2021

Annual Report

Reshaping the Financial Landscape through Strategic Expansion

access

Contents

Business Review

20 Corporate Philosophy
22 Year in Review
26 Commercial Banking
28 Retail Banking
32 Business Banking Segments
34 Corporate Banking
35 Public Sector
38 Investment Banking
40 Digital Evolution
42 Operations & IT
43 Service and Innovation
46 Our People, Culture & Diversity

Sustainability & Risk Management Report

52 Sustainability
53 2021 Review
55 Risk Management

Overview

10 Welcome
11 Business & Financial Highlights
12 Global Network
14 Chairman's Statement
16 Managing Director's Review

Shareholders Information

142 Shareholder Engagements
143 AGM Notice
145 Proxy Form

Financials

84 Statement of Comprehensive Income
85 Statement of Financial Position
86 Changes in Equity
87 Statement of Cash Flows
88 Notes

Governance

62 The Board
68 Directors, Officers & Advisors
69 Management Team
70 Directors' Report
72 Directors' Responsibilities
72 Authority of the Board
72 Board Effectiveness Review
73 Committees of the Board

Corporate Information

148 Products & Services
156 Branch Network
158 ATM Directory
160 International Offices

The Global Brands Awards
access

- Most Innovative Retail Banking Brand
- Best CSR Bank

The World Economic Magazine Award
access

- Best Bank in Customer Service
- Best Retail Bank

Sustainability & Social Investment Awards (SSI)
access

- Best Company in Project Promoting Arts & Culture
- Best Company in Covid-19 Community Support Project
- Best Company in Financial Literacy and Inclusion Project

Chartered Institute of Marketing Ghana (CIMG)
access

- Best Bank in Customer Satisfaction
- 5 Star Bank in Service Quality

18th Ashanti Financial Services Excellence Awards
access

- Gold Award in Trade Finance

Ghana Customer Service Index (GCSI)
access

- Best Bank in Customer Service 2020 - Across Sectors

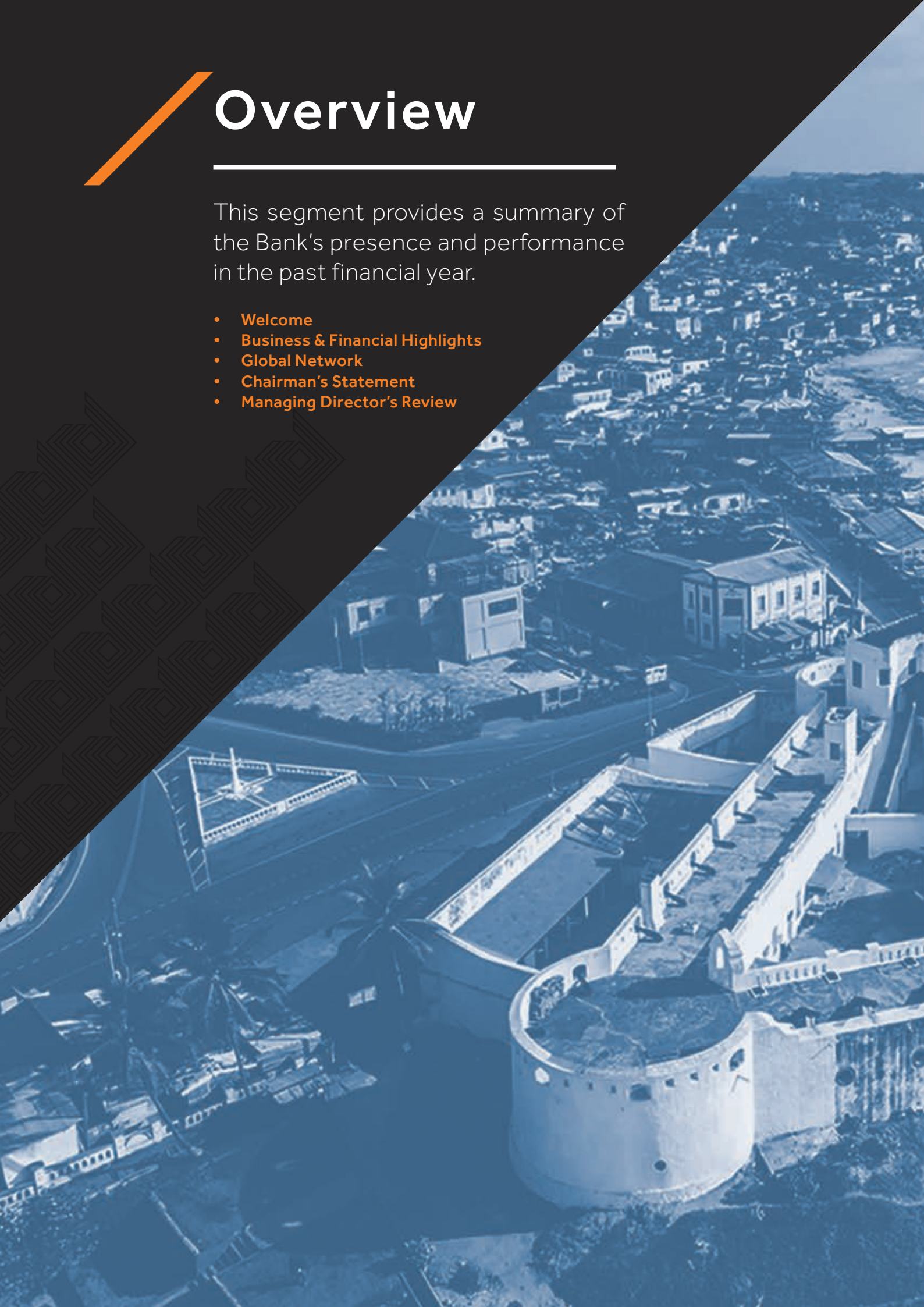
Ghana Movie Awards
access

- Corporate Brand Series of the year

Overview

This segment provides a summary of the Bank's presence and performance in the past financial year.

- Welcome
- Business & Financial Highlights
- Global Network
- Chairman's Statement
- Managing Director's Review



2021 Annual Report

WELCOME

THEME:

"RESHAPING THE FINANCIAL LANDSCAPE THROUGH STRATEGIC EXPANSION"

The theme is an acknowledgement of the fact that making gainful strides and impact in the financial space, within businesses and communities is possible through strategic expansion. The effects of COVID 19 on the financial sector globally, demanded tactical measures that will make organizations thrive and remain relevant.

The year saw a good number of strategic partnerships which helped the Bank to penetrate new markets. Our focus on the SME market with more innovative products to meet the peculiar needs of customers was rewarding.

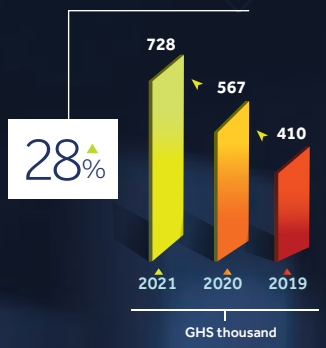
Our robust technological platforms constantly evolved to provide sustainable solutions for businesses, with an improved reach to Small and Medium Scale Enterprises among other target groups.

The focus on digitalisation played an important role in the Bank's achievements throughout the year, also culminating into the successes and various recognition by awards.

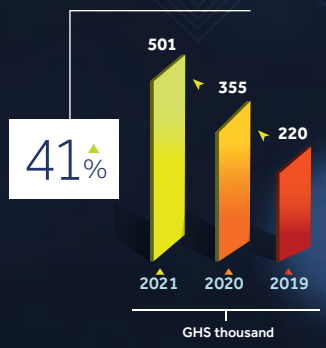
Our strategic expansion drive saw the Bank establishing more presence in Africa and therefore kept us focused on inching closer to fulfilling our vision of becoming the world's most respected African Bank.

BUSINESS & FINANCIAL HIGHLIGHTS

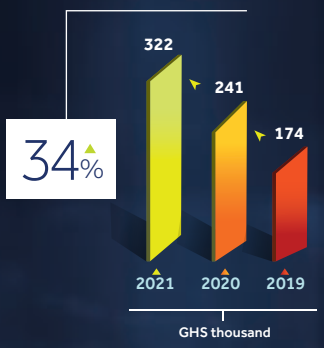
TOTAL OPERATING INCOME



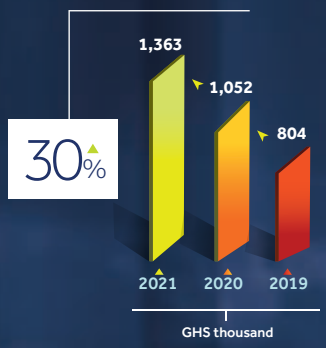
PROFIT BEFORE INCOME TAX



PROFIT AFTER INCOME TAX

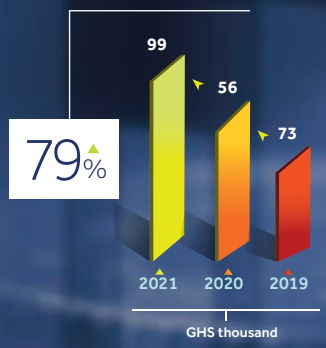


SHAREHOLDERS' FUNDS

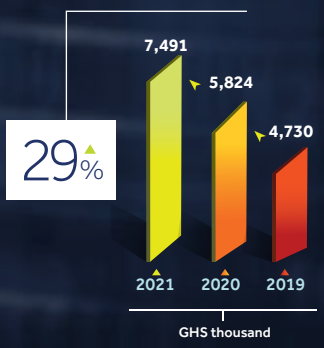


CAPITAL EXPENDITURE

(Including intangible assets)

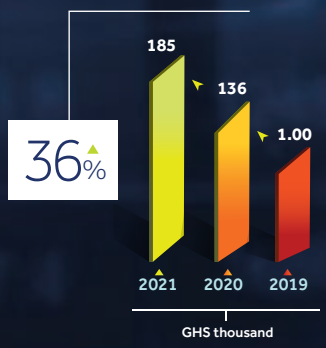


TOTAL ASSETS

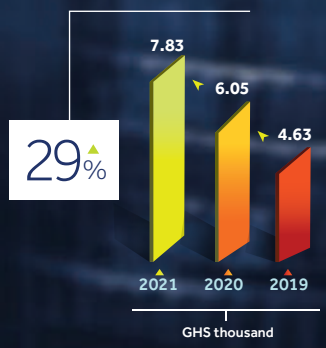


EARNINGS PER SHARE

(Basic and Diluted - Ghana pesewas)



NET ASSETS PER SHARE (GH¢)



(IN THOUSANDS OF GHANA CEDIS)	2021	2020	2019	Growth percentage
Total operating income	727,607	567,042	409,606	28%
Profit before income tax	500,906	355,468	220,085	41%
Profit after income tax	321,578	240,792	173,704	34%
Shareholders' funds	1,362,569	1,052,119	803,800	30%
Capital expenditure (including intangible assets)	99,425	55,502	72,940	79%
Total assets	7,491,295	5,823,778	4,730,439	29%
Earnings per share (Basic and Diluted - Ghana pesewas)	185	136	1.00	36%
Net assets per share (GH¢)	7.83	6.05	4.63	29%

GLOBAL NETWORK

- BOTSWANA
- CHINA
- CONGO
- GHANA
- GUINEA
- INDIA
- KENYA
- LEBANON
- MOZAMBIQUE
- NIGERIA
- RWANDA
- SIERRA LEONE
- SOUTH AFRICA
- THE GAMBIA
- UNITED ARAB EMIRATES
- UNITED KINGDOM
- ZAMBIA

MORE IN AFRICA
MORE TO THE WORLD

At Access Bank, we invest in projects that help improve the lives of individuals and the economy as a whole.

