



**sunu**  
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**\*323#**

## LINK YOUR QMONEY WALLET WITH YOUR BANK ACCOUNT

### Link Bank Account (AGIB)

- A. Add Bank Account
1. Dial \*323# to access the QMoney menu
2. Select Bank Link then Bank name
3. Select Link Bank Account
4. Select Add Bank Account then enter your 18digit Account BBAN number
5. Enter your TIN number
6. Choose and enter a Nick Name for your account then your Secret PIN.

For security reasons, a One Time Password (OTP) will be sent to the mobile number you have with your bank via SMS to verify your request.

- B. Verify Bank Account
1. Dial \*323# to access the QMoney menu
2. Select Bank Link then Bank Name
3. Select Link Bank Account
4. Select Verify Bank Account
5. Select Nick Name of the account to verify
6. Select and enter the OTP that was sent to you to confirm request. You will receive a confirmation that your account has been successfully linked

### Transfer From Bank Account

1. Dial \*323# to access the QMoney menu
2. Select Bank Link then bank name
3. Select Transfer From Bank Account
4. Select Nick Name of bank account to transfer from
5. Enter Amount to transfer
6. Enter your Secret PIN to confirm and complete transaction

### Link Bank Account (ECO BANK)

- A. Add Bank Account
1. Dial \*323# to access the QMoney menu
2. Select Bank Link then Bank name
3. Select Link Bank Account
4. Select Add Bank Account then enter your 10digit Account BBAN number
5. Choose and enter a Nick Name for your account then your Secret PIN

For security reasons, a One Time Password (OTP) will be sent to the mobile number you have with your bank via SMS to verify your request.

- B. Verify Bank Account
1. Dial \*323# to access the QMoney menu
2. Select Bank Link then Bank Name
3. Select Link Bank Account
4. Select Verify Bank Account
5. Select and enter the OTP that was sent to you to confirm request. You will receive a confirmation that your account has been successfully linked.

### Transfer To Bank Account

1. Dial \*323# to access the QMoney menu
2. Select Bank Link then bank name
3. Select Transfer to Bank Account
4. Select Nick Name of bank account to transfer to
5. Enter Amount to transfer
6. Enter you Secret PIN to confirm and complete transaction



# HOW TO USE QMONEY DIAL \*323#

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## How To Get New Starter PIN

1. Dial \*323# to access the QMoney Menu
2. Select Get New Starter PIN
3. A 6-digit PIN will be sent to you VIA SMS

## How To Cash-In

1. Go to any Authorized QMoney Agent outlet
2. Confirm the Agent has sufficient e-money for your transaction
3. Give Agent your original photo ID and the cash
4. You will receive a confirmation SMS with your transaction details
5. Sign the Agent logbook

## How To Buy Credit

- A. Buy for self
1. Dial \*323# to access the QMoney menu
  2. Select buy credit from the menu
  3. Select self
  4. Enter amount you wish to buy
  5. Enter your secret PIN
  6. Confirm amount and number and submit request
  7. You will receive a confirmation SMS with your transaction details

## How To Buy QPower

### A. Register a meter

1. Dial \*323# to access the QMoney menu
2. Select QPower from the menu
3. Select Register Meter
4. Enter meter number
5. Enter your secret Pin
6. Confirm meter number and landlord's name and submit request

### B. Buy QPower

1. Dial \*323# to access the QMoney menu
2. Select Qpower from the menu
3. Select buy Qpower
4. Select desired meter
5. Enter amount
6. Enter secret PIN
7. Confirm meter number and amount
8. You will receive a confirmation SMS with your cash power token and other details

## How To Activate Your Account

1. Dial \*323# to access the QMoney Menu
2. Select ACTIVATION
3. Enter STARTER PIN
4. Choose and confirm a 4-digit secret PIN  
This will be the secret PIN to all future transactions on your QMoney account

## How To Send Money

1. Dial \*323# to access the QMoney menu
2. Select Send QMoney from the menu
3. Enter Receiver's number
4. Enter amount you wish to send
5. Enter your Secret PIN
6. Confirm Recipient's name and mobile number and submit request
7. You will receive a confirmation SMS with your transaction details

## Buy for other number

1. Dial \*323# to access the QMoney menu
2. Select buy credit from the menu
3. Select other
4. Enter mobile number of recipient
5. Enter amount you wish to buy
6. Enter your secret PIN
7. Confirm recipient's name and amount and submit request
8. You will receive a confirmation SMS with your transaction details

## How To Make A Payment

1. Dial \*323# to access the QMoney menu
2. Select QuickPay
3. Enter QR Code Number
4. Enter amount you wish to pay
5. Enter your secret PIN to confirm merchant and amount
6. You will receive a confirmation SMS with your transaction details

## How To Cash-Out

1. Go to any Authorized QMoney Agent outlet
2. Confirm the Agent has sufficient cash for transaction
3. Dial \*323# to access the QMoney menu
4. Select CASH-OUT from the menu
5. Enter amount you wish to cash-out
6. Enter your secret PIN
7. Give Agent your original photo ID and the One Time Password code you received
8. Agent will process and give you your cash
9. You will receive a confirmation SMS with your transaction details

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[www.qmoney.gm](http://www.qmoney.gm)

Terms & Conditions Apply