

# CUSTOMERS' DIGEST

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## Access Bank launches *Save More, Win More* Promo; rewards first batch of winners



Olumide Olatunji, Managing Director of Access Bank presenting a reward to one of our lucky winners

As part of its 10th Anniversary celebrations, Access Bank Ghana has unveiled an industry first branch-based savings promotion dubbed "Save More, Win More" with an objective of helping its customers to inculcate a healthy savings habit whilst winning fantastic rewards every month.

In the first month of its launch, more than 300 excited customers have been presented with varied prizes across the country. Customers took home cash prizes, flat-screen TVs, shopping vouchers, scholarships, DSTV decoders with free subscriptions, fuel coupons, airtime and many more amazing prizes.

Vimstar Limited in Tarkwa picked up a GHs 3,000 weekend-stay prize from the Tarkwa

branch while Dennis Quansah walked away with a GHs 2,000 educational scholarship from the Sefwi branch.

To win, customers must simply deposit a minimum of GHs 100 into their Access Bank account and could be one of the next winners.

### Access Bank Receives ISO and PCIDSS Certifications

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### Product Focus

#### Access Africa

Access Africa is an efficient payment platform which facilitates intra- Africa transfers including but not limited to trade payments, merchant payments, e- commerce payments, school fees payment, medical bills, remittances, etc.



#### Send & Receive Corridors

- Ghana, Nigeria, Gambia, Sierra Leone, DR Congo, Rwanda, Zambia.
- New corridors are United Kingdom, Germany, France, Benin Republic and China

#### Security Feature

- PIN communicated via SMS; Name check against Watch List, Sender confirmation of beneficiary's ID card; Test Question and Answer; Imputer and AuthProfiles

#### Channels & Speed

- Straight through, Real Time / Instant Transfers
- Available on AccessMobile & Retail Internet Banking 24/7

#### Transfer Types

- Account to Cash.
- Cash to Account
- Account to Account/ Cash to Account

**africa is  
next door**

Simple, fast and efficient cross-border payment across Africa and beyond.



Access Bank holds second edition

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## Customer Speaks

*"Truth, nothing but the truth. I feel so comfortable banking with them. They are second to none when it comes to electronic banking"*

**Chey Baffour**



## Access Bank Receives ISO and PCIDSS Certifications



Mrs Adedoyin Odufa presenting certificate to Ade Ologun.

In line with its commitment to provide exceptional experience to customers, Access Bank Ghana has received certification for ISO: 27001, ISO: 22301 and PCIDSS standards.

Together, the three certifications which were issued upon review of the Bank's Information Technology, Risk Management and Channel Service operations, will guarantee data protection and transaction security for customers.

Commenting on the certification, the Chief Operating Officer of Access Bank Ghana, Mr. Ade Ologun said, *"This is welcome news for us and all our stakeholders as it would reassure them that they can trust our business and be guaranteed of continuous improvement in the quality of service delivery. It further shows that the Board and Management of the Bank are committed to meeting internationally accepted standards regarding its banking operations here in Ghana particularly on Information Security, Business Continuity Management and Card transactions."*

Mr. Ologun further noted that besides improvements in the Bank's resilience to cyber-attacks and reduction in the cost of business interruption insurance, the new certifications will help create an even better working environment for employees.

## Access Bank Conducts Free Breast Screening Exercise



Over 500 staff, customers of Access Bank Ghana and members of the general public have benefited from a free breast screening program organised by the Bank under its 'W' Initiative.

The one-day breast screening which was to promote awareness and prevention of Breast Cancer in commemoration of October's International Breast Cancer awareness month, is held annually by the Bank. The exercise was held in partnership with Total House clinic and was replicated across all locations of the Bank.

Participants took turns to get screened and received some education on how to maintain healthy breasts through self-examination and healthy lifestyle habits.

Speaking about the event, Josephine Eva Arthur, Head of Inclusive Banking, said that the Bank was concerned about the well-being of its staff and customers as *"they perform huge roles in our operations and existence as a bank"*. She further thanked the partners, Total House Clinic for their support in organising the screening exercise.

