

## Frequently Asked Questions (FAQs) on MHSS

### 1. Q: What is MHSS?

**A:** MHSS is our Maternal Health Service Support specially designed to support women and families with easy and convenient options to pay for their medical procedures.

### 2. Q: How Does It Work

**A:** On many occasions, patients are unable to pay upfront for their medical procedures. Access Bank under the Maternal Health Service Support (MHSS) will assist patients by helping them finance their medical procedures hassle-free. Through our partnership with experienced medical experts and institutions, we are able to get you the right medical financing options, at the best rates, on time.

However, if you already have a medical provider you are seeing who does not work with us, we can work with your medical provider to make sure we can still finance the procedure you need subject to our eligibility criteria.

### 3. Q: What procedures does MHSS cover?

**A:** The financing covers local and international treatments such as fertility treatments, natal support (child delivery), dental, orthopedic, optical, bariatric (weight loss) and other specialized procedures

### 4. Q: What benefits do I get for picking up the MHSS Loan?

**A:**

- Highly subsidized interest rate at 14% p.a.
- No loan fees
- Flexible repayment plan
- Guaranteed confidentiality
- Access to over 40 well-renowned partner clinics and birth travel service companies in Nigeria.



**5. Q: Who can apply for the MHSS Loan**

**A:** We accept applications from any of the following categories;

- Salary Earners
- Business Owners.

**6. Q: How much can I access under the MHSS Loan?**

**A:** Please see pricing in the table below;

Terms	Fertility Treatments	Natal Support (Local & Int'l)	Other Specialized Procedures
Maximum Tenor	24 Months		
Maximum Amount	N4,000,000	N3,600,000	In line with medical bill, subject to terms and conditions
Interest Rate	14% p.a		
Facility Fee and Management Fee	Not Applicable		
Credit Life Insurance fee (annual)	0.5%		

**7. Q: How do I become eligible?**

**A: Salary Earners-**

- Applicant should not be above 55 years old
- Applicant must earn at least N100,000 net monthly.
- Open a Salary Current Account- (*if you don't have one, please go to the nearest branch*)
- Receipt of Borrower's salary into the Borrower's salary current account with the Lender for at least one (1) month.
- Bank Verification Number (BVN).
- Positive Credit checks (*Bank personnel will run the checks*)

**Business Owners-**

- Applicant should not be above 55 years old
- Business must be registered and should have existed for at least one year
- Minimum annual business turnover is N5,000,000
- Business Account must be opened and business cashflows domiciled with the Bank for at least 30 days.
- Provide a 3rd party credible guarantor or Fixed deposit investment covering at least 120% of loan amount
- Bank Verification Number (BVN).
- Positive Credit checks (*Bank personnel will run the checks*)



**8. Q: Must beneficiaries be Account Holders?**

**A:** No, beneficiaries need not be an existing account holder. However, applicant will need to establish a banking relationship and must meet the eligibility and documentation requirements.

**9. Q: How long will it take to process the MHSS loan?**

**A:** The turnaround time for loan processing and disbursement is 72 working hours, subject to submission of all required documents.

**10.Q: What is the acceptable security for MHSS Loan?**

**A:** The acceptable security includes any or a combination of the following:

- Salary Domiciliation
- Fixed Deposit (covering at least 120% of obligor's loan amount)
- Business Cashflow domiciliation + 3<sup>rd</sup> Party Credible Guarantor

**11.Q: Who is a credible guarantor?**

**A:** A credible guarantor is one who can meet the under listed conditions;

- Salary domiciliation/ fixed deposit (at least 120% of the loan amount)
- Notarized minimum net worth statement estimate of over 120% of the exposure.
- Personal guarantee
- Clean credit checks

**12.Q: Can my Spouse access the loan?**

**A:** Yes, provided he/she meets the eligibility criteria.

**13.Q: What if I am unable to domicile salaries?**

**A:** Apart from your spouse, you can get either a 3<sup>rd</sup> party sponsor/ guarantor who will domicile salaries or provide cash collateral covering at least 120% of the loan amount.

**14.Q: Is my confidentiality guaranteed while taking the MHSS loan?**

**A:** All information exchanged under this loan will be handled with utmost confidentiality and will only be available to relevant parties.

**15. Q: Ready to apply for the MHSS loan?**

**A:** Please send an email to [wcares@accessbankplc.com](mailto:wcares@accessbankplc.com) or call 01271-2005-7 or apply online at [www.accessbankplc.com](http://www.accessbankplc.com) or visit [www.thewcommunity.com](http://www.thewcommunity.com)