

## FAQ

### **1. Why is the bank implementing this mobile OS/ web browser update?**

This is an ongoing activity in accordance to ensure customers are using supported and secure OS and browser versions that continue to receive security updates, helping to protect against evolving cyber threats.

### **2. What is the minimum mobile OS and web browser requirement to continue using digital banking services?**

To ensure secure and uninterrupted access to our digital banking services, customers are required to use following minimum supported versions:

#### Mobile Operating Systems

- iOS: Version 16 and above
- Android: Version 13 and above

#### Web Browsers

- Google Chrome: Version 119 and above
- Microsoft Edge: Version 121 and above
- Mozilla Firefox: Version 121 and above
- Opera: Version 113 and above
- Apple Safari: Version 15 and above

### **3. What will happen if I do not update my mobile OS or browser?**

Devices or browsers running versions below these requirements will not be able to access the Bank's Mobile Banking App and Internet Banking once enforcement takes effect. Customers are encouraged to update to the compatible versions to avoid service disruption.

### **4. Why do other banks still allow access using my existing device or browser?**

Different banks implement security updates based on their own risk assessments and timelines. Our update is part of our ongoing effort to enhance customer security and service reliability.

### **5. My device does not support the required OS version. What should I do?**

If your current device cannot be updated, you may consider using an alternative compatible device to continue accessing our services securely or through our Internet Banking.

**6. How do I check my mobile OS version?**

- iOS device, go to General > About for iOS.
- Android device, go to Settings > About Phone.

If an update is available, you may update to the latest version.

**7. How can I check my web browser version?**

Open your browser settings and navigate to the “About” or “About [Browser Name]” section to view your current version. If an update is available, you may follow the on-screen instructions to update the latest version.