GUARANTY TRUST BANK (KENYA) LTD
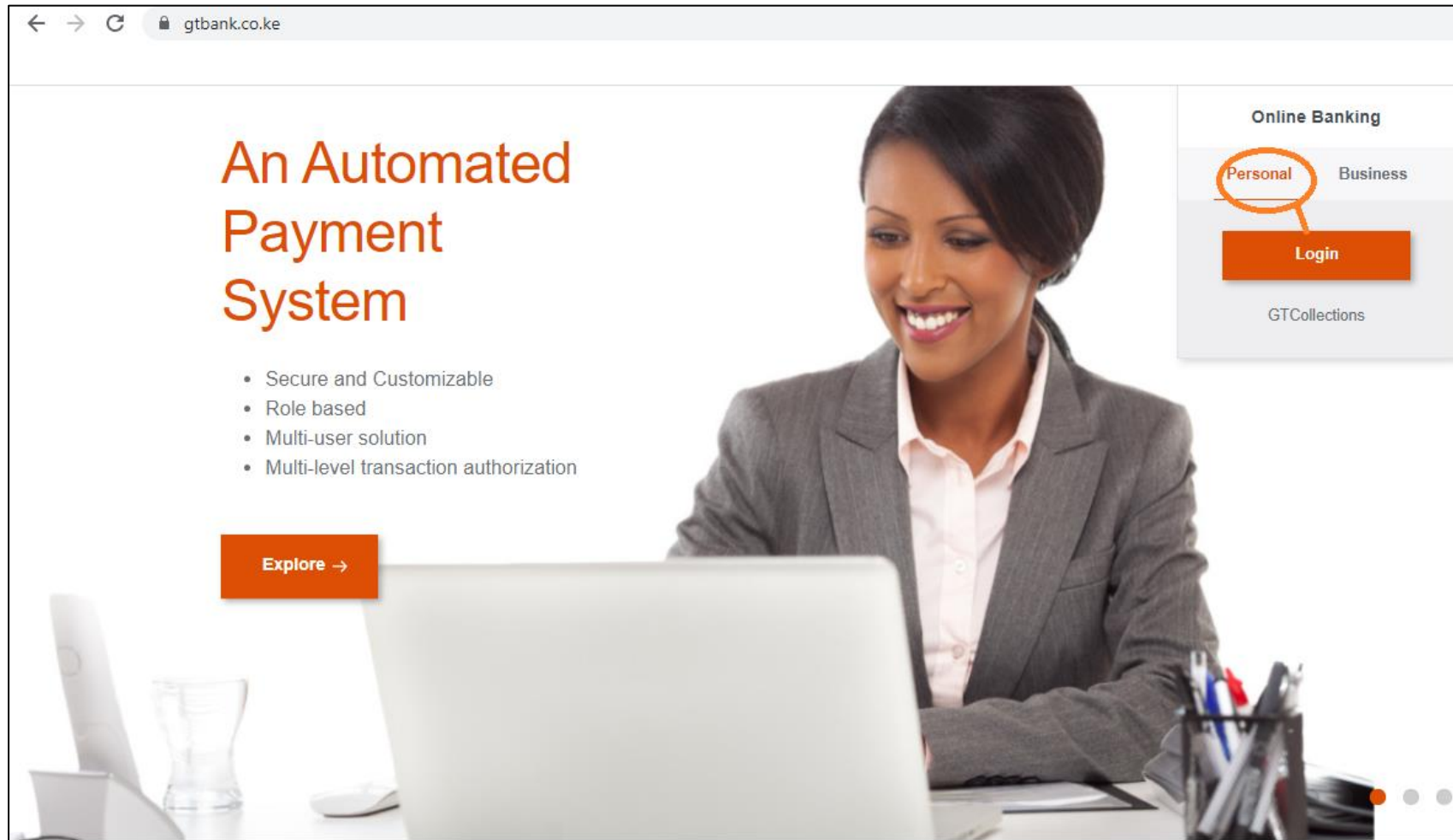
INTERNET BANKING USER GUIDE

INTERNERT BANKING

The purpose of this user guide Manual is to provide operational guidance to GTBank`s individual customers on the features of its internet Banking platform.

Contents

LOGIN LINK & LOGIN STEPS

1. To log in, go to www.gtbank.co.ke , on the landing page, navigate to "Online Banking", choose "Personal" and click "login.

