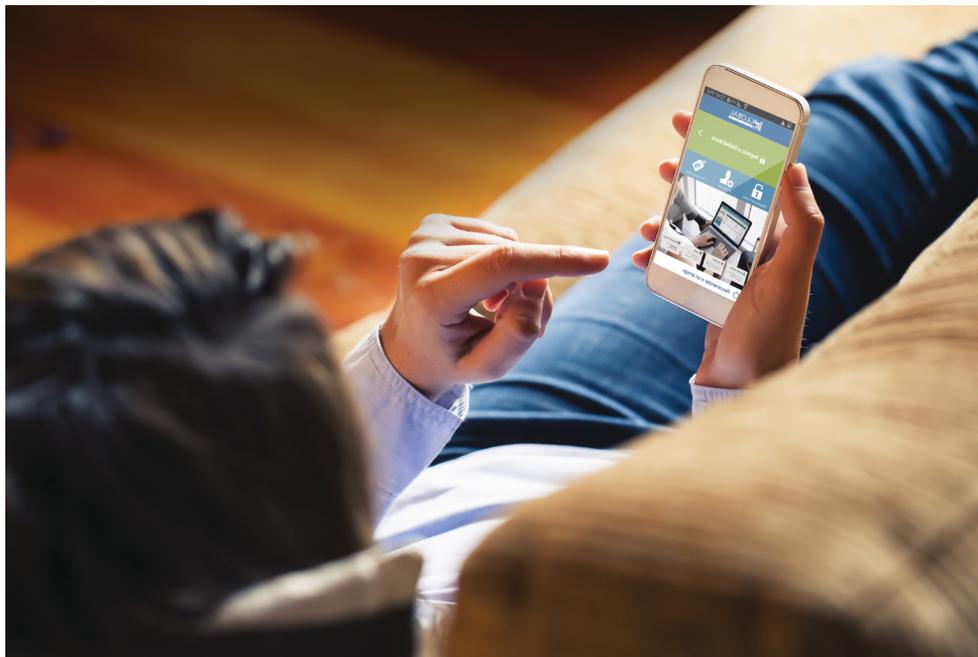


**FREQUENTLY ASKED QUESTIONS REGARDING TOKEN
AND THE SECURITY QUESTIONS**



FREQUENTLY ASKED QUESTIONS REGARDING TOKEN AND THE SECURITY QUESTIONS

Our platforms meet the highest global security standards, using Global Token and **Security Questions** to safely validate your Online Banking and Mobile Banking transactions.

1. What is a Token?

It is a second authentication factor that generates 6-digit security codes that constantly change automatically and are never repeated. These security codes will be required to conduct some of your online banking and mobile banking transactions securely.

2. Which customers need to use tokens?

Natural or Legal Entity Clients who make monetary transactions through Online Banking or Mobile Banking.

3. What types of Tokens are available?

We currently have one safety device **Soft Token**: through our



"Global Mobile" App.

4. What is the Token's cost?

Our **Soft Token** is free. You only need to download our Global Mobile App through the app store of your device.

5. How many mobile devices can I have my Soft Token active on?

You can only have your **Soft Token** active on one mobile device.

6. How do I download my Soft Token?

Log in to your app store and download the "**Global Mobile**" App. Internet access is required to perform this operation. After you download and activate it, you do not need internet access for its use.

- App Store: for iOS devices
- Play Store: for Android devices
- AppGallery: for Huawei devices

7. How do I request and activate my Soft Token? Natural Person Clients entering for the first time:

When you finish setting up your **Security Questions**, you'll need to set up your **Soft Token** following these steps:

STEP 1: REQUEST

Select the telephone operator and enter the country code 507, followed by the mobile phone number without hyphens nor spaces. For international mobile devices, select this option and then enter the code of your country.

STEP 2: COUPON GENERATION

Enter a "**Password**" according to the rules indicated by the system. You will need this "**Password**" to activate the "**Soft Token**".



STEP 3: RESULT

- You will receive an email with a **"Coupon"** number
- Enter the **"Global Mobile"** App, select the **"Token"** option, then enter your **"Password"** and the **"Coupon"** received by email.
- You are all set! Press **"Generate"** to get your security code to perform transactions through Online Banking or Mobile Banking.

If you didn't activate your Soft Token when you first signed into Online Banking or if you are a Legal Entity Customer, you should follow these steps:

SOFT TOKEN REQUEST

Log in to your Online Banking session, under the **"Settings"**  and select the option **"Password and Token"**

STEP 1: REQUEST

- Select **"Request Token"** and press **"New Token"**
- Select the Token type **"Soft Token"**
- Select the telephone operator and enter the country code 507, followed by the mobile phone number without hyphens nor spaces. For international mobile devices, select this option and then enter the code of your country.

STEP 2: CONFIRMATION

- Validate the previously entered information
- Answer your **"Security Question"**

STEP 3: RESULT

The **"Status"** screen of your request will be displayed

SOFT TOKEN ACTIVATION

- Check that your status is **"Active"** and select this option
- Press the option **"Generate/Regenerate Coupon"**
- Enter a **"Password"** according to the rules indicated by the system. You will need this **"Password"** to activate the **"Soft Token"**.



- You will receive an email with a **"Coupon"** number
- Enter the **"Global Mobile"** App, select the **"Token"** option, then enter your **"Password"** and the **"Coupon"** received by email.
- You are all set! Press **"Generate"** to get your security code to perform transactions through Online Banking or Mobile Banking

8. What if I change my mobile device, or it is stolen or lost, or my Soft Token is misconfigured?

You must once again associate your **Soft Token** to your mobile device following these steps:

- Log in to your Online Banking session, under the **"Settings"**  menu, option **"Password and Token"** and then **"Manage Token"**
- Check that your status is **"Active"** and select it
- Press the **"Generate/Rgenerate coupon"**
- Enter a new **"Password"**
- Answer your **"Security Question"**
- You will receive an email with a **"Coupon"** number
- Close your Online Banking session, enter the **"Global Mobile"** App, introduce your **"Password"** and then the **"Coupon"** received by email
- You are all set! Press **"Generate"** to get your security code to perform transactions through Online Banking or Mobile Banking.

9. Why doesn't my Token security code work for me?

If you get the message **"Sorry. Errors have occurred while trying to perform the operation: Authentication is invalid"**, you may be incorrectly entering your security code-Remember that each code can only be used in one transaction and lasts 30 seconds on the screen. You may also have misconfigured the app for which you will need to once again associate the **Soft Token** to your mobile device with the steps under point No. 8.



SAFETY QUESTIONS

Security questions are also used as an authentication factor to validate some of the transactions made through Online Banking or Mobile Banking. These are set up when you first enter into Online Banking.

For more information, visit our website:
www.globalbank.com.pa or contact us at 800-0006.



TOKEN



Primero la gente

For more information
contact us at **800-0006**