



GTMAX Account Opening Form - Individual Form A (Tier 3)



Guaranty Trust Bank Ltd
RC 152321

Category of Account
(Tick as appropriate)

Customer Type

Single Account

Joint Account

Walk in

Marketed

This form should be completed in CAPITAL LETTERS.

Characters and marks should be similar in style to the following:

Branch:

ACCOUNT NUMBER (for official use only):

Bank Verification ID No:

Please affix
passport photo

Personal Information

Title: Surname:
(Please specify)

First Name:

Other Name(s):

Marital status: Single Married Others:
(Please tick '✓' as appropriate) (Please specify)

Gender: Male Female

Country of Birth: Date of Birth: Day Month Year

Mother's Maiden Name:

Educational Level: O-Level Undergraduate Graduate Postgraduate

Name of First Child:

First Child's Date of Birth: Day Month Year

L.G.A of Origin: State of Origin:
(Nigerians only) (Nigerians only)

Tax identification No:
(If available)

Purpose of Account:

Nationality: Nigerian Others (Please specify)

Resident Permit No: Permit Issue Date:
(For Non Nigerians) (For Non Nigerians) Day Month Year

Permit Expiry Date: Day Month Year
(For Non Nigerians)

Do you have residency or Yes No If yes, which country: _____
citizenship of any other country:

Social Security No:

Contact Details

Residential Address

House/Plot Number: Street Name:

Nearest Bus Stop/Landmark:

City/Town:

L.G.A:

State:

Mailing Address:
(If different from Residential Address)

Mobile number: Phone number:

E-mail address:

Means of Identification

National ID Card National Driver's Licence International Passport
Permanent INEC Voter's Card Others:
ID No:
Date Issued: Day Month Year
Expiry Date: Day Month Year

Account Service(s) Required (Please tick applicable option below)

Internet Bank E-mail Statement Naira Debit Card Dollar Debit Dollar Credit
SMS Alert E-mail Alert Mobile Money Token
(charges apply)

The pre-checked boxes above are compulsory services as directed by the CBN. If you wish to opt out of these services, kindly request for an indemnity form.

- Please note that if you do not select any transaction alert option (i.e SMS/Email), you will automatically be profiled for email alert. If you do not have a registered email address, you will be profiled for SMS alert.

Statement Preferences: Email Collection at Branch

Statement frequency: Monthly Quarterly Semi-Annually Annually

Cheque Book Requisition: Crossed cheque 25 Leaves 50 Leaves
Fees Applies
100 Leaves 200 Leaves

Cheque Confirmation: Will you like to pre-confirm your cheques? Yes No

Cheque confirmation threshold: If the answer to the above is yes, please specify the threshold

*Minimum confirmation threshold is currently N500,000.00

Employment Details

Employment Status: Employed Self-Employed Unemployed Retired Student

Others
(Please specify)

Date of:
Employment
(If employed) Day Month Year

Annual Salary/Expected Annual Income

Annual Salary	(a) Less than ₦50,000	<input type="checkbox"/>	(b) ₦51,000 - ₦250,000	<input type="checkbox"/>
	(c) ₦251,000 - ₦500,000	<input type="checkbox"/>	(d) ₦501,000 - Less than ₦1million	<input type="checkbox"/>
	(e) ₦1million - Less than ₦5million	<input type="checkbox"/>	(f) ₦5million - Less than ₦10 million	<input type="checkbox"/>
	(g) ₦10million - Less than ₦20million	<input type="checkbox"/>	(h) ₦20million - Less than ₦100million	<input type="checkbox"/>
	(i) Above ₦100million	<input type="checkbox"/>		

Business/Employer's Name: [REDACTED]

Business/Employer's Address: [REDACTED]
[REDACTED]

Office/Plot Number: [REDACTED] Street Name: [REDACTED]

Nearest Bus Stop/Landmark: [REDACTED]

City/Town: [REDACTED] L.G.A: [REDACTED]

State: [REDACTED]

Nature of Business/Occupation: [REDACTED]

Office Phone No: [REDACTED] Fax No: [REDACTED]

Details of Next of Kin

Title: [REDACTED] Surname: [REDACTED]
(Please specify)

First Name: [REDACTED]

Other Name(s): [REDACTED]

Date of Birth: [REDACTED] Gender: Male Female
Day Month Year

Relationship: [REDACTED]

Mobile number: [REDACTED] Phone number: [REDACTED]

Email Address: [REDACTED]

Contact Details

House/Plot Number: [REDACTED] Street Name: [REDACTED]

Nearest Bus Stop/Landmark: [REDACTED]

City/Town: [REDACTED] L.G.A: [REDACTED]

State: [REDACTED]

Additional Details

Name of Beneficial Owner(s) if any: [REDACTED]
[REDACTED]

Spouse's Name (if applicable): [REDACTED]

Spouse's Date of Birth: [REDACTED] Spouse Occupation: [REDACTED]
Day Month Year

Mobile No.: [REDACTED] Phone Number: [REDACTED]

Sources of Fund to the Account: 1 [REDACTED]

Sources of Fund to the Account: 2 [REDACTED]

