



Internet Explorer won't be supported to access Hang Seng HSBCnet from May 2022

In preparation for the quitting of Internet Explorer, from May 2022, Heng Seng China will not support Internet Explorer to access Hang Seng HSBCnet. To access Hang Seng HSBCnet, you may need to use Microsoft Edge, or another supported browser suggested as below table.

Do you currently use Internet Explorer?

If you currently use Internet Explorer, you will need to download Microsoft Edge, or another supported browser, before May 2022 to maintain access to access Hang Seng HSBCnet. If you've already installed Microsoft Edge, your computer will now automatically switch to Edge if you attempt to access Hang Seng HSBCnet using Internet Explorer.

Recommended Software for Hang Seng HSBCnet

Operating System	Browser
Windows Vista / Windows 7 / Windows 8 Apple Mac OS X 10.8 and above	<p>For all operating systems:</p> <p>Chrome 38 and above Firefox 27 and above Samsung Internet 4 and above Microsoft Edge 12 and above</p> <p>For Mac OS:</p> <p>Safari 7 and above</p>
Please note: all operating system and browser configurations should be kept up to date with the latest Service Packs and security patches as issued by the vendor. Additionally, browser versions must be protected by 128-bit encryption.	

What if I don't upgrade my browser?

If you fail to update your browser, from May 2022, you will not be able to access Hang Seng HSBCnet.

If you have any questions, please contact your Relationship Manager or call our Service Hotline 8008 30 8008 (for fixed-line) / 4008 30 8008 (for mobile phone).

Hang Seng Bank (China) Limited