

Know About the Merger

Access Bank Cameroon Acquisition of
Standard Chartered Bank Cameroon.



access

more than banking

Detailed FAQ

Customers

Access Bank Cameroon and Standard Chartered Bank Cameroon Merger

1. What is this announcement about?

- Standard Chartered Bank Cameroon is officially Access Bank Cameroon.
- Our services combine the strengths of both banks, offering innovative solutions and unwavering dedication to support our customers throughout their lives.
- Our priority remains the same, to provide you with an improved and differentiated approach to accessing financial services.

2. How will the transaction impact me as a customer?

- You will now have access to a wider branch network of 5 branches across Yaounde and Douala.
- This transaction also delivers a larger combined balance sheet, broader international footprint, and increased access to trade finance, treasury, international payments and loans via the wider distribution network of the enlarged bank and Access Bank's presence in the key trade corridors which connect Africa with the UAE, China, Lebanon, France, and India and the global hubs of the UK, US and Hong Kong.
- As customers, you remain our top priority. Nothing will change in terms of the quality of our service delivery. You will still receive the same high level of care and attention you have become accustomed to.

3. Will I still have access to the Standard Chartered Bank offices?

- Yes. You will continue to have access to the existing Standard Chartered Bank offices in Douala and Yaounde. The offices will remain operational and rebranded to Access Bank in the near future. Additionally, you will have access to all 5 Access Bank branches in Yaounde and Douala. Details will be communicated to you should anything change.

4. Why have the two banks decided to merge?

- The merger is an opportunity for both Banks to bring their respective strengths together in attaining their strategic objectives.
- As customers, you remain our top priority.
- You will still receive the same high level of care and attention you have become accustomed to.

5. What will the combined bank be called?

- The combined bank will be called Access Bank Cameroon.

6. Who will lead the combined business?

- Access Bank Cameroon's current Country Manager Director (CMD) Ellis Nzo Asu
- He is a seasoned banker with 22 years of experience in Corporate, Commercial, and Retail Banking, Financial Control, Treasury, FX sales and Business Development.
- He will lead a dedicated and experienced Executive team, ensuring that customers across the board receive a seamless service offering from Access Bank.

7. What changes/benefits will take place for clients when the two banks fully integrate?

- Over time you will find that we can offer you a larger and better range of products and services.
- You would immediately benefit from the larger combined balance sheet, a broader international footprint and increased access to trade finance, treasury, international payments and loans via the wider distribution network of the enlarged bank and Access Bank's presence in the key trade corridors which connect Africa with the UAE, China, Lebanon, France, and India and the global hubs of the UK, US and Hong Kong.
- All clients will benefit from the Bank's relentless focus to provide a best in class, seamless and consistent service experience that is aligned to the customer promise of speed, service, security and sustainability.
- Importantly, your security and trust are paramount to us. Rest assured, we employ the latest technology and security measures to keep your finances safe and secure.
- You will also continue to receive the same high level of care and attention you have become accustomed to.

Ways of Banking & Systems

8. Will this transaction impact how I transact?

- Not quite. All your existing accounts and balances with Standard Chartered Bank Cameroon will be transferred to Access Bank Cameroon as of today, 10 November 2025. For your benefit, your banking history will be retained in line with regulatory requirements.
- As a Corporate customer, you should now have access to Primus Plus, our fully integrated, secure web-based electronic platform designed to provide you with a one-point access to a comprehensive suite of banking solutions via an intuitive user interface. Please contact Relationship Manager for further information.

9. Now that the legal transfer of ownership is complete, can I transact from any Access Bank/Standard Chartered office?

- Yes. You can continue to access the existing Standard Chartered Bank locations in Douala and Yaoundé. Additionally, you will have access to all 5 Access Bank branches in Douala and Yaoundé.

10. Will there be any changes to in-person banking services and support?

- In-person banking services and support will remain the same.
- As an Access Bank customer, you now also have access to more branches, compared to the current Standard Chartered Bank structure.
- Beyond the corporate banking support, as an individual you will also get access to broader Access Bank offerings including our retail solutions.

11. Will I need to sign new account opening forms / provide all supporting KYC documents if I had an account at Standard Chartered Bank Cameroon?

