National Bank

A Subsidiary of Access Bank PLC

# Frequently Asked Questions (FAQ)
# Launch of Service Central

### 1. What has changed following Access Bank's acquisition of National Bank of Kenya?

From 15 September 2025, customers of both Access Bank and NBK can now be served at any of our branches across the country. Tellers can process deposits, withdrawals, fund transfers, and account information for all customers. You now have access to a combined network of more than 100 branches nationwide.

### 2. Will my account number, card, or mobile app change?

No. Your existing account number, debit or credit cards, cheque books, internet banking, and mobile banking app remain the same. You can continue to use them as usual without interruption.

### 3. Are my deposits and investments safe?

Yes. Your deposits and investments remain completely secure. The acquisition and integration process does not affect the safety of your funds or existing agreements.

### 4. Will I have access to more products and services?

Yes. Over time, customers will benefit from an expanded product suite that combines NBK's trusted public sector and retail strengths with Access Bank's pan-African scale and innovation. We will provide you with more details as the process unfolds.

### 5. Can I visit any branch for service now?

Yes. Customers of both banks can now conduct specific transactions at all Access Bank and NBK branches nationwide. These include making deposits, withdrawals, fund transfers, and accessing account information.

More information:
**Commandcentrekenya@nationalbank.co.ke**
**Commandcentrekenya @accessbankplc.com**

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more than banking

Access Bank (Kenya) PLC is regulated by the Central Bank of Kenya.

## 6. What services are not available to me as an NBK customer in Access Bank branches and vice versa as an Access Bank customer in NBK branches?

For now, only basic teller services are available across both banks - deposits, withdrawals, transfers, and account inquiries. Certain services, such as loan applications, credit card issuance, or specialised product servicing, will continue to be handled through your existing channels until full integration is complete. Customers will be notified as more services are harmonised and made available across all branches.

## 7. Will there be any changes to fees, charges, or interest rates?

There are no immediate changes. If adjustments are made in the future, they will be communicated transparently and in line with regulatory approvals.

## 8. When will the banks be fully integrated?

The integration process is underway and will be completed in phases to ensure a smooth transition for customers. While today marks the first set of benefits, full integration will take place over the coming months. Customers will be informed in advance of any further changes.

## 9. What should I do as a customer?

You don't need to take any action. Continue using your existing accounts and services as normal. Please also stay alert and remember never to share your PINs, login details, or card information with anyone, even if they claim to be from the bank.

## 10. How can I contact the bank if I have questions?

Access Bank: You can visit your nearest ABK or NBK branch or call **0711 082 000.** Alternatively, you can email us at **ContactCentreKenya@accessbankplc.com**