Fuel your capacity to grow beyond limits and experience more than banking with us.

TOLL FREE: 0800 004400
www.ghana.accessbankplc.com
AccessBankGhana

Africa | Asia | Europe | Middle East

access
more than banking

CHAIRMAN'S STATEMENT

Frank W. K. Beecham III

CHAIRMAN

Esteemed Members of Access Bank (Ghana) Plc, I am pleased to welcome you to the 14th Annual General Meeting of your company, and present to you our report for the year ended December 31, 2021.

The Lord was gracious to us in the past year. Despite the adverse effects of COVID 19 on global economies which posed a risk to domestic growth more than any other factor, your Bank can boast of great strides across all sectors of its operations.

Global economic growth for 2021 was estimated to be 5.5%, a 0.6% increment from the previous year's growth of 4.9%. Economic recoveries continued amid the pandemic that posed unique policy challenges, requiring multilateral effort. Conspicuously, access to vaccine and early policy support were principal drivers for bridging the gaps that had been created by the pandemic.

Ghana's economy saw a rise from 1.7% in 2020 to an estimated 4% in 2021. Headline inflation remained relatively low at 7.8% mid-year, as the pandemic –induced food prices shock eased, prompting the Bank of Ghana to reduce the policy rate to 13.5% to support the recovery.

The banking sector managed the effects of the pandemic and remained resilient with its robust performance recorded in sustained growth in total assets, deposits and investments. Credit growth was however slow.

Regulatory reliefs and policy measures greatly supported the performance of the sector in these uncertain times. Financial soundness became strong: reinforced by improved solvency, liquidity, and profitability indicators.

I am proud to announce your Bank grew stronger and more resilient, applying lessons learnt and best practices in the sector to record remarkable growth across board.

Total operating income and profit after tax recorded significant growth; Whereas total operating income grew from GH¢567,042,000 to GH¢727,607,000, net income grew from GH¢ 240,792,000 to GH¢ 321,574,000 recording a 28.3% and 33.5% growth respectively.

Your Bank continues to be efficient with a Pre-tax Return on Investment (ROI) & Return on Asset (ROA) at 37% and 8% respectively, placing the Bank among the top seven in the industry.

Outlook for 2022

Our current five-year strategic plan enters its final phase in 2022. The plan set out to achieve key targets including consolidating wholesale and retail banking growth and offering digitally led innovative solutions to customers across multiple markets. We are also seeking to develop best-in-class customer experience for retail and consumer banking services, ensuring uniform banking services across all our touch points, utilizing advanced analytics to manage risk across multiple business models and becoming the universal gateway to digital transfers through global partnerships.

The key to creating more jobs in Ghana is driving technological transformation of micro, small and medium-sized enterprises. I am pleased to announce your Bank championed a technology drive through digitalization

as a key area of focus in its expansion strategy. With commitment and dedication from staff, guided by the Board, 2022 which happens to be the final year of the Bank's current strategic plan will see these commitments come into fruition.

Over the past three years, your Bank has distinguished itself with a record growth trajectory positive for our shareholders in the long term. Your Bank's achievements in the retail space did not go unnoticed, as we received eleven prestigious awards for the strides we made and our commitment to social investment thereby projecting our brand as a strong force to reckon with. These continue to encourage, strengthen, and assure us of the effective strategies we have employed.

Dividend

Esteemed members of Access Bank (Ghana) Plc, your Bank delivered an excellent all-round performance in the past year and in line with the Bank's Dividend Policy, the Board is pleased to propose a final dividend of GH¢0.7927 per share. against the backdrop of volatile environment.

Our growing commitment to Environmental, Social and Governance (ESG) principles were instrumental in shaping our outlook on sustainability by impacting our various stakeholders including our communities of operation.

Board changes

There were significant changes to the Board in the year under review. We welcomed three new Directors to our Board, two Non-Executive Directors and an Executive Director for Wholesale Banking. Yvette Adounvo Atekpe and Ama Sarpong Bawuah are the new Non-Executive Directors while James Bruce came on board as Executive Director for Wholesale Banking. The three bring decades of experience and expertise to spur your Bank on to achieve its vision of becoming the world's most respected African Bank.

Looking ahead, we will continue to consolidate the giant gains made and assure you of our commitment to sound financial decisions to help us sail through these uncertain times we find ourselves. We will continue to focus on upscaling our people with relevant skills to help them work efficiently.

This year, 2022, three Non-Executive Directors including the Chairman of the Board would end their tenures with the Bank. At this juncture, it is pertinent to state I will be retiring from the Board at the end of June this year. This Annual General Meeting being the last on my watch, I would like to express my heartfelt appreciation to you, esteemed members of the Bank, for keeping faith in the Bank and in your Board, whose members, I have been honoured and privileged to lead.

Appreciation

I am grateful to my entire team for the support in helping us achieve the results presented. I extend my profound appreciation to the Management and Staff of your Bank, led by our Managing Director, Olumide Olatunji. Their remarkable adaptability and resilience have been top notch.

I would also like to extend my thanks to all our Stakeholders and Customers for the trust reposed in us.

God bless Access Bank (Ghana) Plc,
God bless Ghana

Frank W. K. Beecham III

MANAGING DIRECTOR'S REVIEW

Olumide Olatunji

Managing Director,
Access Bank (Gh) Plc

It is my pleasure to share with you our 2021 performance which reflects our resilience and poise in steering the past year to success. Our Bank performed remarkably well amidst the reeling effects of the once-in-a-century health crisis COVID 19, which topped the challenges that confronted global economies, followed by inflation and supply chain disruptions.

I am delighted to inform you our Bank turned in a solid financial result in 2021 despite the impact of COVID 19 and supply chain effects on global economies. We achieved significant growth, recording a 41% Profit before Tax (PBT), higher than projected industry growth rate of 27%. This performance boosted our Bank's position from 9th in full year 2020 to 7th in full year 2021. Our total assets also saw a 28.6% growth in 2021 full year, from GHS5,823,778,000 to GHS7,491,295,000, also higher than the projected industry growth rate of 17%.

Our combined scale, digital capabilities, and ecosystem enabled us to achieve this significant feat. It reflects sheer hard work and efforts we put in our work, bolstered by a team of dedicated professionals and robust risk management structures.

We continued to make gainful strides with all stakeholders and significantly impacted our communities of operation. Through our Fist against Fistula Project, we touched the lives, families, and communities of forty-six women in the past year. In all, our efforts brought restoration to 171 women plagued with fistula and living in despair, over the three-year project.

Our Bank made judicious contributions to curtail the spread of the pandemic through boosting resources for various stakeholder groups including the Police Hospital, Traders Association of Ghana, and an ambulance to support the University of Professional Studies community, among others.

Business Review

During the year under review, we focused on key strategies in line with our Business Continuity Plan whilst ensuring that all aspects of our bottom line were adequately catered for. We remained strong, profitable, and unwavering in our commitment to our brand promise as a true dependable partner, positioned to do more in times of crisis and uncertainties.

We continued to engage our retail and corporate customers on the importance of adopting our digital solutions which constantly proved to be profitable and facilitated solutions across all spheres of our operations. The past year also afforded us the opportunity to champion the conversation of digitization for Small and Medium Scale Enterprises (SMEs) through clinics and capacity building sessions reaching over 6,000 people.

Our Bank was recognized for its enhanced approach to service delivery through reputable global and national awards. These awards were a testament of our excellent service delivery across board and our quest to championing sustainable banking.

We received 12 awards in the year. Notable among them were:

- Most Innovative Retail Bank and Best CSR Bank from Global Brands Awards.
- The Best Bank in Customer Service and Best Retail Bank by the World Economic Magazine
- Best Company in Project Promoting Arts and Culture, Best Company in COVID-19 Community Support Project and Best Company in Financial Literacy and Inclusion Project by Sustainability and Investment Awards (SSI).
- Best Bank in Customer Satisfaction and Five Star Bank in Service Quality by the Chartered Institute of Marketing Ghana (CIMG).

Our approach to ensuring our Bank maintained its strong financial position was to employ stringent cost restructuring measures and efficient processes which aided us in recording profitable growth while maintaining a bright outlook.

Delivering on our refreshed strategic priorities:

We remain a purpose-led organization and purpose will guide us in the years ahead. We will continue to work towards achieving our strategic objective of ranking among the top tier banks in Ghana. The progress recorded so far will take us beyond where we are currently whilst we continue to expand our market.

Networking: We expanded our frontiers and offered best-in-class, solution-driven products and services through constant engagement and research. These were underpinned by market insights which informed our product and service designs.

Wholesale: Our credentials in the corporate and commercial business segment were strengthened. We courted and built loyalty and trust through enhanced relationship building as well as informed market insights.

Retail: We stepped up our digitization and innovation efforts, transforming how we serve our customers by upgrading our core system for operations, (the FLEXCUBE). These efforts led us to win the Most Innovative Retail Bank award by the Global Brands Awards and Best Retail Bank by World Economic Magazine Award. Our range of proven digital capabilities and re-modelled risk framework has been thoroughly stress-tested. We are positioned to economically scale up our mass market retail presence with improved data-driven insights and a superior, all-inclusive digital experience.

