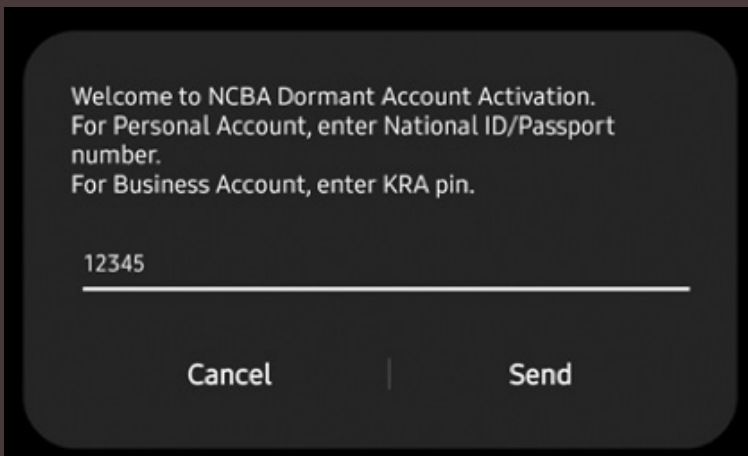# NCBA

How To Reactivate Your Dormant Account

Step 1: Simply dial *388# via your Safaricom phone number that is registered with your NCBA account.
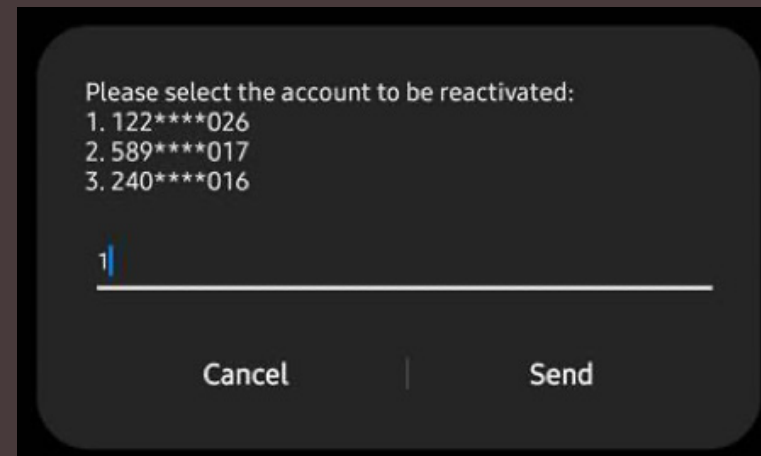
Welcome to NCBA Dormant Account Activation.
For Personal Account, enter National ID/Passport number.
For Business Account, enter KRA pin.

12345

Cancel | Send

Step 2:

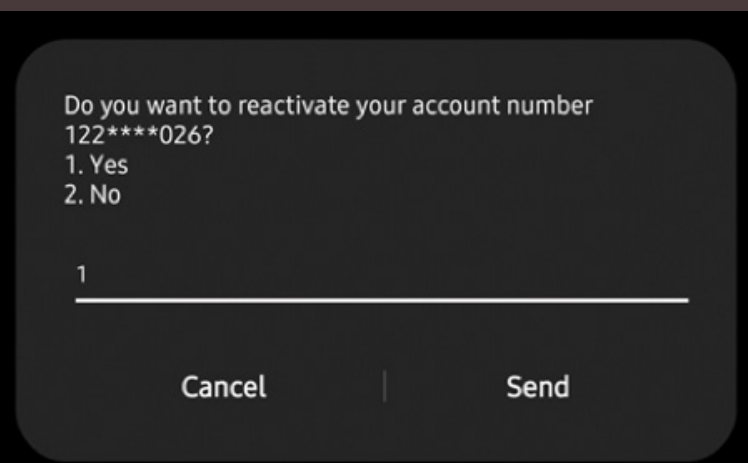Enter National ID / Passport Number

Please select the account to be reactivated:
1. 122****026
2. 589****017
3. 240****016

1

Cancel | Send

Step 3:

Select the account to be reactivated; Note to select only one account from the list
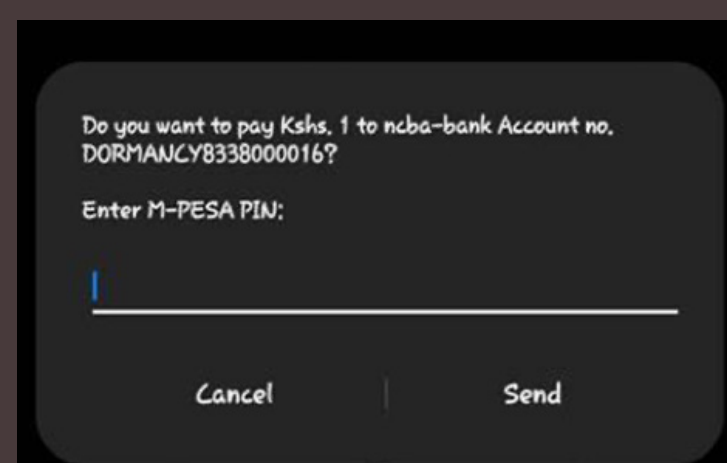
Do you want to reactivate your account number 122****026?
1. Yes
2. No

1

Cancel | Send

Step 4:

Consent the account reactivation request; Select 1 for Yes or 2 for No;

Do you want to pay Kshs. 1 to ncba-bank Account no. DORMANCY8338000016?

Enter M-PESA PIN:

Cancel | Send

Step 5:

An M-Pesa PIN prompt will be sent to you to deposit KES 100 to reactivate your account. Your account will be reactivated instantly and you can start transacting.

For queries, contact your Relationship Manager, nearest NCBA Bank Branch or our Customer Contact Centre on the following:-
Phone: +254711056444 / +254732156444
Email: contact@ncbagroup.com
WhatsApp: +254717804444

ncbagroup.com

Go for it