Certainly! Here is a list of common customer questions that a chatbot for a Nigeria Microfinance Bank (MFB) can be programmed to reply to:

1. \*\*How can I open a savings account with the MFB?\*\*

2. \*\*What are the requirements to apply for a loan?\*\*

3. \*\*What is the interest rate for savings accounts and loans?\*\*

4. \*\*How do I check my account balance?\*\*

5. \*\*Can I transfer money to other banks using your services?\*\*

6. \*\*What is the maximum withdrawal limit from an ATM?\*\*

7. \*\*How can I apply for a debit card?\*\*

8. \*\*What are the MFB's operating hours and branch locations?\*\*

9. \*\*How do I reset my online banking password?\*\*

10. \*\*How can I contact customer support for assistance?\*\*

11. \*\*What types of loans do you offer, and what are their terms?\*\*

12. \*\*Are there any fees associated with account maintenance or transactions?\*\*

13. \*\*How do I make a deposit into my savings account?\*\*

14. \*\*Can I apply for a loan online, and if so, how?\*\*

16. \*\*Can I make bill payments from my account?\*\*

17. \*\*What security measures are in place to protect my account information?\*\*

19. \*\*Do you offer any special savings or investment products?\*\*

20. \*\*Can I check my account balance and transaction history through SMS?\*\*

22. \*\*How long does it take to process a loan application?\*\*

24. \*\*Can I make fixed deposits with the MFB?\*\*

25. \*\*What are the benefits of opening a fixed deposit account?\*\*

26. \*\*How do I request a statement of account for my transactions?\*\*

27. \*\*Are there any special savings accounts for students or minors?\*\*

28. \*\*What happens if I forget my PIN for ATM or mobile banking?\*\*

32. \*\*Is there a mobile app for the MFB's services?\*\*

33. \*\*What services are available through the mobile app?\*\*

34. \*\*Do you offer financial advisory services to customers?\*\*

35. \*\*How can I update my contact information with the bank?\*\*

37. \*\*How can I register for internet banking access?\*\*

39. \*\*How do I apply for a debit card for my business account?\*\*

40. \*\*What documents are required for KYC (Know Your Customer) verification?\*\*

45. \*\*How do I report a lost or stolen debit card?\*\*

47. \*\*Can I apply for a loan as a self-employed individual or freelancer?\*\*

49. \*\*How can I access my account statements online?\*\*

50. \*\*What types of educational loans or scholarships does the MFB offer?\*\*

53. \*\*What is the process for changing my account's primary contact information?\*\*

57. \*\*How can I subscribe to SMS alerts for account transactions?\*\*

58. \*\*What is the MFB's policy on dormant accounts?\*\*

59. \*\*Do you offer financial planning services for long-term goals?\*\*

USSD Codes and Mobile Banking:

67. What is the USSD code for checking my account balance?

How can I transfer funds using USSD codes?

What services can I access through mobile banking using USSD?

Is there a USSD code to pay bills or utilities?

How do I activate USSD banking on my mobile phone?

What do I do if I forget my USSD PIN?