

ADVANS

Growing together

- > **What?**
Collects clients' cash directly at their homes or businesses.
- > **Where?**
Mobile on the field (Cambodia, Cameroon, Ghana, Côte d'Ivoire, Nigeria)



Mobile Savings Officers

- > **What?**
Facilitates cash and other transactions outside of branch.
- > **Where?**
In an agent service point (Cameroon)



Third party agents



Financial inclusion agents

- > **What?**
Gives clients basic financial education and training on using Advans mobile banking services.
- > **Where?**
Mobile on the field (Côte d'Ivoire)



Call centre agents

- > **What?**
Provides information and conducts client surveys on the phone.
- > **Where?**
At the internal call centre

(2/2) A high touch & high tech approach...

At Advans, a whole team of customer service staff works every day to ensure our clients have a great customer experience in and out of branch.