

How to Reactivate your Account

USSD

- Dial *737*11#
- Enter BVN
- Follow displayed instruction to complete reactivation

GTConnect

- Dial +2348039003900, +2348029002900 to speak with an agent
- Upon confirmation of customer's request, agent provides account reactivation form and specifies required document(s)
- Complete the form provided and forward along with supporting documents to the originating email address
- Agent receives completed form with supporting document(s) and reactivates customer's account, where necessary agent forwards to domiciled branch to treat
- Agent advises customer to carry out a transaction (irrespective of the amount) into the account on the same day the account is reactivated

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
- Click "Submit" to log request

Call charges apply

Note: Customer instruction for one account is valid for the reactivation of all customer's existing accounts with the Bank

Timeline: 24 hours