

GTBANK CUSTOMER COMPENSATION POLICY

1. Your Rights for Compensation

- **We Care About Your Security**

If you experience financial loss due to errors, fraud, or service disruptions, you may be eligible for compensation.

2. How to Submit a Claim

Step 1: Report the Issue Immediately

Contact us via:

- **Hotline:** (+250) 788 149 680
- **Email:** inforw@gtbank.com
- **In Person:** Speak to the Branch Manager.

Step 2: Submit a Formal Claim

Provide relevant details, including:

- Description of the incident.
- Transaction details.
- Evidence (if applicable).

3. Factors We Consider

- **Lost Funds:** The amount directly affected by the error or fraud.
- **Opportunity Costs:** If you lost the chance for financial gain due to the issue.
- **Damages:** Any other expenses or damages directly related to the incident.

4. Compensation Process Timeline

- **Review and Investigation:**
We will review your claim.
- **Resolution:**
Compensation decisions are typically made within **15days** after the review is complete.

5. Keeping You Updated

- We will **inform you** at each stage of the investigation.
- If additional documentation is needed, you will be contacted promptly.