



Online Banking

Natural clients

Frequently Asked Questions



Welcome to Online Banking

1. How do I register for Online Banking?

- Enter our Web site and click on the button **"Enroll now"**.
- Enter your document type and number.
- Enter the security code which you received in your email and then a second code received through a SMS on your mobile or answer the security question.
- Create your **username, password, and Avatar** according to the instructions indicated by the system.
- Accept the terms and conditions of our Channels.
- Select your **Security Questions** and enter the answers.

You are all set! You are now in the Online Banking page of **"My Products"**. For more information, please consult the tutorial **"Enrollment Guide"**.

2. Are there any costs associated to Online Banking?

Please consult the Bank Rates published in our Website.

3. How do I associate a new account or product to my Online Banking?

An Avatar is a security image which allows you to verify that you are logging in the official Online Banking page. Once you choose your Avatar, you will not be able to change it.

4. How do I personalize the names of my products?

You can personalize the names of your products by clicking on the one you wish to modify, then select the option **"Modify Reference"** and make the change.

5. How do I eliminate an account or product?

Enter the **"Settings"** menu, select the option of **"Personalize My Products"**, and then **"Manage My Products"**. Under the column titled **"Exclude"**, select the accounts or products which you wish to eliminate.



6. How do I unblock or recover my password?

Enter in the option **“Unblock/Forgot Password”** and enter the information. In the case of unblocking, the system will activate your password once again. If you forgot your password, you will receive an email with a link and an SMS with a temporary pin code.

7. What are the security questions?

These are a second authentication factor which validates the legitimacy of your transactions.

8. What happens if I do not remember the answers to my Security Questions?

If you do not remember the answers to your Security Questions, you can call us at 800-0006, and select the Online Banking option.

9. What is an Avatar?

An Avatar is a security image which allows you to verify that you are logging in the official Online Banking page. Once you choose your Avatar, you will not be able to change it..

10. Why does a different Avatar appear when I enter Online Banking?

You must be entering your **Username** incorrectly. We suggest that you verify that the uppercase block key is not activated and check the settings of your keyboard.

11. How do I recover my Username if I do not remember it?

If you do not remember your **Username**, you can visit us at your preferred Branch.

12. How do I make transactions with Online Banking?

Visit our Website, under the **“Channels”** section, select **“Online Banking”** and then **“Transactions”** to learn all you can do with the system.

13. What transactions can I make with Online Banking?

- Review balances, activity, and account statements.
- Pay and transfer money to Global Bank accounts and to accounts in other Banks.
- Consult and redeem your Link Points.
- Recharge your mobile and transportation cards.
- Request Loans, Credit Cards, Checkbooks, Cashier’s Checks, and Progreso accounts.



14. What services are available for payment?

The following service categories are available for payment:

- Schools.
- Mobile and Transportation card recharge.
- Basic Services.
- Insurance.
- Telecommunications.
- Others.

To see the list of businesses available, please visit our Website, under the section "**Channels**", then "**Transactions**", option "**Payments**", "**List of Businesses**".

15. When will my transactions be reflected?

- Transfers and payments to Global Bank:** immediately online
- Transfers and payments to other banks:** If received from Monday to Friday before 1:30 p.m., they will be processed on the same day. If they are received after this time, they will be processed on the next working day.
- Service Payments:** from two to three working days.

16. How do I check my account statement and activity?

In the page consolidating all your products, press on the account which you wish to consult, then select the tab "Activity" and choose your preferred filter.

17. How do I update my General Information?

Enter the "**Settings**" menu and then the "**Update my Information**" option. Select the category of information which you wish to update and fill out the information.

18. Can I send confirmations to the recipients of my payments and transfers?

When entering the information of your payment or transfers, you can enter the email of the recipients so that the system will automatically send them a notification of the transaction.

19. Do you have an Online Banking App for mobile devices?

Yes, we have our Global Mobile App which is available for download directly from the App store of your mobile device. For more information, please see the "Guide to Download Global Mobile".

For more information, contact us at the 800-0006 hotline.



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