

How to update your mobile number or email address

Internet Banking

- Log on to Internet Banking with your User ID/Account/Phone No/Email and Password
- Click on "Self Service" option on the menu bar
- Click on "Customer Information Update"
- Click on "New request"
- Select your account number
- Select "Update Type"
- 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 request

Mobile Banking

- Log on to GTWorld with your User ID/Account/Phone No/Email and Password
- Click on "Requests" option on the menu bar
- Click on "Update Account Information"
- Select "Update Type"
- Select "Source Account"
- Input the required information
- Click on "Submit"
- Enter your "Token code"
- Click "Done" to automatically update your request

Website

- Log on to the GTBank website at www.gtbank.com
- Click "Help Centre" from the menu Bar
- Select "Self-service Portal (Reactivate, Upgrade or Update Account information)"
- Select service type, "Customer information update"
- Enter your GTBank Account number and BVN
- Click 'Submit Form'
- Select the preferred upgrade (Account name, Home Address and ID card)
- Input OTP generated from your registered mobile number
- Submit required documents (i.e Utility bill, newspaper publication, marriage certificate etc)
- Click "Submit"



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ATM

- Locate any GTBank ATM nearest to you
- Select your preferred language type
- 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.