Expected Annual Income from other Sources: [REDACTED]

Name of Associated Business(es) (if any): 1 [REDACTED]

2 [REDACTED]

3 [REDACTED]

Type of Business: [REDACTED]

Business Address:	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	

Accounts held with other banks

S/N	Name and Address of Bank/Branch	Account Name	Account Number	Status: Active/Dormant
1	_____	_____	_____	_____
2	_____	_____	_____	_____
3	_____	_____	_____	_____
4	_____	_____	_____	_____

Disability Status

The Bank affirms its commitment to providing financial inclusion to persons with disability in accordance with the applicable laws and regulations, and completion of this portion indicates your consent to the processing of your personal data by Guaranty Trust Bank Limited, its strategic partner/ service providers, Guaranty Trust Holding Company, and its subsidiaries as indicated below.

I have a disability or have a history/record of having a disability

Yes No I prefer not to say

What is the nature of the disability?

Physical/Mobility Impairment <input type="checkbox"/>	Hearing Impairment <input type="checkbox"/>	Visual Impairment <input type="checkbox"/>
Speech Impairment <input type="checkbox"/>	Cognitive Impairment <input type="checkbox"/>	

Others (Please Specify) _____

I/We _____ affirm that this information is provided voluntarily and understand that the details disclosed will remain confidential and that my decision to withhold information about my disability status will not restrict my access to appropriate financial services.

Our branch locations with wheelchair accessibility for the physically impaired are available on the bank's website ([visit www.gtbank.com](http://www.gtbank.com)).

Braille forms for the visually impaired will be available upon request at select branch locations as indicated on the bank's website.

We will continue to provide updates on available resources via the bank's website.

This information would only be used in line with the Bank's policy on socially/ financially disadvantaged customers.

GTMAX

Please tick your preferred option

GTMAX SILVER

Account Features

- Minimum Opening amount is N150,000.00
- Minimum Account Balance is N100,000.00
- Zero Current Account Maintenance Fee
- Attractive Interest Rate

■ PLEASE NOTE THE CONDITIONS AVAILABLE

A maximum of five (5) withdrawals are allowed per month. In any month where more than 5 withdrawals are made, a Current Account maintenance fee of N1/mille will be applied on all the transactions for the month.

A minimum account balance of N100,000.00 must be maintained in this account at all times. In any month the account goes below the minimum account balance, a Current Account maintenance fee on N1/mille will be applied on all transactions for the month and no interest will be paid on the account for that month

The account opening amount must be paid into the account immediately it is opened.

Signature

Date

GTMAX GOLD

Account Features

- Minimum Opening amount is N500,000.00
- Minimum Account Balance is N250,000.00
- Zero Current Account Maintenance Fee
- Attractive Interest Rate

■ PLEASE NOTE THE CONDITIONS AVAILABLE

A maximum of five (5) withdrawals are allowed per month. In any month where more than 5 withdrawals are made, a Current Account maintenance fee of N1/mille will be applied on all the transactions for the month.

A minimum account balance of N250,000.00 must be maintained in this account at all times. In any month the account goes below the minimum account balance, a Current Account maintenance fee on N1/mille will be applied on all transactions for the month and no interest will be paid on the account for that month

The account opening amount must be paid into the account immediately it is opened.

Signature

Date

GTMAX PLATINUM

Account Features

- Minimum Opening amount is N1,000,000.00
- Minimum Account Balance is N500,000.00
- Zero Current Account Maintenance Fee
- Attractive Interest Rate

■ PLEASE NOTE THE CONDITIONS AVAILABLE

A maximum of five (5) withdrawals are allowed per month. In any month where more than 5 withdrawals are made, a Current Account maintenance fee of N1/mille will be applied on all the transactions for the month.

A minimum account balance of N500,000.00 must be maintained in this account at all times. In any month the account goes below the minimum account balance, a Current Account maintenance fee on N1/mille will be applied on all transactions for the month and no interest will be paid on the account for that month

The account opening amount must be paid into the account immediately it is opened.

Signature

Date



Account Mandate

Mandate authorization/Combination Rule (Please tick as appropriate):

Sole Signatory

Either to sign

Both to sign

Signatory A

Name: _____

Surname: _____

First Name: _____

Other Name(s): _____

Class of Signatory: _____

Identification Type: _____

Identification No.: _____

Telephone No.: _____

Signature & Date: _____

Please affix
passport photo

Signatory B

Name: _____

Surname: _____

First Name: _____

Other Name(s): _____

Class of Signatory: _____

Identification Type: _____

Identification No.: _____

Telephone No.: _____

Signature & Date: _____

Please affix
passport photo

Confirmation of Pending Litigation

Kindly indicate if there is any pending criminal or civil litigation in which you are a party to:

Yes No Abstain

If yes, provide details _____

Privacy Policy

The bank takes your privacy seriously and only processes your personal information to make your banking experience better. In accordance with NDPR and other applicable regulations, signing below indicates your consent to the processing of your person data by Guaranty Trust Bank, its strategic partner/service providers, Guaranty Trust Bank's Holding Company and its subsidiaries, as detailed in our privacy policy available at <https://www.gtbank.com/privacy-policy>

Signature _____

<input type="text"/>				
Day	Month	Year		

Declaration

We _____ hereby apply for the opening of an account with Guaranty Trust. We understand that the information given herein and the documents supplied are the basis for opening such account and We therefore warrant that such information is correct.

