

Customer Services:

- Order Cheque books
- Status enquiry of cheque leaflets in customer's cheque book to find out whether a leaflet has been used, stopped or unused, etc.
- Stop payment of cheques
- Change Login and Transaction Passwords

Other Services

- View Account Details and Balances
- View/Download Account Activities
- View Account Statements
- Download Forms
- Send Email Enquiry (Mailbox)

How to sign on

- Open an account with the Bank
- Complete an Internet Banking Application Form obtained from any PBL branch nationwide or downloaded from the Bank's website: www.prudentialbank.com.gh
- Submit the completed application form to any of our branches

netWise...Banking around the clock

mobiWise (Mobile Banking Service)

PBL's Mobile Banking Service, mobiWise, makes it easy for you to manage your everyday banking from any location, right from the comfort of your mobile phone or smart device anytime. The mobiWise subscriber can perform the following transactions:

- Account Balance Enquiry
- Account to Account Funds Transfer
- Account to Wallet Funds Transfer
- Wallet to Account Funds Transfer
- Change PIN
- Transaction List
- Airtime Purchase (Self/ Other)
- 3rd Party Bill Payment (DStv, GOTV, etc)



How to sign on

- For Non-PBL Customers - open an account at any of our branches and complete a mobiWise application form, providing a valid mobile number and PBL account number.
- For PBL Customers – complete a mobiWise application form, providing a valid mobile number and PBL account number.

It's easy, convenient and simple!!

4

e-zwich card/POS Devices

The e-zwich smartcard is an electronic card which allows secure payment for goods, services and transfer of funds throughout the country.

It allows users to either spend from pre-loaded cash or bank account(s) linked to the smartcard.

Features

- Works for both the banked and unbanked
- Allows you to withdraw cash at any ATM or e-zwich terminal across Ghana
- Allows you to deposit cash onto the smartcard
- Allows card balance enquiry at any PBL branch throughout the country
- Provides transaction reports
- Allows transfer of funds from smartcard to merchant and bank accounts
- Allows online and offline merchant transactions
- Allows payment of utility bills
- Can be linked to more than one bank account
- The card authentication is based on biometric fingerprint identification system



How to obtain the smartcard/POS device

You can obtain a smartcard or Point of Sale (POS) device from any PBL Branch nationwide.

e-zwich...your shopping power

For further information, please contact our e-Banking Department on the following:

Tel: 0302 781166, 0302 781201-5

Hotlines: 0206-673697, 0204-451667

Email:

ebanking@prudentialbank.com.gh

headoffice@prudentialbank.com.gh

Website:

www.prudentialbank.com.gh

5



**SIGN
UP
NOW**

e-Banking

Setting your own banking hours



PRUDENTIAL BANK LTD.

...Your trusted and dependable partner