



FREQUENTLY ASKED QUESTION- CUSTOMERS

Q. What is the Triple Salary promo about?

Ans: The Triple Salary promo is a customer reward promo targeted at salaried employees in the private and public sector in Ghana.

The 6 months long promo is running on 2 major products of the Bank. The Mpower Salary Account and the Access Visa cards.

Q. What is the duration of the promo?

Ans: The promo is scheduled to run for 6 months. From the 28th of October 2022 to 30th April 2023.

Q. Which categories of people can participate in the promo?

Ans: The promo is for only salaried workers/employees. Employees in the Private, Government and Controller & Accountant Generals Department sectors (CAGD)

Q. How do I take part in the promo?

Ans:

- Interested persons must open an MPower Salary account and receive their salaries through the account to qualify for the monthly draw and for at least 2 consecutive months to qualify for the mega draw.
- Customer who already receive salary through Access Bank but in a different account type, e.g., *Premier Savings Account*, must open an additional Mpower Salary Account to receive their salary.
- Controller & Accountant General worker or Government worker can also partake in the promo by switching their salary account to Access Bank and receive their salary through Access Bank to qualify for a monthly draw and at least 2 months to qualify for a mega draw.
- Spend a minimum of GHS500 using any of our Visa cards on your Mpower Salary Account to qualify to win a reward.

Q. Do I automatically qualify for the promo when I receive my salary through the Mpower Account or switch my salary to Access Bank?

Ans: No. Salaries received through the switched account must meet the minimum threshold requirement, which is GHs1,500.00.



Q. Are there different categories of rewards for this promo?

Ans: yes, there are 4 categories of rewards for this promo, and they are:

- Daily
- Weekly
- Monthly
- 2 Mega Draws.

Q. What will I get in each reward category?

Ans:

- **Daily Reward– Branded Gift Items** (For Mpower Salary Account holders who request and pick up a Visa card for their accounts)
- **Weekly Reward– 5% Cash back, Dstv + free Subscription** (For Mpower Salary Account holders who spend a minimum of GHS500 with their Visa cards to make payment on POS and perform online transactions weekly. Cash withdrawals are excluded).
- **Monthly Reward – Salary x3, 5% Cash back, Dstv + free subscription and Visa branded Combo gift box** (For customers who receive their salaries (Ghs1,500 minimum) through the Mpower Salary Account and have spent a minimum of Ghs1000 with their cards to make payment on POS and perform online transactions)
- **1st Mega Reward – All available Monthly rewards, School fees scholarship capped at Ghs10k** (For customers who receive salary for 2 consecutive months, spent a minimum of Ghs1000 with their Visa cards to make payments on POS and perform online transactions)
- **2nd Mega Reward – All available Monthly rewards, School fees scholarship capped at Ghs10k** (For customers who receive salary for 2 consecutive months, spend a minimum of Ghs1000 with their Visa cards on to make payment on POS and perform online transactions)

Q. Can I win in all 4 categories?

Ans: No, a customer can only win once in the monthly or mega draws.



Q. What is the minimum salary for one to qualify for the promo?

Ans: Customer must receive a minimum salary of GHC1,500.00 to qualify for a draw.

Q. How do I qualify for the 5% cash back reward?

Ans: You must at least perform an online or a POS transaction worth GHs 500 with any of our Visa cards. This excludes cash withdrawals with your Visa card.

Q. How do I qualify for the Mega Draws?

Ans: You must receive your salary (GHs1500 minimum) for 2 consecutive months in your Mpower Salary Account and must have spent a minimum of Ghs1000 with your Visa card to make payment on a POS or an online transaction.

Q. I work with the Government Sector; do I qualify if I switch my salary?

Ans: Yes, all Government employees across the country qualify to participate in this promo.

Q. I work with a private company; do I qualify if I switch my salary?

Ans: Yes, all private sector employees across the country qualify to participate in this promo.

Q. If I have a loan with another Bank, can I switch and take part in the promo?

Ans: Yes, Access Bank can take over a loan from another bank once you meet all the conditions.

Q. Are there other benefits for qualifying customers?

Ans: Yes, qualifying customers get to enjoy:

- Free interest on our Pick Now Pay Later for one year.
- Zero interest for the first Payday Loan request within the campaign period.
- Free insurance cover for Hospitalization, Retrenchment and Life

Q. How will I know if I have qualified for any of the rewards?

Ans: Customers who have qualified for any of the group rewards would be notified through SMS and phone calls. This applies to the Weekly, Monthly and Mega Rewards.



Those who qualify for daily rewards will be rewarded instantly in any of our 53 branches across Ghana.

Q. Do existing customers of the Bank also qualify?

Ans:

- Existing Mpower Salary Account customers are qualified to participate and win any of the rewards.
- Existing employee customers who do not have an Mpower Salary Account must simply open an Mpower Salary Account as an additional account and take part in the promo.
- Existing Mpower Salary Account customers who have not requested for Pay Day Loan or Pick Now Pay Later loan before can do so during the promo period and enjoy the interest rate waiver.

Q. Can an existing customer without an Mpower Salary account get a daily reward if they request for a visa card?

Ans: No, daily rewards are for Mpower Salary Account holders who pick up any of our Visa card on their account during the promo period.

Q. How are the winners selected?

Ans: The promo is run in partnership with National Lotteries Authority (NLA) on the Caritas Lottery platform. All eligible winners from the monthly and mega will be determined by the lottery authority.

For the daily and weekly winners, this will be determined by card usage and visa card issuance on the MPower salary account

Q. Who do I contact if I need further information on this promo.

Ans: For further enquiries about this promo, please call our 24-hr Contact Centre on toll-free number 0800004400

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