

**G-MONEY WALLET  
FREQUENTLY ASKED QUESTIONS (FAQ)  
STAFF/INDIVIDUALS**



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1. What is Mobile Money?

Mobile Money is a service that allows you to use your mobile phone or Personal Digital Assistants (PDAs) to store money in a form of electronic money or value for transactions. It is a convenient alternative to bank accounts.

2. How well is the Mobile Money business regulated?

Mobile Money Service is highly regulated. BOG published the Guidelines for E-money Issuers (EMI Guidelines) to regulate electronic and mobile money activities in Ghana. The EMI Guidelines indicates two main objectives of BOG as follows:

- a) To promote the use of e-money within the economy for retail payments and as a fund transfer mechanism (to promote a cashless economy) and
- b) To bring about financial inclusion of the unbanked.

3. What is G-[Money Wallet](#)?

It is a mobile money platform that facilitates the transfer of funds from one account (bank account or mobile wallet) to another, as well as the purchase of items and services, whether physical or electronic using a mobile device.

4. I am currently on the \*422#, do I have to sign onto the G-Money wallet? Yes. All existing customers who are using the \*422# must sign unto the G-Money Wallet services. Active customers on \*422# also have the option to opt-in. when you dial \*422#, select GCB Mobile Banking, select other services, select opt-in to G-Money and follow the prompts.

5. What services can I use G-Money for? There are several services available for G-Money customers which include;

- \* Send and receive money
- \* Cash -Out at agent
- \* Buy Airtime
- \* Standing Orders
- \* Pay merchant
- \* Group Services
- \* Bill Payment
- \* Bank Services
- \* Generate voucher



6. Should one have an account with GCB to sign unto the G-Money Wallet? No, is for both Customers and non-customers. All you need is a Phone number (any network).
7. Do I need to have a minimum amount on my G-Money Account?  
No. but there are limits on the transaction amount.
8. Who can use G-Money? Anyone who has a registered SIM card can register for G-Money.
9. Can I send money from my G-Money wallet to other mobile money wallet in Ghana?  
Yes. G-Money is interoperable.
10. How do I register for G-Money? You need to visit any GCB Branch or any Agent point to register. You will need to provide the following details:
- \* Name
  - \* Date of Birth
  - \* Residential Address/Digital Address
  - \* Valid photo ID (Voter ID, Passport, Driver's License, National ID)
  - \* Registered phone number
  - \* Email address (if available)
11. Is there any interest to be earned on the value kept on my G-Money wallet?  
Yes. E-Values maintained on the wallet attracts interest which is paid every quarter.
12. Are there any service charges to maintain my G-Money wallet? No.
13. Can I keep my existing phone number if I register for G-Money? Yes. You will keep your existing phone number. G-Money will not change your phone number.
14. Do all mobile phones support G-Money? Yes. The G-Money can be set-up on any type of phone.
15. Can two mobile numbers be registered to one wallet on G-Money? Yes
16. Can I use my G-Money wallet outside Ghana?  
Yes. If roaming service is activated on the phone. However, International Roaming rates will apply.
17. Can I get an overdraft facility on my G-Money wallet?  
No. You cannot transfer more money than you have available in your G-Money wallet.



18. How do I keep my G-Money Wallet secure?

You need to keep your G-Money PIN secret. Memorize your PIN and do not carry it with your phone. Never give out your PIN to anyone. If you have reason to believe your PIN has been compromised, you can change the PIN in the menu. G-Money will never request you to provide your PIN for any reason.

19. What do I do if I forget my G-Money PIN?

Call the Contact Service on 0202 111 177 or toll-free number 0800-422-422 for assistance. You can also WhatsApp on 0202-422-422, 24/7.

20. What happens to the cash in my wallet if I become deceased?

The cash will be paid to your next of kin.

21. What happens to the cash on my wallet if my phone/SIM is lost or stolen?

G-Money services are safe even if you lose your phone. All your transactions are protected by the highest level of security. You can replace your SIM card at any of the Telecom network's outlet facilities. Your G-Money account will be immediately available to you following completion of the SIM card replacement process. As soon as you find out that your phone is lost or stolen immediately alert the Contact Service on 0202 111 177 or toll-free number 0800-422-422 to block your wallet so that activities from your line are blocked. You have to first authenticate yourself.

22. What do I do in case of a wrong transfer?

The case with wrong G-Money transfer would be minimal because you will always have a chance to review the transaction details for confirmation before submission to the system. If however, you send money to the wrong number, immediately call the Contact Service immediately after performing the transaction. Once the case has been lodged in, G-Money will endeavor to reverse the funds back to the sender. The process is dealt with within 24hrs. Please keep in mind that the G-Money will not be liable if the funds have already been withdrawn by the receiving party, or sent from one person to another subsequently.

23. How safe is money on my G-Money Account?

Your money is safe, transactions are highly protected using the banking security standards.

24. Can I send money to someone who doesn't have a mobile phone?

Yes. You can send money from your G-Money wallet to anyone in Ghana; the receiver doesn't need to have a mobile phone.

25. Can I transfer money from my bank account to my G-Money wallet?

Yes. You first have to link your bank account under Bank Services on the menu.



26. Can I use the service to buy airtime for my friends and relatives?

Yes. You can top up for friends and relatives instantly.

27. Do I have a specific time I can top up through G-Money?

No. You can top up instantly anytime, anywhere.

28. Can I buy airtime outside Ghana?

Yes. The G-Money service works on roaming.

