



FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is the “Fly Now, Pay Later” Service all about?

- A. The “Fly Now, Pay Later” (FNPL) service is an innovative credit financing package that enables you to travel across several exciting destinations and pay back the cost of your flight ticket conveniently within 12 months.
- B. The service is an industry first by Access Bank in partnership with Emirates Airline, one of the largest airlines in the world.

2. Who has this Service been designed for?

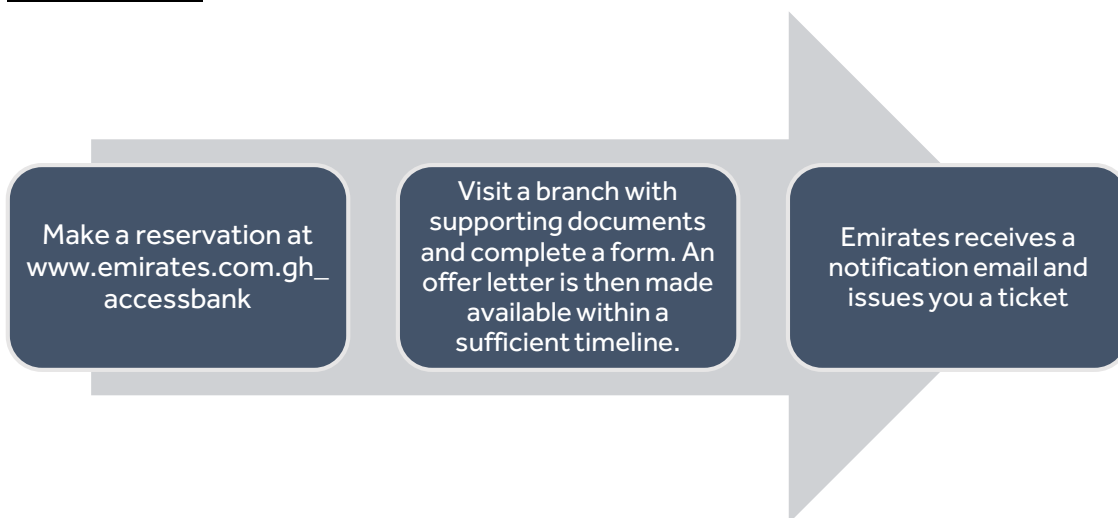
- A. The Service is targeted at Private and Public sector salaried workers.
- B. Other professionals, business owners and traders can also benefit from this service.

3. Who qualifies for this Service?

- A. Customers who operate an Access Bank salaried account for at least one month.
- B. Other customers who meet the loan criteria.

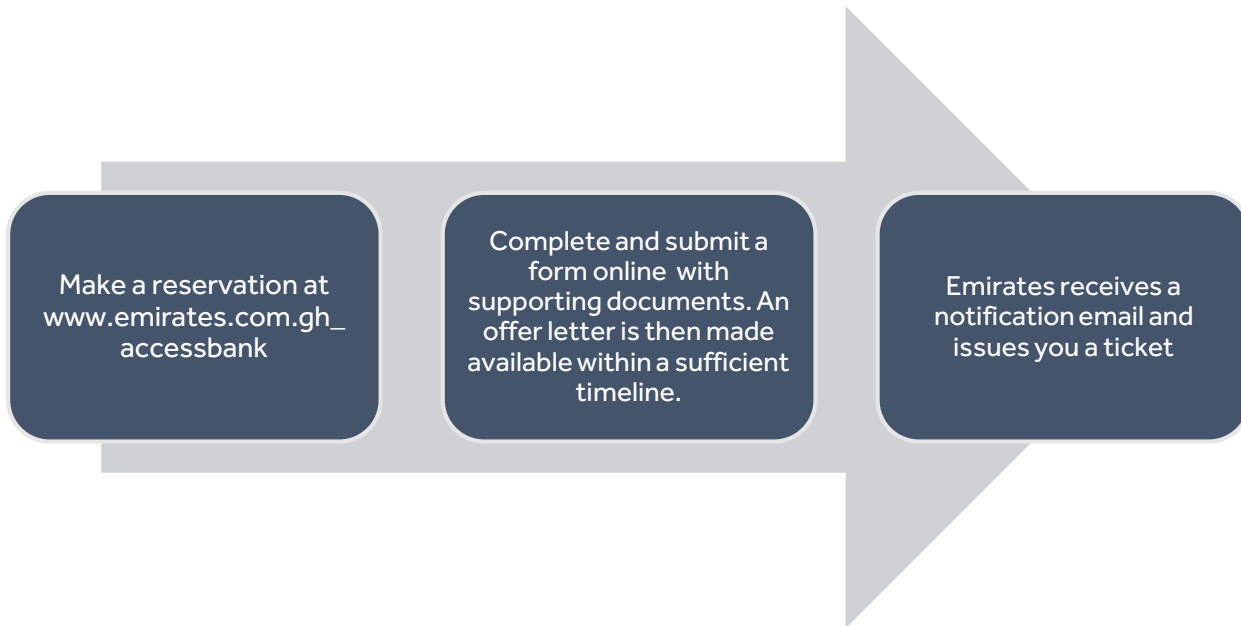
- A. You can apply for the service at a branch or online, taking the following steps below:

At the Branch





Online



4. What happens after I receive my Offer Letter?

A. Your ticket is then issued by Emirates Airlines accordingly.

5. What is the maximum loan amount I can access?

A. The loan amount starts from GHS 3,000.

6. What interest rate and charges will be applicable to the loan?

A. The interest rate and charges are as follows:

- 20% p.a. applicable
- Facility Fee: 1% Flat on loan amount
- Loan Protection Insurance: 0.65% annually on principal amount
- Travel insurance: Rates applicable based on destination and length of stay.

