

## How to Request for a Card Replacement

**Note:** Active cards must be hotlisted before initiating request for card replacement

### Internet Banking

- Log on to Internet Banking with your User ID/Email and password
- Click Cards -> Card Replacement -> New Request
- Complete the displayed form with the required details transaction
- Click on the "click here to agree" checkbox (to accept our card replacement terms and conditions)
- Provide answer to your secret question and click "Continue"
- Enter your Token's One Time Password and click "Submit"

### GTWorld

- Log on to GTWorld app with User ID/email and password
- Click the menu button on the screen then click Cards -> Card Replacement
- Complete displayed form
- Review summary of card request and click "Continue"
- Enter 4-digit PIN or Token code
- Click "Done" to complete request

### Mobile Banking

- Log on to GTMobile app with User ID/email and password
- Click the menu button on the screen then click My Services -> Cards & Cheques -> Cards -> Card Replacement
- Select card and reason for replacement from the list available
- Select Account to link, Account to Debit and Pick-up branch from the displayed options
- Review summary of card request and click "Continue"
- Provide answer to your secret question and enter your Token's One Time Password
- Click "Continue" to complete request

*Timeline: Produced card will be available for pick-up in 2 days for Lagos branches and 3 days for up-country branches.*