

## **IMPORTANT: Please update your web browser**

Date: 23 October 2018

Dear Valued Customers,

On **27 October 2018**, we will be upgrading our Personal Internet Banking services and websites to TLS 1.2 as necessary improvements to serve you better with a more secured banking experience.

If your web browser does not support TLS 1.2, you will not be able to view our web pages and use HSBC Personal Internet Banking services from 27 October 2018 onwards.

For continued access, please ensure that your web browser is TLS 1.2 compatible. For your convenience, we have listed below the web browser's versions which are TLS 1.2 compatible.

Should you require to **update your web browser** to a TLS 1.2 compatible version, please **click on the link below of your respective web browser**:

- [Google Chrome](#): Version 30 and above
- [Safari](#): Version 7 and above
- [Internet Explorer](#): Version 11 and above
- [Mozilla Firefox](#): Version 27 and above
- [Microsoft Edge](#): Version 12 and above

### **What is TLS?**

Transport Layer Security (TLS) is an encryption standard that ensures secure connection between HSBC's database and web servers and the web browsers you use. This protection layer is applied whenever you visit our websites including Personal Internet Banking services.

### **Why TLS 1.2?**


TLS 1.2 is more secure than its predecessors TLS 1.0 and 1.1, minimizes data breach risk and able to better protect our customer data.

For TLS 1.2 to work on your device, your web browser must be able to support it.

### **How to check your browser version?**

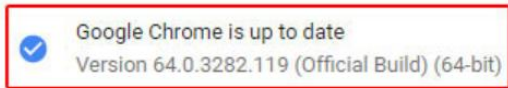
Most browsers may have automatically configured to support TLS 1.2. To check your web browser's version, kindly refer to the steps below:

#### **Google Chrome**

- Version check
  1. On your device, open Google Chrome.
  2. In the upper right-hand corner of the screen, click the  button.
  3. Click **Help** then **About Google Chrome**.

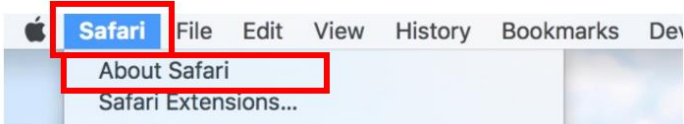


4. Your web browser version will be displayed in the information screen.



## Safari


- Version check
  1. On your device, open Safari.
  2. Click on **Safari** in the menu bar at the top of the screen.

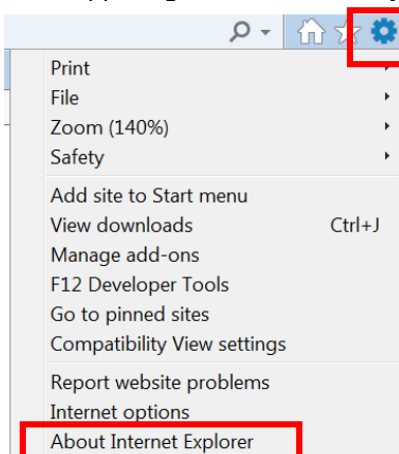


3. Under the drop-down menu, select **About Safari**.
4. Your web browser version will be displayed in the information screen.

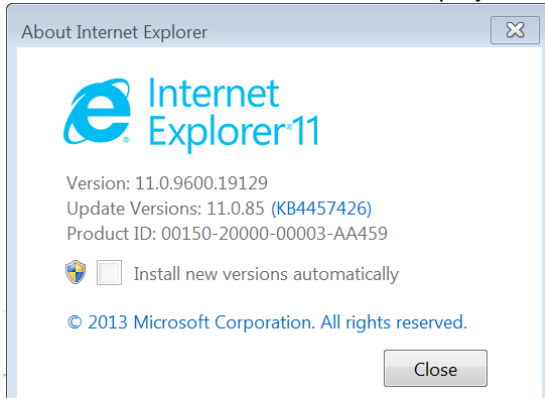


## Internet Explorer

- Version check
  1. On your device, open Internet Explorer.
  2. In the upper right-hand corner of your screen, click  then **About Internet Explorer**.




