

# SELECTED PRODUCTS AND SERVICES

As a market leader in the financial services sector, drawing from its century-long experience of dependable service, FirstBank has continued to reinvigorate relationships with established customers and develop bonds with new ones, through the provision of far-reaching products and services thus contributing to the well-being of the people and development of the Nigerian economy. Some of the Bank's products and services are highlighted below.



## CONSUMER BANKING

### FirstSavings Plus™

#### FirstSavingsPlus

This hybrid account targets individual and corporate customers with large savings deposits, but who also desire the flexibility of a current account.

#### Hi-Fi

##### (Children's Savings Account)

The account is for children and teenagers between ages 0 – 18 years. It is designed to help cultivate a savings habit and conscious planning towards their future. Besides a low opening/minimum deposit of ₦5,000, the account allows lodgements of cheques and dividend warrants issued in the name of the child, among other benefits.

#### FirstEasy

##### (Domiciliary Account)

This is a premium service with attractive interest rates for call/demand and fixed deposits, in addition to a loyalty scheme with exciting rewards.

#### First Loans

FirstBank provides a comprehensive and easily accessible range of retail banking products, offered under the *U-First* suite of consumer products, with a mission "to improve the quality of life and well being of our customers by providing the best Retail and Consumer Banking Services in a socially responsible and profitable manner."

#### Mortgages

The Home Loans scheme is designed to have a salutary effect on the standard of living of Nigerians by providing finance for the construction or acquisition of their dream houses.

#### Automobile Loans

FirstBank offers part-finance for the acquisition of automobiles for personal and business use.

#### Asset Acquisition Loans

This scheme provides finance for the acquisition of relevant home and office appliances, with unique opportunities to enhance your lifestyle.

#### Personal Loans/Overdrafts

The products provide loans to meet customers' urgent personal financial obligations, thereby growing personal banking relationships by providing financial support for customers at times of critical need.

#### Receivables/LPO Financing

This is a finance scheme designed to provide funds to small and medium scale businesses, simplifying the credit process in order to provide self-liquidating loans in a timely manner, and the repayment tenures are harmonised with customers' expected cash inflows.

## DEBIT AND CREDIT CARDS

FirstBank provides a variety of secured credit and debit cards for convenience and ease of transactions when shopping, dining or making money transfers.

#### MasterCard

MasterCard credit card is a secured credit card that is accepted worldwide at POS terminals, ATMs and on the Internet in over 210 countries and 22 million locations.

MasterCard is the fastest growing provider of payment solutions all over the world, and FirstBank MasterCard holders in Nigeria enjoy efficient services worldwide backed by the Bank's solidity, advanced technology and the cover of MasterCard International.

#### VisaCard

VisaCard is an electronic card issued under the Visa Technology platform. It is a dual-currency enablement card which can be used for USD and naira transactions.

#### FirstCash (Debit)

A debit card (ATM card) is an access card that allows the user access to funds and information in his/her account with the Bank in an on-line real-time basis. The point of access could be through an ATM for cash withdrawal, balance enquiry, funds transfer etc. or through a POS terminal, to make payments for goods and services.

#### FirstCashCard (Cash Direct)

This is a prepaid electronic wallet or purse targeted at the "unbanked", and allows holders to access funds through ATM, POS or Web, without being account holders.

#### Combo Card

This is an Identity Card with debit card enablement, which uniquely identifies the card holders and the organisations to which they belong. It could also be used for access restriction based on the bio-data feature embedded in it. It is targeted at schools, corporate bodies, associations, and societies.

#### V-Pay Card

V-Pay is the domestic electronic debit card version of VisaCard. It is chip-based with enhanced security.

# SELECTED PRODUCTS AND SERVICES

|                                       |            |
|---------------------------------------|------------|
| Departmental Heads                    | 132        |
| Subsidiaries                          | 135        |
| Business Development Managers         | 138        |
| Contact Information                   | 143        |
| <b>Selected Products and Services</b> | <b>146</b> |
| Branch Network                        | 149        |

## ELECTRONIC BANKING



FirstBank's products and services are powered by a robust technology base, including an extensive suite of e-banking services designed for customers' convenience, speed and ease of operations.

### FirstOnline

The Internet Banking service provides online real-time access to customers' accounts anytime, anywhere through secure Internet platforms. It is a well secured service that allows customers to perform various banking transactions at their convenience – view balance, view and print statement, and transfer funds between accounts and third parties.

### FirstAlert

FirstBank Alert Banking Service is a 24 hour daily convenient service which keeps customers automatically posted of transactions on their account as they happen and while they are on the move, via e-mail or SMS.

### FirstMobile

FirstMobile Banking, available to all FirstBank account holders, is a network independent phone solution that provides financial services and other value added services using the mobile phone and a payment card (Debit/prepaid cards).