Sustainability: Our efforts at sustainability were guided by Environmental, Social and Governance principles (ESG) in the decisions we made. This guides us in taking (continues) initiatives that protect the environment and safeguard the future.

New ways of working: For major part of the year, staff worked remotely with minimal operations in physical work settings, as part of efforts to curb the spread of the Corona virus. Our robust IT and ERG operations however helped us to deliver efficiently, leading to the results recorded in the year.

Outlook: What does 2022 hold? Once, our business arena was limited to our shores but now it encompasses the whole world and yet that whole world simply fits in the palm of our hands, usually a mobile telephone. This is to say that the opportunities are endless. Meeting the needs of our customers means competing with the latest ever-evolving technology. We will continue to design and offer **digital led** solutions to our cherished customers to help meet their varied banking needs.

Our quest to achieving **retail dominance** is on course. We are aggressively pursuing the agenda to becoming the world's most respected African Bank through our bouquet of offerings in the retail space.

As a **sustainable business**, we will continue to engage our stakeholders in their areas of need and support them through projects aimed at impacting their lives, communities, and the environment. We know very well that a sustainable business is not all about profits, but about the people and the planet.

The outlook for the banking industry remains positive. Adjusting to the emerging financial terrain requires a deliberate focus on executing our strategy to live our brand promise. We will continue to pursue our digital transformation and retail dominance agenda to deliver superior value to our customers.

On behalf of my Management team, I would like to thank all our stakeholders, especially our Shareholders for the capital they have entrusted to us. I am also grateful to our customers whose loyalty is our strength and whose banking needs inspire us to reach new heights in innovative banking every year. I would equally like to thank the Board of Directors for their insightful guidance and leadership. Last, but by no means least, to every single member of staff, my heartfelt appreciation for your invaluable contribution. Our successes have always pivoted on the selfless dedication and commitment of our winning team across the country and the year under review was no different. Yet again, we have pulled together to produce another strong set of results.

At Access Bank, we take pride in the role we play in furthering financial inclusion in Ghana and our commitment to the communities we operate remains as strong as ever. We are well positioned to deliver more to our stakeholders, and we are fully prepared to shoulder their hopes and dreams as we continue banking on the future.

Warmest regards.
Olumide Olatunji

Business Review

- Corporate Philosophy
- Year in Review
- Commercial Banking
- Retail Banking
- Business Banking Segments
- Corporate Banking
- Public Sector
- Investment Banking
- Digital Banking
- Operations & IT
- Service Quality
- Our People, Culture & Diversity

2021 Annual Report

CORPORATE PHILOSOPHY

Vision

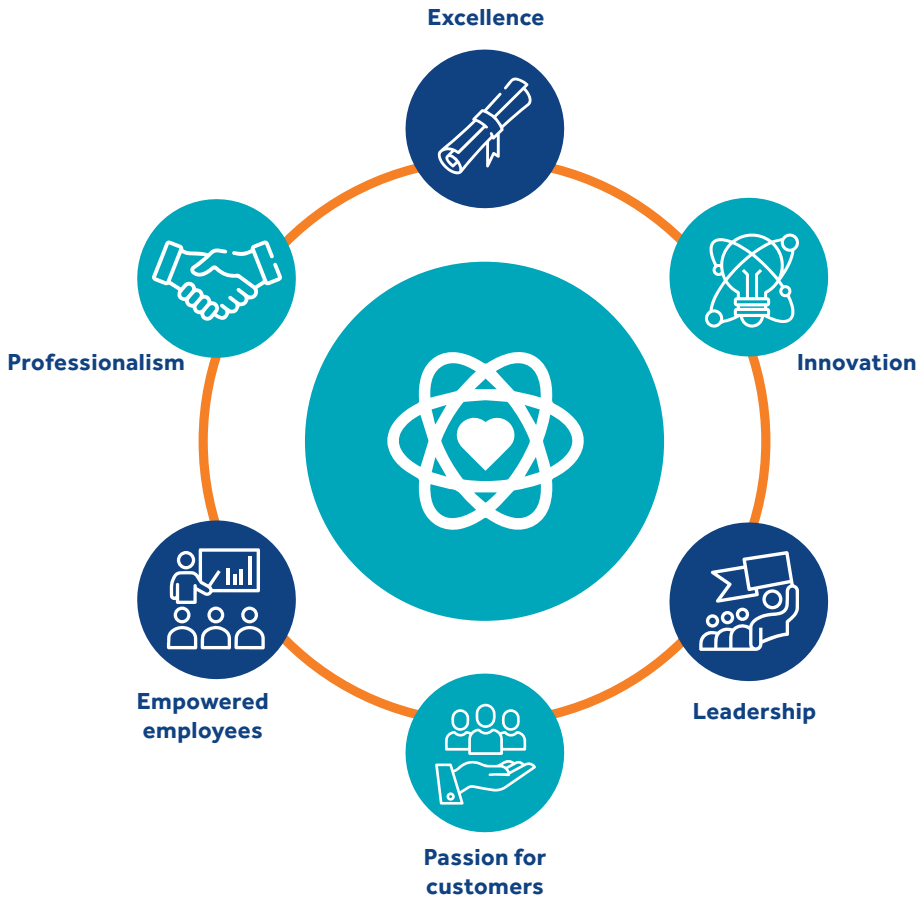
To be the world's most respected African Bank.

Mission

To set standards for sustainable business practices that unleash the talent of our employees, deliver superior value to customers and provide innovative solutions for the markets and communities we serve.

Our Core Values

At Access Bank, our values play a vital role in our decision-making processes. Our culture is defined by a set of values, which give us a unique identity and drive us to deliver on our promise to our customers and stakeholders. These include:



Innovating today for tomorrow's needs

Because we are closer than ever.

We remain committed to listening and designing relevant solutions for your banking needs.

#CommittedtoGivingMore

More information:
TOLL FREE: 0800 004400
www.ghana.accessbankplc.com
AccessBankGhana

access

more than banking

2021 YEAR IN REVIEW

2021 presented our Bank with an opportunity to adjust to the impacts of COVID 19 after a globally challenging 2020 when the world and its entire economies suffered from the novel Coronavirus pandemic. Our resilience was evident in how we maneuvered through seemingly complex obstacles, yet emerged stronger as an organisation.

Our Bank achieved great strides in the year under review through our collective efforts, as we navigated uncertain terrains to exceed our planned targets. Through our strategic partnerships, sustainable innovation and innovative products and services, we impacted lives, communities and brought hope to despaired situations.

Awards

Access Bank was recognized for the exceptional services rendered to customers through various awards in the year. The Bank received eleven awards across several sectors ranging from Customer Service, Innovation, Service Quality and Corporate Social Responsibility.

Internationally, Access Bank was recognized by Global Brands Magazine Awards and The World Economic Banking Awards for being the Most Innovative Retail Banking Brand and Best CSR Bank respectively. For national awards, our Bank was adjudged Best Bank in Customer Service by Ghana Customer Service Index (GCSI), received a five-star rating in Service Quality and adjudged Best Bank in Customer Service by the Chartered Institute of Marketing Ghana. Sustainability and Social Investment (SSI) Awards also recognized Access Bank for being the Best Company in Project Promoting Arts and Culture, Best Bank in Livelihood Empowerment and Best Bank in Financial Inclusion. In addition, Access Bank received the Gold Award in Trade Finance at the 18th Ashanti Financial Services Excellence Awards and Corporate Brand Award from the Ghana Movie Awards.

Equipping SMEs with Digital Skills

As part of our strategy to be the preferred SME Bank in Ghana, Access Bank continues to deploy innovative tailor-made products and services to its SME customers. SME Clinics and Capacity Building workshops were two of such innovations. In March 2021, the Bank partnered with Graphic Business of the Graphic Communications Group Limited, to roll out a four-series hybrid SME and Capacity Building workshops.

The Clinics and Workshops focused on equipping SMEs with knowledge on digital tools to optimize digital platforms to enable them scale up. Over 6,000 SMEs participated in these sessions which brought together experts from Association of Ghana Industries (AGI), Ghana Revenue Authority (GRA), African Continental Free Trade Area (AfCFTA), iPay and Access Bank to give participants information on how to digitize their operations to thrive in the digital era.

Nurturing the Dreams of Young Entreprenuers

In line with Access Bank's SME strategy and W initiative, we collaborated with Platinum Africa Solutions to roll out the Business Startup Challenge. The challenge gave opportunity to young entrepreneurs in Ghana between the ages of 18-35 years, to help nurture their start-ups and budding businesses through a series of capacity building workshops and mentorship programmes. Out of over 500 applications received, 30 young start-ups were shortlisted into the five-week challenge. They went through a boot camp session where they were engaged in business workshops and advisory services to equip them to remain relevant and above competition.

Driving Financial Inclusion for Women

Access Bank launched its second edition of the Womenpreneur pitch-a-ton Africa competition. This is an ideation competition that combines two key aspects (grant and a mini-MBA programme run and facilitated by International Finance Corporation (IFC). The competition was opened to all SMEs operating in Africa with at least 50% female ownership. With a total of 45,000 applicants, the top 100 applicants undertook an 8-week intensive Mini MBA programme. At the end of the competition, 10 SMEs won grants ranging from $12,500 to $1,250 based on their final pitch submission. The winner for the fourth place, won a $2,500 grant support.

Cultural Weekend

To deepen its commitment to the Creative Arts Industry, Access Bank sponsored Gallery 1957's Cultural Weekend at the Kempinski Gold Coast Hotel. The platform presented an opportunity for leading artists and art lovers from across West Africa and the diaspora to experience contemporary West African Arts. The week-long event included a gallery visit, art fairs, tour of historic monuments in Accra, Exhibitions, Presentations, and a trip to Palais de Lomé in Togo.

GYE NA GYE Reloaded (Remittance Campaign)

Remittance campaign dubbed Gye Na Gye was a three-month campaign started in April and brought to closure in July 2021. Our promotions endeared various customers to the Bank generating repeated business and referrals whilst building brand affinity. Our remittance products: AccessAfrica, Western Union, MoneyGram, Ria, Zeepay, UnityLink and ExpressPay were successfully projected during the period.

Bringing Hope to Despaired Women

Access Bank has touched the lives of over 100 women, their families and communities through its Fist Against Fistula Project. Started in 2018, the project sought to restore the dignity of women plagued with fistula and reintegrate them into society. With forty-six surgeries completed in the year, our collective efforts brought relief to a total of one hundred and seventy-one women, over the three- year period.

