



Know About the Merger

Access Bank (SL) Limited's Acquisition of
Standard Chartered Bank Sierra Leone.



access

more than banking

FAQs

Access Bank and Standard Chartered Bank Merger

1. What is this announcement about?

- Standard Chartered Bank Sierra Leone is now a wholly owned subsidiary of Access Bank Sierra Leone.
- This means that from a regulatory perspective, Access Bank Sierra Leone and Standard Chartered Bank Sierra Leone are now recognized as one juristic entity/company.
- Our customers can now walk into any of our branches and be supported.
- Our products on offer have taken the best of both banks to ensure that the product we have is one that can take our customers through their lives.

2. I saw a notification about the merger back in July last year.

Why are you only announcing your legal combination today (14 months later)?

- Processes such as these are by nature quite complicated.
- What you would have seen was a step in the process in terms of the approval of the Central Bank of Nigeria.
- Today's announcement confirms that the merger will continue as Standard Chartered Bank is now a wholly owned subsidiary of Access Bank.

3. How will this development actually impact me as a customer?

- This is an important milestone that will result in several updates to your products. The changes are a culmination of various efforts towards aligning products and services, with the primary aim being to ensure that you continue to enjoy the benefits of the broader product suite.
- To view these changes, visit our website [<https://sierraleone.accessbankplc.com>] or see the email that was shared with you on: sierraleonecontactcenter@accessbankplc.com
- Customers will have also access to a wider branch network and ATM network, and there will be increased levels of customer support.
- As customers, you remain our top priority and nothing will change in terms of the quality of our service delivery. You will still receive the same high level of care and attention you have become accustomed to.
- We will do everything we can to make sure that the integration is seamless and efficient

4. Will my branch close? Will I have to change my account?

- Branches will remain operational, though they will all be rebranded to Access Bank
- Your account number and name will not change

5. How will this merger benefit me?

• Here's what you can expect as a valued Access Bank customer:

- *Personalized Service:* Our dedicated team is ready to assist you with any inquiries or banking needs you may have. Feel free to reach out to us at any time.
- *Innovative Solutions:* We continuously strive to offer innovative products and services that simplify your banking experience and help you achieve your financial goals faster.
- *Community Commitment:* Access Bank is not just a bank; we're a part of your community. Through various initiatives and partnerships, we're committed to making a positive impact where it matters most.
- *Security and Trust:* Your security and trust are paramount to us. Rest assured, we employ the latest technology and security measures to keep your finances safe and secure.

Systems

6. Will this legal development impact how I transact?

- Yes. You will receive a new Debit card and cheque book.
- As a Corporate customer we are working through migrating you to **Primus Plus**, our fully integrated, secure web-based electronic platform designed to provide you with a one-point access to a comprehensive suite of banking solutions via an intuitive user interface.
- In the interim please continue to transact through S2B.

Products, Channels and Services

7. What happens to existing SCB channels of communication?

- All former SCB clients can get in touch with Access Bank using our various social media handles. Find us on **LinkedIn at Access Bank SL-Limited, on Facebook at: Access Bank-SL Limited, on Twitter at Access Bank (SL) Limited, on Instagram at AccessBanksI**
- The SCB Sierra Leone website is now dormant. Access the Access Bank Sierra Leone website on [<https://sierraleone.accessbankplc.com>]

- Should you wish to get in touch via telephone, our new numbers are **+23276926032 OR +23230969943**.
- Should you wish to get in touch via email, please contact sierraleonecontactcenter@accessbankplc.com

Ways of Banking

8. Now that the two banks are legally one entity, can I transact from any Access Bank/Standard Chartered Branch?

- Yes.
- All our systems have been merged and you can therefore transact from any branch.

9. Will my preferred offsite ATM location be closed?

- No ATMs will be closed.
- As is the case with the branches, we will maintain our combined ATM footprint for your benefit as we would like to ensure that our customers have access to more touch points.
If a decision is made to relocate an ATM for the benefit of our customers, we will advise in good time.

Debit cards

10. Can I continue using my ATM debit card that I have been using?

- No. You will receive a new ATM card. Details of the collection have been communicated to you.

11. Will the terms and conditions of my new card be different to my old one?

- Yes, a new one will be given to you when you receive your new cards.

12. Can the card be overdrawn?

- Some payroll cards are set up so that they can't be used if there is no money in the account. Other cards might let you take out more money than you have been paid, but then charge a high fee, called an overdraft fee.

13. How do you replace a damaged debit card?

- If your ATM or debit card is not functioning properly or is damaged, you may order a replacement card by calling our customer service center. You will receive a new card with a new expiration date within five to seven business days and the personal identification number (PIN) you are currently using will work with your new card.

14. Will I get a new debit card?

- Yes, we have sent notifications to pick up your new Access Bank card and cheques Book. If you have not yet received any notification, please come to SCB light Foot Boston Street Branch, head office, and get yours.

15. What are your debit card rules?

- It will be stated in your terms and conditions when you receive your new debit card.

16. Is there any limit on the number of transactions a customer can make on his debit card?

- Yes, there is a transaction limits such as four transactions a day.

17. Are any charges levied on using a debit card for transaction at another bank's ATM?

- The transaction charges on using another bank's ATM depend on card to card. Generally, the first five transaction made per month by using a debit at another bank's ATM are free.

18. Are there any renewal fees?

- Debit cards are generally renewed free of cost; however few banks charge a nominal fee.

19. If the lost card is found later, can it be used?

- No, a card once lost and blocked can't be re-used. You will have to get a new card issued from the bank. If you find your lost card, you can destroy it

20. How to generate a new ATM PIN?

- If you want to generate a new ATM PIN, you can refer to the below-mentioned ways:
 - Visit the nearest ATM of your bank
 - Send an SMS to your bank
 - Call the customer care
 - Visit the nearest bank branch
 - Mobile or internet banking

21. Is it necessary to change your ATM PIN frequently?

- It is important to not re-use the old PIN for a long time. You need to make sure that you change your ATM PIN from time to time. Using the same PIN for all your debit cards might make it easier for hackers to hack your card.