

## ACCESS BANK BUILDS SMEs CAPACITY ON DIGITALIZATION



*Participants in a practical session*

In keeping with its commitment to be the number one go-to SME Bank, Access Bank (Ghana) Plc has organized its fifth SME engagement with customers, through a capacity building workshop in Takoradi. The workshop was aimed at empowering SMEs with knowledge on digitalization for business growth in partnership with Open Labs.

Speaking at the workshop, the Zonal Head for Business Banking, Mr. Jones Darmoe, noted with excitement, Access Bank's commitment to supporting SMEs to grow their business, through engagements held in the course of the year. "Access Bank values the immense contribution of SMEs to Ghana's Economy. Research has revealed that about 20% of SMEs collapse after their first year of operation, while 50% fold up after 5 years due to reasons including funding support and technical knowledge. To strengthen businesses and ensure enhanced levels of access to credit facilities and allied support,

MORE

## Press Release

12th December, 2021

Access Bank has engaged SMEs through clinics and capacity building workshops held in Accra and Kumasi respectively. These engagements have impacted over 6000 SMEs, offering business advisory services and availing loan facilities to boost their businesses into higher profitability”, he noted.

Mr. Darmoe called on SMEs to adopt digitalization to remain relevant. “Access Bank believes in succeeding together with its customers. The Bank has dedicated some branches and a portal on its website, as ready resource centres, where customers can walk in or log on for business support he revealed”. Mr. Darmoe advised participants to take advantage of skills acquired, to soar above the competition.

Penielle Amankwah, Campus Head for Open Labs and main facilitator for the capacity building session, stressed the need for participants to adopt digital technology for their business growth. She noted that many SMEs are missing out on the numerous advantages of technology due to inadequate education.

“Many people have smart phones yet use them for basic activities. The smart phones can be used to enhance your knowledge on new trends in growing your businesses and expose you to more business ideas among other benefits”. She encouraged SMEs to make use of digital technology, to remain relevant and successful in their businesses.

Participants were introduced to Access Bank's digital banking offerings to enhance their business experiences with customers such as the AccessAfrica, Access Pay, Merchant Pay, POS and Access Cards. They were also educated on targeted internet surfing, to leverage digitalization for their business growth.

As a go-to Bank for SMEs, Access Bank remains committed to its promise of providing more than banking to its valued customers. Over the years, the Bank has developed a deep understanding of its customers, delivering excellent products and services such as the Instant Business Loan and The Business Protection Insurance, empowering them to achieve more through financial inclusion.

END



## Press Release

12th December, 2021

For further information, contact Oluwaseun David-Akindele  
Ag. Head, Corporate Communications and Brands Management  
Email: [Oluwaseun.David-Akindele@accessbankplc.com](mailto:Oluwaseun.David-Akindele@accessbankplc.com)