

**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 multiple regulatory breaches and its persistent failure to comply with regulatory directives and the terms and conditions of its DEMI Licence. Zeepay's non-compliance is detrimental to the interest of users and providers in the payment service ecosystem. Specifically, Zeepay:

- i. Issued electronic money without maintaining corresponding cash backing, resulting in a negative variance and failed to rectify the associated risk exposure to customers and the payment system.
- ii. Failed to comply with directives by the Bank of Ghana to:
 - a. Inject sufficient funds to fully back the e-money balances of customers, agents and merchants; and
 - b. Wind-down its e-money issuance business.

Zeepay's continuous use of its DEMI licence constitutes a threat to the stability of the payment system.

Affected Zeepay wallet holders, including agents and merchants, should reach out to our support team on:

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