I/We have read the terms and conditions governing the operations of the account which are presented overleaf and agree to be bound by them.

1. _____ Name _____ Signature _____

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 Day _____ Month _____ Year _____

Name	Signature	Day	Month	Year
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**Mark of Customer/
Employee**

Magistrate/ Commissioner for Oaths:

Day	Month	Year		

Name of Interpreter: _____

Address of Interpreter: _____

Mobile No: _____ Language of _____

Language of Interpretation:

Signature of Interpreter: _____

Please complete all relevant portion of the application form and return package with the following documents:

1. Two reference forms, to be completed by individuals who maintain current account with a bank in Nigeria (Detachable reference forms are included in this package)
2. One passport photograph of each signatory with full face forward
3. Identification document for each signatory e.g International Passport, National Drivers Licences, etc. Please bring along the original(s) for sighting.
4. Copy of utility bill issued within the last three months. Please bring along the original(s) for sighting.
5. For foreign citizens, a copy of the current resident's/work permit. Please bring along the original(s) for sighting.

Authentication for Financial Inclusion and Risk Classification

Is the customer socially or financially disadvantaged? Yes No

If the answer to the above is yes, state other documents obtained in line with the Bank's policy on socially/financially disadvantaged customer.

Does the customer enjoy tiered KYC requirement? Yes No

If answer to the above is yes, identify customer's risk category

Low Risk Medium Risk High Risk

Customer Classification Code: Economic Sector Code:

Type of Depositor's Code: Annual Turnover (N'000):

Authentication for Politically Exposed Persons

Is the customer a Politically Exposed Person? Yes No

If yes, please provide details: _____

Customer Address Verification/Call Memo (if applicable)

Address visited: _____

Comment on Location - Landmarks: _____

Location - Colour of building: _____

Location - Description of building: _____

Full name of visiting staff: _____ Signature: _____ Date: Day Month Year

Utility bill submitted? Yes No

Documents checked? Yes No

Certification

I hereby confirm that the information contained herein is correct and a true representation of the Customer's profile

Full Name: _____ Signature: _____ Date: Day Month Year

Deferral/Waiver of Documents (if any) authorized by

Full Name: _____ Signature: _____ Day Month Year

Account Opening Authorised

A/C Manager's Code:

A/C Opened by: Name: _____ Signature: _____ Date: _____
CIS

Approved by: Name: _____ Signature: _____ Date: _____
OPERATIONS HEAD

TERMS AND CONDITIONS

I/We confirm and agree that my/our account and all banking transactions between us ("the Customer", or "us" or "we" or "its" or "our") and Guaranty Trust Bank Limited ("the Bank") shall governed by the conditions specified below and/or the terms of any specific agreement between us and the Bank or where not regulated by either the conditions or such agreement, by customary banking practices in Nigeria:

1. The Bank will not establish or operate the requested account unless and until it has received the required supporting documents for the account, a list of which has been provided to us and is included with this application form.
2. The Bank is hereby authorized to undertake all "Know Your Customer" (KYC) procedures specified by applicable law and/or regulations and/or Bank policies including the confirmation of our details at the appropriate government registry. We hereby authorize you to debit our account without further notice to us for the costs attendant to such KYC procedures.
3. The bank may, due to changing money market conditions, alter the applicable interest rate(s) on my/our account(s) which will be published on the bank's official website and/or in the banking hall. The bank may also, with 3 days prior notice via email and/or our website, impose or change the minimum balance requirements for my/our account(s).
4. The Bank is authorized, where the balance standing to the credit of my/our accounts is below the required minimum balance, to either amend the rate(s) of interest payable or close the account.
5. The Bank is authorized to transfer money from any deposit account, I/We maintain to any other accounts. I/We maintain with the Bank whose balance is below the required minimum.
6. The Bank shall, in addition to any right of set-off or similar right prescribed by law, be entitled, without notice, to combine and consolidate all or any of my/our accounts with the Bank (without any liabilities to the Bank) and/or to set off or transfer any or all amounts owed by me/us or a related party to the Bank against any and all money which the Bank may hold for my/our account or any other credit be it cash, cheques, valuables, deposits securities negotiable instruments or other assets belonging to me/us whether held on current or deposit account or otherwise and whether in Naira or any other currency (hereinafter referred to as "foreign currency").
7. The Bank shall be entitled to retain and not repay any amount whatsoever that it owed to me/us or which it holds on my/our behalf and until all amounts owed by me/us or the related party to the Bank have been repaid or discharged in full and, for so long as such amounts have not been discharged or repaid in full, the Bank shall be entitled to appropriate any amounts so owed to me/us or held on my/our behalf in or towards the payment and discharge of the amounts owed by me/us or the related party to the Bank. "Related Party" means an entity in which the Customer is a director/shareholder; or the Customer's spouse(s), child/children, and/or parents; or an entity in which the Customer's spouse, sibling, and/or parent is a director/shareholder.
8. When effecting any set-off, the Bank shall be entitled at its absolute discretion, with or without notice to us to convert any Naira or foreign currency into the currency in which the amount owed was incurred at the applicable official exchange rate for the currencies in question prevailing in Nigeria at the time of such conversion.
9. I/We shall be responsible for all costs, expenses and liabilities arising from the purchase, retention and sale of investments made on our behalf by the Bank which include but are not limited to all taxes, statutory fees, duties and levies.
10. The Bank is hereby authorized, in the absence of any written instruction to the contrary, to place my/our funds in any appropriate investment (which for the purpose of this clause shall include but not limited to investments in Commercial Paper whether guaranteed by the Bank or otherwise) or on deposit and to renew/invest at maturity any investments or deposit made in my/our name on the same terms and conditions that applied to such investment/deposit immediately prior to its maturity or on such other terms and conditions as the Bank may, in its absolute discretion, consider appropriate under the circumstances.
11. The Bank may, unless otherwise instructed by me/us, retain on my/our behalf, on a safe custody basis, any investment instruments issued in respect of an investment made on my/our behalf and unless otherwise specifically agreed. I/We will not have recourse to the Bank for the value or worth of such investments.
12. Where the Bank, in the absence of any previous agreement as to rate of interest and costs and charges that will apply if our account become overdrawn, in its absolute

