



## ONLINE BANKING FREQUENTLY ASKED QUESTION GUIDE



### ONLINE BANKING FREQUENTLY ASKED QUESTION GUIDE

Síguenos:     | GlobalBankPA



*primero la gente*



### 1. How did I join the new Online Banking?

Identify your current status:

- **Existing customer that knows your username and / or password:**

If you are already a user of our Online Banking, you need to migrate to the new platform, select the option **"New Online Banking"**, option **"Migration"** and follow the steps that the system tells you. Consult the tutorial **"Migration to the new Online Banking"**

- **Existing customer that does not remember your username and / or password:**

If you are already a user of our Online Banking and do not remember your User and / or Password, enter our Website and complete the **"Online Banking Application"**, **"Forgot Password"** option. Check out the **"Forgot Password"** tutorial



- **New customer that has not been affiliated:**

If you are a new customer and wish to enroll for the first time, log on to the Website and complete the **"Online Banking Application"** option **"New User Membership"**. Check out the tutorial **"New Users Aiming"** or visit any of our branches

### 2. What happens if my password is blocked?

If you block your access from failed attempts, you must enter the **"Unlock"** option to activate again as long as you remember your password and security questions.

### 3. What happens if I forget my new password?

If you do not remember your password, log in to the website and complete the **"Online Banking Request"** to receive a new password.

### 4. Can I use the previous Online Banking password?

The system will ask you to create a new password, you can repeat your password from the previous Online Banking as long as it meets the security requirements required by the system.

### 5. What about the frequent payments and transfers you had registered?

Frequent payments and transfers that you have registered will automatically migrate and you can locate them in the option of payments or **"Frequent"** transfers.

### 6. Does the new Online Banking have costs?

The Online Banking service has an annual cost.

### 7. What is an Avatar?

An Avatar is a security image that allows the user to identify that their login to Online Banking is legitimate. Once you select your Avatar you will not be able to change it.

### 8. What are security questions?

It is a second factor of authentication that we are including to validate the legitimacy of the transactions and to offer greater security to the user.



### 9. What about my Security Card?

The Security Card will be disabled once you migrate to the new Online Banking, in its replacement will be used the Token.

### 10. What if I do not remember my new user?

Contact our Customer Service Department at 800-0006.

### 11. Where do I consult my States and the Movement of Accounts prior to the migration?

The Statements of Account or movements of my products are in the option of **"My Products"**.

Before migrating you must record the histories and statements you need as this information will not migrate to the new Online Banking.

### 12. How can I customize the name of my products?

You must personalize the name of your products by clicking on each one and pressing the **"Modify References"** option.

### 13. What should I do if I forgot the answers to my safety questions?

Go to the branch of your choice to reconfigure.

### 14. Does my Online Banking password expire?

For security, the system will ask you to change your Online Banking password annually (every 365 days).

### 15. Will confirmation emails be sent to the beneficiaries of my payments and transfers?

Transactions may generate confirmation emails to beneficiaries as long as you register them.



## ONLINE BANKING FREQUENTLY ASKED QUESTION GUIDE

**iVAMOS  
JUNTOS,**

PARA QUE NO  
TE DETENGAS!

Síguenos:     | GlobalBankPA



*primero la gente*