



Guaranty Trust Bank (Ghana) Ltd

# 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:  
**030 7037107**  
or (Toll Free) **0800 124 000**



Email Us:  
**gh.customerexperience@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

#### 1 REPORT

Report to any GTBank branch near you or via the above channels.

#### WAIT

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: **complaints.office@bog.gov.gh**, or call **0302665005**.

#### 2 BANK OF GHANA

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