

ACCESS BANK AWARDED FOR OUTSTANDING PERFORMANCE IN 2021



Access Bank (Ghana) Plc. has been recognized for its exceptional service to customers through various awards. The Bank has received ten awards across several sectors ranging from customer service, innovation, service quality and Corporate Social Responsibility (CSR), attesting to its outstanding performance in these fields and beyond.

Access Bank received these awards from five reputable global and national award schemes; Global Brands Magazine Awards and The World Economic Banking Awards for international recognition while the Chartered Institute of Marketing Ghana (CIMG) Award, Sustainability and Social Investment (SSI) Award and the Ashanti Financial Services Excellence Awards were received locally.

The Bank was globally recognized for being the Most Innovative Retail Banking Brand and Best CSR Bank, a testimony of its extraordinary performance and for achieving brand excellence in 2021.

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Press Release

29th November, 2021

On the local front, Access Bank was recognized as Best Bank in Customer Service by Ghana Customer Service Index (GCSI), received 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, recognized the Bank for being the Best Bank in Promoting Arts and Culture, Best Bank in Livelihood Empowerment and Best Bank in Financial Inclusion. The Bank also received the Gold Award in Trade Finance at the 18th Ashanti Financial Services Excellence Awards.

Commenting on the awards, Managing Director of Access Bank Ghana Plc, Mr. Olumide Olatunji said, the Bank received these awards because customers believed in us: “Your continued confidence in our Bank spurs us on to achieve more, as we live our brand promise of providing you with more than banking. We work to ensure that customers’ experience with us remains memorable. We appreciate the importance of customer satisfaction and strive to achieve that”. Mr. Olatunji assured customers of the Bank’s commitment to providing more than banking in the coming year and asked for their continued support and loyalty to achieve this together.

Access Bank remains committed to giving customers more than banking. The Bank has over the years developed a deep understanding of their needs, delivering excellent service and empowering them to achieve more through financial inclusion.

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