



# Customer FAQ – GhanaPay Mobile Money Account to Wallet Transfer

## 1. What is the GhanaPay account to wallet transfer feature?

GhanaPay account to wallet transfer feature allows GhanaPay Mobile Money customers to link their wallet to multiple bank accounts; and move money from the linked accounts into their GhanaPay Mobile Money wallet.

## 2. How do I link my Zenith Bank account to my GhanaPay wallet?

To link your account, simply dial \*966# using the number you wish to link and follow the prompts. Alternatively, you can visit any Zenith Bank branch and request to have your account linked to your GhanaPay wallet.

Toll-Free Helpline:  
**0800-000-707**

**Dial \*707#**  
or download the GhanaPay app on  
 

 **GhanaPay**  
Your money, your way

### 3. Can I link multiple Bank accounts to my GhanaPay Wallet?

Yes, you can link multiple bank accounts to your GhanaPay Mobile Money wallet.

### 4. Which Banks provide GhanaPay account to wallet funds transfer services?

All Banks are required to allow their customers to link their GhanaPay Mobile Money wallets to their Bank accounts.

### 5. Are there any fees for linking my Zenith Bank account?

No, linking your Zenith Bank account to your GhanaPay wallet is absolutely free. Moving funds and transferring from GhanaPay to other mobile money wallets or Bank accounts is also free.

### 6. Can I pull money from my Zenith Bank account using the GhanaPay App or USSD \*707#?

Yes, once your accounts are linked, you can pull money from your Zenith Bank account directly into your GhanaPay wallet using either the app or the USSD \*707#.

### 7. Are there any charges for pulling money from my Zenith Bank account?

No, there are no charges for pulling money from your Zenith Bank account to your GhanaPay wallet. You won't be charged any e-levy fees either.

### 8. Who should I contact for further information?

Customers can call the GhanaPay toll free number **0800-000-707** or contact Zenith Direct, our 24 hour Customer Contact Centre via 0302680884/0307086370 or [info@zenithbank.com.gh](mailto:info@zenithbank.com.gh).



0302680884 | 0307086370

 [info@zenithbank.com.gh](mailto:info@zenithbank.com.gh)

 [www.zenithbank.com.gh](http://www.zenithbank.com.gh)

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anytime,  
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\*966#



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