discretion allows us to make any drawing that results that results in our account or any of them becoming overdrawn, the Bank shall be entitled to charge such rate of interest and impose such charges as, in its absolute discretion, it considers appropriate in the circumstances and we agree to pay such interest and charges to the Bank on demand.

13. I/We agree that where I/We give any instruction for a payment(s) that in aggregate exceed(s) the amounts standing to the credit of my/our account against which payment is to be made, the Bank reserves the right to decline to carry out such instruction or where there is more than one transaction, to select the transaction shall be executed without reference to the date of despatch or time or receipt of my/our instructions, in the event that there are outstanding payments and for which my/our account is not funded, the Bank may in its discretion make such payment and I/We confirm my/our obligation to repay the Bank whether or not the Bank makes a demand for the outstanding payment, in addition to charges and interest accrued thereon.

14. Where I/We maintain a credit account with the Bank in any foreign currency, the credit balance of such account may be held by the Bank with any Bank or financial institution it considers first rate located in my/our country in which foreign currency is legal tender. Such credit balance will accordingly be subject to all laws and applicable regulations in Nigeria and in the country in which such credit balance is held and the Bank shall not be held liable if the credit balance or any part thereof becomes unavailable as a result of any of the laws and regulations to which such credit balance is subject.

15. Where any un-cleared effects credited to my/our account by the Bank are subsequently dishonoured and/or the Bank for any reason is required to repay to the paying banker or any other party all or any part of amount credited to my/our account. The Bank will be entitled to debit my/our account with the amount of such un-cleared effect and/or repaid amounts plus accrued interest and applicable bank charges.

16. No failure or delay in exercising any right power or privilege vested in the Bank by these conditions shall operate as a waiver thereof nor shall any partial exercise of such right, power or privilege preclude any other or further exercise thereof.

17. If any of the Conditions or provisions specified herein are invalid, illegal or unenforceable in any respect under the law the validity, legality and enforceability of the remaining conditions and/or provisions contained herein shall not in any manner be affected or impaired thereby.

18. Commission and charges shall be levied in accordance with the Bank's standard scale of charges in force from time to time and copies of which are available on request. The Bank reserves the right to amend its rates of interest in accordance with its standard scale of charges and/or conditions from.

19. Where these conditions are signed by or on behalf of more than one person as the Customer, all of such persons are bound by these terms and conditions.

20. Any communication by the Bank shall be deemed to have been made as soon as it is sent to the most recent address or e-mail address provided by me/us, or published on the Bank's website or through any other electronic or digital communication channel approved by the Bank. The date indicated on the duplicate copy of such letter, on the Bank's mailing list, or on the digital dispatch log shall constitute the date on which the communication was sent or published. Any statement or confirmation of any transaction between me/us or either of us and the Bank shall be deemed to have been examined by me/us and to be conclusive and binding unless within 10 working days from the date specified on such statement/confirmation, I/we or either of us advise the Bank in writing that an item contained therein is being disputed, whether or not such item was made in accordance with the mandate from time to time given by us to the Bank.

21. I/We understand and acknowledge that electronic mail, facsimile and verbal communications are insecure transmission media where I/We advise the Bank to accept the instruction in such manner, I/We however undertake to indemnify the Bank in full for any loss it may suffer or incur by reason of its honouring my/our Letters, electronic mail, facsimile or verbal instructions, irrespective of whether same are erroneous, fraudulent or issued otherwise than in accordance with the Mandate for my/our account, any and all payment instructions issued in accordance with the Mandate for our account and which bears or purports to bear the facsimile or electronic mail signature of the person(s) whose specimen signatures have been provided to the Bank by me/us. The Bank is hereby authorized to honour and to debit my/our account, for any and all payment instructions/confirmations issued or provided by me/us using a pre-agreed format for same which may include but is not limited to oral or written instructions/confirmations and where given orally such oral instruction may

if previously agreed involve the use of specific password(s) and when giving in writing may be given by letter, facsimile or electronic mail.