The project was implemented in collaboration with the Mercy Women Hospital in Mankessim, National Fistula Taskforce under the Ghana Health Service, UNFPA, KAYSENS, and staff of Access Bank Ghana.

All Walks of Life

In line with the Bank's strategic goal of becoming Africa's gateway to the world, through building a dominant retail banking franchise and being an interest closer to its audience, the Bank launched the second edition of its award-winning online TV series, "All Walks of Life". The 12-week series which aired on the Bank's YouTube channel, echoed the Bank's brand essence and desire to empower people and become the catalyst for achieving their life's aspirations. The series recorded an average of 25,000 audience per episode while audience on Facebook reached 100,000 per episode.

The series was adjudged Best Corporate Brand Series of the Year and gave the Bank a recognition of Best Company in Project Promoting Arts and Culture at the 2021 edition of the Ghana Movie Awards.

Protecting the Dreams of Children in the Face of COVID-19

The Perfect Start Promo was the first ever digital promo of the Bank targeted at children. It was aimed at protecting the dreams of children in the peak of COVID when life came to a virtual standstill. The impact of the pandemic was greatly felt in the education sector, as schools were closed down by government to slow down the rate of infection. Access Bank leveraged the Perfect Start Promo, to engage children in fun activities such as the "Quizzy Sundays" and "Access Got Talent" competition. Through the promo, children were exposed to the importance of early savings to help them build a culture of savings in their early years.

Top ten finalists were awarded cash prizes and other consolation prizes with the ultimate winner taking home GHS 50,000.

Employee Volunteering Programme

The Bank held its Employee Volunteering Programme (EVP), aimed at instilling the habit of reading in children. In line with Access Bank's fourth cardinal principle of sustainability and the Sustainable Development Goal 4, which aims to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. Staff of Access Bank contributed over 150,000 Cedis to provide reading and learning materials, refurbish libraries and ICT laboratories and also devoted time to help children in reading. Over 6,000 children from across twelve communities in seven regions of Ghana directly benefited from the programme.

Happy Loan Campaign

The promo sought to provide salary loans for salaried customers and non-customers of the Bank. It was a one-stop shop for salaried workers to realize their dreams through our loan products such as, Vehicle Finance, Personal Loan, High purchase (Pick Now pay Later), International Air Travels, "Fly Now Pay Later" and PayDay Loan (an instant loan offering).

This promo offered customers 2 months moratorium, Zero Processing fee, an assured Turn Around Time of 48 hours at a competitive rate of 18%. The promo provided customers with the flexibility of enjoying the yuletide without stress.

All Walks of Life | access

Thank you for 'walking' with us

★★★★★★★★★★★

Your favourite online TV Series
"All Walks of Life" is Ghana Movie Awards'
Corporate Brand Series of the year.

Thanks for trusting us to give you more than banking.

FOLLOW @accessbankghana

@AccessMore Ghana

PARTNERS

EMERGE

CARNIVAL Liqueur

COMMERCIAL BANKING

About The Sector

Our Target Market

The Commercial Banking Group is made up of businesses that operate within the Fast Moving Consumer Goods (FMCG), Pharmaceuticals, Light Manufacturing, General Commerce in Accra and Tema, as well as Businesses of Chinese origin. These Businesses are mainly made up of Importers, Exporters, Distributors and Light Manufacturing Companies.

Business Focus

The Group focuses on the following broad thematic areas:

- **Dilute our Deposit Mix by increasing CASA to 70% of total deposit**
- **On-lending Facilities:** Take advantage of low cost on-lending Facilities to increase yield/spread (Collaboration with Ministry of Trade on the stimulus package)
- **Diversification of Portfolio:** Diversify portfolio to reduce concentration risk, improve contribution of LC transactions to overall profitability and Sign on more non-traditional export customers to provide cheap FX
- **Product Development:** An approved Paper to partner Ministry of Trade on the back of a Stimulus Package for entities which qualify under the "1D1F" Project. **Certificate Discounting for Government contractors.**

Product/Services Offerings

Product offerings for these segments of customers include but are not limited to meeting their Working Capital Requirements, Asset Financing, Letters of Credit, providing Collections Solutions (using our various e-channel Platforms) and Competitive Foreign Exchange rates.

Strategic Thrust and Intent

INITIATIVES	KEY OFFERING/VALUE ADDED PROPOSITION
Pursue Forex based transactions from both existing and new client within the Non-Traditional Export space.	• Competitive Rates • Working Capital • Asset Finance • Forex Trade Sourcing • Drive Value Chain
Account Acquisition Drive: Sign on Import and Export Customers. Drive Account acquisition through Digital/ Channels Solutions, Accesspay, Merchant Pay	• Competitive Rates • Working Capital • Asset Finance • Drive Value Chain • Boost Forex Trade

INITIATIVES	KEY OFFERING/VALUE ADDED PROPOSITION
Strategic Partnership with both Private and State Organizations like the Ministry of Trade, EximBank FMO, IFC and JICA for On-Lending opportunities	• Competitive Rates • Working Capital • Asset Finance
Account Acquisition Drive: Sign on key exporters of Non-Traditional Cash Crops	• Forex Trade Sourcing • Drive Value Chain
Avail facilities in a responsible manner to support working capital of customers within the Commercial Banking space	• Working Capital
Product Paper to be implemented to cater for Customers belonging to the Ghana Pharmaceuticals Association	• Competitive Rates • Working Capital • Asset Finance • Forex Trade Sourcing • Drive Value Chain • Boost Forex Trade
Leverage On Channel Products to sign on new prospects	• Competitive Rates • Working Capital • Asset Finance
Pursue Demand Deposits	• Drive Value Chain • Deploy Channel Products as enablers to drive volumes
Pursue Value Chain through existing Customer referrals	• Drive Value Chain
Leverage on Group Support to establish contact with One - Bank names customers within our jurisdiction	• Boost Forex Trade
Dormant Account Reactivation	• Provide Concessionary Rates

Major Initiative:

Introduction of the Lebanese Desk

A Lebanese desk was established to be managed within the Commercial Banking space in the year under review. Globally, the Lebanese are known to be good traders and are major players in driving the development of the Ghanaian economy through their investment in major areas such as, the car industry, hospitality, real estate, and commercial sectors, thereby generating employment for many Ghanaians.

The Bank is currently in a partnership with the Government of Ghana through the Ministry of Trade to provide financial and advisory services to beneficiaries of the One-District-One Factory (1D1F) Initiative. This initiative has brought us closer to clients within this space whilst ensuring that the Bank remains competitive in the various sectors we operate in.

Challenges:

Our major challenge has been the ability to fulfil all the foreign exchange demands of our customers whose numbers have increased over the years. To resolve this issue, our strategic focus for 2022 will be to provide support for the Non-Traditional Export Sector by setting up a special desk within the Division. The role of this desk will be to help bring in the required foreign exchange by way of export proceeds, which will be used to meet the FX demands of Customers within the Division and the Bank at large.

RETAIL BANKING

The Retail Banking Division delivers timely and innovative financial products and services to individuals, families and SMEs.

As the largest market facing division of the Bank, the unit leverages the various opportunities and capabilities of the Bank's robust digital channels to provide and deliver interactive, relevant and convenient banking services to all customers. The channels include our state-of-the-art 24/7 Contact Centre, the extensive branch networks and the wide bouquet of E-banking suites. With our retail focus, we offer an array of bespoke products and services complemented by a products team that continues to create best in industry banking products and services.

Our Business Focus

- Children
- Students
- Youth
- Women
- Employees
- Pensioners
- High Net Worth Individuals

Our Market Segments

Private Banking - Our Private Banking segment provides and drives our exclusive product offerings to our High-Net-worth Individuals, NGOs and Embassies as well as Affluent Professionals through innovative and sustainable banking processes focusing on security, trust and convenience. From basic banking products and services to sophisticated financial structures and programmes. We are committed to understanding the evolving needs of our clients while providing innovative solutions and unmatched personalised services that ensure we repeatedly surpass their expectations. In doing this, we apply skills and capabilities in the context of each client's personal wealth management goals and objectives. We work with our clients to build long-term relationships based on knowledge, trust and accountability to establish a secured tomorrow.

Women Banking - An offshoot of our Personal Banking business is our Women Banking segment which focuses on providing a bundle of products and lifestyle services to meet the banking needs of women. Through our Women Banking Initiative, "W", we seek to inspire, connect and empower women across the various phases of their life.

Inclusive Banking - This segment of the retail business focuses mainly on our customers within well-defined age brackets – kids, students/youth, professionals/working class, senior citizens/pensioners by providing products and service that surpasses the needs of each segment.

Bancassurance - The Bancassurance segment focuses on providing benefits to our customers through insurance packages. These insurance packages cover life, travel, motor and education among others.

Employee Banking - In pursuit of our drive to ensure employees create a sustainable source of income for their future, we offer value-driven services through the everyday banking product. We are committed to helping affluent professionals and the employees of Corporates and SMEs to optimize their active and productive days. We have also streamlined our business model to better serve this class of customers.

Customer Engagement and Analytics - This segment is focused on driving product activation/onboarding and utilization. This we do through our multimedia channels; social media, emails, live chat among others.

Product Development - This segment is responsible for the effective development of new products and enhancement of existing products. The unit also focuses on the segmentation of our markets and defines

appropriate products to ensure the maximization of the benefits of our services.

Digital Banking - Our Digital Banking solutions support open unified multichannel integration that enables the Bank to deliver seamless customer service on any device or channel to customers, third parties and external partners.

Consumer Finance - This segment of the business is responsible for rolling out, monitoring, and evaluating asset products tailored to meet the needs of our cherished customers. Our market focuses on employees in both the public and private sectors. Products include Personal loans, Payday loans, Pick Now Pay Later, Device Finance, Fly Now Pay Later, Premium Financing, Mortgage loans and others the market demands of us.

Agency Banking - Our Access CLOSA model enhances partnerships with third parties to drive financial inclusion for the unbanked and under-banked in locations with little or no bank's presence. The newly introduced Access CLOSA Agency Banking supports Point of Sale (PoS) terminals and smartphones usage to deliver seamless over-the-counter transactions, card requests and remittances. We have well positioned ourselves to offer unrivaled convenience to customers and non-customers whilst empowering SMEs for financial growth.

