



Guaranty Trust Bank (Liberia) Limited

USER GUIDE: INTERNET BANKING



Guaranty Trust Bank (Liberia) Limited

About Internet Banking (IBank)

Guaranty Trust Bank Internet Banking, is a secure online system designed to make our banking service readily available to our customers. Through this system customers can perform the following:

- View transactions on account**
- View Account balances**
- Download Account Statements**
- Transfer Funds from one GTBank A/C to another GTBank A/C**
- Initiate Foreign Funds Transfer**
- Enable and disable services on profile**
- And more...**

This document is a guide to customers on the usage of IBank



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Access Requirements

To access your account using our Internet Banking service, you will require:

- **Your User ID and Password**
- **Token Device for third-party transfer**



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Acquiring User ID and Password

- Upon opening an account with GTBank, you are profiled on the Internet Banking platform.
- Where you already have an account but is not profiled for Internet Banking, kindly complete an Internet Banking form at any of our branches.
- Your User ID and Password will be e-mailed to you, when successfully profiled. (It is advisable to change your password upon receipt.)



Guaranty Trust Bank (Liberia) Limited

How To Begin

gtbanklr.com

About Us | Products | Subsidiaries | Careers | Corporate Social Responsibility | Security Center | Contact Us

GTBank
Guaranty Trust Bank (Liberia) Ltd

CHOOSE YOUR COUNTRY

PERSONAL BANKING

BUSINESS BANKING

PRODUCTS

SERVICES

CUSTOMER SERVICE

INTERNET BANKING GAPS

REGISTER LOGIN USER GUIDE

Open a GTBank Account today
Reactivate your Account now

Bank in **Liberia**
From anywhere
in the **world**

Non-Resident Banking Service

Click here for more information

GT COMMUNITY

NDIARI TV Branch Locator ATM Locator Downloads Complaints CBL

WHISTLE BLOWER | SITEMAP | TERMS & CONDITIONS | PRIVACY POLICY

1:38 PM
5/24/2017

Click our Internet Banking button on our website. www.gtbanklr.com

Logging on to Internet Banking

INTERNET BANKING

Click here to Login



At the welcome screen. Click the green button to continue.

SCAM ALERT

-  Ensure no one shoulders as sure you observe
-  Protect your money from anyone
-  If you believe you have been contacted by a Customer Service representative, call 499992
-  Your Account information is confidential. Do not share it with anyone.
-  Always log on to our service via our website www.gtbank.com

Next, Provide your User ID and Password and click login

Online Realtime Balances and Transactions

Please type your user ID and use the keypad to enter your password.

User ID:

Password:

| | | | | |
|---|---|---|-----|-------|
| 7 | 3 | 1 | CLR | Login |
| 8 | 2 | 6 | DEL | |
| 0 | 5 | 9 | 4 | |

[Forgot your password?](#)

[Forgot your secret question?](#)



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Basic Features

By default, customers are profiled for:

- Balance Enquiry
- Transaction Details
- Account Statements
- Add Service

Internet Banking

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Visit our Security Centre

Log Off

Internet Banking User

Welcome

Internet Banking Customer

Customer Service Desk

To Change your password or update your personal details, click Personal on the menu.
Please note that if you change your password, the new password takes effect on your next login.

Account Status

| Account Number | Account Type | Currency | Book Balance | Balance | Account Status |
|--------------------|-----------------|----------|--------------|---------|----------------|
| 201/1111111/1/59/0 | SAVINGS ACCOUNT | LS | 1,007.03 | 647.03 | Active |
| 201/1111111/2/1/0 | CURRENT ACCOUNT | USD | 899.74 | 300.61 | Active |
| 201/1111111/2/59/0 | SAVINGS ACCOUNT | USD | 11.48 | 6.48 | Active |

GT App Store

Security Tips

Do you have a token?

YOUR BALANCE ON THE GO!

SMS Banking

EXPERIENCE Our Social Bank on facebook

FX Transfer now on INTERNET BANKING

GTBank (Liberia) Limited

GTBANKUI.COM | TERMS & CONDITIONS



Guaranty Trust Bank (Liberia) Limited

Other Features

To enjoy the full options of GTBank Internet Banking such as:

- Own A/C Transfer
- Transfer to Any GTBank A/C
- FX Transfer (SWIFT)
- Pending Transfers

You need to add them to your profile using the 'Add Service' feature.

This feature requires the usage of a Hardware Token.

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Internet Banking User

Account Information

Transfers

Personal

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Personal Details

Add Service(s)

Rates

Verify Us

Adding Services

After clicking the 'Add Service(s)' link, you are taken to the page displayed.

