

# (FAQS)

## FREQUENTLY ASKED QUESTIONS

- Q. Will I need to replace my current token?**  
No. The soft token is another option for users. You can chose to continue with your hard token or you can download and use the soft token.
- Q. Can I setup the Soft Token myself?**  
Currently no. To activate the soft token you must download the app then call or email FGB to complete setup using **888-CALL-FGB (225-5342)** or **fgcustomercare@gkco.com**. Once the request is submitted a member of the team will contact you to complete the setup.
- Q. Is there a cost for the Soft Token?**  
No. It is free to download in the App Store and Play Store
- Q. Can I have both a hard token and a soft token at the same time?**  
Yes. You can have both. Your FGB account entitles you to have one token per user, either hard token or soft token. If you desire to have both, a minimal one-time fee may apply.\*
- Q. I have two mobile phones, can I get the soft Token on two devices?**  
No. One soft token is licensed for each account holder. The soft token will be associated with one mobile device of your choice.
- Q. Where there is a joint account with two or more account users, can we have more than one token?**  
Yes. Each user on the account is entitled to a unique token whether soft or hard.
- Q. What happens to my token if I lose my mobile device?**  
If you lose your mobile device, you should contact FGB to have the token disabled and setup on your new device. If there is a delay with acquiring a new device you may have to purchase a hard token for use in the interim.

*\*Conditions apply*

Get the New FGB Soft Token **today!**