



FBNBank Ghana Launches Western Union Service

FBNBank Ghana Limited (FBNBank) has partnered with The Western Union, a leader in global payment services, to introduce its money transfer services across FBNBank branches in the country.

This means that anyone can receive Western Union remittances through any FBNBank branch in Ghana. This service is open to customers who do not have an account with the Bank. With this, everyone can now receive money sent from their family and friends from any part of the world almost as instantly as when it is sent.

This partnership affirms FBNBank's value proposition to always put customers' first by ensuring that the Bank's products and services are tailored to meet the needs and aspirations of its customers and the banking public.

Speaking in Accra, the MD/CEO of the Bank, Mr. Seyi Oyefeso, said that FBNBank Ghana comes from a rich heritage, with its parent bank First Bank of Nigeria Limited, being one of the best experienced in remittance payments in Africa. According to him, FirstBank was the first to offer Western Union Services in Nigeria as far back as 1996 and customers have come to associate reliability, speed and convenience with receiving remittance services at the Bank's branches in Nigeria. He urged recipients of remittances to visit the nearest FBNBank Ghana Limited branch to receive their cash while confirming the Bank's commitments to the safety and security of customers' funds.

"Our strategy is to provide for the people of Ghana, new ways to send and receive money around the globe, meet the changing preferences of our customers and stakeholders as well as provide excellent customer focused solutions to meet their banking needs", Mr. Oyefeso stated.

The bank's partner, Western Union, is an acknowledged leader in global payment services, specialized in the provision of fast, reliable and convenient ways of sending and receiving money among consumers and businesses around the world.

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 centres/agencies), over 2,464 ATM's and over 9 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, International Commercial Bank (ICB) The Gambia, Guinea, Sierra-Leone and 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" four times in a row - 2011, 2012, 2013, and 2014 - 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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