

VIRTUAL CARD REQUEST

GTBANK VIRTUAL CARD TERMS AND CONDITIONS

These Terms and Conditions govern the creation, use, cancellation and expiry of the GTBank Virtual Card.

1.0 ABOUT THE VIRTUAL MASTERCARD CARD

The Virtual Card is a prepaid card and is not in any way connected to the Cardholder's bank account and is funded by the Cardholder at all times.

2.0 USAGE

The Virtual Card can be used online or at all merchant locations that accept MasterCard cards.

- i. A Cardholder can check their balance on their card via the * 737 * 10# USSD Short code.
- ii. The date the transaction was made.

3.0 APPLICATION & ACTIVATION OF YOUR VIRTUAL CARD

To apply for the Virtual Card, an applicant must be at least 18 years old and own a GTBank account. The Bank reserves the right to run further due diligence checks prior to issuance of the Virtual Card. Follow the steps outlined below to request for a Virtual Card:

- i. Dial * 737 * 10#
- ii. Select option 1(Create Card).
- iii. Select your preferred mode of funding
 1. GTBank Account
 2. MTN Mobile Money Wallet
 3. AirtelTigo Wallet
 4. Vodafone Cash Wallet
- iv. Enter Amount to Deposit (minimum of GHS 10.00)
- v. For GTBank account option, select Account to Debit
- vi. Enter your PIN to confirm creation of Virtual Card with initial deposit.

You will receive a prompt indicating a successful generation of your Virtual Card. An SMS token would be sent to your phone to be used to access the encrypted card which would be sent to your designated email. The Cardholder acknowledges that it is not practicable for the Bank to establish the authenticity

or ownership of the email address and / or telephone number provided. The Bank is hereby indemnified and held harmless from and against any damage, loss, cost or liability arising out of or resulting from the Cardholder providing a wrong email address and / or telephone phone number.

4.0 LOADING YOUR VIRTUAL CARD

The maximum amount loadable on the Virtual Card is GHS 2, 000.00. This amount may be increased upon a written request by the Cardholder. Virtual Cards can be loaded from a customer's GTBank account, or via a. The Bank reserves the right to refuse a request to load a card.

5.0 CANCELLATION OF CARDS

GTBank reserves the right to suspend, restrict, or cancel any Virtual Card or refuse to issue or replace a Virtual Card for reasons relating to the following:

- i. where there are doubts about the security of the Virtual Card
- ii. where there is reasonable suspicion that the Virtual Card is being used for an unauthorized or fraudulent purpose;
- iii. where any law or regulation is required to be complied with.
- iv. If the Cardholder fails to pay fees or charges that may arise;
- v. Upon the death of the Cardholder

The Bank may also refuse to honour a transaction:

- i. If there is a breach of any of these terms and conditions;
- ii. if concerns have been raised about the security of a Virtual Card or there is suspicion that a Virtual Card is being used in an unauthorized or fraudulent manner;
- iii. If sufficient funds are not loaded on the Virtual Card at the time of a transaction to cover the amount of the transaction and any fees, if applicable;
- iv. if a transaction is potentially suspicious or illegal;
- v. by reason of errors, failures (whether mechanical or otherwise) or refusals by merchants, payment processors or payment schemes processing transactions.

Upon cancellation of the Virtual Card, GTBank shall transfer any amounts standing to the credit of the Cardholder to either his/ her bank account or mobile money wallet whereupon the Virtual Card will be blocked immediately to prevent further use. The Cardholder will not be entitled to a refund of monies spent in settling final or pending charges for use of the Virtual Card before cancelled or expiration.

6.0 AUTHORISATION OF TRANSACTIONS

Subject to the features of the particular Virtual Card, authorisation of a transaction may include authorising any single transaction, a series or recurring transactions (including transactions for an indefinite period) or pre-authorising future transactions of a certain or uncertain amount. Virtual Card transaction will be regarded as authorised by the Cardholder where the card number, the Cardholder's name and the security code on the Virtual Card are entered into the payment section of a merchant's

website, app or payment channel. Authorisation for a transaction may not be withdrawn or revoked once it has been submitted.

7.0 EXPIRY OF THE VIRTUAL CARD

Every Virtual Card is valid for one(1) day. The Cardholder may opt to cancel his / her Virtual Card at any time, without any fees or charges. Upon expiration or where there is early cancellation of the Virtual Card by the Cardholder, all funds will be transferred to either a bank account or mobile money wallet of the Cardholder. Upon expiration of the Virtual Card, the Cardholder may apply for a new card.

8.0 KEEPING YOUR VIRTUAL CARD SECURE

Cardholders have the sole responsibility of safeguarding their card details. Details of the Virtual Card must be kept secret at all times.

9.0 STOLEN VIRTUAL CARD, UNAUTHORISED, INCORRECTLY EXECUTED PAYMENTS

Any suspected or stolen card details must be reported to GTBank within 24 hours by calling the Bank's contact center on toll free number 0800 124 000. However, if the investigations show that any disputed transaction was authorised by the Cardholder, or that the Cardholder acted fraudulently or with gross negligence by failing to keep the card details secure, the Cardholder shall be liable to suffer any loss occasioned.

10.0 LIABILITY

GTBank will not be liable for any loss arising from:

- i. any cause which results from abnormal or unforeseen circumstances beyond our control, consequences which would have been unavoidable despite all our efforts to the contrary
- ii. Loss or corruption of data unless caused by its wilful default.
- iii. Any indirect or consequential loss.

GTBank cannot guarantee that the Virtual Card will be accepted at every retail outlet, mobile app or website.

11.0 TRANSACTION FEES

No sign-up or transactional fees will be charged for the Virtual Card. GTBank may however increase or impose new fees. Any such change will be communicated to Cardholders at least two(2) weeks before any changes take effect by email and / or SMS notification.

12.0 CHANGE IN DETAILS

Changes in any personal details of the Cardholder must be communicated to the Bank within 24 hours of such change. In the case of electronic communications, on completion of transmission to the relevant electronic address provided that if such communication is made at a time which is outside ordinary business hours, such communications shall be deemed received on the next Business Day.

The term "Business Day" means a day (other than a Saturday or Sunday) upon which Banks are open for business in Ghana.

13.0 TRANSACTION DISPUTES

Any disputes arising from purchases made using the Virtual Card shall be between the Cardholder and the merchant. GTBank shall not be responsible for the quality, safety, legality or any other aspect of any goods or services purchased with the Virtual Card. All purchases made with the Virtual Card are final and cannot be reversed.

14.0 COMMUNICATION & COMPLAINTS

Any enquiries or complaints relating to the Virtual Card may be forwarded by email to gh.cardservices@gtbank.com or by dialling the toll

- free number 0800 124 000.