

DEVICE FINANCE QUICKBUCKS – FREQUENTLY ASKED QUESTIONS

Q: What is Device Finance?

A: Device Finance is a scheme for financing the purchase of mobile devices under a contract arrangement. The finance scheme will include the device and monthly airtime Bundle.

Q: Who qualifies for Device Finance?

A: This is available to customers who meet with below criteria:

- i. *Salary domiciliation with Access Bank*
- ii. *Confirmation of payment of last month's salary*
- iii. *At least four salary disbursement prior to device application request*

Q: How do I request for Device Finance?

A: Simply download '**QuickBucks**' app from your Google Play or Apple App Store, then select '**Device Finance**' to get started.

Q: I have an outstanding/active loan, can I still access Device Finance?

A: Eligible customer(s) can access the product as soon as the active loan(s) is fully liquidated/paid.

Q: Where do I pick up the device from?

A: Device will be picked up at the outlet/store of request/choice by customer.

Q: How long does it take to get a device?

A: Once customer gets to the outlet/store following validation of details.

Q: What is the tenure of Device finance?

A: 12-months.

Q: How do I pay back?

A: Repayment is debited monthly from customer's salary account domiciled with the Bank and customers will be billed based on their device collection date.

Q: What kind of devices can I get?

A: Variety of smartphone devices are available under the scheme based on customer's eligibility. Log onto '**QuickBucks**', select Device Finance to see offered range.

Q: What is the interest rate for Device Finance?

A: We offer highly competitive repayment plan based on the market value. Depending on your choice of airtime, you can even get the mobile phone at no cost. In essence, Device Finance is not offered as a normal interest based facility.

Q: How do I know my eligibility?

A: Eligibility amount is based on 30% of your annual salary, and phones customers are eligible for are displayed once the customer selects the Device Finance option on 'QuickBucks'.

Q: How many times can I request for Device Finance?

A: As many times as possible, as long as eligibility is not exhausted.

Q: What is the maximum eligibility?

A: Maximum eligibility is set at; ₦500,000 without Equity contribution and ₦2,000,000 with Equity contribution.

Q: What are the reasons for ineligibility?

A: Common reasons for ineligibility are:

- i. Outstanding or active loan
- ii. Customer not profiled
- iii. BVN and phone number not linked to account number
- iv. Eligibility amount based on salary

Q: Is there a window for loan pre-liquidation?

A: The scheme is for 12-months; however, customers can pay off their loan at any time via the [QuickBucks](#) platform. Alternatively, customers can contact Access Bank on **+2347003000000** or **+23412712005**; or send an e-mail to contactcenter@accessbankplc.com; or visit any Access Bank branch to liquidate their loans.

Q: Is the Device Finance Scheme available to all mobile networks or only MTN users?

A: Yes, the scheme is available to all service providers while optional airtime is currently available to MTN and 9mobile users. Simply select no airtime bundle for customers without MTN and 9mobile phone numbers for now.

Q: Am I obligated to go with the monthly airtime bundle?

A: Monthly airtime bundle is OPTIONAL.

Q: Will the airtime credited be rolled over if unused within the month?

A: Unused airtime will be rolled over every month.

Q: Can the airtime be used to buy data or call other Networks?

A: Yes, you can convert airtime into data, as well as call other networks.

Q: Is the scheme available for only brand new devices? Or can fairly-used devices be financed under this scheme?

A: Only brand new devices are available under this scheme.

Q: What happens if the device I picked up is faulty?

A: Customers should be informed to check device is sealed and not tampered with before leaving the outlet. However, complaints of faulty devices must be received within 48hours of purchase. **ONLY devices confirmed dead on arrival (mobile devices that are found to be defective at the point of receipt by the Customers)** by an accredited service centres will be replaced within 14-21 working days.

Q: Are devices under the scheme covered by warranty?

A: Yes, devices are covered by the manufacturer’s warranty. This does not include physical and water damage.

Q: Are devices under the scheme covered by insurance?

A: No, devices are not insured, however we do recommend that customers insure their devices.

Q: Still have questions?

A: For further information, unresolved and/or eligibility issues, please contact the Access Bank Contact Centre on 0700 300 0000/01-280 2500, or visit your nearest Access Bank branch.

Q. Are there other instant digital loans at Access Bank?

A: Yes, there are. Please see the table below for other instant digital loan products available.

Loan Type	Available to	Loan Amount	Repayment Plan	Pricing
	Salary account holders with Access Bank	Up to 75% of monthly salary	Against next salary payment or 30 days (whichever comes first)	Interest 12% Management fee 1% Credit Life Insurance 0.3%

PayDay Loan (PDLP)	Other bank customers whose salaries are processed via Remita	Up to 50% of monthly salary, but subject to a max. of ₦500,000	Against next salary payment or 30 days (whichever comes first). Your repayment will be deducted from your next salary and taken from your other bank account	Interest 13% Management fee 1% Credit Life Insurance 0.5%
PayDay Extra Loan (PDLE)	Salary account holders with Access Bank	Up to 100% of monthly salary subject to a maximum of ₦2,000,000	90 days with repayment over three (3) monthly instalments	Interest Rate: 11% (on reducing balance) Management Fee: 1% Credit Life Insurance: 0.5%
	Third party customers whose salaries are paid through eTranzact, Zinox, PrimusPlus	Up to 80% of monthly salary subject to a maximum of ₦1,000,000	90 days with repayment over three (3) monthly instalments	Interest Rate: 11% (on reducing balance) Management Fee: 1% Credit Life Insurance: 0.5%
Salary Advance (SADV)	Salary account holders with Access Bank who earn a minimum of ₦30,000	Up to 200% of monthly salary	180 days with repayment over six (6) monthly instalments	Interest Rate: 8% (on reducing balance) Management Fee: 1% Credit Life Insurance: 0.7%

Small Ticket Personal Loan (STPL)	Salary account holders with Access Bank who earn a minimum of N50,000	Up to 400% of monthly salary	365 days with repayment over twelve (12) monthly instalments	Interest Rate: 7% (on reducing balance) Management Fee: 1% Credit Life Insurance: 1%
--	---	------------------------------	--	--

**Please note that all fees will be take upfront at the point of disbursal*