FOR IMMEDIATE RELEASE

Digital Chamber of Ghana Responds to Bank of Ghana’s Revocation of Zeepay Ghana Ltd’s DEMI Licence

Accra, Ghana – 14 July 2026

The Digital Chamber of Ghana has taken note of the Bank of Ghana’s announcement revoking the Dedicated Electronic Money Issuer (DEMI) Licence of Zeepay Ghana Ltd.

As the national industry body representing all Dedicated Electronic Money Issuers (DEMIs) in Ghana, the Chamber recognizes the Bank of Ghana’s statutory mandate to safeguard the integrity, stability and soundness of the country’s payment system, while ensuring the protection of consumers. Zeepay is a valued member of the Digital Chamber, and we acknowledge the significant contribution the company has made over the years to advancing digital payments, financial inclusion and cross-border remittances in Ghana and across Africa. At the same time, we respect the authority of the Bank of Ghana to take regulatory action where it considers such action necessary under the law.

The Chamber wishes to assure the public that it has been working closely with the Bank of Ghana throughout this process and remains in active engagement with the Central Bank and its member institutions to address this development in a coordinated and responsible manner. Our shared priority is to ensure that affected consumers, agents and merchants are protected and that appropriate measures are implemented to minimize disruption while maintaining confidence in Ghana's digital payments ecosystem. We therefore encourage affected customers, agents and merchants to remain calm, follow the guidance issued by the Bank of Ghana and to engage through the official channels established for customer support and resolution. These are captured below:

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

We wish to reassure the public that this regulatory action relates to a specific institution and should not be interpreted as a reflection of the resilience of Ghana’s broader digital payments ecosystem. Ghana’s digital finance sector continues to be underpinned by a robust regulatory framework and a diverse community of licensed providers committed to compliance, innovation and responsible financial services.

The Digital Chamber remains committed to working collaboratively with the Bank of Ghana, industry participants and other stakeholders to strengthen governance, enhance consumer trust and support the continued growth of Ghana’s digital economy.

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About the Digital Chamber of Ghana

The Digital Chamber of Ghana is the national representative body for Ghana's Dedicated Electronic Money Issuers (DEMIs) and the broader digital finance ecosystem. The Chamber brings together Electronic Money Issuers and fintech partners, including AT Money, G-Money, MobileMoney Fintech Limited (MTN MoMo), Telecel Cash, Zeepay and other ecosystem players, to promote innovation, strengthen regulatory collaboration, advance financial inclusion and support the sustainable growth of Ghana's digital economy.