Services Offered

- Current Accounts for day-to-day money management.
- Flexible savings account options with competitive interest rates; for children, students and employees.
- Banc assurance products to secure life and property.
- Lending services including Personal Loans, Payday Loan, Fly Now Pay Later, Vehicle Loans and Scheme loans.
- Local & International debit and credit cards available in Ezwich, Gh-link and VISA.
- Non-financial services including capacity building workshops, access to networking opportunities and market.

Highlights of past year (Initiatives & Promotions)

- In 2021, the Retail Banking Division focused on bringing banking to the doorstep of our cherished customers through the delivery of unique and enhanced offerings that provided ease with respect to accessibility and convenience. The Division rolled out and leveraged the Agency Banking model to drive new acquisitions whilst increasing the Bank's delivery channels in terms of providing quality service and value.

- A bespoke solution that enabled customers to sign up to accounts digitally without stepping foot into our premises was also developed. In view of the directives from the regulator on the management of inactive or dormant accounts, the Bank took a step to also allow customers to seamlessly activate their dormant accounts either through our website or via the bank's USSD platform.

- Under our W Initiative, the Bank continues to drive financial inclusion and provide financial and non-financial services to the unbanked and underserved women's market. In 2021, the Bank successfully pioneered the first Pan-African Women Digital Conference in partnership with the Central Bank. Activities under the W Initiative also led to the bank being adjudged Best Company in Financial Inclusion & Literacy at the Sustainability & Social Investment Awards.

- Reinforcing the bank's position as an SME focused Bank, the Division, through the 'W' initiative, in partnership with Platinum Africa Solutions, launched "The Business Startup Challenge" to support startup businesses in the country. This Initiative provided a unique opportunity to five hundred (500) shortlisted young Ghanaian entrepreneurs within the ages of 18 and 35 years, who had either set up budding businesses or had business ideas and seeking funding opportunities realize their dreams.

- The 2021 Womenpreneur Pitch-A-ton Africa Ideation competition provided an IFC certified and facilitated mini-MBA programme to 100 women owned businesses. The competition also provided five cash winners with Grants as investment to grow their businesses. This helped to position the Bank as the bank of choice for women across the African continent.

- In partnership with the ITC Shetrades Commonwealth, the Division aimed at increasing the economic growth of 50 (Fifty) Women Entrepreneurs through capacity building workshops under the W Initiative.

- The Division strategically partnered GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit), a German development agency under their AFC (Agriculture and Finance Consultant) Project to financially include and link Two Thousand (2,000) entrepreneurs to the bank to access formal financial services to aid business growth.

- In line with our promise to provide superior innovations to our customers, the Bank updated the features on its mobile banking platform for our individual customers. The mobile banking application provides bespoke functionalities and services designed specifically to suit the diverse needs of our customers. This service has greatly enhanced customer experience, allowing them to conduct banking transactions and pay bills from any location and at any time.

- Adjudged the most Innovative Retail Brand by Global Brands Award in 2021, the Division also successfully deployed the Deduction at Source platform for the Public Sector Workers and this provided seamless access to finance to meet day to day financial needs.

- The Division's activities led to the Bank becoming the Official Partner Bank for the Otumfuo Osei Tutu II – Asantehene Commemorative Gold coins to enable wealth creation for clients.

Key Business Improvements

In 2022, the Retail Banking Division will focus on driving our bouquet of e-products to our cherished customers. These services will cut across all aspects of day-to-day banking requirements with a widespread network of ATM's nationwide and a range of versatile digital banking platforms.

- We will upscale the Bank's Agency Banking to provide financial services to the underserved population through engaged agents across the country.

- The Division will focus on providing enhanced and repackaged products and segment its customers whilst offering unrivalled value propositions to each of these segments.

- Our women initiative 'W' since its launch in March, 2015 has endeared many women across the country to the Bank through its dedicated offerings and services. 2022 comes with the launch of the W Academy and Mentorship Programme that will enhance the provision of business capacity training and guide women owned businesses to grow. The launch of the W Power loan will also provide short term financing for women MSMEs (Micro, Small and Medium Enterprises).

- We will also officially outdoor our revamped Private Banking services to our customers through the launch of our flagship Xclusive Plus lifestyle products and services. Eligible customers will enjoy priority Banking services as well as exclusive access to benefits from any of our international partners worldwide.

Finally, the Division will focus on deepening the already existing relationships with our key stakeholders through effective and efficient customer service while continuing to partner and support new relationships through the Bank's value chain model.

give yourself the power to **be more**

Download the **Access Mobile App** now and switch to a more seamless banking experience

Airtime Purchase

Card & Cheque Management

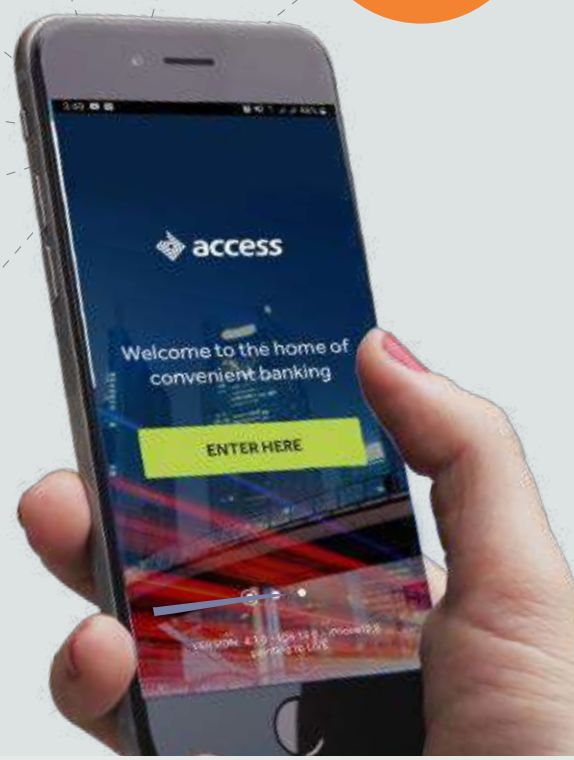
Link Account to Mobile Money Wallet

Access Account 24/7

Bills Payment

Int'l Transfers

and lots more



Scan to download

Available on the App Store

ANDROID APP ON Google play

Banking with Access: branch | ATM | online | mobile | contact centre

More information:
TOLL FREE: 0800 004400
www.ghana.accessbankplc.com

access

more than banking

BUSINESS BANKING SEGMENTS

Focus - Business Banking provides tailor made services to cater for the needs of diverse segments of the economy alongside customers who constitute the value chain of the bank's Commercial, Corporate & Investment banking divisions. These business segments include:

- Mobile Money
- Franchise (Money Transfer) Business
- Traders & Distributors
- Importers & Exporters
- Educational Institution
- Professional Firms
- Faith Based Organizations
- Restaurants & Hospitality
- Health & Allied Institutions

Services Offered & Strategic Thrust

Our offering includes an array of innovative products and services tailored to meet customer needs such as -

ACCOUNT SOLUTIONS

- Enhanced Current Accounts (Mpower Business, Agape, Happy School)
- Corporate Savings Account
- Investment Products

ONLINE BANKING

- Mobile Banking
- Access Pay
- Web Acquiring

FINANCE OPTIONS

- Term Loans
- Overdrafts
- Instant Business Loan
- Guarantees
- Facility Upgrade Finance

TRADE FINANCE AND FX SOLUTIONS

- Letters of Credit & Bills for Collection
- Invoice Discounting
- Forex Forward Auctions

PAYMENT AND COLLECTION SERVICES

- Bulk cash collection/ Bulk cash delivery
- POS
- Merchant Pay
- Dedicated school management platform (Eduportal)
- Off-site Tellering
- Multi-purpose Cards

OTHER SERVICES

- Advisory & Support Services
- Bank Assurance

Our strategic thrust is to nurture (advisory services), support SME growth and transition them into well-structured business entities.

Initiatives/New Products

COVID-19 led initiatives

- Migrated SMEs to digital platforms to widen their reach
- Granted moratorium on loan repayments for some customers.
- Extended tenors on loans to SME customers as well as making available additional loans

Improvements for 2022

The Digital focus remains our core drive and we will continue to be more aggressive in the digital space.

- Expand our reach to include collections in the religious, transportation and hospitality businesses, agriculture and its value chain as well as export related activities.
- Leverage our Web Acquiring, POS and USSD platforms to increase our share of market in the collections/payments ecosystem.
- Additions to Business Banking Product bouquet.
- Intensify mechanism to optimize customer engagements.
- Build more strategic partnerships.

CORPORATE BANKING

About the Sector/ Structure

Our Corporate Banking group continues to be at the forefront in offering distinctive and high-quality financial services to multinationals and large local clients spanning several industries.

The group's pivotal focus has been on strengthening the bond with multinational and corporate institutions by fostering a culture that provides innovative solutions to meet their needs. Our well trained and responsive staff have the capacity to continually meet the dynamic and specific needs of our customers, whom we see as partners. Our corporate channel products have been the axis of shift from a predominantly physical transactions mode to a virtual environment, hence, expanding the scope of doing business with the Bank. Considering the challenges posed by the present pandemic, which calls for a rethink, the Bank continues to strategically invest in projects and help its partners to grow.

Key relationships established and developed in various sectors of the economy in 2021 have positioned Access Bank's Wholesale Banking to improve and contribute significantly to the Bank's performance in 2022.

Business Focus

Our focus market segment is a mixture of the following:

Target Market/Sectors

- Multinationals and Telecoms
- Mining and Construction
- Cocoa and Exports
- Metal Fabrication and Maritime
- Aviation and Hospitality
- Oil and Gas
- German Desk - Financial Support and Solutions

Services Offered

- Deposit and Liquidity Management
- Treasury Services for attractive rates on Low Risk Money
- Market Instruments
- Trade Finance Services
- Current Account to manage day-to-day Cash Flow
- E-Banking Services for Funds Transfers, Payroll
- Payment and Collections Solutions
- Mobile Money Services
- Project Financing

Highlights

The Corporate Banking Group continues to lead with various business initiatives to support our corporate clients in reinstating their businesses to their pre COVID 19 levels. Additionally, the group in 2021 took the opportunity to invest in the Ghana power sector as part of our affirmation in contributing to sustainable power generation in Ghana.

