



Important Notice: Old Internet browsers no longer supported due to security risks

Urgent action required: old Internet browsers no longer supported due to security risks

Dear Customer,

Effective 17th November 2018, you will no longer be able to access Hang Seng (China) public website and Online Banking using older Internet Browsers (e. g. Microsoft Internet Explorer 10 or below or outdated versions of browsers offered by other providers).

We are committed to maintaining the highest security standards for our online banking services. We regularly remind customers to keep their internet browsers up-to-date, employing the latest versions, to ensure the best possible protection against security risks when accessing Hang Seng (China) public website and online banking.

A recent review of internet browsers used to access our banking services has highlighted vulnerabilities in older browsers (e. g. Microsoft Internet Explorer 10 or below or outdated versions of browsers offered by other providers) that could be exploited by hackers. **As a result, effective 17th November 2018, Hang Seng (China) public website will block access to these outdated browsers.**

Action Required

Ensure you are using the most up-to-date version of your chosen browser.

If you currently use a browser which is not up-to-date, you will need to upgrade to the latest version before **17th November 2018** to maintain access to our online banking services. This will allow you to benefit from the stronger security protection offered by newer browsers.

How to upgrade your browser

Upgrading your version of Microsoft Internet Explorer is quick, easy and there is no charge – simply download the latest version from Microsoft website.

Alternative modern browsers are also available to download from the following sites:

- **Google Chrome**
- **Firefox**
- **Safari**
- **Opera**



What if I don't upgrade my browser?

If you fail to update your browser to the latest version available, from **17th November 2018**, you will not be able to access Hang Seng (China) public website and Online banking services.

What if I am unable to upgrade my browser myself?

Some companies have IT restrictions in place which prevent users from downloading software. Others have legacy systems which require the use of Internet Explorer 10 or lower. In cases like these, you may be unable to upgrade your browser directly. Please seek guidance from your IT support.

Online resources

Hang Seng (China) provides resources regarding [online security](#), offering guidance on how to protect yourself online including information on:

- Ensure your computer has the latest anti-virus software.
- Be alert about fraudulent website.
- Always protect your password.

If you have any questions about this communication, please contact our 24-Hour Customer Service Hotline 8008 30 8008 / 4008 30 8008.

Hang Seng Bank (China) Limited

31 October 2018