



## **FBNBANK GHANA ROLLS OUT UNIQUE ONLINE BANKING SERVICE**

FBNBank Ghana has rolled out a unique online banking service which provides corporate clients the ability to assign roles to all signatories of a company account to ascertain proper authorization for all online transactions. This feature, the first of its kind in Ghana, can automatically assign three roles to these signatories. The first role is the Initiator who initiates the transaction, the reviewer who can review and confirm the transaction and the approver who finally approves the transaction. This means signatories do not need to be physically present to authorize online transactions.

According to Mr. Gbenga Odeyemi, Managing Director, FBNBank Ghana, "the system does not only provide our corporate clients with security but gives them the banking hall experience anywhere they may be". The introduction of this e-banking service forms part of FBNBank Ghana's aspirations to become the preferred e-banking solutions bank by the end of 2016. We also expect that this service will help grow our customer base and increase access to the bank's products and services" he said.

FBNBank, customers can use this online service to send specific service requests such as replacement of a missing debit card, issue a directive to stop a cheque, or request a new cheque book. Customers that sign onto FBNBank Ghana's e-banking service also have the option to make single or bulk transfers both within the FBNBank Ghana network and to accounts of customers outside the network in real time.

Another essential feature on the internet banking service is a key security feature that validates the customer before allowing transactions on the online platform. A customer's unique identifier is created to enable them access the platform and go through the login protocol in order to transact business and make service requests.

The unique identifier is that specific security layer that prevents cloning thus limiting issues with hacking and theft of Personal Identification Numbers.

Online banking or internet banking in Ghana has become quite popular for many simple bank transactions. FBNBank Ghana acknowledges the importance of internet transactions and is committed to making the lives of customers easier and more comfortable by providing such services.

To access the FBNBank Ghana Ltd. online banking service, customers can fill out a form in any of the bank's branches or email enquiries to [ebanking@fbnbankghana.com](mailto:ebanking@fbnbankghana.com) for further information and assistance.

### **About FBNBank Ghana Limited**

FBNBank Ghana Limited is a subsidiary of FirstBank of Nigeria Limited, an FBN Holdings Plc Company, which is Nigeria's leading financial services institution by total assets and gross earnings and one of the largest corporate and retail banking financial institutions in sub-Saharan Africa (excluding South Africa). Since its establishment in 1894, the Bank has consistently built relationships with customers focusing on fundamentals of good corporate governance, strong liquidity, risk management and strong capitalization.

FirstBank operates an extensive distribution network with over 750 business locations (623 branches, 61 quick service points and 69 cash centers/agencies), over 2,600 ATM's and over 10 million customer accounts. The Bank provides a comprehensive range of financial services and has international presence through its subsidiaries, FBN Bank (UK) Limited in London and Paris, FBNBank DR Congo, FBNBank Ghana, FBNBank Gambia, FBNBank Guinea, FBNBank Sierra-Leone and FBNBank Senegal as well as its Representative Offices in Johannesburg, Beijing and Abu Dhabi.

FirstBank is the recipient of many awards. The Bank has been named "The Best Bank Brand in Nigeria" six times in a row - 2011, 2012, 2013, 2014, 2015 and 2016 - by the globally renowned "The Banker Magazine" of the Financial Times Group. FirstBank's brand purpose is to always put its stakeholders, customers and partners at the heart of its business, even as it is poised to standardize customer experience and excellence in financial solutions across Sub Saharan Africa, in consonance with its brand vision "To be the partner of first choice in building your future". The brand promise is to always deliver the ultimate "gold standard" of value and excellence. This commitment is anchored on the FirstBank's inherent values of passion, partnership and people, to position its customers first in every respect.

For three consecutive years, 2012, 2013 and 2014, FirstBank was named the “Best Retail Bank in Nigeria” by the Asian Banker International Excellence in Retail Financial Services Awards. Other recent awards include the “Best Bank in Nigeria” in the Euromoney Awards for Excellence, “Best Bank in West Africa” and “Most Innovative Bank in Africa” in the African Banker Awards, “Best Bank in Nigeria” in the EMEA Finance African Banking Awards for the fourth time, “Best Foreign Exchange Services in Africa” in the EMEA Finance Treasury Services Awards, “Best Banking Group in Nigeria” by World Finance Banking Awards, and “Best Financial Reporting Company” by Africa Investor.

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