

# CUSTOMERS' DIGEST

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## Access Bank Pays Courtesy Visit On The Otumfuo



Otumfuo Osei Tutu II with the Access Bank team

As part of its commitment to deepen the relationship with key stakeholders and in commemoration of the 20th Anniversary Celebration of the enstoolment of the Asantehene, Otumfuo Osei Tutu II, the leadership of Access Bank Ghana led by the Board Chairman, Mr Frank Beecham, Regional Managing Director – African Subsidiaries, Mr. Dolapo Ogundimu and the Managing Director, Mr. Olumide Olatunji have paid a courtesy call on the Asantehene.

The visit afforded the team the opportunity to introduce the Bank's new Managing Director and also congratulate the Asantehene for his sterling leadership over the past two decades in promoting peace and development across the country. It also made it possible for the Bank to reaffirm its commitment towards the improvement in education, when it donated to the Otumfuo Charity Foundation, a gesture which Access Bank had begun since 2010.

Receiving the delegation of Access Bank in the Manhyia Palace, the Asantehene, Otumfuo Osei-Tutu II used the occasion to commend the Bank's continued support to the Manhyia Palace and the Otumfuo Charity Foundation over the years. He further encouraged that efforts at improving living conditions within the communities the Bank operates should complement Ghana's quest at bringing more development to its people.

On behalf of the team, the Board Chairman of Access Bank thanked the Asantehene for the warm reception accorded them adding that, "As a bank, we appreciate the role that our cultural heritage plays in the sustainability of our society. Our sense of being and identity is dependent on how rich our culture is and how well it is celebrated."

Mr. Beecham also indicated Access Bank's strong presence in the region with six branches and assured the Asantehene of the Bank's continued investment in the region and beyond.

Addressing the monarch, Mr. Olatunji thanked him for his support of the Bank, particularly in the Ashanti Region and assured him that the Bank's sustainability goal is to create a culture of economic, social and environmental responsibility. He noted that Access Bank will be lending its support for the series of events that will be organised to commemorate the Asantehene's 20th anniversary.

Over the years, Access Bank has demonstrated its continued commitment to influence social, economic and environmental systems beyond making profits and continues to spearhead its sustainability drive through unrivalled investments in Education, Health, Environment, Sports and the Arts.

The Bank is currently one of Ghana's largest retail banks and is operating one of the largest branch networks in the country.



### Product Focus

#### Payday Loan

Access Bank PayDay Loan is a quick loan facility for salaried workers. It is ideal for those who need to meet immediate cash flow constraints quickly and seamlessly.



If you ever need some quick cash for your emergencies, Access Bank's PayDay Loan will be exactly what you need. Simply access the loan by dialing \*901\*11# on your phone, anyday and anytime. It's that easy!

GET CASH IN



SECONDS

**\*901\*11#**  
Dial

#### Features and Benefits

- Loan is disbursed instantly on your phone
- No need to visit a branch to apply
- No documentation required
- No collateral required
- Works on any phone
- Available to you 24/7

Take advantage of this exciting product today! \*Terms & Conditions apply.

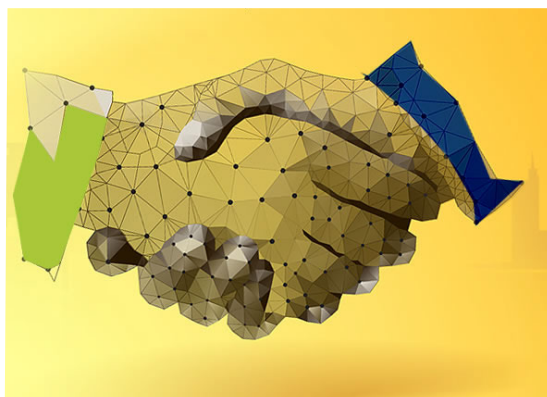
## Customer Speaks

"From the security to the tellers and customer service personnel, it's always a good feeling going to Access Bank. There, I really feel like customer is king."

Harriet Kinga



## Access Bank merges with Diamond Bank to have Africa's largest bank by customers



Commenting on the merger, the Managing Director for Access Bank Ghana, Mr Olumide Olatunji stated that, "Customers would have more access to support for international trade, with an expanded footprint in 12 countries across three continents, as well as more offers with revamped and new financial products and services to help them grow their businesses."

