

## Access Bank DiamonXTRA WDRAW FAQs

### Q: What is W XTRA CASH?

**A:** The **W Xtra Cash** is a 'Women focused' campaign targeted at encouraging a savings culture among our female customers during the lockdown period, hence the tag line '**An Xtra boost while you're home**'. The main objective is to increase female account acquisition and generate liability from the DiamondXtra account product while rewarding deserving female customers. Given the current circumstances, the campaign will be executed digitally via the **\*901\*5#** channel.

### Q: Who is eligible?

**A:** Eligible customers for the campaign include:

1. All existing female DiamondXtra account holders with the qualified minimum account balance.
2. All new female DiamondXtra account holders with the qualified minimum account balance.

### Q: What is the minimum required deposit?

**A:** The minimum required deposit to enter for the draw is N5,000 or multiples. Every N5,000 deposit qualifies the customer for a ticket. This means that the higher the account balance, the more tickets the customer gets and the higher their chances of winning.

### Q: What is the tenor of the campaign?

**A:** The campaign will run for one month (April 6<sup>th</sup> – May 6<sup>th</sup>, 2020)

### Q: In this lockdown period, how can non DiamondXtra account holders participate?

**A:** Non-DiamondXtra account holders can participate by simply dialling **\*901\*5#** to open a DiamondXtra account and fund the accounts with N5,000 or multiples during the campaign period. Customers can also visit the branch to open a DiamondXtra account and fund the accounts with N5,000 or multiples during the campaign period.

### Q: How can existing female DiamondXtra account holders participate?

**A:** Existing female DiamondXtra account holders can participate simply by funding their existing DiamondXtra accounts with an additional N5,000 or multiples during the campaign period to qualify for the draw.

**Q: What do participating customers stand a chance to win?**

**A:** Participating customers stand the chance to win any of the following prizes;

1. **N100,000** personal allowance each for 27 women
2. Star prize of **N100,000** monthly shopping allowance for the period of one year.

**Q: When is the Draw?**

**A:** The campaign would be rounded off with the electronic draws scheduled for May 13th, 2020.

**Q: How can we reach our customers during this lockdown period?**

**A:** Engagement officers can request a spool of their existing DiamondXtra female customers from service desk using the mobile link; <https://servicedeskmobile.accessbankplc.com/HEAT> or via Ivanti Service Desk application on PlayStore and iOS to enable account officers engage the customers effectively from home.