### Automated Teller Machine (ATM)

The ATM is a self service machine which dispenses cash and performs some Teller functions. It accepts debit cards issued by FirstBank and other banks on the Interswitch network. Other innovative ATMs are as follows:

The FOREX ATM is the first of its kind in Nigeria. It is a kind of self-service bureau de change ATM, which accepts your USD, pound sterling or euro and dispenses the naira equivalent at the prevailing exchange rate, whilst also performing regular ATM functions. It is available at selected ATM locations.

**Cheque Accepting ATMs** – FirstBank account holders can pay cheques into their accounts through cheque accepting ATMs at selected locations, in addition to regular ATM functions.

**POS Terminals** – Payments are made through FirstBank accounts via local debit card POS terminals in collaboration with Chams Nigeria Ltd and InterSwitch Nigeria Ltd. In this service, FirstCash Cards (also known as ATM cards) are accepted at merchant outlets equipped with Ingenico POS terminals for the purchase of goods and services.

## AGRICULTURAL FINANCING



### FarmersFirst

The FarmersFirst suite provides financing for farmers of all cadres to assist in the growth and development of their enterprises.

### The FirstBank Farm Settlement Scheme

This Scheme is designed to create communities where Nigerian youths interested in Agriculture can live and work together on individual farm projects in all the states of the federation.

### Guaranteed Fund Credit (GFC)

GFC enables farmers to access credit facilities under a guarantee fund model derived from the Agricultural Credit Guarantee Scheme of the Central Bank of Nigeria.

### Industrial End-User's Outgrower Scheme

Farmers who produce agricultural commodities as raw materials for specific industrial or commercial end-users count on the Industrial End-User's Outgrower Scheme for their working capital needs.

### Multi-Channels Agricultural Finance Scheme (Multi-CAFS)

Multi-CAFS helps ease the cash flow problems of salary earners involved in farming. It is the perfect way to keep your farm in business while you get on with the business of your regular job.

### FirstBank Agricultural Credit to Schools (FACTS)

FirstBank Agricultural Credit to Schools provides working capital loans to secondary schools and tertiary institutions with agricultural and agro-allied projects.

## SELECTED PRODUCTS AND SERVICES

### Farm Machinery & Equipment Finance Scheme

This product aligns with government's vision for a Private-Public-Partnership in providing financing for key agricultural inputs towards revamping the agricultural sector. It is provided in partnership with various government agencies and farmers' bodies.

### National Agro Dealer Scheme (NADS)-Plus

This product is designed to provide credit facilities to agro-dealers, merchants and suppliers of agricultural inputs who wish to participate in the federal government's Agro Input Purchasing Power Support programme.

### GSM-102

The GSM-102 is an export credit guarantee programme, to encourage US Exporters and Banks to extend credit to approved foreign buyers of agricultural produce and inputs through approved Banks.

### Commercial Agriculture Credit Scheme

This Scheme, whose fund is sourced from a ₦200 billion federal government of Nigeria bond, was established by the Central Bank of Nigeria and the Federal Ministry of Agriculture and Water Resources as a strategic response to the lingering food and energy crisis worsened by global financial melt down. FirstBank is a participating Bank to disburse the fund to eligible medium and large scale integrated and non-integrated agricultural projects.

### MONEY TRANSFERS



#### Western Union Money Transfer

FirstBank renders international inbound money transfer service through the Western Union Money Transfer franchise, and is the leading agent in Nigeria. This has provided opportunity for people in Diaspora to send money electronically to their business partners, families, friends, or business partners.

### PAYMENTS AND COLLECTIONS

FirstBank collects payments on taxes and various bills on behalf of government agencies and companies. These include:

#### Utility Bills & Payments

Payments for the following utility bills can be effected at FirstBank branches:

PHCN, NITEL, Water Rates for FCT, Lagos, Ogun and Cross River States.

Subscriptions fees (Multichoice DSTV, ZAIN, ETISALAT and DAARSAT) can be paid at all FirstBank branches. In addition, these bills can also be paid using FirstBank ATMs or FirstBank Online Banking.

Also, individuals can purchase from FirstBank branches PHCN tokens by Eko Distribution Zone.

#### Payment of Taxes

Taxes payable at FirstBank Branches include: FIRS, Customs Excise Duties, NESS, NPA Charges, States' IGR taxes, and Local government rates and levies.

#### FirstCollect

Through this customised sales collection service, FirstBank offers specialised Internet-based sales collection solutions to large corporates aimed at providing payment convenience to their customers and robust transaction data that facilitate seamless transactions. These include: Premium collections, Dealer/Distributor Payments, School fees collection, Stock trading, Sale of exam forms (JAMB, NECO, WAEC, etc), and Ticket sales.

#### FirstPay

FirstBank's Electronic Payment Solutions/Automated Payment Solutions enable customers to effect third party payments to vendors, contractors and salaries electronically from the comfort of their offices.

#### FirstContact

FirstContact is an integrated customer service centre soon to be available to customers 24 hours a day, 7 days a week.