

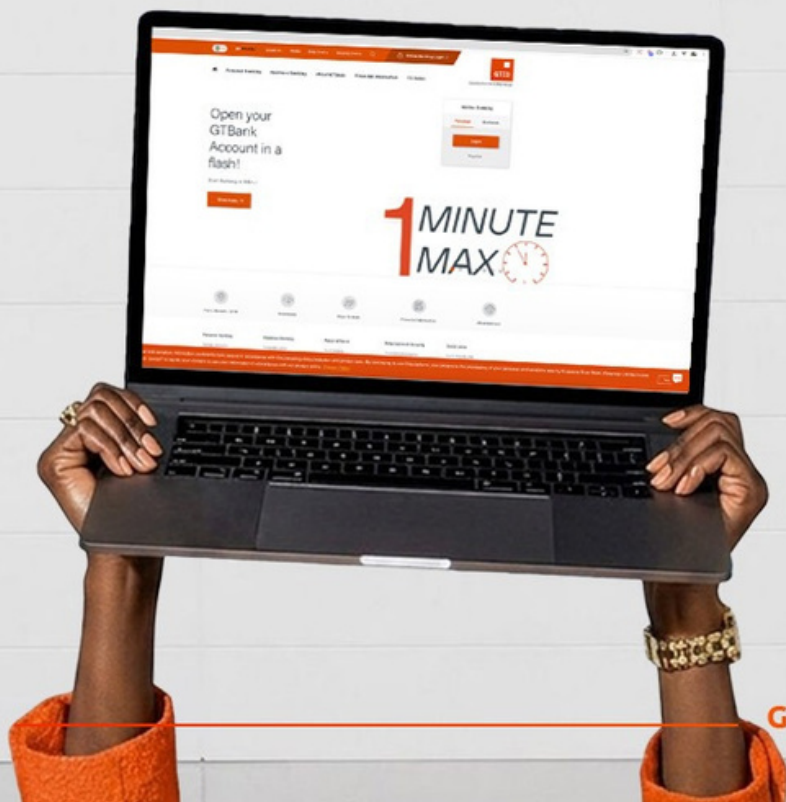


Guaranty Trust Bank (Rwanda) plc

NIBYO BIRENZE

Fungura konti muri GTBank
Mumunota umwe Gusa

SCANINGA HANO



5054

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www.gtbank.co.rw

GTBank (Rwanda) PLC is regulated by BNR

ONLINE ACCOUNT OPENING PORTAL- 1 Minute Max



Guaranty Trust Bank (Rwanda) plc

FAQs

What is Online Account Opening?

- It is a service that allows you to open your account digitally without visiting the branch immediately.

Who can open an account online?

- Any eligible customer with a valid identification document and active phone number.

Which account can I open online?

- You can open a Bundle Current Account, Current Account, Personal Saving Account, GTCrea8 (Student Saving Account) and E-Savers Account through the online process.

What information do I need before starting?

- National ID / Refugee ID / Passport
- Active phone number
- Email address
- Date of birth corresponding to National ID / Refugee ID
- Residential information
- Occupation details
- Branch selection (Nearest Branch)

Is online account opening free?

- Yes, opening the account is free unless specific account conditions apply.

How long does account opening take?

- Usually one minute if all information is correct.

Do I need to visit a branch after applying?

- Only if additional verification or document completion is required.

Why is my National ID required

- To verify identity and comply with banking regulations.

Why do I need to provide my phone number?

- For OTP verification, notifications, and confirmation your account has been successfully opened.

Why is my email requested?

- To receive account updates and communication.

What should I enter under occupation?

- Select the category that best describes your work.

Why am I asked for residential details?

- To confirm customer information and maintain updated records.

Why do I need to provide a referee or known person?

- This helps support customer identification where required.

Can I use someone else's phone number?

- No. Use a number registered and accessible to you.

What if I enter wrong information?

- Correct it before submission or contact the bank for assistance.

Can I stop and continue later?

- If the system allows saving progress, continue later; otherwise restart.

How will I know my account is opened?

- You will receive confirmation through the registered phone number.

What happens if verification fails?

- You may be asked to update details or visit a branch.

Can foreigners apply online?

- Eligibility depends on available identification requirements. Okay with Foreigner ID

Can I select my preferred branch?

- Yes, select the branch most convenient for you.

What if I do not receive the verification code?

- Check network connection, confirm your number, and retry.

Is my information secure?

- Yes. Customer information is processed securely.

Can I open multiple accounts online?

- No, for more than one account you reach at your nearest Branch. Only according to account eligibility rules.

What should I do if the application gets stuck?

- Close and reopen the application or contact support.

I submitted but received no response. What should I do?

- Wait for processing time and contact support if delayed.

Can I update my details after account opening?

- Yes, through the bank's update process.

What mistakes should I avoid?

- Wrong ID number
- Incorrect phone number
- Using another person's email
- Incomplete address
- Selecting wrong account type

What are the top 3 tips for successful account opening?

- Prepare all information before starting
- Enter details exactly as they appear on your ID
- Double-check before submitting

Thank you!

For more information, call us toll-free on 5054.