



ACCESSAFRICA FAQs

1. What is AccessAfrica?

A platform that facilitates cross-border payments and remittance solutions through our physical branch network across markets where Access Bank has a presence or has established partnerships.

2. What currencies are supported?

Payments can be sent and received in USD or LCY (dependent on local regulations).

3. Who is AccessAfrica for?

AccessAfrica is available to both individuals and businesses and facilitates payments from Person to Person (P2P), Business to Business (B2B) and Person to Business (P2B).

4. Can a non-account holder (walk-in) send or receive funds via AccessAfrica?

Yes. AccessAfrica is available to both account holders and non-account holders.

5. Which Access Bank subsidiary countries can customers send and/or receive funds via AccessAfrica?

- DR Congo
- Ghana
- Kenya
- Rwanda
- Gambia,
- Sierra Leone
- Guinea
- Nigeria,
- Zambia

6. Can customers send funds via AccessAfrica to countries where Access Bank does NOT have a physical presence?

Yes. Through strategic partnerships, customers can send funds to the following countries where Access Bank does NOT have a physical presence:

- United Kingdom
- India
- Austria
- China (temporarily on hold, however relaunching soon).
- Belgium
- Hong-Kong
- Switzerland
- Germany
- Spain
- Norway
- Italy
- Cyprus
- France
- Norway

We are continually adding new countries and shall update whenever there are additions.

7. Can customers receive funds via AccessAfrica from countries where Access Bank does NOT have a physical presence?

No. However, there is ongoing work to make this possible through partnerships and new developments shall be communicated as soon as they are ready.

8. How much does it cost to transact with AccessAfrica?

Details	Charge
Flat fees	USD 5 (constant irrespective of the amount)
Variable fee	0.25% per transfer amount

9. What is the maximum daily transaction limit for payments?

Non-account holder	USD - Daily Limit of USD 3,000	USD - Daily Limit of USD 3,000
Account Holders	USD - Daily Limit of USD 9,999	(Amounts above this will require supporting documentation and compliance approval)
Staff	USD - Daily Limit of USD 9,999	(Amounts above this will require supporting documentation and compliance approval)

10. What are the required documents for transacting?

Duly completed AccessAfrica form (Send/Receive/Recall), valid Identification (ID/Passport).

11. What alternatives does the beneficiary have to receive funds in the receiving country?

- Cash over the counter, or instant credit into their Access Bank account in the receiving country.
- Direct credit into their Bank account in countries where Access Bank has established partnerships.

12. How long will it take for the beneficiary to get their money through AccessAfrica?

- Instant credit into their Access Bank accounts or accounts in countries where Access Bank has established partnerships.
- Cash can be withdrawn in receiving country immediately after the transfer is completed in the sending country. The beneficiary will be required to provide the secret code sent to them automatically via email and to correctly answer the test question specified by the sender.

13. Is AccessAfrica available on Access Bank Kenya digital channels (Mobile or Internet Banking)?

No. AccessAfrica is only available in Access Bank Kenya branches. However, there are ongoing plans to implement AccessAfrica on the yet to be launched AccessMore Kenya mobile banking App.

14. Can a customer use a negotiated FX exchange rate for a transfer on AccessAfrica?

- No. AccessAfrica FX rates are competitively priced and updated daily.
- However, a customer with a USD account can negotiate separately with our treasury team to buy dollars and make USD to USD AccessAfrica transfer.