On this page you can add a service by checking the box next to it.

After selecting the services you want to add, enter the answer to your secret question and click continue.

Next you will need to provide your token code.

Add/Update Internet Banking Services

With Guaranty Trust Bank Internet Banking, you no longer need to visit any of our branches to request for additional Internet Banking service(s) on your profile. You can now add or remove Internet Banking services on your profile and it takes immediate effect. Kindly find below, a list of services on the GTBank internet banking platform. Services that you are currently subscribed to have been checked.

To Add service(s) to your profile, simply click the check button of the service row, and click the continue button

Similarly to remove service(s) from your profile, simply uncheck the service and click the continue button

Please Note: You require a hardware token to complete this process.

| | | | |
|-------------------------------------|----------------------------|--|--|
| <input type="checkbox"/> | | (PFD)Excel). | |
| <input checked="" type="checkbox"/> | Own Account Transfer | This service enables you to transfer funds from one of you accounts another account of yours. | |
| <input checked="" type="checkbox"/> | Pre-registered Transfer | This service enables you to transfer funds from your to other pre-registered accounts (beneficiary account). Hardware Token is required. | |
| <input checked="" type="checkbox"/> | Transfer to Any GTbank A/C | This service enables you to transfer funds from your account to any other account within GTBank Liberia. Hardware Token is required. | |
| <input checked="" type="checkbox"/> | Pending Transfer(s) | Pending Transfer(s) | |
| <input type="checkbox"/> | Pending Request(s) | Pending Request(s) | |

Answer to your secret question Answer to secret question

Click when done.

Check Services to add

Hardware Tokens

The implementation of hardware tokens is to provide enhanced security which protects customers transactions.

The device generates codes to be entered wherever requested.

To generate your token code, press the white/gray button on the left of the display. The code is then shown on the display.

**You can request for token at any of our branches nationwide.
Charges do apply.**



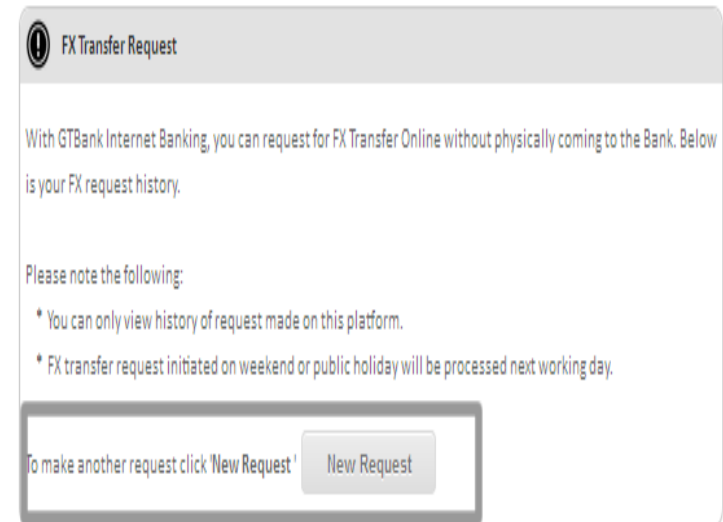
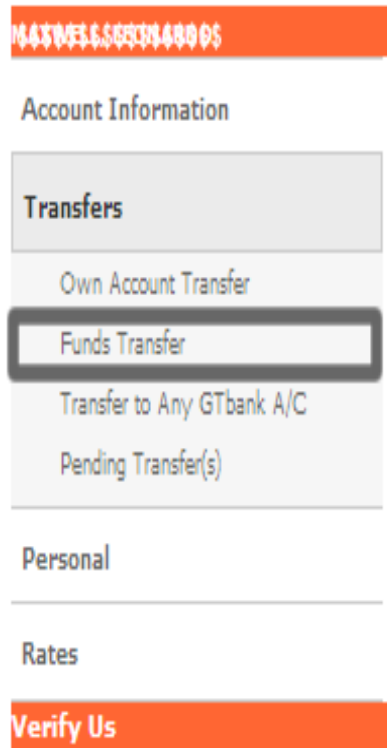


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Foreign Funds Transfer

Initiate Foreign Funds Transfer (SWIFT):

- After logging on to your Internet Banking Account.
- Click on the **Transfers** option on the menu list on the left.
- Select the **Funds Transfer** option
- Next the transfer history page is displayed. From here click





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Foreign Funds Transfer

Initiate Foreign Funds Transfer (SWIFT):

- At the new Request page. Fill in all the necessary details and click continue.
- Next, you will be asked for a token code. Enter the generated token and then click submit.
- The Transfer details will be delivered and the form emailed to you.

