

# access cheaper rides.

Get **30%** off every ride with your Access Visa Card!



## Frequently Asked Questions

**Questions:** What is the Uber Partnership about?

**Ans:** The partnership allows Access Bank (Ghana) PLC customers, herein referred to as Access Bank Customers, to enjoy a 30% discount (capped at GHS10 maximum) on 60 Uber rides when they pay with their Access Visa Cards.

**Question:** Can I use any other Access Card? For example, the Access GhLink Card, or Ezwich Card?

**Ans:** No. Only Access Bank's range of Visa Cards qualifies for this promo.

**Question:** How long is the promotion valid?

**Ans:** The promotion is valid from 3<sup>rd</sup> July 2023 until 30<sup>th</sup> June 2024 and covers an average of 5 trips each month. Please note that any additional rides taken outside this period will not be eligible for the discount.

**Question:** Who is eligible for the discount?

**Ans:** The discount is applicable to both new and existing Uber users in Ghana who pay for their rides using an Access Visa Card issued by Access Bank Ghana.

**Question:** How do I get an Access Visa Card if I don't have one?

**Ans:** There are 3 ways to get a Visa card.

1. Through Contact Centre by calling Toll-free number 0800004400.
2. By dialing \*901\*6#. Select **New Card** and choose the **Visa Card option**. Cards requested through this option will be delivered to customers at their preferred location.
3. Visiting any Access Bank Branch.

**Question:** How do I update my payment type to Card on the app?

**Ans:** Refer to the Uber website on how to effectively update payment type (<https://help.uber.com/riders/article/updating-a-payment-method-on-your-account?nodeld=8f78dca4-9d75-44f1-bdc1-e90ca3da0319>).

**Question:** How do I add my card as a payment option on Uber?

**Ans:**

1. Select "Account" and then "Wallet" in the Uber app.
2. Tap "Add Payment Method"
3. Add a payment method by scanning the card or manually entering the required card information.

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**Question:** Why are cards debited after being added to the payment option.

**Ans:** Uber issues authorization holds to all new users to check that they are using a valid payment method and to help protect against fraud. After you take your first trip, you may occasionally see authorization holds on your account, for example, when you add a new payment method. This will be refunded within the next 5 days.

**Question:** Is there a special Promo Code for this promo?

**Ans:** Yes, there is. “AccessRideSavings”

**Question:** How do I activate the special Promo Code? Is it complicated?

**Ans:** No, It's very simple. Enter the promo code using the following steps:

Tap on “Account” on the bottom right corner of your Uber App

1. Select “Wallet”
2. Scroll down to “Promotions” option.
3. Click on “Add Promo Code”.
4. Enter the Promo Code “AccessRideSavings”

Once applied, the discount will be automatically applied to the total fare amount before payment.

**Question:** Is there a maximum discount limit?

**Ans:** Yes, the discount is capped at a maximum of GHS 10 per ride. This means if 30% of the trip fare is higher than GHS10, customers will only receive a discount of GHS10 and will therefore be required to pay the extra amount.

**Question:** Can customers combine the discount with other Uber promotions or discounts?

**Ans:** No, the discount cannot be combined with any other promotional offers or discounts provided by Uber or Access Bank.

**Question:** What happens if I encounter an issue during my Uber ride?

**Ans:** Access Bank Ghana and Uber are not responsible for any issues or disputes related to the Uber service, including ride cancellations, delays, or quality of service.

However, you can reach out to our Contact Centre on **0800004400**, or Uber's customer support for assistance.

<https://help.uber.com/riders/section/help-with-a-trip?nodeId=595d429d-21e4-4c75-b422-72affa33c5c8>

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**Question:** Is the discount transferable or exchangeable for cash?

**Ans:** No, the discount is non-transferable and cannot be exchanged for cash or any other form of value.

**Question:** Can Access Bank Ghana or Uber change or terminate the promotion?

**Ans:** Yes, Access Bank Ghana and Uber reserve the right to modify or terminate the discount offer at any time without prior notice.

**Question:** Where can I find the latest terms and conditions?

**Ans:** You can find the latest terms and conditions on the Access Bank Ghana website or tap 'Help' in the Uber app or visit our online Help Centre at [help.uber.com](http://help.uber.com) or <https://help.uber.com/riders> for assistance. Kindly review this regularly.

**Internal Contact Details:**

For further questions or concerns, please contact on 24-hr Contact Center on toll-free 0800004400

**END**