2. Below is the home screen that you will see. Select Click here to Login

INTERNET BANKING

Click here to Login

SCAM ALERT

Ensure no one is looking over your shoulders as you use your card. Make sure you observe your surroundings.   **1**

Protect your **PIN** Do not disclose it to anyone   **2**

If you believe your **PIN** or **Password** has been compromised please call GTConnect on (+254) 020 3284390/1   **3**

Your Account User **ID** and **Password** are confidential. Do not disclose them to anyone.   **4**

Always log on to our internet banking service via our website- **www.gtbank.co.ke**   **5**

VISIT OUR SECURITY CENTRE

Internet Banking

Trusteer Rapport

This is a software that secures your online communications with our website/internet banking portal and protects your account details from fraudsters. Further safeguard your account downloading it today.

Scam E-mails Alert

Our attention has been drawn to mails being sent out by fraudsters, requesting for such sensitive information as Internet Banking Account and ATM Card Details. Some of these mails also request that customers update their account records by clicking on links to fake Internet banking websites. You are hereby advised to ignore these mails and Do Not respond to them; as such mails were not initiated by Guaranty Trust Bank (Kenya) Ltd.

GTBANK.CO.KE |TERMS & CONDITIONS |

3. Enter your user ID and password (these are sent have been sent to your email upon successful registration by the Bank)

4. Confirm Token (Enter the number at the back of your hardware Token)

1. Enter the number at the back of your hardware Token (Token ID)
2. Check acknowledge box
3. Select continue

5. Return to login page & re-enter credentials

INTERNET BANKING

SCAM ALERT

Click here to Login

1. Ensure no one is looking over your shoulders as you use your card. Make sure you observe your surroundings.

2. Protect your **PIN** Do not disclose it to anyone

3. If you believe your **PIN** or **Password** has been compromised please call GTConnect on (+254) 020 3284390/1

4. Your Account User **ID** and **Password** are confidential. Do not disclose them to anyone.

5. Always log on to our internet banking service via our website- **www.gtbank.co.ke**

VISIT OUR SECURITY CENTRE

Internet Banking

Trusteer Rapport

This is a software that secures your online communications with our website/internet banking portal and protects your account details from fraudsters. Further safeguard your account downloading it today.

Scam E-mails Alert

Our attention has been drawn to mails being sent out by fraudsters, requesting for such sensitive information as Internet Banking Account and ATM Card Details. Some of these mails also request that customers update their account records by clicking on links to fake Internet banking websites. You are hereby advised to ignore these mails and Do Not respond to them; as such mails were not initiated by Guaranty Trust Bank (Kenya) Ltd.

GTBANK.CO.KE |TERMS & CONDITIONS |

INTERNET BANKING

Online Realtime Balances and Transactions

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

User ID: 225165478900 ✔

Password: •••••• ✔

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

Login

Forgot your password?
Forgot your secret question?

By clicking on Login, I acknowledge that I have read and understood the Terms and Conditions for using Internet Banking.

GT App Store

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

CLICK TO VISIT

Security Tips

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

READ MORE

Do you have a token?

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

GET YOURS

6. The landing page below will be seen; indicating all account balances

INTERNET BANKING FUNCTIONALITIES

1. ACCOUNT STATEMENT:

Step1; Select Account statement

Step2; Select Account & Period

Step3; Submit by selecting the Go button

Step4; Select Export Format & Export Statement

2. ACCOUNT TRANSFERS

Step 1; Select Account transfers option

Step 2; Select type of transfer

Example: Transfer to Other Banks (EFT /RTGS)

Step 1: Select Transfer type (EFT/RTGS), debit account, enter beneficiary account number, select beneficiary Bank & branch, enter transaction remarks (e.g. Fee, Rent), enter secret answer & continue

OTHER PAYMENTS;

I. Airtime Purchase

II. Bill Payment

III. Pesalink payment

I. AIRTIME PURCHASE

Step 1; Select New request

Step 2; Select Debit Account, Network, Amount, insert mobile number, secret question & continue

Step 3; Enter the token number provided via your token device & submit

Welcome

JOHN DOE

ⓘ AirTime Recharge

You have initiated a recharge card purchase as follows:

Payment Type: SAFARICOM
Recharge Amount: 10
Mobile Number: 07115

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

Click **submit** button to complete the transaction   Submit ✔

II. UTILITY PAYMENT

Step 1; Select Debit Account, Utility name, insert mobile number, utility account, enter amount, enter a Remark, secret question & continue

Step 2; Enter the token number provided via your token device

Welcome

JOHN DOE

ⓘ Online Bill Payment

You have initiated a Bill Payment as follows:

Utility Name: DSTV
Customer Mobile No.0711.
Utility Account No:12346789
Amount: 10
Remark(s):Test

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

Click **submit** button to complete the transaction   Submit ✔

III. PESALINK PAYMENT

Step 1: Select send to Account, select debit account, enter recipient account number, select recipient Bank, enter amount, transaction remark & confirm details

Step 2; Enter the token number provided via your token device & submit