

CAC - GTBANK UPDATE

[Payment Error Resolution Timeline]

As at December 24, 2015 10:00 AM GMT

The erroneous transaction have not been reversed by GT Bank. No further communication has been made by the bank regarding this issue. Some irregularities (wrong dates) was noticed on an online transaction report generated from the bank's website today (View the link below for details/snapshot):

Latest (Online Transaction Report Date Error)

https://drive.google.com/file/d/0B_cpe6u-AUB9TIAwZE8zVDBabms/view

As at December 9, 2015 10:00 PM GMT

No action still from GTBank. Only got another **DUMB** message from **GTBank SME MarketHub** via facebook **this afternoon (3:20pm)**:

"Dear Osahan, thank you for contacting us. Kindly disregard the email. If your account was actually debited, please call the GtConnect on 08029002900, 08039003900, 01-4480000 for advice. Regards"

[Background Information]

On Friday, December 4, 2015, I spoke with a **CAC (Corporate Affairs Commission) customer care/support representative (Izeduwa)** via phone who told me that the business name (NOHASO SOLUTIONS) I reserved in April was no longer active as the 2 months duration had expired. **I asked if there was any provision (like a charge I could pay) for re-activation of the business name to avoid starting the process from the beginning and to be assured that I don't lose the initially chosen name (NOHASO SOLUTIONS)**. She responded by saying that the only option I had was to re-start the process online (business name reservation) from the beginning, but assured me that the chosen name would still be available.

At the end of the phone conversation, I asked to know who I was speaking with (she didn't introduce herself nor ask for my name at the beginning), but she was reluctant to give her name stating that she isn't the only representative that attends to calls from customers. **I insisted by letting her know that I may need the name for future reference** and that for her role (as a customer care representative) she is obliged to give her name to customers who demand/request for it knowing that such calls are recorded for review by the management (I have done similar roles in my career). **She eventually/reluctantly gave her name as *IZEDUWA** and I proceeded to re-start the process of reserving the business name online **which eventually resulted in a payment issue (error) between CAC and GT Bank (Guaranty Trust Bank)**.

[Related-Link]

Latest (Online Transaction Report Date Error)

https://drive.google.com/file/d/0B_cpe6u-AUB9TIAwZE8zVDBabms/view

<https://plus.google.com/116006467986862039765/posts/WcigKnrKWqP>

<http://www.breakingnewsngr.com/2015/12/breaking-cbn-finally-releases-names-of.html>
