PRESS RELEASE

FOR IMMEDIATE RELEASE

RECENT CYBER ATTACKS AND SERVICE DISRUPTIONS: MEASURES TO SAFEGUARD THE FINANCIAL SYSTEM AND PROTECT CUSTOMERS' FUNDS

The Bank of Ghana (BoG) has noted the widespread frustration expressed by bank customers over recent disruptions to banking apps and digital payment services.

The Bank wishes to inform the public of recent cyber attacks targeting various sectors of the economy, including entities within the financial ecosystem, as well as reports of disruptions to some banking and digital payment services.

The Bank is working closely with the Cyber Security Authority (CSA), banks, specialised deposit-taking institutions, payment service providers and the Ghana Interbank Payment and Settlement Systems Limited (GhIPSS) to assess the situation, contain the incidents, restore services, and safeguard the integrity and stability of the financial system. Protecting customers' funds remains its utmost priority, and the financial system remains sound.

PUBLIC

At this time, there is nothing to suggest that customers' deposits have been compromised. Financial institutions are actively monitoring transactions and strengthening protective controls as investigations continue.

With immediate effect, the Bank has taken the following precautionary measures:

- Extended banking hours: Banks will extend hours to serve customers who need transactions above the revised limits. Affected customers should visit their nearest branch for assisted service after verification.
- Agent transaction limits: Daily and monthly limits now apply to mobile money agents.
- Reduced transaction limits: Daily limits on mobile money wallets and bank accounts have been temporarily reduced.

- Alternative channels: Where app, internet banking, account-to-wallet, instant interbank transfer or GhQR services are unavailable, customers may use ATMs, USSD, GhanaPay, branch counters, or authorised agents.

These measures will be reviewed as the situation evolves. Any changes will be communicated to the public.

The Bank has directed banks to communicate promptly and clearly with customers on the status of affected services, including expected restoration times. The Bank notes that some institutions attributed interruptions to system maintenance and others to technical issues.

The public is urged to remain calm and vigilant. Do not disclose your PIN, password or OTP to anyone. Be cautious of unsolicited calls, messages, emails or links, and transact only through official channels. Report any suspicious activity immediately to your bank or mobile money provider.

The Bank of Ghana appreciates the cooperation of the public and all stakeholders and remains committed to safeguarding customers' funds and maintaining a safe, secure and stable financial system. Further updates will be provided as necessary. ***ENDS***

PUBLIC

Issued by: Communications Department
29 November 2026