22. I/We hereby authorize the Bank to debit my/our account with the cost incurred in respect of the issuance of the cheque book(s) for the above account.

23. Honour all cheques or other orders/instruments which may drawn on the said account provided such cheques or orders/instruments are signed by me/us and to debit such cheques or orders/instruments to the said account whether such account be for the time being in credit or overdrawn in consequence of such debit without prejudice to your right to refuse to allow any overdraft or increase of overdraft and in consideration, we agree:

- a. to assume full responsibility for the genuineness or correctness and validity of all endorsements appearing on all cheques, orders, bills, notes, negotiable instruments, receipts and/or other documents deposited in our account
- b. to be responsible for any repayment of any overdraft with interest and to comply with the Bank's rules and new rates as advised by the Bank from time to time
- c. to free the Bank from any responsibility for any loss or damage of funds deposited with the Bank due to any future government order, law, tax, embargo, moratorium, exchange restriction and/or all other causes beyond the Bank's control
- d. that all funds standing to our credit are payable on demand only on such local currency as may be in circulation
- e. to be bound by any notification of change in the conditions governing the account directed to our last known address and any notice or letter sent to our last known address shall be considered as duly delivered and received by us at the time it would be delivered in the ordinary course of post
- f. Customers should not to write out cheques in staff's name. All cheques for deposits should be made out in customer's name
- g. Customers should desist from transferring money from their accounts into staff's account(s). Impromptu cash pick ups at the customer's premises by staff should not exceed N500,000
- h. Customers who wish to enjoy cash pick up services should make a formal request which would be handled in accordance with the laid down procedure cash pick up. Cash in excess of N500,000 should be paid over the counter by the customer.
- i. that if a cheque credited to my/our individual account is returned dishonoured, the same may be transmitted to me/us through my/our last known address either by bearer or by post.
- j. and I/We not that the Bank will accept no liability whatsoever for funds handed to members of the staff outside banking hours or outside hours or outside the bank's premises
- k. that my/our attention has also been drawn to the necessity of safe guarding my/our passwords and access codes to the bank's non-branch channels including, but not limited to ATM, Internet Banking, Telephone Banking, Mobile banking and SMS banking, so that unauthorized persons are unable to gain access to it and to the fact that neglect of this precaution may be a ground for any consequential loss being charged to my/our account
- l. that any bank is under no obligation to honour any cheque(s) drawn on the account unless there are sufficient funds in the account to cover the value of the said cheque(s) and I/We understand and agree that any such cheque(s) may be returned to me/us unpaid, but if paid, we are obliged to repay the bank on demand
- m. that any disagreements with entries on my/our bank statements will be made by me/us within 15 working days of the dispatch of the bank statements. Failing receipts by the bank of a notice of disagreement of the entries within 15 days from the date of dispatch of my/our bank statements as rendered is correct
- n. that any sum standing to the debit of the current account shall be liable to interest charges at the rate fixed by the bank from time to time. The bank is authorized to debit from the account the usual banking charges, interest, commission, and any service charge set by Management from time to time.
- o. Foreign currency cash withdrawals from my/our accounts shall be subject to availability

24. I/We hereby affirm that I/We are aware that it is a crime under the laws of the Federal Republic of Nigeria to issue cheques without sufficient funds in my/our account in the value of my/our cheques and I/We hereby undertake to bear all consequences and/or liabilities arising from my/our instructions to the Bank to pay on cheques drawn on my/our account where such account is not sufficiently

funded with the value of my/our cheques.

25. The Bank reserves the right to restrict, place a balance limit or block the customer's credit balances without notice to the customer, or prevent the customer from accessing its transaction channels:

- (i) upon the written request of a regulatory body or law enforcement agency
- (ii) upon the Bank's reasonable suspicion that the customer has used or intends to use their account for fraudulent or unlawful activity
- (iii) in compliance with a valid Court Order
- (iv) in compliance with applicable laws and regulations.

26. Notwithstanding the foregoing provisions, the Bank reserves the right to terminate this banking relationship by closing the customer's account and paying the customer their available balances net of any liens and applicable deductions:

- (i) where the Bank determines that the customer presents an unacceptable risk which the Bank determines is incapable of remediation
- (ii) where the customer has become insolvent
- (iii) where the customer has filed a frivolous lawsuit against the Bank, in the absence of any wrongdoing by the Bank
- (iv) upon the customer's material or repetitive breach of their obligations under these Terms and Conditions
- (v) where the customer engages in conduct that is considered by the Bank as being inconsistent with the interests of the Bank, or of other customers
- (vi) upon the written complaint of another customer alleging fraudulent activity, and being identified as responsible for loss or damage, or presenting a material risk to other customers.

