

# Browser update for HSBC website access

HSBC is upgrading all its systems over the coming weeks in order to protect customers. This implies that some of the oldest web browser versions including TLS 1.0 and TLS 1.1 will no longer be able to access to HSBC website and Personal Internet Banking services.

An upgrade your to current browser TLS to the latest version (at least TLS 1.2) is recommended by 1 December 2018 to avoid any disruption while using our services

Updating your Internet browser will allow you to take advantage of the latest browser features and also help protect your system from any security breaches. By default, your Internet browser will update automatically; however, you can also check for and install browser updates manually as follows:

## Updating Google Chrome

- Launch a session of Google Chrome on your computer.
- Click on the Chrome Menu button located in the upper right corner of Chrome.
- Click on “Update Google Chrome.”
- Click on “Restart” to verify that you want to update Chrome. Your browser will close down to apply new updates, and will reopen your browser along with all tabs and windows you previously had open.
- Click “Not now” to apply updates the next time you restart your browser. (If using Chrome in Windows 8, close all open sessions of Chrome and re launch the browser to install updates)

## Updating Mozilla Firefox

- Open a session of Firefox on your computer.
- Click on “Help” in the menu bar of your browser.
- Select “About Firefox.” Firefox will check for new updates and download the updates automatically.
- Click on “Restart to Update.” Firefox will close down your browser, apply the new updates, and restart automatically.

## Updating Internet Explorer

- Open a session of Internet Explorer on your computer.
- Click on “Help” in the menu bar of your browser.
- Select “About Internet Explorer”. Internet Explorer will check for new updates and download the updates automatically.
- Click on “Restart to Update.” Internet Explorer will close down your browser, apply the new updates, and restart automatically.

For more info, visit [www.hsbc.com/online-banking](http://www.hsbc.com/online-banking)

For any queries, please call us on **800-1234**.