Looking Forward

The Group in consultation with various corporates and multinational institutions has outlined various channel solutions that will greatly improve our corporate customer's mode of transacting banking business.

We will continue to provide business advisory services that will mutually be beneficial to the banking relationship with our customers by being continuously innovative and focusing on the value chain.

PUBLIC SECTOR

About the Sector/ Structure

The part of national economy providing basic goods or services that are either not, or cannot be, provided by the private sector. They are defined to include government related organization and institutions.

Public Sector is charged with the responsibility of providing basic services to the entire nation. Public Sector comprises MDAs (Ministries, Departments and Agencies), MMDAs (Metropolitan, Municipal and District Assemblies) and SOEs (State Owned Enterprises).

Business Focus

Public Sector - The Public Sector Group is made up of two distinctive units – The MDA & MMDAs, and the SOEs. The new Public Sector going into 2022 is looking at partnering government to offer solutions that will ensure an efficient government machinery in the following areas:-

- Provision of channels for efficient payments to public services.
- Serve as a bridge financier to government projects.
- Pre-financing of government contractors for timely execution of projects.
- Collection platforms that eliminate revenue leakages
- Support Government by designing and developing innovative solutions for MDAs & MMDAs to support the National Digitization Drive.
- Be a liquidity support .

Target Market

S/N	GROUP	MARKET SEGMENT	MARKET SIZE (% OF GDP)	ACCESS BANK SHARE
1	PUBLIC SECTOR GROUP	HEALTH & SOCIAL	1.40%	LOW
2		EDUCATION	1.40%	MEDIUM
3		TRADE	5.40%	MEDIUM
4		COCOA	2.80%	LOW
5		FINANCE & INSURANCE	5.20%	MEDIUM
6		CRUDE OIL & ELECTRICITY & UTILITY	20.80%	MEDIUM
7		INFORMATION & COMMUNICATIONS	2.20%	LOW
8		PUBLIC ADMINISTRATION, DEFENCE, SOCIAL SECURITY	6.60%	MEDIUM
9		MINING & QUARRYING	1.80%	LOW
10		MANUFACTURING	6.30%	LOW

Services Offered

- Project Financing Facility
- Import Finance Facility
- Overdrafts
- Time Loans
- Term Loans
- Forex Sales and Purchases
- Investments and Placements
- Invoice Discounting and Factoring
- Government Collections i.e. GRA domestic tax collections, Plant Protection and Regulatory services (PPRS), ECG, Ghana water Company Limited (GWCL), National Lotteries Authority (NLA), etc.
- Customs duty and Excise payments

Highlights of the Past One Year - Initiatives

- Deployment of the Ghana Revenue Authority collection platform (Ghana.Gov Platform) in all branches
- Collection for Ministry of Food and Agriculture - Plant Protection and Regulatory Services
- Leveraging Channel platform to increase collections
- Bridge financing for government contractor
- Liquidity Support To SOEs

Highlights Of The Past One Year – Challenges

CHALLENGE	DESCRIPTION	IMPACT
TSA	The unavailability of direct Government funds of ministries and departments for commercial banks. Government collections done are mandated by TSA to sweep to BoG within 48hours	Government funds don't stay for longer periods hence a decrease in NRFF. MDAs requirement to operate main account from BoG
Government Exposed facilities/ Risk appetite	Key players are mostly Government contractors and have their receivable tied to government	Decrease in risk assets and revenue
Limited Collection Mandate	The Ministry of Finance allocates collection mandates to specific commercial banks, i.e. Government hospitals, forestry commission, fisheries etc. mostly to banks that finance their projects	Decrease in deposit and risk assets and business referrals

Key Business Improvements For 2022

- The delivery of government services through digitization i.e. collection platforms for hospitals, Lands Commission Digitization Project
- Increase deposit mobilization by diversifying balance sheet portfolio
- Partner with Government for flagship projects such as planting for food and jobs, CODA, etc.

Your business deserves more...

Secure up to GHS100,000 to grow your business with **Access Bank's Instant Business Loan (IBL)**

- **Quick process**
- **Easy access**

Ts & Cs Apply

access

more than banking

AccessBankGhana

INVESTMENT BANKING GROUP

The Investment Banking Group is made up of the Treasury and Financial Institutions departments. The group provides critical financial solutions derived from sound market research and analysis to the Bank's esteemed clients.

Treasury

The Treasury unit is made up of four desks namely;

- Asset and Liabilities Management
- FX Trading and Sales
- Fixed Income
- Custody Services

Services Offered

The Asset and Liability Management desk is charged with the responsibility of ensuring that the Bank's balance sheet is optimized under sound risk management processes. The desk carries out this responsibility in adherence to a well-balanced trade-off between liquidity and profitability as well as ensuring that the Bank's exposure to interest rate risk and liquidity risk is at a level that can be contained. In monitoring the interest rate and liquidity risk, the desk employs skills such as sensitivity analysis and duration gap analysis. The unit is also instrumental in providing market insights and economic analysis to the Bank's retail and institutional clients through its weekly Treasury Digest.

The FX Trading and Sales desk provides a wide range of foreign exchange services both in the spot and Forward market to corporate, trade and retail clients to effectively manage their exposure to exchange rate fluctuations and meet their obligations denominated in foreign exchange in a timely and at a competitive cost. The unit also manages the exchange rate risk of the Bank.

The Fixed Income desk trades fixed income securities with financial institutional clients and interbank counterparties. The fixed income desk offers securities settlement services to retail, fund managers, broker dealers and global institutional investor clients in support of their investing and trading activities. The desk also provides trading of fixed income securities to institutional clients and interbank counterparties.

The Custody Services desk provides safekeeping and portfolio administration of financial assets to clients. The service encompasses collections, trade settlement, corporate actions and benefit payments for a diverse client base. This client base includes foreign clients, local institutional clients as well as high net worth retail clients.

Target Market

The focus of the Unit is to be a major player across emerging markets and provide world class customer-centric solutions to retail, corporate bodies and other financial institutions.

Services Offered

- Strategic investments in high yielding assets and pricing of liabilities in a way that returns a good level of spread to ultimately maximize shareholder's wealth.
- Structured Financing with Specialized Financial Institutions and Corporate Bodies
- Purchase and sale of Fixed Income securities (Government of Ghana and Corporate)
- Currency Products (FX Spot, Outright Forwards, Fx Swaps and Total Return Swaps)

Strategic Thrust and Intent

Our intent is to adopt sound liquidity management principles and act within the confines of governing policies to ensure that the bank remains in a position where it continues to serve its teeming clients in the best way possible. We also strive to help develop the financial

markets in Ghana to enable us appropriately support the economic growth of the country through continuous efficiency in the fixed income and currency markets.

Highlights of the Past One Year

- Established new relationships with top tier international Counterparties, deepening our footprints in international markets.
- The Bank consistently ranked amongst the leaders in the Fixed Income market as evidenced in reports by the Ghana Fixed Income Market (GFIM).

Key Business Improvements For 2022

Our key business improvement for 2022 will be to leverage technology and data to deliver on customers' requests with greater efficiency.

Continually educate our clients and prospective clients on the dynamics of the Ghanaian financial market to increase the appeal for financial market products in the market we serve.

Financial Institutions

Market Focus

The Financial Institutions Team provides tailored solutions for Corporate and Institutional clients across Ghana's burgeoning financial markets. This primarily comprises non-bank financial institutions licensed by regulators such as BoG, NPRA, and the Securities & Exchange Commission for their operations. The team is strategically positioned to provide transaction solutions on a deal-by-deal basis, as well as corresponding banking services to these institutions.

Value Proposition

Our services are structured to support customer business in specialized efforts that optimize their operations for sustainability and growth. Our value offerings include solutions in deal advisory, trade settlements, credit structuring, and an array of investment options for customers in a varied clientele base.

MARKET SEGMENT	VALUE OFFERINGS
Buy-side: • Fund Managers • Trustees • Mutual Funds • Insurance • Private Equity	1. High yielding investment products 2. Collections products 3. Short-term financing (REPOs) 4. Working Capital 5. FX solutions
Sell-side: • Broker-Dealers • Advisory firms	1. Fixed Income and Currency trading 2. Trade settlements 3. Working Capital 4. Structured financing
Savings & Loans	1. Remittance partnerships 2. Clearing business 3. Channels services 4. Corresponding banking services
Finance Houses	1. Deal advisory 2. FX solutions 3. Short term financing
Fintechs	1. Working capital 2. Channel services 3. Settlement business 4. Collections products

2021 Highlights

The past year saw many financial service providers and the global financial markets showing stronger indicators of economic recovery following ramped up vaccination efforts and the easing of interest rates to incentivize business activity and alleviate the effects of the pandemic.

On the local front, we forged strategic alliances and provided innovative solutions to an array of market players amidst concerted efforts by stakeholders to drive access to capital and boost economic growth through the financial markets. We also continued to explore largely untapped segments of the industry to improve overall profitability of the Bank.

The Future

2022 promises to be an exciting time for the industry as momentum from soaring transactions and deal making volumes look to carry over from the past year. We aim to align ourselves to deliver specialized transaction solutions in a manner that primes client business for optimal results. Further, we seek to maximize synergies by availing our growing assortment of digital solutions to clients in order to drive sustainable business development against the backdrop of a global shift to remote work and flexible services.

DIGITAL EVOLUTION

Continuing Our Digital Transformation Journey

Operating remotely has become the most exciting and convenient service in our current day-to-day lifestyle. In anticipation of this behavioural change, we have used our digital banking assets to drive our Retail Banking transformation agenda.

The Bank has made great strides in improving customer experience by providing digital solutions along the clients' journey. To achieve this, we have segmented lifestyle trends and used data analytics to provide services along our customers' routine and anticipated their financial needs.

Mobile Banking

Our mobile banking services saw great improvement in 2021 as the Bank introduced new and exciting features across the platforms. Our insurance benefits offer, is now more within your reach than ever before. On the Premier Mobile App, we have made it easier for our customers to request for Bancassurance products and make their insurance premium payments. Customers are now able to effect payments for government invoices, customs & Unipass, GRA Taxes, as well as payments with documents via the new Ghana.Gov feature on the App. To ensure direct transfer services into accounts using customer's registered name or phone number, we have also enabled the ProxyPay feature on the app. Even more exciting is the fact that customers that are on-boarded on the mobile app platform are now able to scan and pay at vendor points with GhQR.