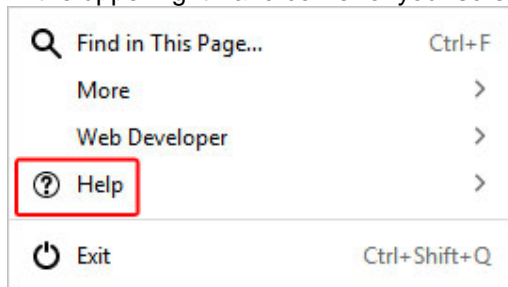
3. Your web browser version will be displayed in the information screen.



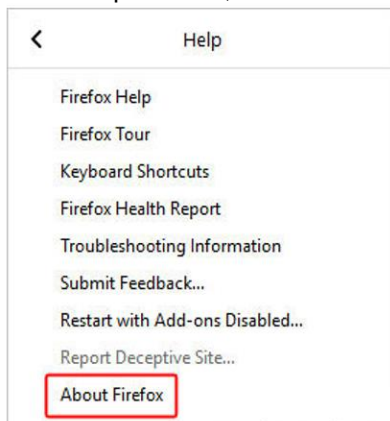
## Mozilla Firefox

- Version check

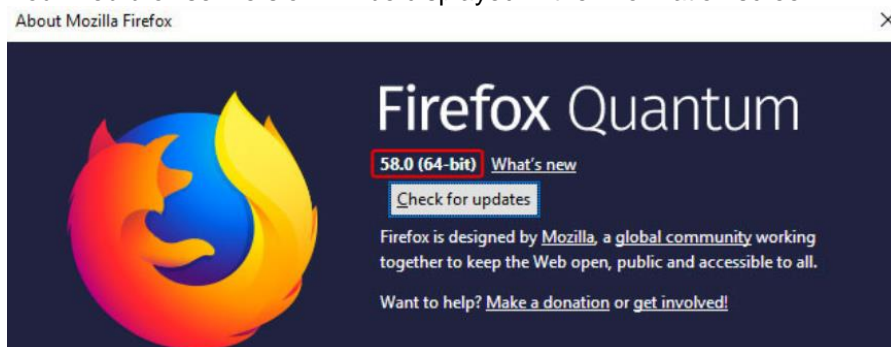
1. On your device, open Mozilla Firefox.
2. In the upper right-hand corner of your screen, click  and select **Help**.





3. In the Help window, click on **About Firefox**.



4. Your web browser version will be displayed in the information screen.



## Microsoft Edge

- Version check
  1. On your device, open Microsoft Edge.
  2. Select Settings and more  in the upper-right corner, and then select Settings .
  3. Select About this app.
  4. Your web browser version will be displayed in the information screen.

### About this app

Microsoft Edge 25.10586.0.0  
Microsoft EdgeHTML 13.10586

Thank you for your attention.

#### Disclaimer:

HSBC Bank Malaysia Berhad (“the Bank”) provides examples of steps to check on respective browser versions (Google Chrome, Internet Explorer, Safari, Mozilla Firefox and Microsoft Edge) only without warranty either expressed or implied on the most-updated steps which may vary and subject to web browser services’ updates. The Bank or any other HSBC Group member is not responsible for the contents available on or the set-up of any other websites linked to this site. Access to and use of such other websites is at the user’s own risk and subject to any terms and conditions applicable to such access/use. By providing hyperlinks to other websites, the Bank shall not be deemed to endorse, recommend, approve, guarantee or introduce any third parties or the service/products they provide on their website, or have any form of cooperation with such third parties and websites. The Bank is not a party to any contractual arrangements entered into between you and the provider of the external website unless otherwise expressly specified or agreed to by the Bank.