

FAQs ON THE NEW ACCESS BANK PLC

1. How does the announcement of the merger impact me?

- We have publicly launched the new Access Bank, one company, with over 27,000 staff all working towards a common goal, to serve you better.
- We remain focused on the ease with which you had done your banking up to now, and the products you have had access to, and the service you have come to expect will remain. This is our absolutely priority.
- What this merger will provide, however, is more opportunities, more benefits, more products and an even stronger and faster digital platform for our customers, and greater opportunities for you. Our technological capability will be faster and more efficient.
- Your usual account manager can help if you have any questions.

2. What changes for me?

- As little as possible, other than having access to more products and more services in a way that is more convenient to you.
- We have created the largest retail bank in Africa and, in that process, doing everything we can to make sure the integration is as seamless and painless as possible, to the point of not changing anyone's bank account number.

3. What's going to happen to my money?

- Your money is safe. Access Bank is a well-capitalised bank with a strong track record and is taking on all of Diamond Bank's customers as part of the merger.
- You can continue to talk to your normal account manager, use all your usual banking services and will be able to access your money exactly as you do today.

4. Will my relationship manager change?

- No. There will be no significant change in products and services, except that you are now able to access more as we bring the best of the two banks together.
- Customer service has been our focus so far. We have integrated ATMs and branches, and account numbers and relationship managers will not change.
- In time, there may be some changes to some products. If there is an overlap (we aim to make changes that give you more, not less) we are committed to informing you ahead of time and in a way that is most convenient for you.

5. What's going to happen to my branch?

- We do not expect any changes to the branch network in the near future.
- Eventually all branches will become part of the new Access brand which will roll out from today, but we are committed to inform you of any changes ahead of time and in a way that is most convenient for you.

6. When will the brand actually change?

- We publicly launched the new Access Bank on April 1, 2019.
- While some branches have already been updated, the new branding will be rolled out across branches in the coming months.

7. Can I now access Access Bank products through my Diamond Bank branch/online account?

- Yes – you are now able to access all the combined products and services through your existing branch or your mobile and digital channels.

8. How do I get in touch if I have questions?

- Your usual relationship manager, whether at the former Diamond Bank or Access Bank, will be delighted to help if you want to discuss anything further.
- Access Bank customer service channels are available 24/7, as usual

You can reach us:

- By phone: +234 1- 2712005-7 or +234 1-2802500
- By WhatsApp: +234 9090 901 901
- By email: contactcentre@accessbankplc.com
- On our website: accessbankplc.com
- On social media: @myaccessbank