

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:

12. 651****013

13.

0:BACK

12

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 651****013?

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. DORMANCY651 113?

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.