

# 13-DIGIT ACCOUNT NUMBER REQUIRED TO TOP UP DATABANK MUTUAL FUNDS

13-digit account number

**0123456789012**



Dear Valued Client:

**Effectively immediately**, top ups to any Databank mutual fund will require you using your **13-digit account number** that was issued in 2017. This will affect deposits at our partner banks (*Absa, Access, Fidelity, GCB, GTBank, UBA and Zenith Bank*) and all digital platforms (*Online Services, USSD codes, Mobile App and myghpay.com*).

Please contact us on **0302 610610** or [info@databankgroup.com](mailto:info@databankgroup.com) if you do not know your 13-digit account number.

**Thank you.**

## Q&A

### 1 Is my current account number incorrect?

No. If you have an account number that is less than 13 digits, that number is **not** incorrect. If you opened a mutual fund account before July 2017, you will have an account number between 1 digit and 12 digits. However, all of those account numbers have been replaced by 13-digit account numbers.

### 2 Why did this change take place?

In 2017, Databank embarked on a system upgrade to provide better service to clients. One of the changes that came with this upgrade was that all account numbers are now 13 digits. **If you opened your account after July 2017, you will already have a 13-digit account number, and this directive will not affect you.** If you opened your account before July 2017, you would have a shorter account number and the system would have automatically generated a corresponding 13-digit account number for you. So, some of you would have noticed that when you visit the branch, the Relationship Manager will write your corresponding 13-digit account number for you. Similarly, if you request your statement of account, it also shows your 13-digit account number and not your old account number.

### 3 How can I be sure I have the new account number?

To make it easier for you, please count the number of digits your account number has. If it's 13, then you already have the new one so you can use it on all the digital platforms (\*6100#, \*790\*100# or \*737\*100#, Mobile App & Online services) and at our partner bank branches. If it's not up to 13 digits, then please contact us.

### 4 How can I get the new number if I don't have one or can't remember it?

You can contact us through any of the following official channels:

- **Phone:** 0302 610610
- **WhatsApp:** 0577 289133
- **Email:** [info@databankgroup.com](mailto:info@databankgroup.com)
- **Locations:** Any of Databank's 19 locations

### 5 Which products do I need a 13-digit account number for?

The 13-digit account number is to be used for your mutual fund accounts only (i.e., ArkFund, BFund, EdIFund Tier 1, EdIFund Tier 2, Epack and MFund). It does not include your account(s) for Treasury bills or Shares.

**If you have any additional questions, please do not hesitate to contact us.**