



customers' digest

THE QUEST FOR EXCELLENCE

Intercontinental Bank's Customer Wins 3-bedroom House ...rewards 610 others

It was a dream come true for a customer of Intercontinental Bank Plc, Ekoye Chidike Igwe who emerged the winner of the coveted ultimate prize of a N15 million 3-Bedroom County Estate Flat, at the just concluded National Draws and Grand Finale of the Bank's I-Save, I-Win Promo in Lagos.

The event, which was graced by dignitaries included; His Royal Majesty, Oba of Lagos, Oba Rilwan Osuolale Akiolu, Chairman of the occasion, Chief Molade Okoya Thomas, Former Minister of Petroleum, Chief Don Etiebet, and Chairman of Intercontinental Bank Plc, and Group Managing Director of Access Bank Plc, Aigboje Aig-Imokhuede.

According to the Bank's Managing Director/ CEO, Victor Etuokwu, the promo was designed to reward loyal customers for keeping their money with the Bank over a period of time despite the challenges of the past two years.

The draws which were conducted using computerized random selection process, also produced Four (4) star-prize winners, namely Ifeanyi Kezulora; Olajide Bukola Kafiat, Nnaji Festus Anayo and Ezeani Gloria Nkemdilim, who went home with brand new Toyota Corolla cars worth over N13million.

At the Lagos Draws, another batch of 240 customers went home with consolatory prizes including Eighty (80) new 32 inch LCD Television sets, Forty (40) cash prizes of N50,000, Forty (40) of N20,000 and Eighty (80) cash prizes of N10,000 each, with thousands of customers initially winning various instant prizes across the Bank's branches nationwide.

While congratulating all the winners, Etuokwu revealed that the Bank was appreciative of the support and encouragement received from various segments of the customer base of the Bank, noting that the story was the same across all the ten (10) regions of the Bank.

He noted that earlier in the year, six (6) regional promo draws had produced a total number of 360 customers who received consolatory prizes of cash and LCD Televisions sets, while another six(6) lucky customers won star prizes of brand new Toyota Corolla cars in the regional draws held in Abuja, Enugu, Port Harcourt, Kano and Ibadan respectively.

It would be recalled that the Bank had promised a three-staged winning platform for its customers such that every customer is a winner with an instant gift on lodgement of N5,000; the second stage which is the zonal draws is designed to capture depositors with N50,000 and its multiple for 90 days, winning a star prize of a new Toyota Corolla.

The promo's third stage is the national draw designed to give a customer with N100,000 lodgement and its multiple for 90 days, the ultimate prize of a 3-Bedroom flat in the newly-commissioned County Estate, Lagos, or its cash equivalent of N15m only.

The Bank has consistently reiterated that it would ensure transparency of the promo as draws would be done electronically through open selection process, witnessed by members of the public and certified by relevant regulatory authorities including the Consumer Protection Council (CPC).

What I Need To Know



FAQ

Why is Access Bank merging with Intercontinental Bank?

The merger will create an industry leader with multiple product strengths, leadership in focus areas of the financial services sector, high growth potential and unrivaled brand appeal. The combined business when fully integrated will be one of the top four banking institutions in Nigeria by asset size with a strategic branch network of over 400 branches across the country.

How does this business combination affect me as a customer?

When the merger is completed, you will have access to over 400 branches of a bigger and stronger bank, operating on an online real-time banking technology platform to enhance service delivery and banking convenience.

What changes can customers expect to face at the time of integration?

The combined business intends to minimise the impact of the integration on customers by introducing a customer management programme to improve efficiencies across the branch network and optimise the efficiency of alternative delivery channels.

What will happen to my cheque book and ATM card?

Customers of both Banks will continue to use their current cheque books and ATM cards until they are advised otherwise. Request for new cheque books should be sent to their respective Banks.

