NOTICE TO THE GENERAL PUBLIC

NO. BG/GOV/SEC/2026/21

REVOCATION OF THE LICENCE OF ZEEPAY GHANA LTD

Pursuant to Section 13 of the Payment Systems and Services Act, 2019 (Act 987), the Bank of Ghana announces the revocation of the Dedicated Electronic Money Issuer (DEMI) Licence of Zeepay Ghana LTD. (Zeepay) with effect from today, 14 July 2026.

The revocation of Zeepay's DEMI Licence is based on Zeepay's failure to comply with the terms and conditions of its licence. These regulatory breaches include:

i. Issuing electronic money without equivalent funds in a bank account;

ii. Comingling accounts backing electronic money and collections with other operational accounts; and

iii. Dealing in foreign exchange without a licence issued by the Bank of Ghana.

PUBLIC

Zeepay's non-compliance with regulatory directives evidences a pattern of unsafe and unsound business practices that is detrimental to the interest of users and providers of payment systems.

Affected Zeepay wallet holders, including agents and merchants, should reach out to our support team for further information. Please contact:

Tel: 0593974486
Email: Complaints.office@bog.gov.gh

The Bank of Ghana remains committed to financial stability, consumer protection, and the integrity of the national payment system.

(SGD.)
AIMEE VYDA QUASHIE (MS.)
THE SECRETARY OF THE BANK **14TH JULY 2026**