FX Transfer Request

Please Note: Request received before 2pm will be treated same day, while those received after 2pm will be treated next working day. Processing of any request is subject to compliance with local regulations.

- * US Dollar payment requires BIC/ROUTING_NO
- * Pound Sterling requires Sort Code
- * EURO requires IBAN_NO & BIC

Please ensure that your account is funded up to the required amount including charges to avoid your transaction being rejected.

To initiate a new request, kindly fill the form below.

| Range(\$USD) | Charge(\$USD) |
|-------------------|---------------|
| 10,001 - 50,000 | 4 |
| 50,001 - 100,000 | 8 |
| 100,001 - 200,000 | 16 |
| 200,001 - 400,000 | 32 |
| Above 400,000 | Negotiable |

Please Note: You require a hardware token to complete third party transfers.

Please complete the following:

Sender Details:

Account to Debit for Principal Amount:

Amount:

Currency:

Account to Debit for Commission & Charges:

Beneficiary Details:

Beneficiary Name:

Beneficiary Address:

Beneficiary Country:

Beneficiary Bank Name:

Beneficiary Bank Address:

Beneficiary Bank BIC/SWIFT Code:

Remarks:

Answer your Secret Question?

Continue

Click the white button on your token and type the transaction code generated:

Click submit button to complete the transaction

Submit



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Personal Details Update

To update your personal details:

- After logging on to your Internet Banking Account.
- Click on the **Personal** option on the menu list on the left.
- Select the **Personal Details** option
- Make the desired changes.

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Internet Banking User

Account Information

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Password Change

Personal Details

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Verify Us



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Password Change

To change your password:

- After logging on to your Internet Banking Account
- Click on the **Personal** option on the menu list on the left.
- Select the **Password Change** option.

Internet Banking

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Internet Banking User

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Password Change (cont'd.)

Change Password

For your security and protection, we advise you change your Internet Banking password periodically to prevent someone else from having knowledge of it. Please change to a minimum of 4 (four) numeric characters.

Please note that Password change Takes effect on your next Logon

Former Password

New Password

Confirmation

GT App Store 


Join our simple world of banking without limits by clicking on the links below to download our applications.

Security Tips 

Please note that GTBank will NEVER ask you to provide your PIN (Personal Identification Numbers).

Do you have a token?

Get a Token today and begin to carry out third party transfers and online payments.



Password Reminder

To retrieve your password, go to the opening page.

- Enter your User ID and click **“Forgot your password?”** at the bottom of the login box.

Online Realtime Balances and Transactions

Please type your user ID and use the keypad to enter your password.

User ID:

Password:

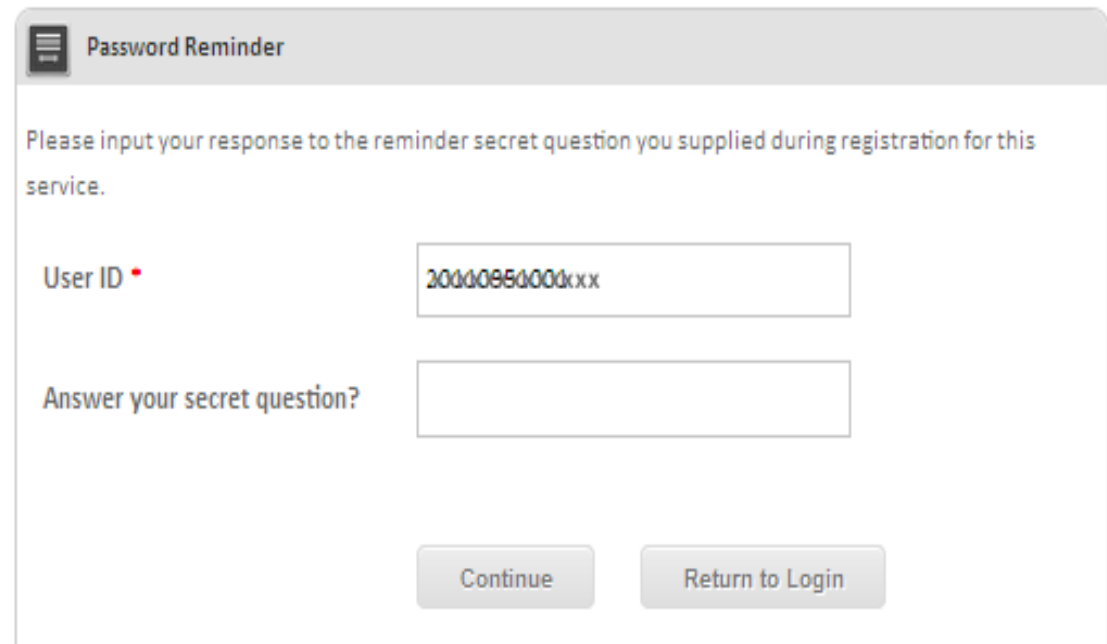
| | | | | |
|---|---|---|-----|-------|
| 7 | 3 | 1 | CLR | Login |
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| 0 | 5 | 9 | 4 | |

