



QODOO FAQ's –

1. Q. What is Qodoo Mobile Money?
A. Qodoo Mobile Money is a service that allows you to send and receiving money using your mobile phone. It also allows you to access services that include
 - transfer money from your mobile phone to another mobile phone recipient anytime anywhere
 - Cash in (deposit) into and Cash out (withdraw) from you mobile Wallet
 - buy credit for your mobile phone or another customer's mobile phone
 - buy QPower (pre-paid electricity)
 - Pay your bills and much more
2. Q. Do I need to have a bank account?
A. No, you do not need a bank account to have a Qodoo Mobile Money account.
3. Q. Do I need to maintain a minimum balance in my account?
A. No, you do not need to maintain a minimum balance in your Qodoo Mobile Money account.
4. Q. What is the maximum amount I can hold in my Qodoo Mobile Money account
A. You can hold up to D10, 000.00 your Qodoo Mobile Money account.
5. Q. Can I buy credit for any other network in Gambia?
A. No, you can only buy Qcell credit.
6. Q. Can I send money to another mobile network subscriber?
A. Yes. However, the other mobile network must have a mobile money service and integrate with Qodoo Mobile Money.
7. Q. Can I use Qodoo Mobile Money if I don't have credit on my phone?
A. Yes you can. You do not need airtime credit to access any of the Qodoo Mobile Money services.
8. Q. Can I register for Qodoo Mobile Money If I am not a Qcell Subscriber?
A. No, Qodoo Mobile Money service is only available to Qcell Subscribers.
9. Q. In the event a transfer is made to the wrong receiver, what do I do?
(Let's discuss this with Finance and RA further) A. Call or visit a Qodoo Customer Care office to report the issue immediately. Once the error has been logged, you will be contact by our back office staff with 7 days. Keep in mind that Qodoo Mobile Money will not be liable for

funds are not available in the recipients' account. We strongly advised that you verify all your transactions before sending or clicking "OK".

9. Q. I did not receive the SMS confirmation after performing a transaction, what should I do?

A. This might be due to a number of reasons:

- your SMS inbox could be full. Delete some SMSes to make space for new SMSes
- you may have diverted messages to screened messages
- on some occasions there may be a delay in receiving your confirmation SMS from Qodoo Mobile Money. If you do not receive an SMS confirmation of your transaction within 20 minutes, call Customer Care. They will advise on the status of your transaction.

10. Q. What happens if the Qodoo network is down? Can I still use Qodoo Mobile Money Services?

A. Qodoo Mobile Money system USSD relies on Qcell Network for transactions. If the Qcell network is not functioning at any one time, then Qodoo Mobile Money will not function.

However, you may be able to access your Qodoo account using Qodoo Mobile Money mobile apps or web portal.

11. Q. What if my phone or SIM card is lost? Will I lose the funds in my Qodoo account?

A. The funds in your Qodoo Mobile Money account are safe even if you lose your phone or SIM card. You can replace your SIM card at any Qcell Customer Care Centre. Your account will be immediately available to you following completion of the SIM replacement and registration process. We recommend that you report the loss of your mobile phone by calling Qodoo Customer Care Centre immediately.

12. Q. What if I forget my PIN?

A. You can reset your Qodoo Mobile Money PIN by dialling *323# on USSD, or log in to the Qodoo Mobile Money web portal or mobile app.

13. Q. How many times can I change or reset my PIN?

A. There is no limit to the number of times you can change or reset your PIN.

14. Q. I am below the 18 years of age; can I register for Qodoo Mobile Money?

A. No