

Supported Operating Systems and Browsers

The following statements outline the scope of our Mobile Banking general device and operating system support.

NOTE: Only major versions released directly by OEMs (Apple or any Android hardware manufacturer) are included. Any OS version updates or patch releases that are released by carriers are not included in the scope for certification.

IMPORTANT NOTE about TLS (Transport Layer Security) 1.2: Mobile Banking only supports TLS 1.2 for app communications. Any device or browser that does not support TLS 1.2 will not be able to connect to Mobile Banking services—even if the device is on a supported operating system version. This is being enforced to comply with security mandates from regulatory authorities and ensures secure communications for mobile banking users.

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
Android	Android version 5.0 (Lollipop)	All later major version updates are supported; for example: 6.0, 7.0, 8.0	Remote Deposit Capture support requires a camera of at least two mega-pixels in resolution. Mobile Banking does not support the use of the Android “Developer options” settings	Only the default installed browser is supported. For the majority of devices this is the Android Browser For devices where Chrome is the default browser, this will be supported. Beta versions of browsers, such as Chrome Beta, are not supported. The SMS channel is only supported for Android devices that have SMS capability.	Touch Browser Android Application SMS

Operating Systems	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
iOS- iPhone	iOS version 9.0	All later major version updates are supported; for example: 10.0, 11.0 Beta releases of iOS will not be supported until they are publicly released	None	Only the default installed browser is supported. For all iPhone devices this is the Safari Browser	Touch Browser iPhone Application SMS
BlackBerry	BlackBerry OS version 4.2 (non-touch screen devices) BlackBerry OS version 4.7 (touch screen devices)	BlackBerry OS Version 5.1	None	The browser channel is no longer supported for non-Webkit capable BlackBerry devices	SMS
BlackBerry	BlackBerry OS version 7.1	All later major version updates are supported; for example: 10.0, 10.1, 10.2, 10.3	For touch browser support, devices must support Webkit rendering (OS 6.0 and above)	Only the default installed browser is supported For all BlackBerry devices this is the BlackBerry browser	Touch Browser SMS

Operating Systems	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
Windows Phone	Windows Phone OS version 8.0	All later major version updates are supported; for example: 10.0	None	<p>Only the default installed browser is supported, third part browsers are explicitly nor supported.</p> <p>For Windows Phone 8 devices, this is Internet Explorer 10 or above.</p> <p>No Beta Versions are supported.</p>	Touch Browser SMS
All other operating systems	N/A	N/A	None	<p>Only the default installed browser is supported</p> <p>Devices that are specifically identified as not supporting Webkit compatible browsers are not supported. Where possible, devices will be directed to the Touch Browser Channel.</p> <p>Beta versions and third-party browsers, such as Opera, are explicitly excluded</p>	Touch Browser SMS

For all device types, only devices running an unmodified version of the manufacturer-supplied operating system are supported.