[Forgot your password?](#)

[Forgot your secret question?](#)

Password Reminder (Cont'd)

- Enter the answer to your **Reminder Question** and click **Continue**.
- If you provide a correct answer a new password will be emailed to the email address you provided when you registered for the service.

A screenshot of a web form titled "Password Reminder". The form has a grey header with a hamburger menu icon and the title "Password Reminder". Below the header, there is a blue instruction: "Please input your response to the reminder secret question you supplied during registration for this service." The form contains two input fields: "User ID" with a red asterisk and a value of "2000085000xxx", and "Answer your secret question?". At the bottom, there are two buttons: "Continue" and "Return to Login".

Password Reminder

Please input your response to the reminder secret question you supplied during registration for this service.

User ID *

Answer your secret question?



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Password Reminder (Cont'd)

If you are unable to remember the answer to your **“Reminder Question”**, click on the link **“Click Here”**.

Online Realtime Balances and Transactions

Please type your user ID and use the keypad to enter your password.

User ID:

Password:

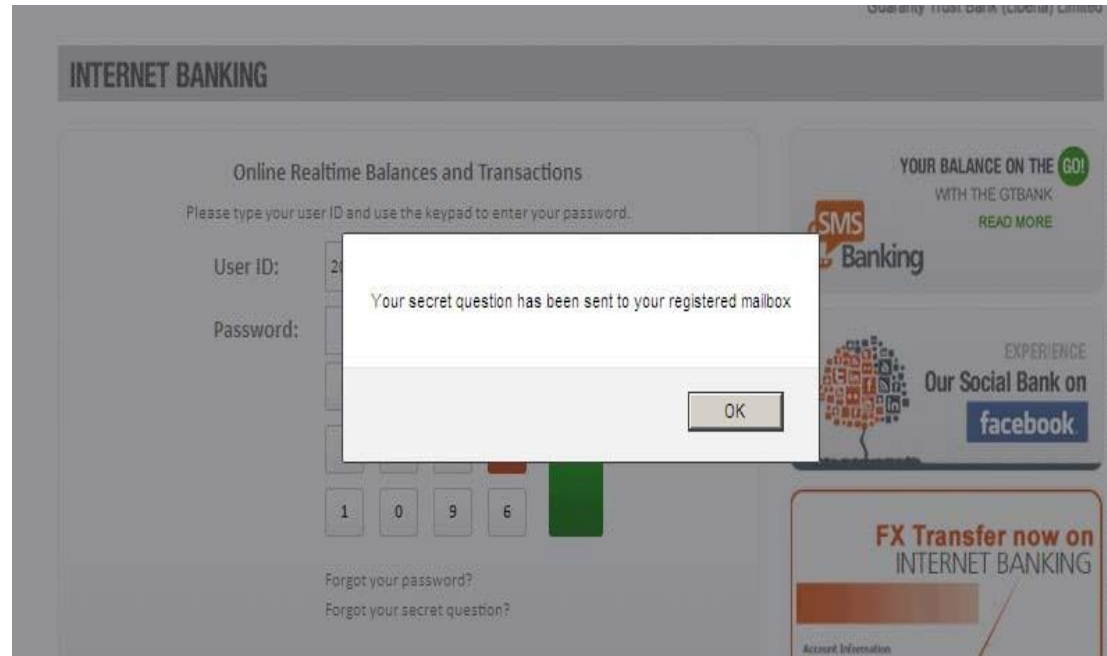
| | | | | |
|---|---|---|-----|-------|
| 7 | 3 | 1 | CLR | Login |
| 8 | 2 | 6 | DEL | |
| 0 | 5 | 9 | 4 | |

[Forgot your password?](#)

[Forgot your secret question?](#)

Password Reminder (Cont'd)

- Click **OK** on the dialog box that pops up.
- The **Reminder Question and Answer** will be mailed to the email address you provided when you registered for the service.





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**For complaints or further enquiries on
our Internet Banking Service, kindly
contact us via Email: cis@gtbank.com**

or by

**Phone: +231-7764-99992 / +231-7774-
99992/+231776498652**

LonestarCell MTN Toll Free:4412