We do understand the need to be always within reach especially when you want to get in touch with a bank representative for issues resolution. Our "Live Chat" feature has been activated on the mobile app to give you more access to us.

As an extra level of security, we have incorporated a two-factor authentication feature on all our digital platforms. Customers now have the option of using soft or hard tokens during every transaction for their safety.

The USSD (*901#) currently also enables customers to make payments using the GhQR, make card requests using the product and buy insurance too. Customers who prefer this medium for their transactions are clearly not left out of the enhancements.

Internet Banking

We increased the transactional limits on our Internet Banking platform from GHS10,000 to GHS50,000 in response to customers' request for more. By this increase, users of the platform can do more within a given period, making it a preferred platform for that segment of our customers.

Point of Sale Terminals

Another significant aspect of our digital transformation journey is our Payment Systems Service. Merchant Acquiring is a strategic business, as it provides increasingly valuable data about customer cash flows and has synergies with cash management and lending in the future. The Bank has deployed terminals which will accept Contactless Cards (Visa and MasterCard) and Mobile Money. Terminal Management Portals have been made available to merchants to provide real-time visibility of transactions.

Corporate Solutions

Just so our customers have a myriad of solutions available to them, Ghana.Gov payment services has been introduced on our AccessPay platform, as an additional payment feature to facilitate payments to government institutions.

AccessPay is a self-service web-based platform that allows for processing of salaries and third-party payments from the comfort of the office or the homes of our large Corporates and SME clients.

Cards

From a careful analysis of the transaction trends of our international cardholders, we will be introducing a higher range of cards in 2022 for our Private Banking Customers to resonate with their lifestyle needs to enhance benefits available to them. In addition to that, we are bringing on board the Virtual cards to foster effective payments across the internet.

Introducing WhatsApp Banking

The options available in the digital space are limitless. Because we appreciate the versatile nature of our customer base, we are exploring the increasingly popular WhatsApp Banking platform. This digital solution seeks to leverage the familiar social media influence to enable our customers have an unlimited engagement with the Bank for information, issue resolution and services as easily as they do with friends and family.

Looking into the future

We are mindful that the future of banking is digital. Our next generation mobile banking super-app, AccessMore is in line with our strategy to provide an all-inclusive platform that offers an endearing user interface, unprecedented levels of personalization and mobile banking features that are unparalleled for smartphone users in Africa. This solution focused technology will be introduced in the coming months.

AccessMore will focus on providing interactions beyond conventional mobile banking, which includes understanding and incorporating the desires and lifestyle of consumers into banking. As the name implies, the platform will provide 'More' than regular mobile banking services, with several market leading features.

We will continue to explore other possibilities in the digital banking space to provide you with the best of solutions and convenience more than our customers and community desire.

We believe that technology is key, digital is retail hence our clients should experience that.

OPERATIONS AND I.T

The Bank has achieved significant success in its technological transformation. We continuously execute game-changing initiatives and deploy robust infrastructure and flexible solutions to improve system efficiencies and provide unrivalled services to our esteemed customers.

The Bank has consistently implemented industry-led digital initiatives to achieve business optimization and provide a competitive edge for our company.

In line with the Bank's strategy, key areas of alignment included increased cost-cutting techniques, improved service availability through proactive monitoring, process automation and upgrading of the Bank's infrastructure, digitization, artificial intelligence, and machine learning.

2021 Highlights

Throughout the year, the team concentrated on integrating IT strategy with the Bank's corporate strategic objectives for development and service enhancement. The team concentrated on cost-cutting methods, service availability through proactive monitoring, process automation, modernizing the Bank's infrastructure and improving our security landscape.

Key Projects

- Security Enhancement: Successful and seamless implementation of various security solutions on all our platforms.
- Payment Gateway/Web Pay: A web acquiring solution was built to power the Bank's online payment solution and other Integrators with an online payment platform to increase online transactions and provide our customers with limitless possibilities on commerce.
- Digital Platforms Optimization: Upgrading and enhancement of our digital platforms was motivated by our desire to provide powerful digital banking services through a combination of distribution channels such as ATMs, internet, USSD and mobile banking. Our initiatives enables branchless banking and ensures 24/7 service offerings.

Looking ahead

Our vision for 2022 is to provide customers with enthusiastic, proactive, and flawless services through dependable, efficient, convenient, and creative technological solutions. In line with the Bank's goals and strategy. The following are some areas of focus for 2022:

- Reducing bottlenecks in corporate operations, assuring speed and security in all transactions, and improving operational efficiency, productivity, and profitability through hardware and network improvements. Cloud solutions and server virtualization will also be employed to increase efficiency.
- Improving the Bank's performance by automating business processes, developing creative solutions, and upgrading infrastructure to support business needs and digitalization aspirations.

diseases such as cancer, stroke, kidney failure, coma, blindness, renal failure, Alzheimer's disease, organ transplant and others. Entry age is from 19 to 57 years and payment can be made via POS terminal.

Remittance Services

- Western Union
- MoneyGram
- RIA
- Zeepay
- MTN Mobile Money
- AirtelTigo Mobile Money
- Access Africa (A safe, convenient and speedy platform of choice which enables you to send or receive money with ease across seven African countries including Ghana, Nigeria, DR Congo, Rwanda, Sierra Leone, Gambia and Zambia).

Benefits

- Easy access to funds in all Access Bank's locations in Ghana
- Easy, secured and efficient means for funds transfer
- Cash pick across the counter
- Direct credit to beneficiary Cedi (GHS) account in Access Bank for Ria and MoneyGram
- Pay out currency in cedis
- No cost to beneficiary

Treasury And Investment Products

Be assured of attractive returns on your investment in our products with guarantees of the safety of your funds.

1. Call Deposits
2. Fixed Deposits
3. Treasury Bills and Notes
4. Foreign Currency Sales and Trading
5. Repurchase Agreements (Repos)

Trade Finance Products

Over the years we have added on to our experience and expertise in international trade and commodity financing. Not only have we become well-positioned, we have grown to become a reliable partner for businesses in Ghana.

1. Import and Export Letters of Credit
2. Import and Export Bills for Collection
3. Guarantees, Bids, Performance and Bonds
4. Commercial papers
5. International payment services:
    - Open Accounts
    - Advance Payment
    - Personal remittances
    - Inwards remittances
6. Facilitation of equity confirmation for investment
7. Advisory services
8. Trade Portal

Access CLOSA (Agency Banking)

Access CLOSA provides access to financial services right within your neighbourhood. Our authorized Agents process transactions quickly and easily via platforms such as Point-of–Sale (POS) terminals or Mobile Phones. With Access CLOSA, you could carry out transactions without visiting a branch.

Benefits/Features

- Cash Deposits
- Cash Withdrawals
- Funds transfer
- Bill Payments
- Airtime Purchase
- Account Opening

BRANCH NETWORK

GREATER ACCRA REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Abeka Lapaz Branch	Former Bambolino Restaurant Accra- Akweteman Road.	0302 420072 / 030 2420074
Accra Newtown Branch	Accra Newtown Road, Accra Newtown	0307 021253
Achimota Branch	Nsawam Road, Near Neoplan Station, Achimota	0302 419081 / 3
Adjiriganor Branch	Baby Jet Heights, East Adjiriganor, near East Legon	0302 935209
Iris Branch	No 1 Volta Street, Patrice Lumumba road, Airport residential area	0289 559104
Alajo (Agency)	Star Oil Refueling Service Station	
Ashaiman Branch	Off the Accra-Ada Road	0303 968075 /0302 962565
Castle Road Branch	Starlets '91 Road, Opposite Accra Sports Stadium, Osu	0244 335923
Darkuman (Agency)	Shop No.3, Darkuman High Street	
East Cantonment Branch	9 La Tebu Crescent, East Cantonments, Accra.	0307 010873 / 0289 530150
Ghana Airport Cargo Centre (GACC)	Opposite CFAO/Mitsubishi Showroom, Airport, Accra.	0307 012020 / 0307 012021
Haatso Branch	Ebenezer Plaza Haatso - Papao on the Haatso-Atomic Road	0302 548649 / 0302 548650 / 0367 010197
Kaneshie Main Branch	Winneba Road, Near Pamprom Traffic Light	0244 335937
Kaneshie Post Office Branch	General Post Office Premises	0302 247849 / 0302 247850
Kantamanto Branch	Tarzan House, Kantamanto Market, Accra.	0244 335934-5 / 0303 972156 / 0303 972157
Lashibi Branch	Lashibi opposite Farm Vivien	0307 002974 / 0302 908216
Legon Branch	Jubilee Road Banking Square University of Ghana, Legon	0397 010103
Madina Branch	Hollywood Shopping Centre Accra - Aburi Road	0302 520725 / 0244 339244
Nima Branch	Nima Roundabout, Accra	0289 555654
Nima (Agency)	House No. 114/12, Nima Market	
North Industrial Area Branch	Dadeban Road, North Industrial Area, Accra.	0307 012016 / 0307 012018
Octagon Branch	Suite 209, The Octagon Accra Central	0302 302 908776 / 0302 906454
Odorkor Branch	Off Odorkor - Kwashieman Road, Odorkor Opp the Goil Filling Station	0302 305731 / 0302 305744
Osu Oxford Street Branch	41 Cantonments Road Next to Osu Food Court	0302 787319 / 0302 774290
Osu Watson House Branch	Osu, La Road, Accra	0303 972156-7 / 0244 335933
Okaishie Branch	Beach AvenueTudu, Okaishie, Accra	0243 700629 / 0289 330050
Ring Road Central Branch	Abena Ateaa Towers	0302 254741
South Industrial Area Branch	Sikkens House, Old Fadama Road South Industrial Area.	0302 663818
Spintex Road Branch	Finatrade Building, Blue Gate Near Coca Cola Roundabout Spintex	0307 079280 / 0302 822791 / 0302 822792
Tema Community 1 Branch	Tema Community 1 Market,	0302 978769
Tema Industrial Area Branch	TT Brothers Premises	0208 556208 / 0303 977682
Tema Main Branch	Town Centre, Mansell Building	0244 335939
UPSA Branch	UPSA Premises, Legon	0302 906145
UPSA Digital Centre	First Floor, New Student Centre Building, East Legon, Accra	0307 001340

CENTRAL REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Kasoa Branch	I-See Shopping Mall, Opposite Petrosol Filling Station, Bawjiase Road	0302 919526
Kasoa (Agency)	Kasoa High Tension Near Kia Station, Off Kasoa Bawjiase Road.	

