

**How can I open an account with Ecobank?**

By filling an account opening form in branch or

<https://ecobank.com/personal-banking/everyday-banking/apply>

**Is the service only available in Africa?**

It is available in all African countries where Ecobank is available.

**How I can I check my balance online?**

Our account balance checking service is available at ATMs or via Internet Banking. You can fill our form to subscribe to this.

**How can I check my balance online?**

You will need to be signed on. You can do this by filling in an Internet Banking form. Visit your branch and the customer service will assist you.

**How can I access my new account on the internet?**

Visit your branch and fill out the application form, or send us a form request through our contact-us web page <https://ecobank.com/group/contact>

**How can I open an account with Ecobank?**

By filling an account opening form at the branch or online:

<https://ecobank.com/personal-banking/everyday-banking/apply>

**How can I an account with Ecobank?**

By filling an account ing form at the branch or online:

<http://www.ecobank.com/currentaccounts.aspx#> <http://www.ecobank.com/savingsaccounts.aspx>

<http://www.ecobank.com/corporateaccount.aspx>

**Can I link two accounts to one card.**

Yes. Vist your branch for assistance

**What should I do if my Debit Card is lost or stolen?**

Contact the nearest Ecobank branch immediately to report or call the contact centre help desk to report.

**What happens if my ATM card expires**

A replacement card is automatically produced for you and you will receive an alert 30 days before the existing card expires to inform you of collection of the new card

**What will happen if I enter my PIN wrongly three (3) consecutive times at the ATM.**

Your card will be retained by the ATM and blocked. You will have to call the Contact Center for unblocking before you can use the card.

**Can I check my balances on the phone?**

Yes, by subscribing to SMS alerts. Please visit your branch or call the Contact Center for assistance

**Is it possible to access my account in another African country ?**

Yes it is possible to withdraw from another African country but in their local currency.

**Is it possible for an existing customer to migrate to the new deposit products package?**

YES by filling the form available at the branch or on line. The package includes Cards, e-Statement, SMS-alert, e-Alert, Internet Banking, Standing order, and other optional features, where available

**How can I access my savings account records online?**

You will need to be signed on by filling an internet banking form. Please visit your branch or send a request through our "contact us" web page <http://www.ecobank.comgroupcontact>

**What is the Routing and Swift Code for your Correspondence bank in New York?**

ECOCGHAC 2.CITIUS33

**Can I transfer funds abroad from my foreign account?**

Yes

**I want to check my balance online?**

You will need to be signed on by filling an internet banking form. Please visit your branch and the customer service will assist you

**How can I check transactions that occur on my account?**

• The Bank advises you by sending an SMS message or a e-alert or • You do it yourself through the ATM or internet banking

**Are your services available only in Africa?**

No, in all African countries where Ecobank is present

**How can I access my new account on the internet?**

Kindly approach your branch and fill out the application form or send us a form request through our contact-us web page: <https://ecobank.comgroupcontact>