IMPORTANT: Please update your web browser

Date: 29 November 2018

Dear Valued Customers

On **9 December 2018**, we will be upgrading our 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 Internet Banking and web services from 9 December 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 website**s.**

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**.

	Settings	
About Google Chrome	Help	▶
Help center		
	Exit	Ctrl+Shift+Q

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

    Google Chrome

    ✓ Google Chrome is up to date
    Version 64.0.3282.119 (Official Build) (64-bit)

Safari

- Version check
    1. On your device, open Safari.
    2. Click on **Safari** in the menu bar at the top of the screen.
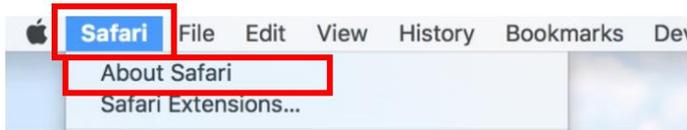
    3. Under the drop-down menu, select **About Safari**.
    4. Your web browser version will be displayed in the information screen.

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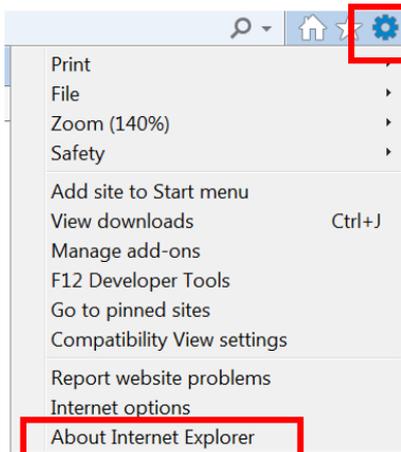
    3. Your web browser version will be displayed in the information screen.

HSBC

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**.

🔍 Find in This Page...		Ctrl+F
More		>
Web Developer		>
⑦ Help		>
⏻ Exit		Ctrl+Shift+Q
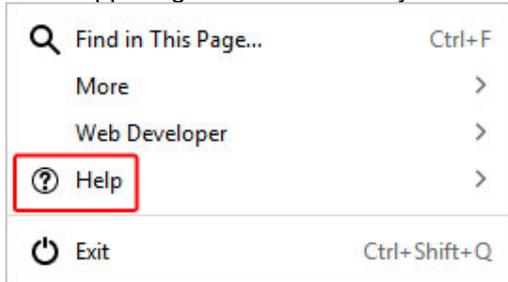
    3. In the Help window, click on **About Firefox**.
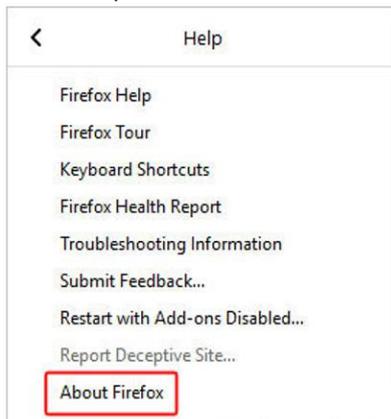
‹ Help
Firefox Help
Firefox Tour
Keyboard Shortcuts
Firefox Health Report
Troubleshooting Information
Submit Feedback...
Restart with Add-ons Disabled...
Report Deceptive Site...
About Firefox

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

About Mozilla Firefox

Firefox Quantum
58.0 (64-bit) What's new
Check for updates

Firefox is designed by Mozilla, a global community working together to keep the Web open, public and accessible to all.

Want to help? Make a donation or get involved!

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.

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