



Guaranty Trust Bank (Rwanda) plc

INTERBANK TRANSFERS FAQs





Guaranty Trust Bank (Rwanda) plc

INTERBANK TRANSFERS

1. What is an interbank transfer?

An **interbank transfer** is a transfer of funds from a GTBank account to any other local bank.

1. How do I make an interbank transfer?

You can make an interbank transfer either instantly by dialing *600*7# and following the prompts, or manually by visiting the nearest GTBank branch and filling out the Electronic Fund Transfer (EFT) form for processing.

1. Can I make transfers on weekends?

Yes, you can make transfers on **Saturdays**. On **Sundays**, transfers can be done using **GAPS**, **GT World Mobile App**, **USSD (*600#)**, and **GT Pay**.

1. What are the available channels for transfers?

Channels for interbank transfers include: **GAPS**, **GT World Mobile App**, **USSD (*600#)**, and **GT Pay**.

1. How long does it take for the money to reflect?

Transfers are processed instantly once all requirements are met. However, the final crediting depends on the **receiving bank**.

1. Is there a fee for interbank transfers?

Yes, there are charges:

1. RWF **1,000** for **NGOs** on single transfers
2. RWF **1,500** for **current account holders**

1. Why is my transfer delayed?

A transfer may be delayed due to:

1. Wrong information provided
2. System connectivity issues
3. Delays or issues at the beneficiary bank

1. What is the daily transfer limit?

Daily transfer limits:

1. **Manual transfers:** No limit
2. **Online transfers:** RWF 10,000,000 daily; RWF 5,000,000 per single transaction

1. Can I cancel a transfer?

Yes, a transfer can be canceled—if it has not yet been processed or credited.

1. What details do I need to make a transfer?

To make a transfer, the following details are required:

- Ordering customer's **name**, **address**, **bank account number**
- **Amount**
- **Reason** for the transfer
- Beneficiary **account number** and **name**
- **Date**
- **Signature** of the ordering customer

1. What should I do if I transferred to the wrong account?

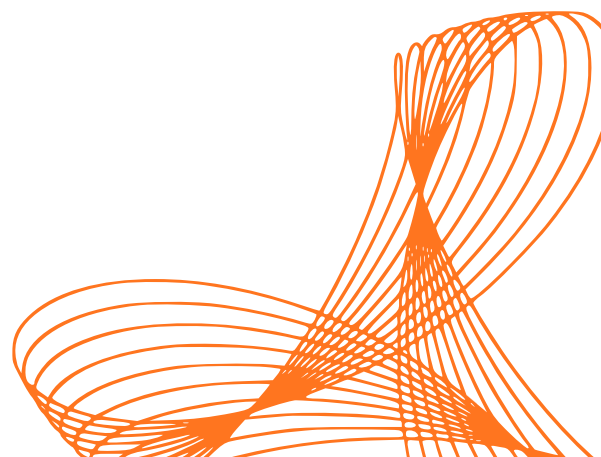
If a transfer is made to the **wrong account**, immediately alert GTBank so we can initiate a **recall process** to retrieve the funds.

1. Are international transfers supported?

Yes, **international transfers** are supported.

1. What is the SWIFT code for GTBank?

GTBank's **SWIFT code** is **GTBIRWRK**.





Guaranty Trust Bank (Rwanda) plc

1. How do I track the status of my transfer?

You can track a transfer by contacting the **ordering bank (GTBank)** and requesting a **Proof of Payment**.

1. Can I schedule recurring transfers?

Yes, you can schedule **recurring transfers**—this requires an **indemnity** or coordination with your **account manager** to send written instructions via email.

1. Are interbank transfers secure?

Yes, interbank transfers are secure. We verify the customer's **signature** and may **call to confirm** before processing.

1. Can I print a transfer confirmation?

Yes, the bank can provide a **Transfer Confirmation Letter**. Customers using **online banking** can print confirmations directly from their account.

1. What are the bank codes used in transfers?

GTBank's **bank code** is **070** or **70**.

1. How do I escalate a failed or delayed transfer?

To **escalate a failed or delayed transfer**, contact our Call Center at **0788149600 / 0788149610** or email **info@gtbank.com**.

