

Complaint Form



Guaranty Trust Bank Ltd

Date:
Day Month Year

Account Name: _____

Account No.: E-mail Address: _____

Mobile No.: _____ Originating Branch: _____
Branch where instruction is submitted for processing (e.g Lekki, Ajah)

General Complaint

Please tick required section as appropriate

- Erroneous Posting Dishonoured Cheque Internet Banking Issues Staff Attitude
 Loans Blocked Funds Issues with Token Device Declined Card Transaction
 Un-posted Credit Fraud Untreated FX Instruction Others _____

Transaction Date:
Day Month Year

For more information, please write in the space below

Dispense Error Complaint

Please tick required section as appropriate

Dispense Error Channel:

POS ATM Web Bank/Location: _____
For POS-Merchant Location, ATM Bank & Branch, Web-Web Address

Card Type: Visa Dollar Master Card Naira Master Card

Expiry Date on Card: Last Four Digits on Card:
Day Month Year

Error Type: Cash not dispensed Cash Retracted Others (Please specify) _____

Error Date: Error Time: _____ Amount:
Day Month Year

Authorized Signatory

Authorized Signatory

Customers are advised to request for the Customer Acknowledgment Slip

For Official Use

Treated by: _____ Stamp & Date: _____

Approved by: _____ Stamp & Date: _____