

# How to Resolve Transfer Issues to Wrong Beneficiary Account

## GTConnect

### For erroneous transfers to GTBank accounts

Please note that reversal of erroneous transfers can only be done on a best effort basis. The bank is unable to debit customer's account without the appropriate authority to do so.

- Dial +2348039003900, +2348029002900 to speak with an agent
- Provide the Call Center agent with details of the erroneous transfer (i.e. amount, account name/number, transaction date and time)
- Call Center agent verifies details provided and blocks the funds for a period of 2 weeks only.
- If the beneficiary is known to you;
  - Please contact beneficiary of the funds to refund the amount directly to your account or
  - Ask the beneficiary to provide the bank with a duly signed instruction, authorizing the bank to reverse the transaction.
- If you are unable to contact the beneficiary, please note that you will be required to provide a court order authorizing the bank to reverse the transaction as well as duly signed indemnity form.
- Upon receipt of your court Order/Indemnity form by the Call Center agent, the transaction will be reversed and your account credited.

*Note: Beneficiary account can only be blocked for a period of 2weeks.*

### For erroneous transfers to other banks

- Dial +2348039003900, +2348029002900 to speak with an agent
- Provide the Call Center agent with details of the erroneous transfer (i.e. Bank name amount, account name/number, transaction date and time)
- The bank will contact the beneficiary's bank to confirm the requirements necessary for reversal of the transaction and inform you of same.