



Shine your eye!

You can now **send** and **receive** money from anywhere with **Zeepay Mobile Money** and **Zenith Bank**.

Visit the following Zenith Bank locations for the service

- 📍 Suame
- 📍 Takoradi Market Circle
- 📍 Adum
- 📍 Tamale
- 📍 Kantamanto Agency
- 📍 Kumasi Main



FOR FURTHER ENQUIRIES, CONTACT

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🐦 ZenithBank_Gh
📘 Zenith Bank Ghana Limited
📷 ZenithBankGhana

Use our electronic banking channels





FAQs

1. WHAT IS ZEEPAY MOBILE MONEY?

ZeePAY Mobile Money is a fast, simple, convenient, affordable and electronic wallet service that allows customers to easily store, send, and receive money. Much like a physical wallet, this digital wallet gives you somewhere to store your money.

2. HOW DO I GET A ZEEPAY WALLET?

You need an active mobile number on any network. Dial the USSD shortcode ***270#** and follow the prompts.

3. DO I NEED TO BUY A NEW SIM TO REGISTER FOR ZEEPAY MOBILE MONEY?

You do not. You can register for ZeePAY mobile money on your existing SIM card with an existing wallet.

4. WHAT ARE THE BENEFITS OF A ZEEPAY MOBILE WALLET?

- ▶ Lower fees for cashout and transfer services.
- ▶ Direct wallet to bank transactions.
- ▶ Microinsurance for as low as GHS2.50.
- ▶ Receive, convert, and transfer cash pick up remittance into wallet.
- ▶ Send and receive money from all wallets regardless of the network.
- ▶ Buy airtime across all networks for your loved ones anywhere in the world from right here in Ghana.

5. WHO CAN I SEND MONEY TO?

- ▶ Anyone with a valid SIM across all networks.
- ▶ Any bank account without necessarily linking them.

6. HOW DO I ACCESS THE FUNDS IN MY ZEEPAY WALLET?

- ▶ Visit the nearest zeePAY agent for ease of redemption
- ▶ Generate a one-time password (OTP) and key in at an atm machine for cardless withdrawal
- ▶ You can also transfer the funds to a third-party network (mtn/airteligo/vodafone) or any bank account.

7. HOW MUCH DOES IT COST TO HAVE A ZEEPAY WALLET?

It is free to maintain your ZeePAY wallet. Charges are only applied to transactions you perform.

8. WHY DO I NEED TO PROVIDE A PHOTO ID?

It's important to keep your money safe. By asking for official identification, we can verify that people sending the money are who they say they are, and should you lose your phone, we can authenticate you and your account. We are also required by the Bank of Ghana to carry out "Know Your Customer" compliance checks.

9. WHAT DO I DO IF I LOSE MY SIM OR MOBILE PHONE?

Your money is safe because your wallet is protected by your mobile money pin. Please contact ZeePAY to block your wallet by first authenticating yourself. Once you successfully replace your sim or phone, the wallet will be unblocked. You can contact our support team on support@myzeepay.zendesk.com.

10. CAN I SEND MONEY TO SOMEONE WHO IS NOT REGISTERED ON ZEEPAY MOBILE MONEY?

Yes you can send money from Zeepay mobile wallet to any network or bank account in Ghana. Individuals not registered to any mobile money service will receive a token code by sms that will be used to withdraw the funds at an agent point.

11. CAN I ACCESS THE SERVICE FROM ANYWHERE IN THE WORLD?

Yes you can send money from Zeepay mobile wallet to any network or bank account in Ghana. Individuals not registered to any mobile money service will receive a token code by SMS that will be used to withdraw the funds at an agent point.

12. CAN SOMEONE WITHDRAW FROM MY ACCOUNT ON MY BEHALF?

No. To do that, the person will need your PIN, you are advised not to share your PIN with anyone.

13. ARE THERE ANY LIMITS TO MY TRANSACTIONS?

For tier 1 users, you can withdraw up to GHC5,000 in a day.
For tier 2 users, you can withdraw up to GHS10,000 in a day.

14. IS THERE A LIMIT TO HOW MUCH I CAN RECEIVE

No there's no limit to the amount you can receive onto your wallet.

15. WHAT HAPPENS WHEN I SEND MONEY INTO A WRONG ZEEPAY WALLET?

You can contact Zeepay support directly on **0302905700** to reverse funds.

16. HOW DO I LOAD MONEY INTO MY ZEEPAY WALLET?

Cash in at any agent location by paying cash transfer e-value from any other mobile money wallet Visa top up from the Zeepay website www.myzeepay.com

