

## FREQUENTLY ASKED QUESTIONS – NUBAN

1. **Question:** What is NUBAN?

**Answer:** NUBAN is Nigerian Uniform Bank Account Number.

2. **Question:** Why NUBAN?

**Answer:** It is a directive from the Central Bank of Nigeria (CBN) to achieve a Uniform Bank Account Numbering among all Deposit Money Banks.

3. **Question:** What is the difference between NUBAN and our existing Account Numbering?

**Answer:** The existing Account Numbering is 16 digits while NUBAN is 10 digits.

4. **Question:** What effect does it have on my Account?

**Answer:** No effect except that your Account Number will change to 10-digit from the current 16- digit number.

5. **Question:** How can I obtain my new Account Number?

**Answer:** You may visit any of our Branches to obtain your new Account Number(s). However, Customers who have advised us of their Email addresses will receive their new Account Number(s) via their email boxes.

6. **Question:** Will I have to change my Cheque book & ATM card?

**Answer:** No. Both remain valid. You don't have to change your Cheque book until it has been exhausted and your ATM Card will remain active until its expiry date.

7. **Question:** Is there any charge attached?

**Answer:** NO charges for the change of your Account Number.

8. **Question:** How will this affect online transactions?

**Answer:** Only your new Account Number will be acceptable for online transactions.

9. **Question:** Does the change to NUBAN require surrendering my eBanking details i.e PIN, ATM Card Number, Password etc.

**Answer:** NO. You are not required to disclose your details to any individual and your Bank will never request for these details.

10. **Question:** Is there a penalty for not using the new number since it's a directive from the CBN?

**Answer:** You will not be able to do some transactions like transferring funds to other Banks through RTGS, NEFT and Clearing.

11. **Question:** Is it only Intercontinental Bank Plc that is changing Account Number(s)?

**Answer:** No. All Nigerian Banks are mandated to change their Customers' Account Numbers to the 10-digit Account Numbering format.

***Your new Account Number is effective immediately for all your banking transactions. Always ensure you quote your new Account Number when conducting Banking Services going forward.***

***Thank you for your continued patronage.***