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#ACCESSMORE #MORETHANBANKING



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more than banking

Brand unveil FAQs

1. What has changed about your bank?

- We are now a bigger, stronger and better bank serving you as one of our over 29 million customers across the globe.

2. What does Access Bank's new logo and brand promise of "more than banking" mean?

- Our new logo fuses the brand elements of both Access Bank Plc and Diamond Bank Plc. It is a diamond shaped re-invention of our existing logo.
- To achieve our vision to become the world's most respected African bank, we must do more. More services that enrich our customers' lives. More support and opportunities for our employees. More ideas to innovate our industry. Creating more prosperity for Ghana. That's why our new brand promise is... *more than banking.*

3. What can I look forward to in the future?

- Due to the financially strengthened collaboration, you will be able to access more benefits, more products and an even stronger and faster digital platform for our customers, and greater opportunities for you. Our technological capability will be faster and more efficient.

4. Why am I still seeing the old logo in some places and other platforms?

- The transition from the old to the new brand identity will take time. Sooner in the next few months, you will fully see a complete changeover of all our bank signages, cheque books, and other items you find in our branches.

5. As a result of this rebranding, will I be receiving an email or link asking me to provide my account details or information?

- No. We will not be asking you for any information on your account.
- We however urge you to update your personal information such as phone number, email, and other details at any of our branches to enable us to serve you better.

6. Can I continue to use my existing Access Bank cheque book with the old logo?

- Yes, you can continue to use your existing cheque book. The next time you re-order a cheque book, you will see the new logo.

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7. Can I continue to use my existing Access Bank card with the old logo?

- Yes, you can continue to use it until we re-issue new cards. When this happens, we will keep you informed.

8. Will I have to create a new username, password and pin for the Bank's online and digital banking platforms?

- No, you won't need to. You can continue to log in with your existing details.

9. If I want more information about your new brand, how can I contact someone?

- Your usual relationship manager will be delighted to help if you need more information.
- Access Bank customer service channels are available 24/7, as usual you can reach us by:
 - Toll free: 0800-004400
 - Email: info@ghana.accessbankplc.com
 - Website: www.ghana.accessbankplc.com