26. The Bank reserves the right to report the customer to law enforcement or Banking Regulators where it determines that the customer has acted in violation of a written law or regulation.

1. Definitions

"Customers" means a Customer of the Bank who has or operates an account with the Bank and is named in the application form. Where two individuals are named, either or both of them are Customers.

"The Bank" means Guaranty Trust Bank Limited.

"Card Holders" means a Customer who has been issued a Guaranty Trust Bank MasterCard. The card is the property of the Bank and will be returned unconditionally and immediately to the Bank upon request by the Bank.

"Service" means the Guaranty Trust Bank Limited Internet Banking, GTConnect, GENs notification (SMS alert) Automatic Teller.

"Access code, Pass code, Username and Password" means the enabling code with which you access the system for the service and which is known to you only.

"Account(s)" means a current or saving account(s) or other account(s) maintained with the Bank at any of the Bank's branches in Nigeria.

"PIN" means Personal Identification Number.

"ATM" means Automated Teller Machine that dispenses cash to account(s) holders via the use of debit/credit cards or accept cash deposits.

"MasterCard" means the card used by a Customer for initiating transactions on the various electronic payment channels e.g. ATM, POS and Internet.

"Secure Messages Facility" means the facility within the e-Banking services that enables the Customer to send electronic messages (e-mail, SMS) to the Bank, including and without limitation free-format messages, or instructions to make payments, request for cheque books, bank draft or the purchase or sale of securities and interests in mutual funds.

2. The Service allows the Customer to give the Bank instructions by use of:

a. Telephone, ATM, PIN, Password, Access code, Username and secure message (e-mail, SMS), Internet banking for the following:

- i. Obtain information regarding Customer's balances as at the last date of business with the Bank
- ii. Obtain information with regards to any instrument in clearing or any balance standing in the Customer's account as at the last date of

Electronic Banking

We confirm and agree that the following terms and conditions shall govern our Electronic Banking transactions with the Bank. The following terms and conditions shall govern the Bank's e-Banking Services

transaction on the Customer's account

- iii. Authorize the Bank to debit Customer's account to pay specified utility bills such as NITEL, PHCN, WATER RATE and/or any other bills as specified by the Customer subject however to availability of such bill payment under this service
- iv. Authorize the Bank to effect a transfer of funds from the Customer's account to any other account with the Bank
- v. Authorise the Bank to effect/stop any payment order
- vi. Authorize the Bank to debit Customer's account and load same into a designated card

b. On receipt of instruction, the Bank will endeavour to carry out the Customer's instruction promptly, except in the event of any unforeseen circumstances such as Act of God, Force Majeure and other causes beyond the Bank's control

3. Before the service can avail any Customer, he/she must have anyone or a combination of the following:

- i. an account with the Bank &
- ii. a valid e-mail address
- iii. a Passcode, Access code, Username, Password or token authenticator
- iv. a Personal Identification Number "PIN"
- v. valid GSM/landline number

4. The Passcode/Access code/Password/E-mail Security.

The Customer understands that his/her Passcode, Access code/Password E-mail is used to give instructions to the bank and accordingly undertakes:

- i. that under no circumstances shall the Passcode/Access code/Password be disclosed to anybody
- ii. not to write the Passcode/Access code/Password in an open place in order to avoid third party access
- iii. the Customer instructs and authorizes the Bank to comply with, any instructions given to Bank or through the use of the service
- iv. once the Bank is instructed by means of the Customer's Passcode/Access code and PIN the Bank is entitled to assume that those are the instructions given by the Customer and to reply on same
- v. the Customer's Passcode must be changed immediately it becomes known to someone else
- vi. the Bank is exempted from any form of liability whatsoever for complying with any or all instruction(s) given by means of the Customer's Passcode/Access code if by any means the Pass/Access code becomes known to a third party
- vii. where a Customer notifies the Bank of his intention to change his Pass code/Access code arising from loss of memory of same, or that has come to the notice of a third party, the Bank shall, with the consent of the customer, delete same and thereafter allow the Customer to enter a new Passcode/Access code PROVIDED that the Bank shall not be responsible for any loss that occurs between the period of such loss of memory of the Pass/Access code or knowledge of a third and the time the report is lodged with the Bank
- viii. once a Customer's Passcode/Access code is given, it shall be sufficient confirmation of the authenticity of the instruction given
- ix. the Customer shall be responsible for any instruction given by means of the Customer's Passcode/Access code. Accordingly, the Bank shall not be responsible for any loss that occurs by means of the Customer's Passcode/Access code

5. Customer's Responsibilities

- I. the Customer undertakes to be absolutely responsible for safeguarding his username, Access code/Passcode, PIN, Password, and under no circumstance shall the Customer disclose any or all of these to any person
- II. the Bank is expressly exempted from liability arising from unauthorized access to the Customer's account and/or data as contained in Bank's records via the service, which arises as a result of inability and/or otherwise of the Customer to safeguard his PIN, Passcode/Access code and/or failure to log out of the system completely by allowing on screen display of his account information
- III. the Bank is further relieved of any liability as regards breach of duty of secrecy arising out of Customer's inability to scrupulously observe and implement the provisions of clause 4 above, and/or instances of breach of such duty by

hackers and other unauthorized access to the Customer's account via the service.

