How to initiate an I-Require Request on Internet Banking

I-Require is a service designed to enable our premium customers make appointments to visit our branches for any of the requests listed below:

- Log on to Internet Banking with your **"User ID"** and **"Password"**
- Select **"Self Service"** from the items menu
- Select **"I-Require"** from the drop down menu displayed
- Select **"New request"**
- Select **"Pick-up Method"**
- Select **"Request type"**

CASH WITHDRAWAL	STATEMENT COLLECTION	TOKEN COLLECTION	CARD COLLECTION	CHEQUE BOOK COLLECTION
- Select **"Cash Withdrawal"** from **"Request Type"** field - Complete the displayed form with appropriate details (i.e. Transaction amount, Account to debit, Pickup branch etc.) - Input the answer to your secret question - Generate a token code from your hardware token device **OR** dial *737*7# on your registered mobile phone to generate token code - Enter the generated token code in the appropriate field - Click **"Submit"** to complete request *NB: The transaction amount is immediately blocked in customer's account*	- Select **"Statement Collection"** from **"Request Type"** field - Select the account to debit for charges - Select account(s) for statement generation - Complete the displayed form with requested details (i.e. Statement period, Pick up branch, etc.) - Enter the answer to your secret question - Generate token code from your hardware token device **OR** dial *737*7# on your registered mobile phone to generate token code - Input the generated token code in the appropriate field - Click **"Submit"** to complete request	- Select **"Token Collection"** from **"Request Type"** field - Select the account to debit for charges - Complete the displayed form with requested details (i.e. Pick up branch, Pick up option) - Enter the answer to your secret question - Enter **"Token Code"** - Click **"Submit"** to complete request	- Select **"Card Collection"** from **"Request Type"** field - Select the **account to debit** for charges **If you wish to retain the pickup branch displayed** - Enter the answer to your secret question - Input token code in the appropriate field - Click **"Submit"** to complete request **If you wish to change the pickup branch displayed** - Select **"Change Pickup Branch"** check box. (This will display **"Change Pickup Branch"** page) - Complete the displayed form with requested details (i.e. Desired Service, New Pickup State, New Pickup Branch)_ - Enter the answer to your secret question - Click **"Continue"** - Input token code on the displayed page - Click **"Submit"** to complete request	- Select **"Cheque Book Collection"** from **"Request Type"** field - Select the account to debit for charges - Complete the displayed form with requested details (pick up branch, pick up option) - Enter the answer to your secret question - Click **"Submit"** to complete request

- *A Pick up time and reference code is generated for each request. Reference code is required for item pick up at branch*
- *Daily cumulative limit for cash withdrawal via this service is N1,000,000*

How to initiate an I-Require Request on Mobile Banking

I-Require is a service designed to enable our premium customers make appointments to visit our branches for any of the requests listed below:

- Download the **GT-World application** on your **"Playstore"** for Android phones, **"Appworld"** for BlackBerry phones and **"Applestore"** for IPhone
- Log on to Mobile Banking with your **User ID** and **Password**
- Slide your finger on your Mobile phone to display outstanding menu items
- Click "**Requests**" options on the "**Banking**" module
- Select "**Request a service**"
- Select **"Pick-up Method"**
- Select **"Request type"**

CASH WITHDRAWAL	STATEMENT COLLECTION	TOKEN COLLECTION	CARD COLLECTION	CHEQUE BOOK COLLECTION
- Select **"Cash Withdrawal"** from "**Request Type**" field - Complete the displayed form with appropriate details (i.e. Transaction amount, Account to debit, Pickup branch etc.) - Click "**Continue**" to proceed - Enter your PIN - Click **"Done"** to complete request *NB:The transaction amount is immediately blocked in customer's account*	- Select **"Statement Collection"** from "**Request Type**" field - Complete the displayed form with appropriate details (i.e. Number of copies, Account to debit, Pickup branch etc.) - Click "**Continue**" to proceed - Enter your PIN - Click **"Done"** to complete request	- Select **"Token Collection"** from "**Request Type**" field - Complete the displayed form with appropriate details (i.e. Account to debit, Pickup branch etc.) - Click "**Continue**" to proceed - Enter your PIN - Click **"Done"** to complete request	- Select **"Card Collection"** from "**Request Type**" field - Complete the displayed form with appropriate details (i.e. Account to debit, Pickup branch etc.) - Click "**Continue**" to proceed - Enter your PIN - Click **"Done"** to complete request	- Select **"Cheque book collection"** from "**Request Type**" field - Complete the displayed form with appropriate details (i.e. Account to debit, Pickup branch etc.) - Click "**Continue**" to proceed - Enter your PIN - Click **"Done"** to complete request

- *A Pick up time and reference code is generated for each request. Reference code is required for item pick up at branch*
- *Daily cumulative limit for cash withdrawal via this service is N1,000,000*