Access Bank Plc in Nigeria and Diamond Bank Plc have completed all regulatory processes and have now merged as one entity. The two banks, now legally operating as one, have created a bigger, better and stronger Access Bank to become Africa's largest bank by customers, which is over 29 million customers across the continent.

Although the Bank is yet to commence fully the change in its visual signs here in Ghana, this is to bring to customers' attention that this merger provides more opportunities to them.

He also told customers to expect a new brand that fuses Access Bank and former Diamond Bank together, saying that would include a change in brand icons and elements on Access Bank's websites and digital platforms (mobile app, internet banking, etc.).

Customers can be rest assured of a robust and efficient electronic and digital platforms to meet their daily needs with the Bank's 24/7 digital support.

## Access Women Network (AWN) give support to vulnerable children



It is always refreshing when staff come together to give back to society. As a socially responsible bank, each year, the Women wing of the Bank sets out to 'put a smile on the face' of deprived children across Ghana. The women in the bank embark on various donations to share love with children in their society. All staff (both female and male supporters) contribute in cash and kind to make this a success.

This year, the donation which was held on the 1st of March, saw 6 Children homes as beneficiaries. Beneficiary homes included With God Cerebral Palsy Ghana, Teshie Orphanage Home, Chosen Child Centre, Echoing Hills Village, Tetteh Ocloo, Garden City Special School and Hooper Memorial Special Unit School. Items donated to these homes across the country ranged from food items to toys, clothes and personal effects.

## Keeping Healthy

### Health Benefits of MORINGA



The Moringa tree known as *Moringa oleifera* has been used for traditional medicines over decade of years. The plant has been identified as a multi-purpose herbal plant used as human food and for medicinal purposes worldwide. In recent times, Moringa has become popular due to its high nutrition content, powerful anti-inflammatory, antioxidant, tissue-protective properties among other benefits. Almost every part of the tree, from the bark, root, seeds to the leaves and flowers when taken in, comes with numerous benefits.

#### 1. Moringa aids in digestion and reduces inflammation

The high antioxidant content of Moringa enables it to cause improvement in digestion and manage digestive disorders such as bloating and gas. Moringa reduces the rigorosity of ulcers and inflammation. Its anti-inflammatory properties helps to reduce chronic inflammation which causes chronic diseases such as digestive issues, recurrent infections, risk of cancer, and more.

#### 2. Serves as a nutritional supplement or constituent

The rich composition of moringa makes it suitable as a nutritional supplement or constituent in food preparation. Moringa serves as a rich source of vitamins, minerals, amino acids, calcium, potassium and protein. It contains significant amounts of vitamin A, C, and E which enhances nutrition.

#### 3. Protects the Liver

The leaves and flowers of moringa contain high concentrations of polyphenols that protect the liver against oxidative stress and toxicity, and damage.

#### 4. Aids in having a healthy brain

Moringa's high content of vitamins E and C helps the brain to fight oxidation. This results in neuron degeneration which helps to improve brain function. Moringa also stabilizes the neurotransmitters such as serotonin, dopamine, and noradrenaline in the brain. These chemicals play a vital role in memory, mood and response to stimulus such as stress and pleasure, and mental health. As such, having them stabilized helps the brain to function well.





## Customers appreciated with valentine campaign



Stephen Abban presenting prize to a winner

The Bank over the past years has joined the international community to celebrate Valentine's Day on 14th of February to appreciate customers for their loyalty and custom. This year, the celebration was done throughout the month of February under the theme "Month of Love."

The celebration served as a refreshing opportunity for the Bank to reiterate its commitment to all stakeholders; staff and customers alike. Additionally, the Bank leveraged on the season to heighten awareness about the Bank's Visa Prepaid card as well as generate increased sign-ons.

The month-long event saw series of social media activations being run to promote customer engagements. Over 10 winners were rewarded with movie tickets, shopping vouchers, dinner for two and ultimately weekend getaways.

Top 5 performing customers with more than GHS 100.00 spend on POS and online platforms were rewarded.

Staff who signed on the most customers to our prepaid cards were also rewarded for their significant contribution.

