

How to Lodge your Dispense Error Complaints

Mobile Banking (GTWorld)

- Login to GTWorld/ Mobile Banking app with User ID and password
- Slide your finger on your Mobile phone to display outstanding menu items
- Click "Cards"
- Select "Dispense Error"
- Complete displayed form and input amount.
- Click on "Continue" to log dispense error

Internet Banking

- Log on to Internet Banking with your User ID/Email and Password
- Click "Cards"
- Click "Dispense Error"
- Select the account and the channel on which transaction occurred.
- Complete the displayed form with details of unsuccessful transaction
- Provide answer to your secret question
- Click "Continue"
- Click "Submit"

ATM

- Dial +2348039003900, +2348029002900 to log the complaint via the IVR self-service option or speak with an Agent

Note: Call charges apply

Alternatively

- Visit GTBank website – www.gtbank.com
- Click on "Help Center" from the menu bar
- Select "Complaints and Enquiries" under the "Contacting Us" module
- Input details of transaction in the "Complaints" form.
- Click "Submit" to log dispense error

USSD

- Dial *737*52*NUBAN*5# to display the recent transactions on the account
- Select the failed transaction
- Enter 737 PIN
- Click "Send" to log the request

Timelines:

- For Local ATM dispense errors that occurred on GTBank terminal, funds are reversed within 24 hours
- For Local ATM dispense errors that occurred on other bank's terminal, funds are reversed between 5-8 days
- International dispense errors are resolved in 45 days