

## How to Hotlist Debit Card

### Internet Banking

- Log on to Internet Banking with your User ID/Email and password
- Click Cards -> Card Hotlist
- Select card number and reason for hotlist
- Review request
- Provide answer to your secret question and click "Continue"
- Enter your Token's One Time Password and click "Submit"

### Mobile Banking

- Log on to GTMobile app with Internet Banking User ID and password
- Click the menu button on the screen then select "My Services" -> "Cards & Cheques" -> Cards -> Card Hotlist Request
- Select Card, reason for hotlist from the list available and Provide answer to your secret question and click "Continue"
- Review request and click "Continue"
- Enter your Token's One Time Password and click "Continue"

### GTWorld

- Log on to GTWorld app with your Internet Banking User ID and password
- Click the menu button on the screen then "Cards -> Block my card"
- Select reason for hotlist from the list available and Provide answer to your secret question and click "Continue"
- Enter your Token's One Time Password and click "Done"

### GTConnect

- Dial +2348039003900, +2348029002900
  - Upon authentication, agent proceeds to hotlist the card
- Note: Call charges apply

### USSD

- Dial \*737\*51\*10# using any GTBank account holder's registered phone number.
- Input your account number
- Press 1 to complete request

Note: Customer may proceed with card replacement after hotlisting card

Timeline: Immediately