



Welcome Address by Dr Adesola Adeduntan, Managing Director/CEO, First Bank of Nigeria Limited & Subsidiaries at the Launch of FirstBank Chat Banking on Friday, 9 November 2018 at FirstBank Digital Lab, Yaba, Lagos

PROTOCOL:

It is my pleasure to welcome you on behalf of the Board and Management of First Bank of Nigeria Limited, the nation's foremost financial institution, to the launch of FirstBank Chat Banking on WhatsApp, another 24/7 available banking channel.

As a leading banking services provider and customer-friendly bank, we are keen at offering excellent financial services to our esteemed customers and devising new ways of effectively and efficiently meeting customers' financial needs.

We have optimised our digital banking offerings to ensure ease of banking and convenience; our FirstMobile app, Firstonline, FirstMonie and USSD banking are some of the channels we have put in place to make this happen. FirstBank Chat Banking on Whatsapp is our latest addition. We have gone Live with this product and I am pleased to formally introduce this product to our media partners today.

FirstBank Chat Banking on WhatsApp is another significant milestone in our mission to provide convenient and fast payment solutions to our customers. It is one of the ways FirstBank puts You First and enables you stay connected with your contacts, loved ones, friends and finances all on the GO whilst you chat with them because at FirstBank we are driven to bolster relationships on all fronts anywhere and anytime.

It is a new channel for access to our services; a convenient way to make payment and an easy-to-use banking application. Banking with FirstBank on WhatsApp is secure, accessible and convenient. You can now carry out basic banking transactions such as inter and intra bank funds transfer, pay bills, buy airtime, buy data and check your account balance on your WhatsApp.

You will be able to generate a WhatsApp banking PIN and all your transaction authentications will be done using a safe link, thereby ensuring the security of your banking details.

Distinguished ladies and gentlemen, I urge you to come onboard Chat Banking on WhatsApp by adding FirstBank on 08124444000. Say hi on WhatsApp to begin banking.

We remain committed to leveraging evolving technology in delivering easy and convenient banking services and products to our esteemed customers.

Please enjoy FirstBank Chat Banking on WhatsApp, our latest offering to our esteemed customers and ensure you onboard today.

Thank you very much for your time.

Dr. Adesola Adeduntan
Managing Director/CEO
First Bank of Nigeria Limited & Subsidiaries