CARD TRANSFER AND RE-ROUTING

How to request for card transfer

Internet Banking	GTConnect
For Interstate Card transfer ▪ Log on to internet banking with your **User ID** and **password** ▪ Click **"Cards"** ▪ Click **"Change Card Pick-Up Branch"** ▪ Select **"Inter\Intra-state Card Transfer"** as desired service ▪ Select pick-up state/ branch and new pick-up state/ branch ▪ Provide **answer to your secret question** and click **"Continue"** ▪ Enter generated **token code** and click **"Submit"** to complete request	▪ Dial **+2348039003900, +2348029002900** ▪ Press appropriate number to be served in any language of your choice ▪ Press **"0"** to speak to an agent ▪ Agent sends request form to customer ▪ Agent receives completed request form from customer ▪ Upon authentication, agent forwards a request to the branch where card is domiciled ▪ Card is transferred to the desired branch **Alternatively** ▪ You can send an email **to gtconnect@gtbank.com** *Note: Call charges apply*
Timeline: Interstate transfer takes 10 working days	*Timeline: Intrastate transfer takes 5 working days*

How to request for card re-routing (Cards soon to expire)

Internet Banking
Note: All cards are automatically renewed and sent to the last requested pick up branch. To change the pick-up location prior to expiration follow the process below ▪ Log on to internet banking with your **User ID** and **Password** ▪ Click **"Cards"** ▪ Click **"Change Card Pick up Branch"** ▪ Select **"Card renewal (about to expire card)"** as desired service ▪ Provide **"Card expiry date"** and select **"new pick-up branch"** ▪ Provide **answer to your secret question** and click **"Continue"** ▪ Enter your **token code** ▪ Click **"Submit"** to complete request
Note: You can only apply for this service at least two months before card expiration