

Change Pin – CP

- Type cp and leave a space
- Type old PIN (four digits)
- Leave a space
- Type a new four digit PIN number and leave a space
- Type new four digit PIN again
- And send to shortcode 422

** Please do not use 1234 as your new PIN. The system will reject it.

Example:

CP 2534 2121 2121
(Send To Short Code 422)

It does not matter where you are or what you are doing, simply send an SMS request to short code 4220 for Mobile Phone Top Ups (credits) and short code 422 for all other requests. Navigate to new text message/sms/text space on your phone and type the message as directed in this user guide.

1 INTER ACCOUNT TRANSFER - T

(Transferring to a GCB customer registered for the service)

(Transferring to a customer registered for the service)

- Type T Leave a space
- Type **Mobile Phone Number**
- Leave a space
- Type the **Transfer Amount** (eg. 20 for GH¢20) leave a space
- Then type your four digit PIN
- And send to short code 422

Example:

T 02XXXXXXXXX 20 ****
(Send To Shortcode 422)

(Transferring from secondary account to a customer registered for the service)

- Type T Leave a space
- Type **SA** Leave a space
- Type **Mobile Phone Number**
- Leave a space
- Type the **Transfer Amount** (eg. 20 for GH¢20) leave a space
- Then type your four digit PIN
- And send to short code 422

Example:

T SA 02XXXXXXXXX 20 ****
(Send To Shortcode 422)

3 Balance Enquiry - B

For default account

- Type B
- Leave a space
- Type your four digit PIN
- Send to shortcode 422

Example:

B ****
(Send To Shortcode 422)

For secondary account

- Type B
- Leave a space and type SA
- Leave a space
- Type your four digit PIN
- And send to shortcode 422

B SA ****
(Send To Shortcode 422)

5 Mini Statements - L

For default account

- Type L
- Leave a space
- Type your four digit PIN
- And send to short code 422

Example:

L ****
(Send To Shortcode 422)

For secondary account

- Type L
- Leave a space
- Type SA
- Leave a space
- Type your four digit PIN
- And send to short code 422

L SA ****
(Send To Shortcode 422)



At Accra Central

- Checked my account balance
 - Ordered a cheque book
 - Viewed my last 5 transactions
 - Transferred funds to my savings account
 - Topped up my phone credit
- ... in a minute



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GCB Mobile Banking

your bank in your palm

User Guide

2 INTER ACCOUNT TRANSFER - TA

(Transferring between your own accounts & to a third party within GCB)

From your default account:

- Type TA Leave a space
- Type **GCB Code 004** leave a space
- Type **Receiving Account Number** Leave a space
- Type the **Transfer Amount** (eg. 20 for GH¢20) leave a space
- Then type your four digit PIN
- And send to short code 422

Example:

TA 004 101102XXXXXXXX 20 ****
(Send To Shortcode 422)

From your secondary account:

- Type TA Leave a space
- Type **SA** Leave a space
- Type **GCB Code 004** leave a space
- Type **Receiving Account Number**, Leave a space
- Type the **Transfer Amount** (eg. 20 for GH¢20) leave a space
- Then type your four digit PIN
- And send to short code 422

Example:

TA SA 004 101102XXXXXXXX 20 ****
(Send To Shortcode 422)

4 Cheque / Savings Withdrawal Book Request – CHQ

For Current Account

- Type CHQ and leave a space
- Type CA and leave a space
- Type your four digit PIN
- And send to short code 422

Example:

CHQ CA ****
(Send To Shortcode 422)

For Savings Account

- Type CHQ and leave a space
- Type SA and leave a space
- Type your four digit PIN
- And send to short code 422

CHQ SA ****
(Send To Shortcode 422)

6 Mobile Phone Top up (credit) – TOPUP

For Yourself

- Type TOPUP and leave a space
- Type amount (just the figure) and leave a space
- Type your four digit PIN
- And send to short code 4220

Example:

TOPUP 20 ****
(Send To Shortcode 4220)

For Third Party (buying for others)

- Type TOPUP and leave a space
- Type amount (just the figure) and leave a space
- Type the person's mobile number and leave a space
- Type your four digit PIN
- And send to short code 4220

TOPUP 20 02XXXXXXXX ****
(Send To Shortcode 4220)