
GHANA CHRISTIAN INTERNATIONAL HIGH SCHOOL (GCIHS) - VISA PREPAID CARD FREQUENTLY ASKED QUESTIONS (FAQs)

Q: Can I know more about the Access Bank Visa Prepaid card for students of GCIHS?

A: This initiative was adopted to simply digitize the spending and transaction of students in the school and also provide an easy way for parents to track the finances of their children.

Access Bank and the Management of GCHIS agreed to create a co-branded Prepaid card for the students to keep their stipends and moderate parents' visit to the school in an effort to manage the spread of COVID-19.

Q: How do I request for a card for my child(ren)?

A: You can request for a card by contacting the school administration who will order the card on your behalf.

Q: How do I access/obtain my Prepaid account number?

A: By contacting the school or call our Contact Centre toll free on **0800-00-44-00** and provide the name and last 4 digits on the card number.

Q: Can I use my GCIHS Visa Prepaid card on a POS or Online?

A: Yes. The Visa Prepaid card can be used on a POS machine free of charge however, online use is restricted for Students.

The Visa Prepaid card is also accepted on over 1million ATMs and POS machines worldwide.

Q: How do I activate my GCIHS card?

A: For first time use, Parents are advised to change the PIN on any Access Bank ATM across Ghana before loading the card for their child(dren)'s usage.

Q: How can I load my GCIHS card?

A: For Access Bank customers, you can transfer money from any Access Bank account to the Prepaid Card account.

For non-Access Bank customers, you can do an instant transfer from other bank accounts to the card account.

Q: How do I monitor transactions on my GCIHS Card?

A: Call our 24/7 Contact Centre toll free on 0800-00-44-00, provide your phone number and email address to set you up for transaction alerts.

Q: How long does it take for funds to reflect on my GCIHS Prepaid card?

A: Instantly

Q: What do I do if my GCIHS card is lost or stolen?

A: Immediately call our Contact Center toll free on 0800-00-44-00 to block the card and also report to the school administration to request for a replacement.

Q: What are the daily usage limits on the GCIHS Card?

A: ATM – GHS 5,000 daily limit or equivalent in transaction currency
POS - GHS 20,000 daily limit or equivalent in transaction currency

Q: Is there a maximum number of times I can use my GCIHS Prepaid card in a day?

A: ATM – Maximum 5 times daily
POS – Maximum 10 times daily

Q: How long will it take for my GCIHS card to expire?

A: Your card has a 5-year tenor and the expiry date is embossed on the face of the card.

Q: Can I give out my PIN to a 3rd party to use my GCIHS card?

A: No. Your PIN should be known only to you, and your card used only by you. By giving out your PIN to a 3rd party, you have compromised it, and are entirely liable for the consequences. If at any point you feel your PIN is compromised, quickly change your PIN at any Access Bank ATM near you or call our Contact Center toll free on 0800-0044-00 to block your card.

Q: Who can I call with questions and enquiries or for more support?

A: Our multilingual Contact Center is available 24/7 for all enquiries, assistance, and support and can be reached toll free on 0800-0044-00. You may also call:

- Nana Yaa Vanderpuye on 0572716521
- Rosemary Tham on 0577683416 or
- Juliet Ackah-Nyamike on 0242542638.

Thank you

Visit our website to know more about Access Bank (Gh) Plc: www.ghana.accessbankplc.com

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