

Always update your mobile operating system (OS) and web browser to the latest version

4th February 2026

Dear Valued Customers,

Effective **31st March 2026**, HSBC Malaysia will be updating the minimum system requirements for our online and mobile banking platforms.

- Mobile OS requirements for HSBC Malaysia Mobile Banking App:

Mobile OS	Android	iOS	EMUI
Minimum Version	11	16	12

- Web browser requirements for HSBC Malaysia Online Banking:

Web Browser	Google Chrome	Microsoft Edge	Safari	Mozilla Firefox	Opera
Minimum Version	131	133	16	133	115

Please update your devices and browsers to meet above minimum requirements to maintain uninterrupted access to your banking services.

What happens if I don't update my Mobile OS or web browser?

Failure to update may result in inability to access HSBC Malaysia's online and mobile banking platforms. Outdated systems lack critical security patches, leaving your devices vulnerable to cyber threats.

What should I do if my device cannot upgrade to the minimum supported OS for HSBC Malaysia Mobile Banking app?

If your device cannot be upgraded, please use HSBC Malaysia Online Banking via browser, access your account on another trusted device, or visit a branch/ATM. Avoid installing unofficial app versions or modifying your phone, as this may expose your account to fraud. For the best experience and protection, we recommend using a device that support the latest OS updates.

How do I update or check if I have the latest Mobile OS?

For Android (aOS) and Huawei (EMUI) users, open **Settings**, tap **Software Update or System**, select **Software update**, then tap **Check for updates** and choose **Download** and install if available.

For iPhone (iOS) users, open **Settings**, tap **General**, select **Software Update**, and tap **Download and Install** when an update appears.

We recommend regular updates to ensure optimal security and service continuity.

How do I update or check if I have the latest web browser version?

Go to your web browser (i.e.: Google Chrome, Microsoft Edge, Safari, Mozilla Firefox, or Opera):

1. Go to 'Settings'
2. Click 'About'
3. Look for 'Update'

We recommend that you check and update your Mobile OS and web browser versions regularly to ensure your banking experience is secure and uninterrupted.