



Guaranty Trust Bank (Ghana) Limited

# UNHAPPY WITH ANY OF OUR PRODUCTS OR SERVICES?

## Follow these steps to lodge a complaint



### WHERE TO COMPLAIN

Any of our **Branches** nationwide or **Bank Of Ghana**

### HOW TO COMPLAIN

**To GTBank**

- Call Us: **+233 302 611 560** or (Toll Free) **0800124000**
- Email Us: **gh.customersupport@gtbank.com**
- In Person: **At any of our branches.**
- By Letter: **Guaranty Trust Bank (Ghana) Limited, 25A, Castle Road, Ambassadorial Area, Ridge P.M.B CT 416, Cantonments, Accra, Ghana**

### RESOLUTION STAGE

<b>1 REPORT</b>	Report to any GTBank branch near you or via the above channels.
<b>WAIT</b>	A waiting period of a maximum of 20 working days. If unresolved after the period, you can proceed to lodge a complaint with Bank of Ghana via email: <b>complaints.office@bog.gov.gh</b> , or call <b>0302665005</b> .
<b>2 BANK OF GHANA</b>	A waiting period of a maximum of 20 working days for results.

**Are you SATISFIED? If not, TAKE LEGAL ACTION.**  
CAUTION! Do not forget to collect your UNIQUE REGISTRATION NUMBER

Thank You.  
Customer Experience