

Frequently Asked Questions

for Foreign Currency at ATMs



QUESTIONS		ANSWERS
1	What is Foreign Currency at ATMs?	The Foreign Currency service allows customers to withdraw foreign currency directly from select ATMs, offering convenience for international travellers and those needing foreign currency notes.
2	Which currencies are available at the Foreign Currency ATMs?	Select ATMs dispense two foreign currencies; USD & ZAR.
3	Who can access the Foreign Currency ATM services?	All Access Bank customers with a valid card can withdraw foreign currency, including Botswana LifeRewards Card and the Government Pula card, subject to terms and conditions.
4	Are there limits on Foreign Currency ATM withdrawals?	Yes, daily transaction and withdrawal limits apply based on the account/card type.
5	What currency notes are available at Access ATMs?	The currency notes available at ATMs are Rands - R100 and Dollars - \$20.
6	Can I exchange foreign currency back to local currency at the ATM?	No, Foreign Currency ATMs are designed for foreign currency withdrawals only. Refer to the nearest branch for currency exchange.
7	Are Foreign Currency ATMs available 24/7?	Yes, Foreign Currency ATMs operate 24/7.
8	What should I do if the FCY ATM is out of service?	If the ATM is out of service, please visit an alternative Foreign Currency ATM, the nearest Access Bank Branch, or contact our Contact Centre for assistance.
9	Who do I contact for issues concerning my Foreign Currency withdrawal?	For any issues, please contact our Contact Centre team on 3993300 or visit the nearest branch/service centre for assistance.



More places to withdraw Rands and U.S Dollars



Charles Hill

Charleshill - Acacia Mall – Rands

Ramotswa

Ramotswa Shopping Mall – Rands

Lobatse

Lobatse Junction Mall – Rands

Tlokweng

Tlokweng Choppies-Engen – Rands

Gaborone

Gaborone Bus Rank – Rands

Selebi-Phikwe

Phikwe Square – Rands

Francistown

Nswazwi Mall – U.S Dollars

Kasane

Hunters Mall - U.S Dollars

Kazungula

Duncan Mall - U.S Dollars



Africa | Asia | Europe | Middle East

<https://botswana.accessbankplc.com>

Member of the Deposit Insurance Scheme of Botswana.



more than banking