

Frequently Asked Questions (FAQs) on MHSS LOAN

1. Q: What is MHSS?

A: Maternal Health Service Support (MHSS) is a discounted health financing solution specially designed to support women and families with easy and convenient options to pay for their health procedures.

2. Q: What health procedures are covered by MHSS?

A: The financing covers local and international treatments for fertility, natal support (child delivery), pediatric care, fibroid treatments, dental & optical surgeries, orthopedic, bariatric (weight loss), cancer treatments* and other specialized procedures. (*Ts & Cs apply)

3. Q: What benefits do I get with the MHSS Loan?

A:

- Up to 10 million Naira for health procedures
- Highly subsidized interest rate
- No loan fees
- Flexible repayment plan
- No collateral requirement for salary earners
- Flexible collateral for business owners
- Access to our exclusive network of partner fertility clinics and other health service providers in Nigeria.

4. Q: Who can apply for the MHSS Loan?

A: Salary earners and Business owners can apply for the MHSS loan provided they meet the Bank's criteria, and the treatment beneficiary is a woman or child.

Applications are accepted from:

- Women
- Men
- 3rd party sponsor (a qualified individual/business owner willing to access the loan on behalf of the treatment beneficiary)



5. Q: What makes me eligible for the MHSS Loan?

A:

Salary Earners

- Receipt of at least 1-month salary with the Bank
- Salary account of the applicant must be opened, and salaries domiciled with the Bank.
- 3 satisfactory credit checks
- Debt Service Ratio (DSR) must not exceed 33.3% of monthly income.
- Confirmed employment status evidenced with confirmation/promotion letter.

Business Owners

- Business must be duly registered, in operations for at least 1 year evidenced by a 1-year bank statement.
- Business account must be opened and cashflows domiciled with the Bank for at least 30 days.
- 3 satisfactory credit checks
- Minimum annual business turnover shall be eight (8) Million Naira
- Provide a satisfactory credible guarantor with net annual income/turnover covering at least 400% of loan amount.

6. Q: How can I access the loan if I don't have a source of income?

A: Get a 3rd party sponsor (e.g., friend, relative, colleague) who meets the above eligibility criteria to apply on your behalf.

7. Q: What if I am unable to domicile salaries?

A: Your spouse can apply on your behalf. Also apart from your spouse, you can get either a 3rd party sponsor to domicile salaries or provide cash collateral covering at least 120% of the loan amount.

8. Q: Is my confidentiality guaranteed while taking the MHSS loan?

A: All information exchanged under this loan will be handled with utmost confidentiality and will only be available to relevant parties.

9. Q: I don't know how to start the loan process, what do I do?

A: Firstly, it is advised that clients visit their preferred health service provider to get a treatment plan/bill. (Access Bank under the Maternal Health Service Support has partnerships with experienced medical experts/providers which you can choose from. However, if you already have a medical provider, we can still finance the procedure you need subject to our eligibility criteria)



The next step is to confirm the loan amount accessible based on your income, meet the eligibility criteria and provide all loan documents for processing.

10. Q: How do I apply for the MHSS loan?

A: Please send an email to wcares@accessbankplc.com or apply online on www.accessbankplc.com/personal/borrowing/mhss or visit www.thewcommunity.com to get started

11. Q: I own a hospital and would like to become a partner under the MHSS loan, what are the requirements?

A: Yes, we are pleased to work with licensed and reputable healthcare providers across Nigeria who offer services being financed under the Maternal Health Service Support (MHSS) subject to meeting our selection criteria.

Please send an email to wcares@accessbankplc.com to register your interest to become a partner.