**[menu]Help Center**

**[submenu]Help / Frequently Asked Questions**

**Account and Profile**

**How do i create an account?**

* Click on a **DANA** text on a BBM’s discover tab
* Insert your active mobile number as **DANA ID**
* Input token code being sent to your mobile number
* Insert **Name** for your DANA Account
* Create a 6 digit DANA PIN
* Re-enter your 6 digit PIN for confirmation
* Follow further instruction to complete your registration process

Was this article helpful? Yes or No

**How do i change my phone number?**

In this version we don't provide change phone number feature, but it will be available in the next release.

Was this article helpful? Yes or No

**How do i change my password (PIN)?**

* Click on a **Gear Icon** at upper right of the screen
* Choose **Reset DANA PIN**
* Input your old PIN
* Wait for OTP SMS and input the OTP number
* Input new PIN Number
* Re-input the PIN Number

Was this article helpful? Yes or No

**What should I do if I forgot my PIN ?**

You can call our customer service representative and ask for PIN reset.

Was this article helpful? Yes or No

**What should I do if my mobile phone got stolen ?**

You should call our customer service and ask for freeze account immediately.

Was this article helpful? Yes or No

**How do i unfreeze my account?**

You can call our customer service representative to get further help.

Was this article helpful? Yes or No

**How do i report any abnormalities on my account?**

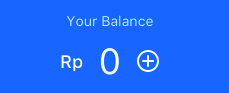
You can call our customer service representative to get further help.

Was this article helpful? Yes or No

**Balance**

**How do i topup DANA balance?**

You can topup DANA balance by doing **bank transfer** or via **alfamart channel**. Find more information on how topup works by clicking topup icon (+) from the app.



Was this article helpful? Yes or No

**How much maximum DANA balance is?**

You can keep maximum up to **IDR 1.000.000,00** at your DANA balance.

Was this article helpful? Yes or No

**How much maximum transaction per month is?**

You can have up to **IDR 20.000.000,00** value of transaction per month.

Was this article helpful? Yes or No

**Can i withdraw my DANA balance?**

You can’t withdraw your DANA balance for current release, but it will be available in the next release.

Was this article helpful? Yes or No

**What if i accidentally Topup DANA balance exceeding the maximum limit?**

We will return your exceeding money via bank transfer. Please follow below instruction to claim.

* You will get automatic SMS from DANA containing a claim link/URL.
* Click on link, it will redirect you into destination bank page
* Select your preferred bank to be transferred
* You will receive confirmation SMS from DANA
* Your claim will be transferred to your selected bank within 7 working days.

Was this article helpful? Yes or No

**Transaction**

**What are available payment methods?**

You can perform payment using below methods

* Bank Transfer
  + BNI
  + BCA
* Over the Counter
  + Alfamart

Was this article helpful? Yes or No

**How much is transaction fee charged to customer ?**

It's free.

**Others**

**What if my phone is stolen ?**

Don’t panic, you can call our customer service representative to get further help.

Was this article helpful? Yes or No

**What if I accidentally uninstall the application ?**

You don’t have to worry, all your account and balance will remain unchanged. You can install back BBM application from Google Playstore or Apple Store.

Was this article helpful? Yes or No

**What if I changed my BBM ID ?**

DANA account is directly associated to BBM ID, changes on BBM ID will revoke your DANA access. You can create new DANA account with new BBM ID.

Was this article helpful? Yes or No

**Can i use DANA outside Indonesia ?**

Unfortunately, DANA is currently available only in Indonesia.

Was this article helpful? Yes or No

**Can i use DANA on Blackberry Device ?**

Yes, DANA is supported on Blackberry Device XXXX. XXXX. version XXXX

Was this article helpful? Yes or No

**Can DANA suspend or deactivate my account?**

Dana can limit, suspend, deactivate your account, as outlined on our ***Terms and Conditions.***

Was this article helpful? Yes or No

**Are you regulated ?**

DANA is monitored by OJK (Otoritas Jasa Keuangan)

Was this article helpful? Yes or No

**[submenu]Feedback**

We want to hear what you love and what you think we can do better. Please drop us your feedback here.

(text box here)

**[submenu]Call Customer Service +622127933690**

This will dial DANA customer service number via app ….