

## **NEW SERVICE CHARGE ON ACCOUNTS**

### **FREQUENTLY ASKED QUESTIONS (FAQs) FOR CUSTOMERS**

**1. Q. Is it true the Bank has introduced new charges for accounts?**

A. Yes. This will be a GHS 5 service charge on selected accounts.

**2. Q. Will I be charged on a monthly basis?**

A. Customers who run a savings account will only be charged GHS 5 if they exceed more than 3 withdrawal limits a month. However, current accounts will attract a new monthly service fee of GHS 5.

**3. Q. Why is this being introduced by the Bank?**

A. This is in line with the Bank's commitment to continuously invest in its operations to deliver excellent and convenient services to customers at all times.

**4. Q. When is this new Service Charge taking effect?**

A. This new charge will take effect from February 2019.

**5. Q. Which accounts will this new charge affect?**

A. The account within this category include:

<b>S/N</b>	<b>DESCRIPTION</b>
1	Current Account Individual
2	Premier Current Account
3	Gold Account
4	Premier Savings Account
5	Instant Savings Account

To find out more about how to get the most from your account kindly visit [www.ghana.accessbankplc.com](http://www.ghana.accessbankplc.com) or speak to any of our Customer Care Officers in a branch near you.