



# customers' digest

THE QUEST FOR EXCELLENCE

## Shareholders Endorse Final Merger



L-R: Paul Usoro, Director; Victor Etuokwu, Managing Director/CEO and Aigboje Aig-Imoukhuede, Chairman, Intercontinental Bank, at the EGM

The Shareholders of Intercontinental Bank and Access Bank have overwhelmingly authorized the final merger of both Banks, at their just concluded Extra Ordinary General Meetings in Lagos on December 30, 2011.

This decision was sequel to the regulatory and legal approvals of the business combination between both banks. By this approval, the entire share capital, assets, liabilities and undertakings of Intercontinental Bank Plc, including its real property and intellectual property rights have been transferred to Access Bank Plc.

The Shareholders also approved that the certificate of incorporation of Access Bank Plc shall be the certificate of incorporation of the resultant company from the Business Combination.

According to the scheme of merger, "The Certificate of incorporation of Access Bank Plc shall be the certificate of incorporation of the resultant company. However, the scheme of merger will be subject to the subsequent approval of the Securities and Exchange Commission, the Central Bank of Nigeria and The Federal High Court".

With this development, the two Banks have made history as the first to conclude their Business Combination in the ongoing Nigerian Banking sector reform necessitated by the Central Bank of Nigeria's bid to strengthen and make the financial system healthier and more efficient.

The successful execution of the Business Combination between Access Bank and Intercontinental Bank signals the reordering that will take place in the hierarchy of top 5 financial institutions in the sector.



Shareholders endorsing the final merger at the EGM

## What I Need To Know

### CARD/PIN COMPROMISE?

Do you know that you can compromise your Card/PIN and inadvertently encourage fraud on your account by doing the following?

- A) Improper safe keeping of card:**  
Always keep your card in a safe place. Do not leave it in a place that can be easily accessible to anyone.
- B) Exposure of full Card PAN :**  
Do not send your complete card number when sending mail. Always ensure the detail is masked by sending only the first 6 digits and last 4 numbers. This relates particularly to web transactions.
- C) Exposure of PIN:**  
Never write your PIN on anything in your wallet or on the card itself. Memorize your Personal Identification Number (PIN).
- D) Giving Card and PIN to a third Party:**  
Never give your Card and or PIN to a third party.

In view of the above-mentioned, we advise that you handle your card and its security features with great care.

*For further enquiries, please call:*  
01-2772000

## CHEQUE TRUNCATION: The Next Phase of Automated Clearing System in Nigeria

Barring any unforeseen circumstance, the Cheque Truncation System proposed by the Central Bank of Nigeria (CBN) will commence by January 2012.

Cheque Truncation is the next phase of Automated Clearing System in Nigeria. It is a process which involves sending of Cheque Image and the corresponding data contained in the Magnetic Ink Character Recognition (MICR) line to Clearing. This means that Paper Cheques would no longer go to the Clearing House.

Unlike the existing process where a Cheque is physically presented to the Paying Bank by the

Receiving Bank, the Cheque Truncation System eliminates the cumbersome activities associated with physical presentation and saves time and processing costs. With that, the number of clearing days of Cheques will reduce from the current T+3 days to T+2 days. (T= Transaction day)

Consequently, the reduction in the Clearing Days means that the available time for Cheque confirmation by our customers will be reduced and confirmation must be communicated to our Bank, the same day the Cheques are

received in Clearing. This new process comes with its attendant changes to the existing Cheque Clearing Operations and we advise our customers to familiarize themselves with it. You may contact our Contact Center on 01-2772000 for any enquiry.

Cheque Truncation System is part of the Cashless policy initiative of the Central Bank of Nigeria (CBN).

