



How to update your mobile number or email address

Internet Banking	ATM
<ul style="list-style-type: none">▪ Log on to internet banking with your User ID and Password▪ Click on “Self Service” option on the menu bar▪ Click on “Customer Information Update”▪ Click on “New request”▪ Complete the form displayed▪ Enter the “Answer to your secret question”▪ Review details captured to confirm accuracy▪ Click on “Continue”▪ Enter your “Token code”▪ Click “Submit” to automatically update your email or mobile number	<ul style="list-style-type: none">▪ Locate any GTBank ATM nearest to you▪ Insert card into ATM terminal▪ Enter your “PIN” and press “Proceed”▪ Select “Perform other transaction”▪ Select “More services”▪ Select “Update Phone Number”▪ Enter your “Mobile number” and press “proceed”▪ Enter “PIN” and press “Proceed”▪ Confirm phone number displayed and press “Proceed” to update your Mobile Number.
<p><u>Timeline:</u> Immediately</p>	