

Frequently Asked Questions (FAQs) on Zenith Bank's Money Transfer Service

1. What money transfer services does Zenith Bank offer?

Ans: Western Union, MoneyGram, RIA, Xpress Money, UnityLink

2. Must I be a Zenith Bank customer to access the money transfer service?

Ans: No

3. What document/information will be required when receiving a remittance at Zenith Bank?

Ans:

- **A valid national ID (Passport, Drivers' License, Voters ID, NHIA)**
- **The Money Transfer Reference Code**
- **Sender's details**
- **Receiver's details including;**
 - Purpose of Transfer**
 - Relationship to sender**

4. Can I transfer money outside Ghana using the money transfer service?

Ans: No. Ghana is only a receiving Country as authorized by Bank of Ghana

5. Can I visit the Bank to collect a money transfer remittance on behalf of my sick relative?

Ans: No. Please contact the sender to change the details into your name to enable you receive the remittance.

6. Can I receive my money transfer remittance in the foreign currency in which it was sent?

Ans: No. You can only receive your money in Ghana Cedis.

7. How soon can I access the funds I receive through a money transfer platform?

Ans: Within five minutes unless the sender informs you otherwise.

8. Do all Zenith Bank locations offer the money transfer service?

Ans: Yes. The service is available from Monday to Friday (8:00am – 5:00pm) and Saturdays (9:00am – 1:00pm)

9. Why is the money I received not the same value as the Bank's advertised exchange rates?

Ans: The exchange rate is set by the money transfer company who instructs the Bank on how much Ghana Cedis to pay out. The rate is approved by Bank of Ghana

10. What is the maximum amount I can receive on the platform?

Ans: The Ghana Cedi equivalent of \$7,500.00.

11. What number can I call for assistance/enquiries?

Ans: Kindly call +233 302 611 500-29 or +233 302 680 884 if you have any enquiries. Alternatively, we may be reached on the Live Chat via our website 24/7.

12. What can I do to ensure that I am promptly paid at the teller point?

Ans: Please confirm all the details with your sender and also ensure that your ID details are the same details given to the sender.

13. Will I be charged a fee for accessing the money transfer service in Zenith Bank?

Ans: The service is free

14. How long is the money transfer transactions available on the system?

Ans: 45days

15. How do I contact the money transfer company if there are issues with the transaction?

Ans: Please ask the sender to lodge a complaint or contact the Zenith Bank Money Transfer team on +233302611500.