## Access Bank Marks International Women's Day (IWD) in Grand Style



Customers pledge "Balance for Better"

The Bank marked International Women's Day celebrations from the 8th of March through to the 15th of March across forty (40) branches. As a gender sensitive Bank, the bank sought to highlight the need for equal opportunities in all areas of customers' lives while focusing on the theme #Balanceforbetter.

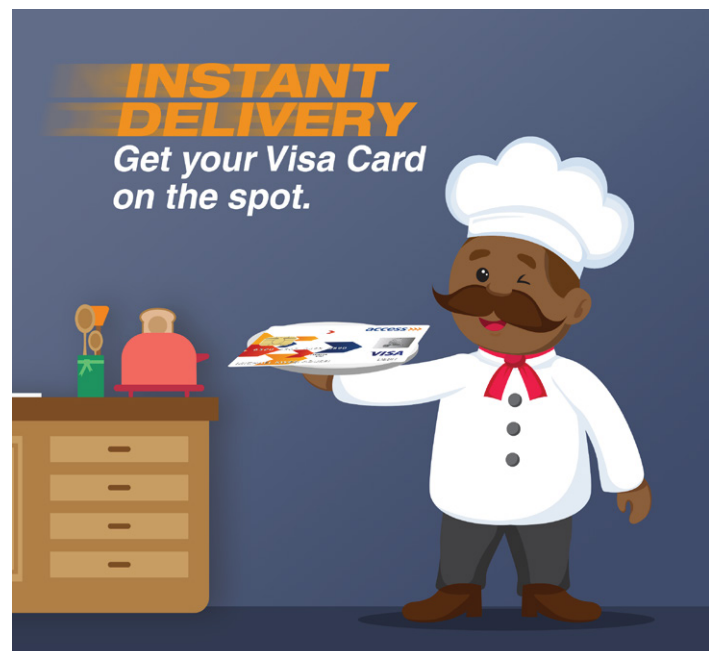
This year's celebration focused on making female customers feel special while attending to their banking needs. It sought to drive female empowerment on the theme #Balanceforbetter with customers and staff across the branches.

On the said day, branches were decorated with purple balloons in line with the colours of the 2019 IWD celebration. Female customers were welcomed with a warm note "Happy International Women's Day" by the Security men and doormen. At mid-day, selfie cards were used as props for customers and staff to take memorable pictures. The excitement grew as female customers were treated to soft drinks and cupcakes as a form of refreshment. All female customers who deposited more than GHS500 had the opportunity to participate in the pick and win draw and won airtime. The day saw a lot of female customers feeling excited and special.

## FAQs

### Visa Prepaid Card

- 1 What is a Visa Prepaid Card?**  
The Access Visa Prepaid Card is an internationally accepted debit card which can be acquired with or without an operational account with Access Bank.
- 2 What are the common features of a Visa Prepaid Card?**  
It could be pre-personalized (with no name) or personalized (with your name). It is also chip and pin enabled.
- 3 How do I get a Visa Prepaid Card?**  
Go to any Access Bank branch and request the Visa Prepaid Card. You will have to provide a passport size photograph and photo ID for verification.
- 4 How much does it cost?**  
The cost of card is GHS25.  
Cost of loading a card is GHS5.00.
- 5 Can I use my Visa Prepaid Card online?**  
Yes. No charge.
- 6 Can I use my Visa Prepaid Card on a POS?**  
Yes. No charge.
- 7 What is the daily ATM withdrawal limit on the card?**  
Daily limit for ATM withdrawal is GHS3000, for POS & Online transactions the limit is GHS20,000. These limits can be increased on request.
- 8 How long does it take for funds to reflect on the card?**  
Within 48 hours





## Month of Love Celebrations



## International Women Day (IWD) Celebration



## Love A Child Initiative



## Joke of the Month

An employee walks into his boss' office and says 'Sir, I'll be straight with you, I know the economy isn't great, but I have over three companies after me, and I would like to respectfully ask for a raise.'

After a few minutes of negotiations, the boss finally agrees to a 5% raise. The happy employee gets up to leave. The boss then asks 'By the way, which three companies are after you?'

The employee responds: 'the Water Company, Electricity Company, and Phone Company!'

## One Minute Tip

*"You can have anything you want if you want it badly enough. You can be anything you want to be, do anything you set out to accomplish if you hold to that desire with singleness of purpose."*

- Abraham Lincoln