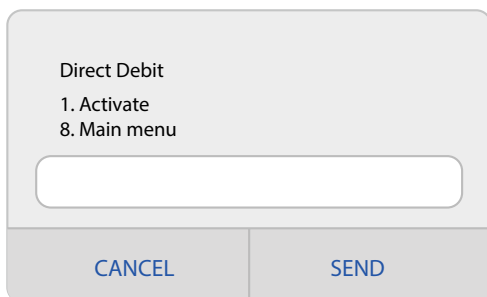
- 1 **Can I authorize a direct debit transaction using *6100#?**
Yes. You can authorize a transaction directly from your phone using *6100#. You can choose to have money deducted on a daily, weekly or monthly basis.
- 2 **Which platforms can I authorize the direct debit on?**
You can authorize the direct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

Use the following steps to sign up for direct debit.

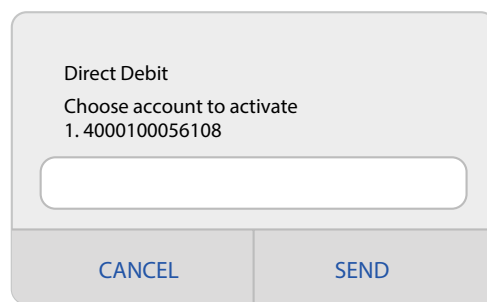
STEP 1.
On the main menu, type 5 for direct debit and tap "send".



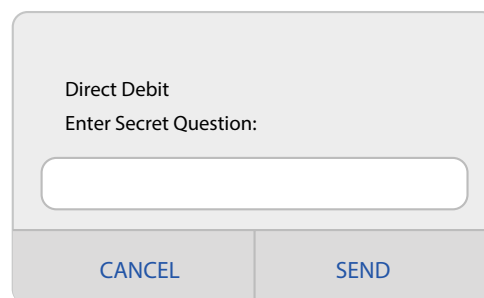
STEP 2.
Next, type 1 to activate and tap "send".



STEP 3.
Select the account number to perform the direct debit on by typing the number that corresponds with it. Tap "send" to continue.



STEP 4.
Next, enter the direct debit amount and tap "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

