

# Mobile Money Dispense Error Form



Guaranty Trust Bank Ltd

Please note that all sections must be completed. Incomplete forms will not be treated.  
 ALL SECTIONS OF THIS FORM SHOULD BE COMPLETED IN BLOCK/CAPITAL LETTERS

Customer' Name: \_\_\_\_\_

Mobile No.:                      Account No.:

E-mail Address: \_\_\_\_\_

Please tick the box which identifies the type of transaction that was carried out:

Fund Wallet: ATM  Quickteller Website  Internet Banking   
 Mobile Application  Agent  Bankteller   
 POS

Transfer: Bank to Wallet  Wallet to Bank   
 Wallet to Wallet  Wallet to Un-registered

Cash Out/Withdrawal: ATM  Agent

Airtime Purchase: MTN  9mobile   
 Airtel  Glo

Other: \_\_\_\_\_

Bill Payment:  Mention type of bill: \_\_\_\_\_

Transaction Date	Transaction Amount		Reference ID/STAN

I \_\_\_\_\_ Confirm that the information provided is accurate and I can be held liable for irregularities in the details supplied to the bank.

\_\_\_\_\_  
 Customer's Signature

\_\_\_\_\_  
 Date

**Official Use Only**

Officer's Name: \_\_\_\_\_ Signature: \_\_\_\_\_

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