6. Under no circumstances will the Bank be liable to any damages, including without limitation direct or indirect special, incidental or consequential damages, losses or expenses arising in connection with this service or used thereof or inability to use by any party, or in connection with any failure of performance, error, omission, interruption, defect, delay in operation, transmission, computer virus or line or system failure, even if the Bank or its representative thereof are advised of the possibility of such damages or losses

7. Copyright in the cards and other proprietary information relating to the service including the screens displaying the pages, and in the information and material therein and agreement is owned by the Bank

8. For the benefit and security of our Customers and to comply with applicable laws, we have a few mandatory guidelines that we call "rule of the road". Conducts that violates the rule of the road is grounds for termination of this services and the Bank for whatsoever reason may vary these terms and conditions. For this reason, the Customer undertakes to:

I. Provide true, accurate and complete information about itself as requested in our registration/account opening forms and the Customer agrees not to misrepresent its identity of information, which may include usernames, password or other access devices for such account

II. Obey the law. Customer agrees not to use the service for illegal purposes or for the transmission of material that is unlawful, harrassing, libelous (untrue and damaging to others), invasive of another's privacy abusive, threatening, or obscene, or that infringe the right of others

III. Restrictions on commercial use or resale. Customer's right to use the service is personal therefore Customer agrees not to assign or make any commercial use of the service

IV. Propriety rights. The Customer acknowledges and agrees that the Bank owns all right to information relating to the service including her website and the content displayed on the site. The Customer is only permitted to use this content as expressly authorized by the service, Customer may not copy, reproduce, distribute, or create derivative work from this content. A violation of any of the rules

(i-iv) is a ground for discontinuation of the service with the Bank.

9. The Bank shall not be responsible for any electronic virus that the Customer may encounter in course of making use of these services rules of the Road

Disclaimer of warranties

10. The Customer expressly understands and agrees that the use of the service is at its sole risk. The service is provided on an "as is available" basis. The Bank expressly disclaims all warranties of any kind, whether express or implied warranties of merchantability, fitness for a particular purpose and non-infringement.

11. The Bank makes no warranty that,

- i. the service will meet Customer's requirements
- ii. the service will be uninterrupted, timely, secure or error-free
- iii. the results that may be obtained from the use of the service will be accurate or reliable
- iv. the quality of any products, services, information or other materials purchased or obtained by the Customer through the service will meet your expectations
- v. any errors in the technology will be corrected

12. The Bank will not be liable or responsible for any damage to the Customer's computer system or for the loss of data that results from any material downloaded or otherwise obtained through the use of the service. No advice or information, whether oral or written obtained by the Customer from us or through or from the service will create any warranty not expressly stated in these terms.

13. Customer agrees that the Bank will not be liable for any liability. Whether direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to damages for the loss of profits, goodwill, use or other intangible losses, even if we have been advised of the possibility of such damages, resulting from:

- i. the use or the inability to use the service;
- ii. the cost of getting substitute goods and services resulting from any products, data, information or services purchased or obtained or messages received or transaction entered into through or from the service;
- iii. unauthorized access to or alteration of transmission of data;

- iv. statements or conduct of anyone on the service or;
- v. any other matter relating to the service.

Indemnification

14. The Customer agrees to protect and fully compensate the Bank and its affiliates and Service Provider from any/and all third party claims, liability damages, expenses and costs (including but not limited to, legal fees) caused by or arising from Customer's use of the service or by any other user of Customer's account in violation of the terms or infringement of any intellectual property or other right of anyone.

Service changes and discontinuation

15. The Bank reserves the right to change or discontinue, temporarily or permanently, the service at any time without notice in order to maintain the security and integrity of the service the bank may also suspend Customer's access to the service at any time without notice. Customer agrees that the Bank will not be liable to the Customer or any third party for any modification or discontinuation of the service.

- i. The Bank shall not be considered an agent or other legal representative of the Customer for any purpose by reason of this agreement and/or any other party whom the customer is using this service to pay
- ii. This agreement cannot be changed by the Customer nor any of the Bank's rights changed unless the Bank agrees in writing or Customer using the service following receipt of notice of any changes proposed by the Bank.
- iii. This agreement is personal to the Customer and the Customer shall not assign it to anyone
- iv. All notice to the Customer shall be in writing via the Customer's registered e-mail address and/or last known address and any notice or letter sent to the Customer's last known address shall be considered as duly delivered and received by the Customer at the time it would be delivered in the ordinary course of post. All notice to the Bank by the Customer must be made in writing and sent to the Bank's address.
- v. The Bank and the Customer shall be an independent contractor, and nothing

contained in this agreement shall be deemed to create any association, partnership, joint venture or relation of principal, agent or master and servant, employer or employee between the Customer and the Bank.

- vi. if any of these terms is held to be unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the Bank and the Customer, with the other provisions remaining in full force and effect.
- vii. This agreement shall be governed and construed in accordance with the laws of Federal Republic of Nigeria.

