

## **Always update your web browser and mobile operating system to the latest supported version**

23<sup>rd</sup> July 2025

Dear Valued Customers,

Effective **25<sup>th</sup> August 2025**, you are required to have the following minimum web browser version to access HSBC Malaysia Online Banking:

Web Browser	Google Chrome	Microsoft Edge	Safari	Mozilla Firefox	Opera
Minimum Version	125	125	16	125	105

In order to access HSBC Malaysia Mobile Banking, we always recommend you log on with the latest mobile operating system:

Mobile OS	Android	iOS
Latest Version as of July 2025	16	18

Please ensure that your web browser and Mobile OS is up to date to ensure uninterrupted access and safeguard your transactions on HSBC Malaysia Online and Mobile Banking.

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

You will not be able to access HSBC Malaysia Online and Mobile Banking without the minimum supported versions of the Mobile OS and web browsers mentioned above. End-of-support and outdated Mobile OS and web browsers are not updated with security patches, thus weakening your desktop and mobile devices' resistance to cyberattacks.

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

To update your Mobile OS, go to 'Settings' > 'Software Update' on your mobile device and install the latest update.

### **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.