Important Client Notice for e-commerce Solutions Enabling Transport Layer Security (TLS) 1.2

Overview

The disabling of TLS 1.0 and 1.1 will occur so that we can maintain the highest standards for our data security and to align with the payment card industry data security standards (PCI DSS) and industry best practices. TLS is the layer that ensures that connection from the app to the platform is secure, encrypted and safe from attacks.

Please enable TLS 1.2 to access the following e-commerce Solutions without interruption before **Monday, April 9, 2018**:

- Retail Online Banking
- Business Online Banking

About Transport Layer Security (TLS)

Transport Layer Security (TLS) is a protocol that ensures that a connection to a remote endpoint is securely encrypted in order to provide privacy and data integrity. Web applications and application programming interface (API) connections use TLS as a key component of their security. TLS 1.2 is the most current version and is considered to be the most secure. TLS 1.0 and 1.1 are earlier, now less secure versions.

TLS Preparations

Browsers and Operating Systems	TLS 1.2 Compatibility Notes
Microsoft Edge	Compatible by default
Microsoft IE Desktop and Mobile Version 11	Compatible by default
Microsoft IE Desktop versions 9 & 10	Capable when run in windows 7 or newer, but not enabled by default
Firefox 27 and higher	Compatible by default
Google Chrome 38 and higher	Compatible by default
Oracle Java version 1.7 and higher	Compatible by default
Mobile Safari and higher	Compatible by default
Microsoft Windows Server 2008 R2 and higher	Compatible by default
Microsoft Windows Server 2008 and below	Not compatible with TLS 1.2
Microsoft Windows 7, 8.0, 8.1 and 10	Compatible by default
Microsoft XP/Vista and below	Not compatible with TLS 1.2

To learn how to enable Transport Layer Security (TLS) 1.2 read below

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How to Enable Transport Layer Security (TLS) 1.2

1. From your Internet browser select **Tools**, then **Internet Options.**
2. Click the **Advanced Tab**, and scroll down to the Security selection.
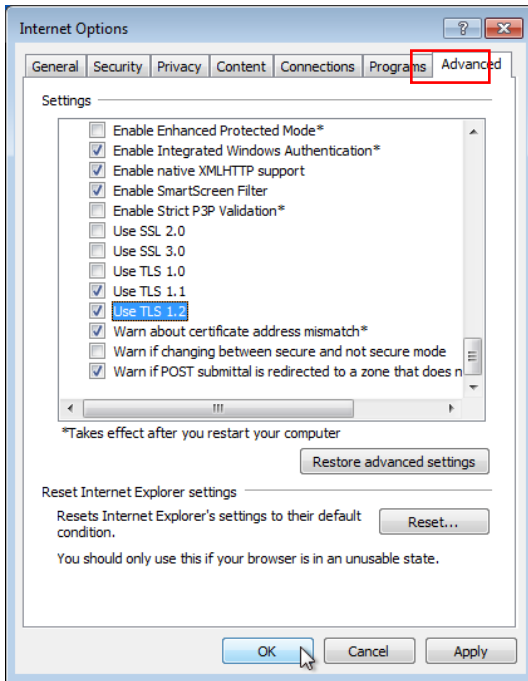
Please do not uncheck TLS 1.0 and 1.1, as access to other solutions or third-party sites that have not yet enabled TLS 1.2 will be adversely affected.

3. Ensure TLS 1.2 is checked, if not check **TLS 1.2** and select **Apply, OK**.
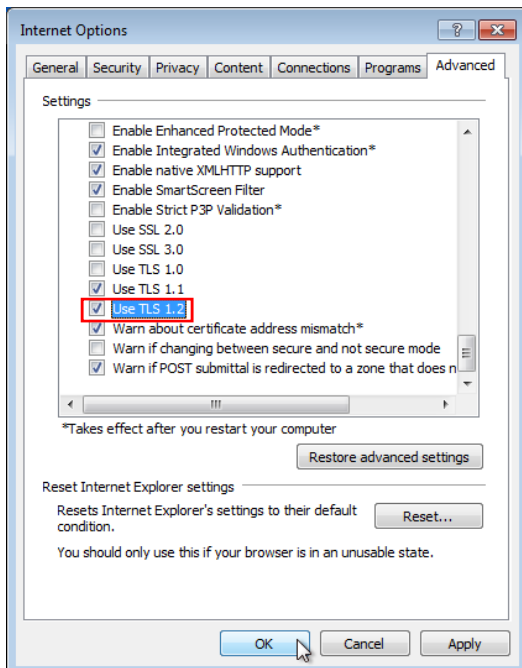
Not supporting TLS 1.2 prior to Monday, April 9th, 2018 of TLS will result in a disruption of service to Retail Online Banking and Business Online Banking.

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