



How to deactivate your token

Internet Banking	GTConnect
<ul style="list-style-type: none">▪ Log on to internet banking with your User ID and Password▪ Click “Self Service”▪ Click “Deactivate Token”▪ Click “New Request” and select the token to be deactivated▪ Provide answer to your secret question and click “Send Deactivation Code” to send deactivation code to registered email address and phone number▪ Retrieve deactivation code and enter it into appropriate box to complete deactivation.	<ul style="list-style-type: none">▪ Dial +2348039003900, +2348029002900▪ Press appropriate number to be served in any language of your choice▪ Press “0” and hold on to speak to an agent▪ Upon authentication, agent deactivates the token device▪ Alternatively, you can send a mail to gtconnect@gtbank.com to deactivate your token <p>Note: Call charges apply</p>
<p><u>Timeline: Immediately</u></p>	