

CBGMOBILE USSD

Self registration update

October 2021

CBGMOBILE UPDATE LIST

- a. An additional level of customer verification using Date of Birth should be included throughout the self-enrollment method.
- b. The initial number that's already registered onto the system (USSD) ought to get a notification if a second number is registered or need to enroll again.
- c. All customers, during new enrollment ought to be prompted of an SMS alert with a token (password) has been sent to their initial number and that they ought to visit the closest CBG branch or call CBG contact center on 030221 6000 if they don't get the SMS alert.
- d. There should be a 48-hour cold period for account to wallet transactions, this will eliminate and protect against SIM swap from telcos by fraudsters. A notification should go to the customers about the cold period after self-enrollment on the ussd platform.
- e. There should be a feature on the self-enrollment that disconnects and denies connection of phone numbers that tries to onboard more than three (3) times, an alert should be sent to those numbers prompting them to visit the nearest branch.
- f. There should be a Terms and Conditions governing USSD and other e-channels to notify customers of the bank's Indemnity against any change of number without notifying the bank.

Self registration - New

1

CBGMobile

Select an option below

- 1) **Activate Service**
- 2) Limited Service
- 3) Enquiries

2

Welcome to CBGMobile
Adjoa Attaa (024*****)

Enter your account number

3

Register

Enter Date of Birth (YYYY-MM-DD)

Self registration – New

4

CBGMobile T&Cs

AC: 1234567890123

No. 024*****

CBG shall not be liable for any compromised PIN

1) View T&Cs

2) Accept T&Cs

5

CBGMobile T&Cs

=====

Visit:

<https://bit.ly/3k4J1wz>

1 #) Go Back

Flash SMS

CBGMobile

Your enrollment is successful.
You will receive a PIN via SMS soon.

6

SMS

CBGMobile Enrollment

Your CBGMobile PIN is: 1234

For T and Cs visit:

<https://bit.ly/3k4J1wz>

Enquires – Update

1

Enquiries

- 1) Service Limits
- 2) Bank Rates
- 3) Customer Care
- 4) Terms & Conditions

- 1#) Go Back
- 0#) Main menu

2

Flash SMS

CBGMobile T&Cs

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Visit:

<https://bit.ly/3k4J1wz>

1#) Go Back

Self registration – Additional Number

1

CBGMobile

Select an option below

- 1) **Activate Service**
- 2) Limited Service
- 3) Enquiries

2

Welcome to CBGMobile
Adjoa Attaa (050*****)

Enter your account number

3

Register

Enter Date of Birth (YYYY-MM-DD)

Self registration – Additional Number

4

CBG Mobile T&Cs

AC: 1234567890123

No. 050*****

CBG shall not be liable for any compromised PIN

1) View T&Cs

2) Accept T&Cs

5

Register

Your request is pending approval. The approval SMS has been sent to your earlier registered phone no.

6

SMS

CBG Mobile

050xxxxxxx tried to enroll on your account. To approve, dial the shortcode>Account services>My approvals. Call CBG if you did not initiate the request

SMS sent to initial no. to approve new no. registration

Self registration – Additional Number Approval

1

Welcome to CBGMobile
ADJOA ATTAA

Select an option

- 1) **Account Services**
- 2) Airtime/Data
- 3) Mobile Banking
- 4) Bill Payment
- 5) Financial

2

Account Services

- 1) Change PIN
- 2) Add Account
- 3) Cheque Services
- 4) Enquiries
- 5) Card Services
- 6) **My Approvals**
- 1 #) Go back
- 0 #) Main menu

3

CBGMobile

Approval List

024***** requested approval

- 1) **Approve**
- 2) Decline

Dial ***924#** on initial registered
no. to approve additional no.

Self registration – Additional Number Approval

4

CBGMobile

Request approved successfully.

5

SMS

CBGMobile

Your enrollment has been approved and your PIN is:1234. Mobile money transactions would be activated after 48hrs. CBG, we stand with you.

SMS sent to additional no. when registration is approved.

Other Updates

1. During self-registration, when a customer wrongly inputs his/her details three times, the person's number is locked and is directed to visit any CBG branch to activate the service
 2. The URL to the CBG Mobile Terms & Conditions is sent via SMS to the customer after a successful activation.
 3. Upon completion of an additional number activation, the Account to Wallet service is deactivated for 48hrs.
 4. The option to view Terms and conditions has been included under the Enquiries Menu
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