

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

24th April 2025

Dear Valued Customers,

Effective **28th May 2025**, we will be updating the minimum Mobile OS required to access HSBC Malaysia Mobile Banking App as below:

Mobile OS	Android	iOS
Minimum Version	12	15

Effective **30th June 2025**, we will be updating the minimum web browser version to access HSBC Malaysia online banking as below:

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

Please ensure that your Mobile OS and web browser 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 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.