For further enquiries, please call 01 - 277 2000

Meet our new Board of Directors and Executive Management

NON-EXECUTIVE DIRECTORS:



Aigboje Aig-Imokhuede
FCIB



Herbert Wigwe
FCA



Paul Usoro
FCIA



Taukeme Koroye
FCA



Obinna Nwosu

EXECUTIVE MANAGEMENT:



Victor Etuokwu
MD/CEO



Bolaji Agbede
HR/Risk Mgt Division



Segun Ogbonnewo
Operations/IT Division



Ojini Olaghare
Enterprise Division

**NEW OWNERSHIP.
NEW BOARD.
NEW AGENDA.**

**LED BY
ACCESS BANK PLC**

Keeping Healthy

The Advantages of Eating Fruits & Vegetables



Healthy Weight

Eating fruits and vegetables helps you maintain a healthy weight. Fruits and vegetables naturally contain less calories than other foods, according to the Center for Disease Control and Prevention. The amount of fiber and water in fruits and vegetables also makes you feel full longer so that you will not feel that you have to eat more food than you should.

Digestion

Fruits and vegetables aid digestion, states the Harvard School of Public Health. The indigestible fiber in the fruits and vegetable helps soak up water promoting regular bowel movements. This helps the intestinal tract move food through the body at a quicker pace.

Mental Health

Since fruits and vegetables add to a balanced and healthy diet, eating these regularly will help stabilize your mood. The vitamins in fruits and vegetables helps fight depression, according to the Mental Health Foundation. Vitamin B and folic acid found in leafy vegetables and bananas help regulate mood problems. Eating fruits and vegetables can also help improve memory and reduce stress.

Pregnancy

Eating fruits and vegetables during pregnancy helps reduce the risk of developmental problems in the baby. The folic acid from fruits and vegetables helps form red blood cells, which reduces the risk of neural tube defects, spina bifida and anencephaly during fetal development.

Vegetables and fruits provide health benefits because of the amount of vitamins, nutrients and fiber in them. Fruits and vegetables add to a healthy diet without adding chemicals or additives that processed foods may carry. It is recommended to eat five servings of fruits and vegetables every day to obtain the advantages of regularly eating a healthy diet.

Disease Prevention

Eating fruits and vegetables helps fight strokes, cardiovascular disease and type 2 diabetes. Because of the potassium in fruits and vegetables, they can reduce the risk of developing kidney stones. The fiber in fruits and vegetables helps the body fight against coronary heart disease.

Our Commitment to Service

- My customer will always receive excellent service
- My customer will be treated with courtesy and respect at all times
- My customer will be able to reach me at all times through diverse channels
- My customer's transaction will be treated with utmost confidentiality and error -free at all times
- My customer will be treated as a person and will be an individual at every transaction
- My customer will be treated with empathy
- Whatever it takes, I will go beyond the ordinary to deliver the perceived impossible for my Customer.

I Stand for Excellence



Words on Marble

"It's never too late to become the person you have always wanted to be".

Joke

Bad and very bad news

Doctor: I have some bad news and some very bad news.
Patient: Well, might as well give me the bad news first.
Doctor: The lab called with your test results. They said you have 24 hours to live.
Patient: 24 hours! That's terrible! What could be worse? What's the very bad news?
Doctor: I've been trying to reach you since yesterday.

Faces at the Customers' Forum/Final Promo Draws & National Draw



Aigboje Aig-Imokhue, Chairman, Intercontinental Bank Plc and Oba of Lagos, HRM Rilwan Babatunde Akiolu at the event.



Segun Ogbonnewo ED, Operations & IT; Molade Okoya Thomas, Chairman of the occasion and Victor Etuokwu, MD/CEO at the event.



Chief Segun Odegbami (right) with one of the guests at the event.



Cross section of the guests at the event.



Cross section of the guests at the event.



Cross section of the guests at the event.



Niyi Akinlusi, MD, Intercontinental Homes Ltd. (right), in company of independent auditors at the event.