- No, your existing accounts and forms at Standard Chartered Bank Cameroon will be migrated over to Access Bank Cameroon and remain valid. You will need to provide refreshed KYC documents only per the next cycle of KYC renewal(s).

12. What are the services and products to be offered by Access Bank Cameroon?

- The products and services offered by access bank include, a range of E-solutions; Savings Accounts; Current Accounts; Company Current Accounts; Term Deposit Products; Credit Products; Leasing Products; Cards; and Payment Services. To see a detailed list of products and services, please visit our website <https://cameroon.accessbankplc.com/>

13. What is the average response time for any request?

- Requests are responded to immediately, except in cases where the nature of the request requires detailed analysis.

14. How long are KYC documents valid for?

- Within the scope of requirements by regulation, after complete receipt of the supporting documents, the DCC (Department of Conduct and Compliance) has 24 hours (1 working day) to issue an opinion on non-profit organizations and other high-risk organizations, and for politically exposed individuals, 48 hours (2 working days) to submit the report for approval by the Executive Committee.

15. Which email channel should I use to send transactions?

- Emails can be sent directly to your relationship manager or via customer experience contactcentercm@accessbankplc.com. From November 10, 2025, all transactions can only be routed via Access Bank applications for example via the Primus Plus application.

16. Can we request old receipts and documentation? If so, what is the process to receiving these?

- Yes, your historical information for up to 10 years will be made available in line with regulation. Please reach out to your Relationship Manager for more information.

Products, Channels and Services

17. Will my relationship manager change?

- Your current relationship manager will continue to be dedicated to servicing you.
- Any further developments that may have an impact on how you bank, will be communicated with you well in advance.

18. What happens to existing Standard Chartered Bank channels of communication?

- All former Standard Chartered Bank clients can get in touch with Access Bank using on our various social media handles. Find us on
 - LinkedIn at <https://www.linkedin.com/company/access-bank-cmr-plc/>
 - Facebook at <https://www.facebook.com/share/156dMF6mWj/?mibextid=wwXlfr>
 - Instagram at <https://www.instagram.com/accessbankcameroon?igsh=M2h6bDFkZnJ4M3Ro>
 - X at https://x.com/AccessBankCmr?t=eB0AGwE_l-i1Xf2hOpZSIg&s=09
 - Whatsapp at <https://whatsapp.com/channel/0029Vab4nnxGzzKR0QbOFn3K>
- The Standard Chartered Bank Cameroon website will be dormant on November 07th. Access the Access Bank Cameroon website at <https://cameroon.accessbankplc.com/>
- Should you wish to get in touch via telephone, our short code is 8090 (Contact Center).
- Should you wish to get in touch via email, please contact contactcentercm@accessbankplc.com (Contact Center).

19. How will I be able to access my online services after the merger?

- From today, 10 November 2025, you will have access to Primus Plus, which is a secure web-based suite of payment and collection solutions that offers companies a simple, cost-effective alternative to cash and cheque payments at various banks.

20. If we need any information about changes in foreign exchange legislation, can we continue to request it from the Bank? Where will this type of information be available?

- The information will be made available through the Bank's official channels (website and social media) and sent by email to you.

PrimusPlus

21. What capabilities does PrimusPlus have?

- PrimusPlus is a fully integrated, secure web-based electronic banking platform designed to provide customers with a one-point access to a comprehensive suite of banking services.
- PrimusPlus provides enhanced banking experience with features and functionalities which include account centre, payments, payment reports, admin modules etc.
- The platform enables corporate customers to carry out secure transactions faster and more efficiently with straight through processing and simplified transaction workflows. In addition, this service enables corporate customers smoothly handle their banking services.
- PrimusPlus login details will be sent to Standard Chartered Bank's profiled users.

Help Desk

22. How will I reach the Contact Centre? Are there specific people I can reach out to for queries?

- You can contact your Relationship Manager should you experience any issues or require information. While our Business Centers operate between 8am-4:30pm.
- While there will be minimal disruptions, we have a customer experience team that is well equipped to handle all enquiries and complaints from all customers (new and existing).
- You can also reach out to our Contact Center which operates 24/7 via email at contactcentercm@accessbankplc.com and telephone on our short number 8090.
- You are also able to reach out to us on our various social media pages.
- Complaints and Queries forms are physically available at all our branches as well as online.