

How Link or Unlink your Account to or from your Card

This is a service that enables customers link any of their account to their card, so they can access funds in that account via the ATM or POS terminal.

Internet Banking

- Log on to Internet Banking with your user ID/Email and password
- Click Cards >> Account Linking/Delinking
- Choose the Request type (i.e. "Link" or "Unlink")
- Select card
- Select Account to link to/delink from the card
- Provide Answer to your Secret Question
- Enter generated Token code
- Click on "Continue" to complete request

GTWorld

- Dial +2348039003900, +2348029002900 to speak with a Call agent
- Press appropriate number to be served in any language of your choice on the IVR for self-reset
- Follow through the IVR voice prompt to speak with an agent
- Upon authentication, agent forwards request to relevant team for investigation and immediately resolution

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
- Select the "Request" form
- Input details of request
- Click "Submit" to log request

Timeline: Immediately