



Hang Seng HSBCnet Important Updates: Old Internet browsers no longer supported due to security risks

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 HSBCnet.

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 20 October 2018, Hang Seng HSBCnet 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 **20 October 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 the Microsoft site.

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 **20 October 2018**, you will not be able to access Hang Seng HSBCnet 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 9 or lower. In cases like these, you may be unable to upgrade your browser directly. Please seek guidance from your IT support.

If you have any questions, please contact our **Hang Seng HSBCnet helpdesk at 2198-8000**.

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