HOW TO UPDATE/REACTIVATE YOUR ACCOUNT

How to update account record(s)

*ATM	GTConnect
- After performing ATM transaction, a prompt is displayed to update customer's **Mobile Number** - If **Mobile Number** has not changed, click the **"Cancel"** button - If mobile number has changed, enter new **Mobile Number** - Click **"Continue"** button to confirm mobile number entered **Note: Customer is prompted every 60 days to update primary phone number.**	- Dial **+2348039003900**, **+2348029002900** - Press **"0"** and hold to speak to an agent - Upon authentication, agent provides account update form and specifies required document(s) - Complete the form provided and send with supporting documents to the originating email address - Agent sends completed form to appropriate team for relevant update(s) **Alternatively** - You can send an email to gtconnect@gtbank.com **Note: Call charges apply**
Timeline: **Immediately**	_Timelines_: **24 hours**

How to re-activate an account

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**   - You can send an email to gtconnect@gtbank.com   **Note: Call charges apply**
Note: Customer instruction for one account is valid for the reactivation of all customer's existing accounts with the Bank _Timelines:_ **24 hours**