

DORMANT ACCOUNT FAQ'S



1. What is a dormant account?

A dormant account is a mobile money account which does not have a registered transaction for a period of 12 or more consecutive months, despite attempts by Zeepay get in touch with the account's owner.

2. How will I know if my account is going into dormancy?

Zeepay will notify you via SMS not less than one month before your 12th consecutive month of inactivity.

3. How will I know if my account is dormant?

You will be unable to initiate transactions or receive funds into your Zeepay mobile money wallet.

4. Will I be notified when my dormant account is blocked?

Yes, you will be notified within two working days that your Zeepay mobile money account has been blocked.

5. What happens to the funds in my dormant account?

The funds in your dormant Zeepay mobile money account will be transferred to any float holding bank designated by the Bank of Ghana for a period of not more than three years.

6. What types of transactions should I do to keep my Zeepay mobile money account active?

Any customer induced transaction is enough for this purpose. Credit or debit transactions initiated by the account holder in this account, keeps it active. Some examples include:

- i. cash in at any agent point
- ii. airtime purchases from your Zeepay mobile money wallet
- iii. transfers from your third-party accounts into your Zeepay mobile money wallet
- iv. transfers from your Zeepay mobile money wallet

7. Why does Zeepay render a mobile money account dormant?

Zeepay renders an inactive mobile money wallet dormant in compliance with the Bank of Ghana PSSA (2019) Act 987 Section 33.

8. Will my dormant Zeepay mobile money account affect my remittances?

No, you can still receive your remittances into your active mobile money wallets.

9. How can I reactivate my dormant account?

Contact Zeepay support on the following channels to reactivate your dormant account.

- i. Phone Call - +233 (0) 30 824 9000
- ii. WhatsApp - +233 (0) 50 156 7073
- iii. Branch Walk in

10. Will I be charged to reactivate my dormant account?

No, reactivating your dormant Zeepay mobile money account is free of charge.