

Enjoy
convenience
with

***924*16#**

Make deposits via
**Mobile Money | Ghana Pay |
CBG Account**



GENERAL QUESTIONS

1 What is the *924*16# USSD code?

It is a short code from CBG that allows Databank clients to top up their mutual fund investments (i.e., ArkFund, BFund, EdIFund Tier 1 and Tier 2, Epack and MFund).

2 Is this service available to only Databank clients with CBG accounts?

No. This service is available to all Databank clients regardless of whether they have CBG accounts or not.

3 Can this service be accessed on all networks?

Yes. This service can be accessed on all mobile networks in Ghana.

4 How do I use the USSD Code?

Simply dial *924*16# on your mobile phone, and then follow the prompts.

5 Can I open a new Databank account or make withdrawals using this USSD?

No, this USSD service is only available for top ups to your mutual fund investments.

6 Can I make withdrawals using the USSD?

No, you cannot make withdrawals with this USSD service.

7 What is the minimum amount required for making deposit transactions on this service?

The minimum amount is GHC 10.

8 When I top up my account with my mobile wallet, is there a charge?

Although it is free to access the code, there may be a charge from the service providers (CBG and the wallet provider) for deposits. These charges vary depending on the amount that is deposited.

9 Can a foreign number access the USSD service?

No, only Ghanaian registered numbers can access the service.

10 How long does it take for deposits done via this code to reflect in my Databank account?

Deposits done via this code and other digital channels take 3-5 business days to reflect in a Databank account.

11 How many methods can I use to top up my account with the USSD?

You can top up your account using Mobile Money, Ghana Pay or through your CBG account.

HOW TO TOP UP USING *924*16#

Step 1

Choose your preferred payment source to begin the process. Let us assume that the mobile money option was selected for this illustration.



Step 2

Select the mobile money provider based carefully as the system will use that number as the wallet number to make the deposit from.



Step 3

Confirm your wallet number to proceed with the deposit.

A screenshot of a mobile application screen titled "Databank Invest." with a dashed line separator. The screen displays "Confirm Wallet No: (0241234XXX)". Below this, there are two options: "1) Confirm" and "2) Exit". At the bottom, there are two more options: "1#) Go back" and "0#) Main menu".

Databank Invest.

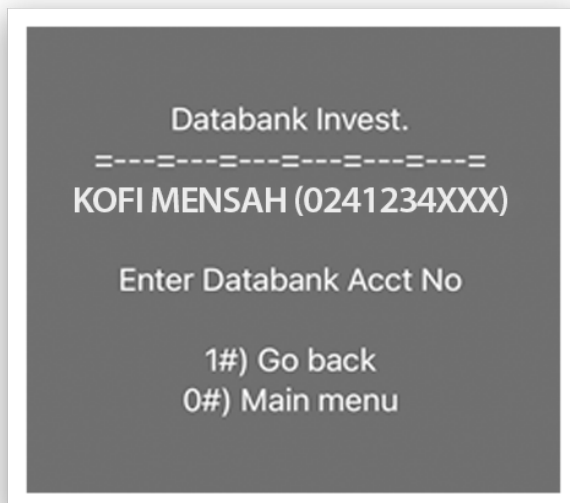
Confirm Wallet No:
(0241234XXX)

1) Confirm
2) Exit

1#) Go back
0#) Main menu

Step 4

Enter your 13-digit Databank account number. Please note that the name that shows on this screen is the name on your mobile wallet.

A screenshot of a mobile application screen titled "Databank Invest." with a dashed line separator. The screen displays "KOFI MENSAH (0241234XXX)". Below this, it says "Enter Databank Acct No". At the bottom, there are two options: "1#) Go back" and "0#) Main menu".

Databank Invest.

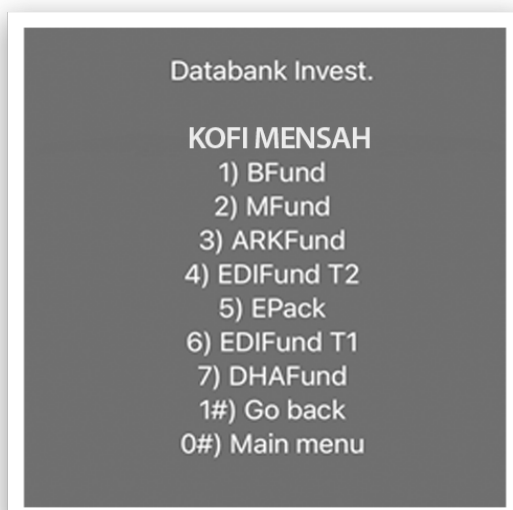
KOFI MENSAH (0241234XXX)

Enter Databank Acct No

1#) Go back
0#) Main menu

Step 5

Please confirm that the displayed name matches your Databank account, then select the fund you wish to deposit into.

A screenshot of a mobile application screen titled "Databank Invest." The screen displays "KOFI MENSAH" followed by a list of seven fund options: "1) BFund", "2) MFund", "3) ARKFund", "4) EDIFund T2", "5) EPack", "6) EDIFund T1", and "7) DHAFund". At the bottom, there are two options: "1#) Go back" and "0#) Main menu".

Databank Invest.

KOFI MENSAH

1) BFund
2) MFund
3) ARKFund
4) EDIFund T2
5) EPack
6) EDIFund T1
7) DHAFund

1#) Go back
0#) Main menu

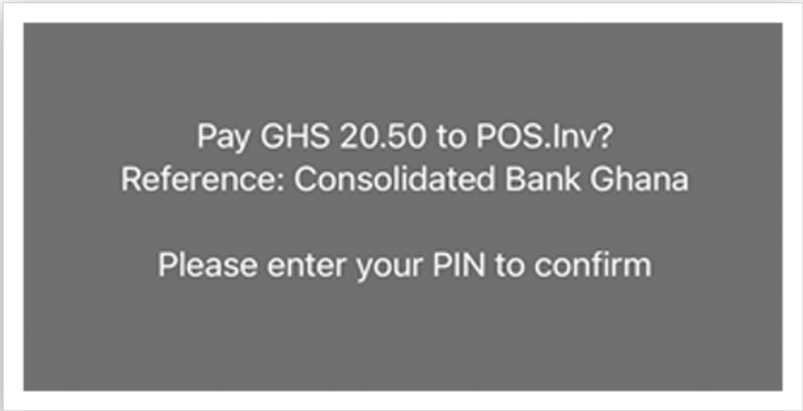
Step 6

Enter the amount you want to deposit.



Step 7

A pop-up will appear from your mobile money provider prompting you to enter your PIN. Please do so to complete the deposit process.



Congratulations, you have successfully deposited into your Databank account.

