

Downloading Symantec VIP Token App (soft token) for Mobile Devices

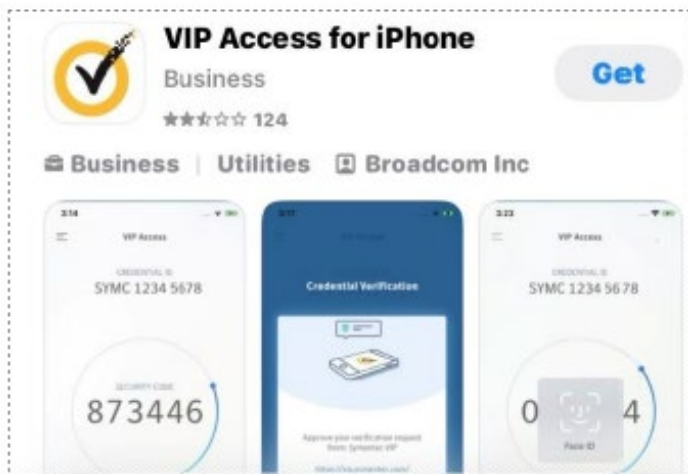
Step 1: On an iPhone, open the Apple App Store. On an Android device, open the Google Play Store.



Step 2: In the search bar, type “Symantec VIP.”

Step 3: Select VIP Access for your iPhone or Android device.

Step 4: Tap “Get” next to “VIP Access to download the app.

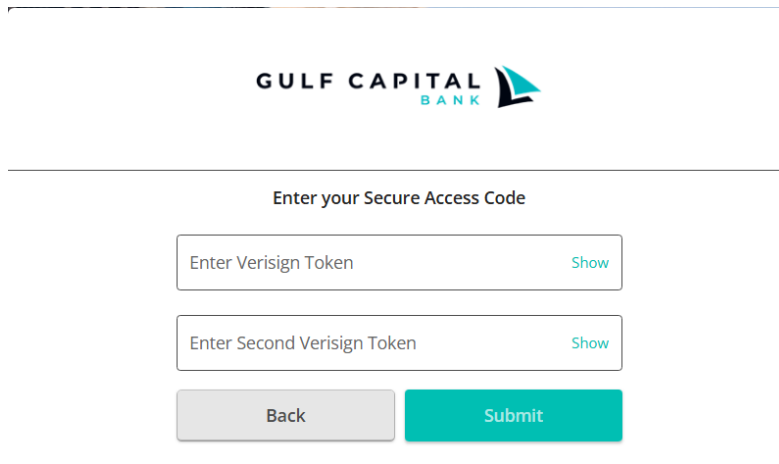


Note: The app will appear this way on your Apple or Android device.



Note: When completing your first transaction, you must enter two separate tokens, which will be provided in the app.

- You will enter the first token and wait for it to change then enter the second token.



The screenshot shows the Gulf Capital Bank logo at the top. Below it, the text "Enter your Secure Access Code" is centered. There are two input fields: "Enter Verisign Token" and "Enter Second Verisign Token", each with a "Show" link to its right. At the bottom, there are two buttons: "Back" (grey) and "Submit" (teal).

Please contact customer service at 713-999-8875 if you need assistance.

After App Installation

Important: After installing the VIP Access app, you must contact Customer Service at 713-999-8875 to register your Symantec token to your user account. When you call, please provide the Credential ID shown in the app so our team can link the token to your online banking profile.