ASHANTI REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Adum Branch	Plot No.14 Block II, Prempeh II StreetAdum - Kumasi	0322 083871 - 7
Ahodwo Branch	Ahodwo Roundabout, Within the SONAR 3000 building	0204 434605
Alabar Branch	House No. ZE Alabar, Kumasi	0307 021262
Suame Branch	Off Ofinso Road	0322 083973 / 0322 083972
Kejetia Branch	No. 1 Block 4 Section 5036 Krobo, Kumasi	0322 496463
KNUST Branch	Victory Towers Ayeduase, Kumasi	0322 496164
New Amakom Branch	Near Angola Traffic Light	0322 049250 / 0322 049253

BRANCH NETWORK

WESTERN REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Takoradi (Market Circle) Branch	Adjacent Rural Friends & MyBetTakoradi Market Circle	0312 035451
Enchi Branch	On the Enchi Main Road, Adjacent the former Court Building	0303 968879
Tarkwa Branch	Post Office Road, Tarkwa	0312 322606
Sefwi Wiawso Branch	Opposite COCOBOD, Sefwi Mpomamu	0303 968857 / 0307 000240

EASTERN REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Koforidua Branch	SD/A1 Broad Street, Srodae - Koforidua	0342 031372-3

VOLTA REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Ho Branch	Independence Street, Civic Centre to OLA Main Road, Near Asogli Traditional Council	0307 021252

BONO EAST REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Techiman Branch	Block J, Sector 1 Tamale Road, Techiman	0352 522062-3

NORTHERN REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Tamale Branch	No. 2 Bank Street, Bank of Ghana Road, Tamale	0372 027121-5

UPPER EAST REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Bolgatanga Branch	Alhaji Danladi Palace 6, House No. A334, Commercial Street.	0382 024155 / 0387 010120

UPPER WEST REGION

BRANCH NAME	BRANCH ADDRESS	PHONE
Wa Branch	House No. 188 Kabanye, Next to AshFoam, High Street, Wa	0392 024439

ATM DIRECTORY

OFFSITE ATMs

LOCATION	ADDRESS
Maxmart ATM	MaxMart family Shopping Centre, 37 Liberation road, Opposite Golden Tulip Hotel, Accra, Greater Accra.
UMaT ATM	University of Mines and Technology, Tarkwa, Western Region.
Civil Service ATM	CLOGSAG Office, Ministries, Accra, Greater Accra.
Legon ATM	Central Cafeteria, Adjacent SRC Union Bldng, University of Ghana, Legon, Accra, Greater Accra.
WAPIC ATM	35 Aviation road, Airport residential Area, Accra, Greater Accra Adjacent Nyaho Medical Centre
Dzorwulu ATM	Osu Badu ST., Dzorwulu, Accra, Ghana. Adjacent Say Cheers
Marina Mall ATM	Mall Entrance, Marina Shopping mall, Airport City, Accra, Greater Accra
KNUST ATM	Near Republic Hall, KNUST Kumasi, Ashanti region.
Korle Bu Hospital ATM	Korle-Bu ATM farm, Korle-Bu, Accra
Tema Oil Refinery ATM	On the premises of TOR, Tema, Greater Accra.
UPSA Hostel ATM	UPSA hostel. On UPSA road, opposite Presec gate, Accra
Tamale Polytechnic ATM	Campus of Tamale Poly, Tamale, Northern region
Chirano ATM	Chirano Mines, Chirano, Western Region.
Art Centre ATM	Accra Art Centre. Opposite National Lotteries, Accra
ACP Estates ATM	ACP Estates, Accra
Burma Camp Goil ATM	Burma Camp Goil Station Burma camp, Accra
Tantra Hills Goil ATM	Tantra Hills Goil Station Tantra Hills, Accra
KNUST ATM2	Royal Gardens, KNUST, Kumasi
North Legon Goil ATM	Goil, Agbogba Junction, Accra
Atomic Down Goil ATM	Goil, Dome-Kwabenya, Accra
Mallam Market Goil ATM	Goil, Mallam Market, Winneba road, Accra
Santasi Roundabout Goil ATM	Goil, Santasi Roundabout, Kumasi
Bekwai Roundabout Goil ATM	Goil, Bekwai Roundabout, Kumasi
Takoradi Airport Roundabout Goil ATM	Goil, Takoradi Airport Roundabout, Takoradi
Lartebiorkorshie Goil ATM	Goil service station, Lartebiorkorshie, Accra. Ho Polytechnic, Near the administration building Ho Polytechnic, Ho
Nungua Goil ATM	Goil service station, Nungua C5
Kasoa Goil ATM	Goil service station, Kasoa Bypass road, Nyanyanor
Spar ATM – Oyibi	Spar Supermarket Oyibi.
Spar ATM – Dahwenya	Spar Supermarket, Star Oil Filling station, Dahwenya.
Sowutuom ATM	Total Filing Station, Mambo Bus Stop, Sowutuom.
Asafo Market Goil ATM	Asafo Goil Filling station, Otumfo Osei Tutu II Blvd, Asafo, Kumasi
Kumasi City Mall ATM	Kumasi City Mall, Kumasi Lake Road, Asokwa, Kumasi
Anaji ATM	Anaji choice Mall, Takoradi, Western Region

ATM DIRECTORY

ONSITE ATMs

REGION	LOCATION
Greater Accra(38)	Abeka Lapaz Branch Accra Newtown Branch Achimota Branch Adjirigarnor Branch Iris House Branch (2) GACC Branch Ashaiman Branch Castle Road Branch (3) East Cantonment Branch Haatso Branch UPSA Branch Kaneshie Branch Kantamanto Branch Kaneshie Post Office Branch Legon Branch (2) Madina Branch (2) New Lashibi Branch (2) North Industrial Area Branch Nima Branch Octagon Branch Odorkor Branch (1) Okaishie Branch Osu Oxford Branch Osu Watson Branch Ring Road Central Branch (2) South Industrial Area Branch Spintex Branch Tema Community 1 Branch (2) Tema Main Branch Tema Industrial Area Branch
Ashanti Region (8)	Adum Branch Ahodwo Branch (2) Alabar Branch Amakom Branch Suame Branch Kejetia Branch KNUST Branch
Central Region (1)	Kasoa Branch
Western Region (4)	Enchi Branch Sefwi Branch Tarkwa Branch Takoradi Market Circle Branch
Eastern Region (1)	Koforidua Branch
Bono East Region (1)	Techiman Branch
Northern Region (2)	Tamale Branch (2)
Volta Region (1)	Ho Branch
Upper East (1)	Bolga Branch
Upper West (1)	Wa Branch

INTERNATIONAL OFFICES

Head Office (Ghana)

Access Bank (Ghana) Plc
Starlets '91 Road,
Opposite Accra Sports Stadium, Osu
P. O. Box GP 353
Accra, Ghana

T: : +233 (0) 30 274 2699, 0800 00 4400
E: info_gh@accessbankplc.com
W: www.ghana.accessbankplc.com

Group Head Office

Access Bank Plc RC 125384
14/15, Prince Alaba Road, Oniru
Victoria Island, Lagos.
Nigeria.

T: +234 1 271 2005-7
E: contactcenter@accessbankplc.com
W: www.accessbankplc.com

Banking Subsidiaries

The Access Bank (UK) Limited
Head Office
1, Cornhill, London, EC3V 3ND
United Kingdom

T: +44 845 2935535
E: info@theaccessbankukltd.co.uk
W: www.theaccessbankukltd.co.uk

Access Bank (Rwanda) Limited
3rd Floor, KIC former UTC Building,
Avenue de la Paix
P. O. Box 2059, Kigali, Rwanda

T: +250 788 145 300
E: rwandacontactcenter@accessbankplc.c
W: www.rwanda.accessbankplc.com

Access Bank (D.R. Congo) SA
158, Avenue de la Democratie
(ex Av. des Huileries)
Gombe, Kinshasa, B.P. 2000 Kin 1
Republique Democratique du Congo

T: +243 81 2222160
E: info.drcongo@accessbankplc.com
W: www.congo.accessbankplc.com

Access Bank (Zambia) Limited
Plot 682, Cairo Road Northend
P. O. Box 35273
Lusaka, Zambia.

T: +260 211 227941
E: zambiainfo@accessbankplc.com
W: www.zambia.accessbankplc.com

Access Bank (Gambia) Limited
47, Kairaba Avenue, Fajara, K.S.M.D
P. O. Box 3177, Serrekunda
The Gambia

T: +220 4396 679, 4399022, +220 6611 670
E: info@accessbankgambia.com
W: www.gambia.accessbankplc.com

Access Bank (SL) Limited
30, Siaka Steven Street,
Freetown, Sierra Leone

T: +232 30 22 23 77
E: info@accessbanksierraleone.com
W: www.sierraleone.accessbankplc.com

Access Bank (Kenya) Plc
Transnational Plaza, City Hall Way
P. O. Box 34353 – 00100 GPO,
Nairobi, Kenya.

T: +254202224235, +254202224236,
+254202252188
W: www.kenya.accessbankplc.com

Access Bank (Mozambique) Plc
Rua dos Desportistas, No 480, 18 Andar,
Maputo, Mozambique

E: contactcenter.moz@accessbankplc.com
W: www.mozambique.accessbankplc.com

Access Bank (South Africa) Plc
Sandton (Head Office)
Building No.3, Inanda Greens Business Park,
54 Wierda Road West, Wierda Valley,
Sandton, 2196
P.O. Box 784921, Sandton, 2146

T: +270116344300
W: www.southafrica.accessbankplc.com

access CLOSA

your bank is closa than you think

with our one stop agency banking,
you can now carry out banking transactions like

Cash Deposit/withdrawal

Fund Transfer

Bill Payment

Account Opening

...right in your neighbourhood

With Access CLOSA your bank is CLOSA than you think!

More information:
TOLL FREE: 0800 004400
www.ghana.accessbankplc.com
AccessBankGhana

access

more than banking

HEAD OFFICE

Access Bank (Ghana) Plc.
Starlets '91 Road, Opp Accra Sports Stadium, Osu.
P. O. Box GP 353, Accra, Ghana
T: +233 (0) 302 661630/ +233 (0) 302 742699
Toll Free: 0800 004400
E: info_gh@accessbankplc.com
contactcentregh@accessbankplc.com
www.ghana.accessbankplc.com

AccessBankGhana