NB: Fee and insurance charges are to be paid upfront and are not refundable. Interest and repayments are to be spread within a maximum period of 12 months.



7. What documents must I submit to a branch when applying for an FNPL Loan?

- A. In addition to the FNPL application form which you must complete, the following documents are also required:
- Flight ticket booking code / PNR
 - Letter of Undertaking from Employer (Only for salaried workers)
 - One to Three Months Pay Slips &
 - Bank Statement.

8. Must anyone interested in the Service be a customer of Access Bank?

- A. Yes, anyone who wishes to take advantage of this offer must be a customer of Access Bank.
- B. However, non-customers of the Bank can also benefit from the service in line with the Bank's acceptable criteria.

9. When must I apply for a FNPL Loan? Is it before or after booking a flight ticket?

- A. You must make a flight ticket reservation before applying for an FNPL Loan.
- B. To avoid delays, you must make this reservation at least four days prior to a FNPL Loan application.

10. Do I have to make a down payment after my FNPL Loan application has been approved?

- A. Absolutely No. You will not need to make any down payment as Access Bank will make upfront payment of the cost of your flight ticket.
- B. However, you can partly contribute an amount for the ticket payment, in which case, the outstanding amount is what will be financed by the Bank.

11. If I am not ready to travel now, can I still advantage of the FNPL Service later?

- A. Yes, the FNPL Service is here to stay and you can access it anytime you are ready to travel on Emirates.
- B. You can even make your reservation and access a FNPL Loan far ahead of your intended travel date.



LOAN REPAYMENT

12. When do I start repaying my FNPL Loan?

A. The loan repayment starts the next month after the loan disbursement.

13. How long do I have to pay back my FNPL Loan?

A. From 6 months to 12 months.

B. Early repayment is also allowed without a penalty charge.

14. What will be the Debt Service Ratio (DSR) for this loan?

A. This is calculated against your net salary and the cost of your flight ticket. However, this will not exceed 40% of your net salary.

{Ticket Reservation/ Booking}

15. I've heard that Emirates gives discounts when I book or make a ticket reservation online. Do I still enjoy these discounts when I book a FNPL Loan?

A. Yes, when you book your flight ticket online via www.emirates.com.gh/accessbank or www.ghana.accessbankplc.com under the FNPL service, you will still enjoy up to 13% discount or more.

B. This discount is enjoyed whether you book a FNPL Loan or not.

C. Ongoing Emirates promos at any given time will also apply for all bookings.

16. Can I change my booking details after completing the Fly Now, Pay Later Loan application?

A. Yes. All reservations under FNPL must be done at least four (4) days prior to travel date.

B. In this case, application form will be updated with new details.

C. You must however bear in mind possible delays that may arise from such changes and expected reservation period indicated above.

D. All changes are subject to Terms and Conditions applicable under Emirates reservations and FNPL Service.

E. If a ticket has already been issued, changes may be made directly by Emirates per the Terms and Conditions at your own effort or expense (if any).



17. Can I cancel my booking after completing the Fly Now, Pay Later Loan application?

- A. That will depend on the type of ticket that is being issued.
- B. Ticket cancellation will also be subject to Emirates prevailing terms and conditions at the time of the booking.

18. If I miss my flight, or my flight is cancelled on the flight day, what happens to the FNPL Loan?

- A. Once a FNPL Loan has been approved and disbursed, an agreement is legally binding between you and the Bank.
- B. You will have to pay back the loan even if you missed your flight or the issued ticket is cancelled. However this will depend on the type of ticket issued.
- C. If your flight was cancelled on that day, you will need to re-book a new date to travel. This must be duly communicated to the Bank via your Relationship Officer or Relationship Manager.
- D. In the case of a missed flight, you may be required to pay additional re-booking charges where applicable.
- E. However, if you fail to re-book and travel, the responsibility of paying back the loan will still hold.

19. What happens if the price of my ticket reservation has increased after my loan application goes through successfully?

- A. First of all, you are expected to make ticket reservation at least four (4) days ahead of the intended travel date.
- B. To avoid future price increases after a ticket has been booked, Access Bank will ensure that the loan is approved with the turnaround time that matches the ticket validity (i.e. 4 days or more allowance to be adhered to), in order to avoid this occurrence.

20. Can I also book for hotels, car hire and other related expenses in addition to the flight ticket?

- A. No. The FNPL Loan only applies to the cost of flight ticket and travel packages offered by Emirates.
- B. All other arrangements must be made separately from this loan.

21. Do I have any restrictions on how long I can stay at my travel destination after booking a FNPL Loan?

- A. No. You can spend as much time abroad as your booking indicates. There are absolutely no restrictions.