



TOGETHER FOR YOU NEWSLETTER

Dear valued customer

We are very excited about the progress that we are making in our journey to combine Access Bank and Diamond Bank and in this 4th edition of Together for You, we inform you of what has been achieved and what is yet to come. You would have seen that on Tuesday 5th March, shareholders of both banks approved this merger and took us a step further to achieving our goal of bringing the power of banking to millions of people in Nigeria and Africa.

We are delighted that shareholders of both companies supported the merger. It is a testament to what we have said before: together we are stronger and can offer more opportunities for our employees, more products and services for you, our customers, and more benefits for all our stakeholders. This approval puts us a step closer to becoming a bigger, better and stronger Access Bank, one of Africa's largest banks by number of customers.

You, our customers remain central to the success of this merger and



central to how we see the business evolve over time. To this end, we have renewed our service commitment to all our customers as we forge ahead with our merger. In the customer focus groups, you made it clear to us that service delivery is all important and we will ensure that this remains a key area of focus. We reiterate what we said on Wednesday 6th: Our promise to you is that we will combine the very best of our two banks in our operations as well as in our brand identity, to give you unparalleled service, with more access to our products through our expanded global footprint across branches, ATMs, point of sale and mobile banking. We pledge to put serving you in the best way we can at the forefront of everything we do.

As you know from our last message, we're looking at expanding XclusivePlus and DiamondXtra to increase benefits and payouts, as well as growing our branch network to offer even more convenience. Creating even higher standards of customer service is one of our priorities with this proposed merger, and with Access Bank's financial strength

and prudence, you can rest assured that your savings are safe.

We continue to improve on accessibility of products as customers of Access Bank and Diamond Bank can now enjoy payday loan. This is aligned to our efforts of ensuring you benefit from the merger even before we start operating as a single entity.

To all our female customers, we hope to see you at our International Women's Day Conference on March 14th at the Eko Hotel & Suites, Victoria Island, Lagos where we have some very good speakers lined up.

We'll continue to keep you updated as the merger process evolves. We're excited to unveil the new enlarged Access Bank soon and offer even more to you. In the meantime, should you have any questions, please speak to your customer relationship manager at your local branch.

God bless

Herbert and Uzoma

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