HOW TO TRANSFER FUNDS AND RESOLVE BLOCKED FUNDS

How to transfer funds

Internet Banking	Mobile Banking	Mobile Money	* USSD

▪ Log on to internet banking with your **User ID** and **Password**
▪ Click **"Account Transfers"** and select applicable transfer option
Available transfer options include;
  ✓ Pre-registered Transfer
  ✓ Transfer to GTBank A/C
  ✓ Transfer to Other Banks (NEFT)
  ✓ Transfer to Other Banks (Instant)
 	
To transfer to new beneficiary;
▪ Click **Add New Beneficiary**
▪ Complete the displayed form (with beneficiary's details) and click '**Get Beneficiary Name**'
Note: Beneficiary's name is displayed for confirmation
▪ Provide answer to your secret question
▪ Enter your Token code and click **"Continue"**
▪ To transfer funds to same beneficiary, input transfer amount and remark (if required)
▪ Provide answer to your secret question and click **"Continue"**
▪ Reconfirm the details of beneficiary & transfer amount
▪ Enter your **"Token code"** and click **"Submit"**
	▪ Log on to GTBank Mobile banking app with internet banking **User ID** and **Password**
	▪ Click the menu button on the screen and select **"Transfers"**
	▪ Select applicable transfer option
	Available transfer options include;
	  ✓ To Own Accounts
	  ✓ To GTBank
	  ✓ To Other Banks
	  ✓ Pre-registered Transfer
	  ✓ FX Transactions
	▪ Select 'From Account' (i.e. account to be debited)
	▪ Select 'To Beneficiary' where beneficiary already exists
	▪ Otherwise, click **"New"** to add new beneficiary, complete the required details and submit request
	▪ Enter transfer amount and Remark (optional)
	For authentication
	▪ Enter your **4 digits PIN**
	  Or
	▪ Enter answer to your secret question, review transaction summary & input **"Token code"**
	▪ Click **"Confirm Transfer"** to complete transaction
		Note: To transfer funds via mobile banking, mobile wallet must be funded
		▪ Log on to GTBank Mobile Money app with **Mobile number** and **PIN**
		
		To fund wallet;
		▪ Click the menu button on the screen then select **"Fund Wallet"**
		▪ Input **"Amount"** and **"PIN"**
		▪ click **"Continue"** to fund wallet
		
		To transfer funds;
		▪ Click the menu button on the screen then select **"Send Money"**
		▪ Select applicable transfer option
		Available transfer options include;
		  ✓ Wallet to Bank
		  ✓ To Phone
		  ✓ To Unregistered Phone
		  ✓ To GTBank Account
		  ✓ To Mobile Wallet
		  ✓ Interbank transfer
		▪ Complete the displayed form
		▪ Input **"PIN"** and click **"Continue"**
		▪ Review transaction summary and click **"Confirm"** to complete transaction
			To transfer to GTBank accounts
			▪ Dial ***737*1*Amount* NUBAN#**
			Example
			"*737*1*1000*1234567890 #" to transfer N1,000 to 1234567890")
			Note: An on-screen prompt displays name of beneficiary for confirmation and requests the last 4 digits of your GTBank debit card number
			▪ Input the last 4-digits of your card number to complete transaction or Input 0 to cancel transaction
			
			To transfer to other Banks:
			▪ Dial ***737*2*Amount* NUBAN#**
			Example
			"*737*2*1000*1234567890 #" to transfer N1,000 to 1234567890")
			Note: An on-screen prompt displays the code & list of banks available on the platform for transfer
			▪ Input the assigned code of the bank the transfer is being made to
			Note: An on-screen prompt displays name of beneficiary for confirmation and requests the last 4-digits of your GTBank debit card number
			▪ Input the last 4-digits of your card number to complete transaction or Input 0 to cancel transaction

Cont'd

To transfer to existing beneficiary;			Note: Minimum transfer amount is N1,000 and daily transfer limit is N100,000
- Select "**From**" and "**To**" options (i.e. account to debit and beneficiary's name) - Complete the displayed form with relevant details - Provide answer to your secret question and click "**Continue**" - Confirm the details of transfer and enter your Token code - Click **"Submit"**			

Note: Transfers to GTBank account and pre-registered beneficiaries can also be done via IVR

- Dial **+2348039003900, +2348029002900** or use the VOIP phones at branches
- Press appropriate number to be served in any language of your choice
- Follow the voice prompt to transfer funds
- Input your Token code when requested, to complete transaction

Note: Call charges apply

Timeline: *Transfers to GTBank account and Instant transfers to other banks are completed immediately while NEFT transfers are completed within 24 hours*

How to resolve blocked funds

GTConnect

- Dial **+2348039003900, +2348029002900** to speak with a Call agent
- Press appropriate number to be served in any language of your choice
- Follow the IVR voice prompt to speak with an agent
- Upon authentication, agent confirms the origin of the blocked funds and notifies customer of the expiration date of the block
- Agent escalates to relevant team if the funds are due for release.

- **Alternatively,**

- You can send a mail to **gtconnect@gtbank.com** to resolve blocked funds

Note: Call charges apply.

Timelines: *Immediately*