TRANSACTION DAY	CHEQUE CLEARING CYCLE
MONDAY (T)	Fresh cheques are deposited at bank branch
TUESDAY (T+1)	<ul style="list-style-type: none"> <li>• Cheques are presented at the clearing house</li> <li>• Paying Bank to return unpaid instruments same day</li> <li>• Beneficiary Bank gets value if cheque clears</li> </ul>
WEDNESDAY(T+2)	Customer receives value for cheques not returned

**Keeping Healthy**

**Harmattan and your Skin**



\* **H**armattan period is a season of dry and cold weather in most parts of Nigeria. Our skin protects us from this harsh weather; it keeps the body from dehydration and cold.

As humidity drops during period of the dry season, the skin dries as well. Scaling of the skin (especially the lips) is common problem for some people. This problem worsens when one moves frequently in and outdoors. To prevent this, follow the basic skin care tips listed below:

- Bathe with warm water
- Use skin moisturizers
- Eat a balanced diet including fruits
- Manage stress levels

**Bathe with warm water**

Always bathe with warm water during the season. Avoid the use of hot water. This will

reduce the rapid change in temperature and the drying experienced after the bath.

**Use skin moisturizers**

Use moisturizers i.e. Vaseline, right after your bathe in the morning. Avoid substandard products and light lotions that are not adequate to conserve skin moisture

**Eat a balanced diet including fruits**

Nourish your skin properly to keep it youthful and healthy. This means eating a balanced diet rich in vitamin A and vitamin E. This class of food includes fresh fish, cod liver oil and palm oil. Remeber to also drink lots of water

**Manage stress levels**

Adequate sleep will also nourish the body and keep stress levels down. This will keep you healthy despite the stress produced by dehydration

\* *The **Harmattan** is a dry and dusty West African trade wind. It blows south from the Sahara into the Gulf of Guinea between the end of November and the middle of March. The temperatures can be as low as 3 degrees Celsius. Humidity drops to as low as 15 percent and can result in spontaneous nosebleeds for some-*  
Source Wikipedia.

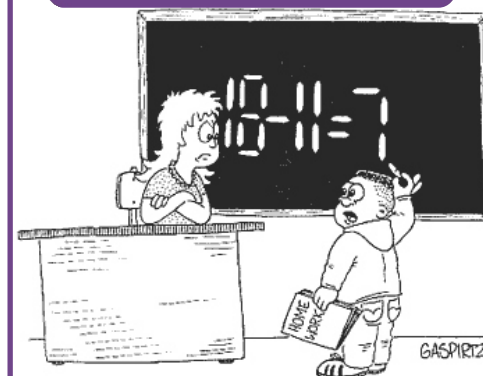
**Our Mission**

*To go beyond the ordinary, to deliver the perceived impossible, in the Quest for Excellence.*

**Digest Extra**

*As an Intercontinental Bank Customer, you can make Cash and Cheque lodgements at any Access Bank branch and Withdrawals at no cost from any Access Bank ATM.*

**Joke**



*I swear, I didn't use a calculator*

**Words on Marble**

**You will never "find" time for anything. If you want time, you must make it.**

*Charles Bruxton*

**Failed that New Year Resolution?**

**A** New Year resolution is a commitment that an individual makes on one or more lasting personal goals, projects, or the reforming of a habit. Some examples include resolutions to: donate to the poor more often, become more assertive, lose some weight or become more environmentally responsible.

A key element to New Year Resolution that sets it apart from other resolutions is that it is made in anticipation of the New Year and new beginnings. Chances are, at some time in your life, you've made a New Year Resolution -- and then broken it. This year, we implore you to stop the cycle of resolving to make a change and then, not following through.

Here are some tips to help you get started:

- Set Realistic goals
- Plan Ahead and outline your Plan

- Don't keep your resolution a secret if it's not
- Track Your Progress and reward yourself for achieving any of your goals
- Avoid triggers that can make you fail and don't beat yourself up if you fail
- Stick to your goals until they become habits
- Keep trying even if your resolution has totally run out of steam by mid-February.

Setting and reaching goals isn't about willpower but the power of your intention. Once you've mastered these few tips, you'll be well-equipped to follow through on your resolutions -- this time, for good.