Credit Bureau

I/We acknowledges that the bank consults with various credit bureaus and reference agencies, and may be required to disclose the firm's information to these credit bureaus for the purpose of conducting checks on the firm. I/We hereby irrevocably and unconditionally grant our consent to the bank and expressly authorizes such disclosure of any or all information on my/our account(s) transaction(s) with bank, to such credit bureau and reference agencies whether based locally or abroad, including information on our partner and other personnel, transaction and conduct on my/our account together with details of any non-payment or delayed payments as the bank may deem necessary. The consent herein given discharges the bank from all liabilities, claims, and damages for such disclosure made by the bank to any credit bureau pursuant to the consent herein granted.

Consent to Global Standing Instruction (GSI)

I hereby give my express consent and authorization to the Bank to invoke the Central Bank of Nigeria's Global Standing Instruction (GSI) framework in respect of any loan or credit facility that may be granted to me by the Bank at any time during the existence of my banking relationship.

I understand that:

- This consent permits the Bank to recover any outstanding obligations due from me by instructing other participating financial institutions to debit my accounts held with them, in accordance with the CBN GSI Guidelines.
- This consent shall apply to all types of accounts (savings, current, domiciliary, investment, etc.) that I maintain in the Nigerian banking system, individually or jointly (as applicable), and shall remain valid for the life of any such credit obligation.

- The Bank may rely on this consent as part of its loan recovery process without a further need to obtain fresh authorization at the time of any future loan application.

- iii. Conducting customer service follow-ups; and
- iv. Fulfilling any legal or regulatory obligations.

Terms and Conditions For Marketing and Promotional Communications

1. Marketing and Promotional Communications

Further to the account service(s) selected above, kindly indicate your preference to receiving marketing communications, promotional offers, product updates, and surveys from the Bank and the Group via SMS, email, telephone, or other communication channels.

- Yes, I/We would like to receive marketing and promotional communications
- No, I/We do not wish to receive marketing and promotional communications

2. Right to Withdraw Consent to Receiving Marketing Communications

Where you have consented to receiving marketing and promotional communications, you have the right to withdraw your consent at any time by:

- i. Visiting any branch of the Bank;
- ii. Clicking the unsubscribe link (where provided in email);
- iii. Contacting [cea@gtbank.com/dpo.ng@gtbank.com or the relevant email address that will address such requests]; or
- iv. Following such other opt-out procedures as may be made available.

Withdrawal of consent shall not affect the lawfulness of any communication made prior to such withdrawal.

Limitation of Liability

Where I/we opt to receive marketing and promotional communications, the Bank shall not be liable for any inconvenience, loss, damage, or cost suffered by me/us as a result of the receipt or non-receipt of any communication, provided such communication was sent in good faith and in accordance with my/our consent.

Data Protection and Confidentiality

All communications and processing of my/our personal data shall be done in accordance with applicable laws, including the:

- Nigeria Data Protection Act, 2023 (NDPA);
- Nigeria Data Protection Regulation, 2019 (NDPR);
- NDPR Implementation Framework, 2020, (NDPRIF);
- NDPA General Application Implementation Directive, 2025 (GAID); and
- Central Bank of Nigeria (CBN) Consumer Protection Framework as well as other laws and regulations that may be issued and are applicable from time to time.

The Bank shall take all reasonable steps to ensure the confidentiality and security of my/our data when shared within the Group or with authorised third parties. The Bank shall also ensure that the Group and authorised third parties have the appropriate technical and organisational measures to ensure the confidentiality and protection of my/our data.

Third Party Messaging and Affiliates

I/We understand that certain communications or offers may be delivered via third-party service providers acting on behalf of the Bank or its Group. The Bank shall ensure that such third parties are under strict obligations of confidentiality, data protection compliance and data security.

Customer Responsibility

I/We are responsible for ensuring that my/our contact details remain accurate and up to date. The Bank shall not be liable for any unauthorized access to my/our information or missed communications resulting from my/our failure to update my/our records.

Terms and Conditions for GT Bank's Communications with Customers

Consent to Receive Communications

By signing and/or ticking the appropriate boxes and submitting this account opening form, I/We authorize the Bank, its subsidiaries, affiliates, and other companies within the Guaranty Trust Group (together, the "Group") to communicate with me/us using any contact details provided to the Bank (including telephone number, email address, postal address, or social media handles) for the purposes of:

- i. Providing account or transaction-related information;
- ii. Sending statements, reports, alerts, or security notifications;

Updates to the Terms and Conditions

- We confirm that we have read, understood and accepted the terms and conditions applicable thereto before applying for or availing of banking services to us.
- We understand and agree that the Bank may amend or alter the terms and conditions referred above and hereinafter, from time to time and we undertake to access the Bank's website at www.gtbank.com and keep ourselves updated before every operation of the account.
- The Bank will notify its customers in writing, including via its website at www.gtbank.com, email, text message and its electronic banking channels, of updates to the terms and conditions of the Bank's services and the said updated terms and conditions shall bind the customers upon their continued use of the Bank's services after issuance/publication of such notice.