

Account Collectibles For Non Resident Nigerian Customers (Proxy Pick-up)

Day		Month		Year			

Customer Details

Account Name:

Address:

Account No.: Email Address:

Phone No.: BVN:

Items Request

Kindly select required items

Token Device Naira MasterCard Dollar MasterCard
(For dollar domiciliary account holders ONLY)

If you have selected Dollar MasterCard, kindly complete the test question and answer field below as the information requested will be used to confirm your identity when you call any of the numbers below:

Test Question: _____

Test Answer: _____

Proxy Details

Proxy's Name:

Proxy's Address:

ID to be presented by proxy:

Email Address:

Phone No.:

Preferred pick-up branch: _____

Letter Of Set Off

* Only to be completed if you are requesting for Dollar Card

I, _____ hereby authorise the bank, to at any time, and without any notice to me, set-off or transfer any sums standing to the credit of, or to all my accounts maintained with you towards the satisfaction of all outstanding liabilities (plus accrued interest) of the card holder(s) to you.

7.1.3	If the card has been fraudulently used before you report the loss, or in a manner that suggests some form of compromise, the cardholder may be liable for the losses and/or prosecution.		
7.1.4	The Bank shall not be liable for consequences that arise as a result of disclosure to any third party arising out of a transaction instruction.	13.6	We must be informed in writing of any change in your contact information including but not limited to change in name, address, email, and/or telephone number.
7.1.5	The Cardholder will not hold the Bank liable, accountable or responsible in any way whatsoever for any loss, injury or damage howsoever arising out of the use of the Mastercard Card access points.	13.7	Non-enforcement of any condition of this agreement, or a delay in enforcing the condition, will not prevent the Bank from enforcing the condition at a later date.
7.2	If the card is lost, stolen or is misused or someone else may have discovered the PIN, you must notify us immediately by calling us on cardholder services: +234-1-4618715/2713193/7404210-2 or GTConnect on +234-1-448 000, +234-1-0803 900 3900, +234-1-0802 900 2900. We may ask you to confirm it in writing to the Card center, Guaranty Trust Bank plc. - Plot 1400 New Centralized Processing Center, Elegushi, Lekki-Epe Expressway, Lagos, Nigeria.	13.8	For your security, we may record phone calls between you and us. We may do this to make sure we are providing a high quality of service and following your instruction correctly.
7.3	On receipt of your report we will take steps to stop the use of the card and, where appropriate, any additional card(s) on your account. You must, if we ask you to, cut the card in half and return it to us together with any additional card(s) on your account.	13.9	Your application will be subject to GTBank processes and Reviews, which may require you to provide further confirmation on documents. We reserve the right to accept or reject your application.
7.4	You must co-operate with the police and us in our efforts to recover the card if it has been lost or stolen. If you must re-cover it you must not use it but should cut the card in half and return the card to us. You must report any loss or theft of the card to the police, and if we request for it, obtain a crime reference number and notify us of it.	13.10	You authorize us to exercise a right of set-off at any time we deem fit in respect of any account you may maintain with us in whatever currency to settle any outstanding payment on your card.
8.0	Limits of Liability	<u>All correspondence should be sent to:</u> Non Resident Nigerian Banking Team Email: nrnaccount@gtbank.com GT Connect (Contact Centre): 0700 GT Connect (+234700-48266-6328), +2341-448 0000, +234803-900-3900, +234802-900-2900 or visit our website at www.gtbank.com .	
8.1	Until you notify us under condition 6.1 that your card is lost, stolen or at risk of being misused you may be liable for transactions up to sixty (60) minutes after receipt of the notification.		
8.2	If someone uses a Card obtained from you with your permission, you will be liable for all the transactions which take place prior to you notifying us that there is a danger of the card being misused.		
8.3	You will not be liable for losses to us for transactions that may take place after you have notified us that your card is lost or stolen or is in danger of being misused etc.		
8.4	If we are unable to debit your Account because the Account has been closed or for any other reason beyond our control, you will still be liable to pay us for all transactions.		
8.5	We will not be liable to you if we cannot carry out our responsibilities under this agreement as a result of anything that we cannot reasonably control. This includes:		
8.5.1	Any machine failing to work; and		
8.5.2	Industrial disputes, natural disasters, force majeure or acts of God, etc.		
9.0	Refunds and claims		
9.1	We will credit your account with a refund for any transaction or incorrect debit to your account in which you have protested against, only after an independent investigation is conducted by us and we are satisfied that your claims are verifiable. You cannot use a claim you may have against someone else to make a claim against us, or refuse to pay us, unless you have a legal right to do so. You cannot transfer any rights against us to anyone else.		
10.0	Changing the terms of this agreement		
10.1	We may change the terms of this agreement, including our charges upon notification to you about the change. Changes will normally arise from changes in market conditions, changes in the cost of providing the service to you, changes in legal or other requirements affecting us or for any other good reason.		
10.2	We may introduce a charge for any service provided under or in connection with this agreement.		
10.3	We will notify you about any changes by:		
10.3.1	Advertising in the press or our website; or		
10.3.2	Putting messages in your statements; or		
10.3.3	Sending you a separate written notice; or		
10.3.4	Any other means of communication that can reasonably be used		
10.4	Most changes will be implemented at least 14 days after we notify you about them to give you sufficient time to consider whether you wish to continue with the service.		
11.0	Terminating this agreement		
11.1	This agreement will come to an end if either party gives a written notice to the other to that effect and you have returned all cards and made all payments due under this agreement.		
11.2	The card holder wishing to end the agreement must give a 50-day written notice to the Bank.		
12.0	Additional Cards		
12.1	A Cardholder that wishes to have an additional card for his/her account must ensure that he/she opens a joint domiciliary account and signs mandates authorizing the use of the account by the additional cardholder. The additional cardholder must also sign the same mandate.		
12.2	A Cardholder wishing to have an additional card on his/ her account subsequent to opening and operating the domiciliary account must fill the additional cardholder's information on the application form which shall be signed by the additional cardholder and co-signed by the principal Cardholder.		
13.0	General		
13.1	We do not warrant that services and benefits that we provide outside the terms of this agreement will always be available. We may reserve the right to withdraw or vary these services or benefits at any time without giving you notice.		
13.2	We will charge you for any losses or costs we have to pay resulting from a breach of this agreement by you.		
13.3	We will charge you for replacement cards requested by you on notification in cases of lost or stolen cards.		
13.4	This agreement is governed by the Laws of the Federal Republic of Nigeria including laws pertaining to money laundering, Central Bank of Nigeria rules, regulations and guidelines and other applicable statutory bodies in Nigeria.		
13.5	We do not accept liability if we cannot provide any part of our service for a reason beyond our control (for example, industrial action, failure of power supplies or		