



Mobile Banking

FAQ

Natural persons and legal entities

1. What is Global Mobile in Global Bank?

It is an application where you are able to make inquiries, payments, transfers, and other transactions directly from your mobile device.

2. Is the Global Mobile App safe?

It is safe. It has the same security standards as our Online Banking system.

3. What are the requirements?

- Be registered to our Online Banking system
- Have a smartphone device
- Have a data plan with your telephone service provider or be connected to Wi-Fi

4. How do I download for Global Mobile?

Download our App directly from the application store of your mobile device and enter your credentials for Online Banking. For more information, review the "**Guide to Download Mobile Banking**" in our Website, under the section "**Channels**", then "**Mobile Banking**".

5. Which are the Application Stores?

The application stores are:

- **App Store** for iOS devices
- **Play Store** for Android devices
- **App Gallery** for Huawei devices

Access to the internet is required in order to download and use the application.



6. What transactions can I do with Global Mobile?

- **Product inquiries:**
 - Global Bank
 - Aseguradora Global
- **Check balances and activities**
- **Transfers to:**
 - Your own accounts
 - Third-party accounts in Global Bank
 - Third-party accounts in other banks
- **Payments to:**
 - My cards
 - Third-party cards in Global Bank
 - Third-party cards in other banks
 - My loans
 - Third-party loans in Global Bank
 - Third-party loans in other banks
 - Services
 - Mobile phone and transportation cards recharge
- **Consult transactions**
- **Pending authorizations** (legal entities)
- **Request products**
- **Check Link Points**
- **Contacts**
- **Enable biometrics**

7. Will my frequent payments and transactions be saved in my Online Banking?

The payments and transactions already saved in your Online Banking will also be available in **Global Mobile**. You will also be able to make payments and transfers to new accounts that you do not have saved.

8. How do I recover my username if I do not remember it?

If you forgot your username, you can visit us at your preferred Branch.

9. How do I unblock/recover my Global Mobile password?

You can call us at 800-0006 or visit us at your preferred Branch to request the unblock and/or password change.

For inquiries, please call 800-0006, and select the Online and Mobile Banking option.