## Keeping Healthy

### Daily Routine for a healthy lifestyle

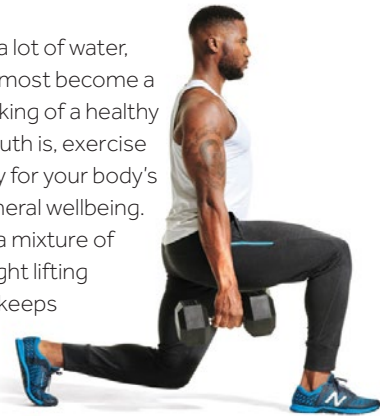
#### 1. Wake your body up to a glass of lemon water



Keeping your body hydrated from the onset of the day is a great booster to your immune system. More so, adding half a slice of lemon works more magic to your health. This combination when taken every morning helps your body to reduce acidity levels thereby protecting you against inflammatory diseases such as fungal infections and osteoporosis.

#### 2. Exercise

Aside drinking a lot of water, exercise has almost become a cliché when talking of a healthy lifestyle. The truth is, exercise works perfectly for your body's fitness and general wellbeing. 20 minutes of a mixture of cardio and weight lifting exercise a day keeps you all the way.



#### 3. Breakfast? Don't skip it!



Start your day with the right dose of breakfast to give you enough energy to go through your activities. A good blend of carbohydrates and protein with some minerals will do the trick.

#### 4. Stay Hydrated



If your mood regularly takes a downswing or you lack concentration during the day, you should probably try taking in more fluids – water, especially.



## Access Bank holds second edition of Kids Coin Day



Kids excited over their savings rewards

In its quest to lead the way with financial inclusion and more especially financial literacy for kids, the 2nd edition of Access Bank's innovative kids' savings forum dubbed the "Kids Coin Day" came off on Friday September 6, 2019.

The event, which lasted all day was powered by the Bank's Inclusive Banking Team and attracted over 200 Access Bank Early Savers Club members.

Commenting on the event, Josephine Eva Arthur, Head of Inclusive Banking indicated Access Bank Ghana's interest in the future of Ghana. She said the Bank saw the inculcation of the saving habit in children as a critical step in building a sustainable future for Ghana.

She further echoed that *"The Kids Coin Day is a special day set aside for all Early Savers Club members to interact with the Bank in a fun and exciting way while emptying coins stored up in their piggy banks into their account. This annual event helps us in encouraging our children to pick up the savings culture and in the long run, helping them to build a sustainable future for themselves and the nation at large."*

Invited kids were given a tour of the banking hall to learn about basic banking processes and had a good time with the Management and staff of Access Bank.

## Madina Branch receives Surprise Rewards from Moneygram



Staff of Madina branch and Moneygram officials

MoneyGram International paid a visit to Madina Branch to reward staff and customers of Access Bank Madina Branch.

The MoneyGram Regional Head, Mr. Patrick Appiah and the Marketing Manager, Mr. Kofi Akyea congratulated the FLAs for being the highest paying branch in Access Bank Ghana in terms of volume and count. They also stated that MoneyGram has recognized their good work over the period and presented them with parcels containing MoneyGram branded items:

1. Backpack
2. Infinix Smart Phone
3. Mini Music Speaker
4. Water bottle
5. Key holder
6. T-shirt
7. Note pad
8. Face towels and
9. Tissue

They gave out 20 drawstring bags with some MoneyGram souvenirs for all staff of the branch.

All customers present during the presentation also had some MoneyGram giveaways. Prior to the presentation, MoneyGram mounted a stand at the forecourt of the branch to direct traffic and rewarded every customer who made MoneyGram transactions

## FAQs



### 1 What is the Early savers account?

The Early Savers Account is a special account that allows parents to open and manage accounts for their children from the ages of 0 to 17 years.

### 2 What is the minimum operating balance for the Early Savers Account?

The minimum operating balance for the Early Savings Account is **GHC 50**.

### 3 Does an Early Savers Account receive interest?

**Yes.** The Early Savers Account attracts a 3% p.a. interest rate

### 4 Are there any Account maintenance fees charged on the Early Savers Account?

**No.** There are no account maintenance fees charged on the Early Savers Account.

### 5 What are the other benefits of the Early Savers Account?

- Optional membership for the Early Savers Club (for minimum balances of GHS 200)
- Access to internet and Mobile Banking services
- Free Drafts for school fees
- Allows deposit of cheques & dividend warrants in the name of the child
- Access to a Financial Literacy Programme for children



## Winners in the first draw of the Save More, Win More Promo



## Kids Coin Day



## ISO and PCIDSS Certification



## Country Awards



## Joke of the Month



Why did the nurse need a red pen at work?

In case she needed to draw blood.

## One Minute Tip



"The secret of getting ahead is getting started"

- Mark Twain