

## **Minimum System Requirements for Hang Seng HSBCnet**

To access Hang Seng HSBCnet, you will need to make sure your computer has adequate processing power and the right software.

### **Software requirements**

Hang Seng routinely reviews the status of software supported on Hang Seng HSBCnet to provide the best possible experience and the highest level of security on the Internet. Hang Seng HSBCnet is designed to work with the following browser versions and operating systems.

### **Recommended software**

<b>Software</b>	
<b>Operating System</b>	<b>Browser</b>
Windows 7 and above (recommended)	Internet Explorer 11 and above
Windows Vista	Internet Explorer 11 and above
<b>Other supported browsers</b>	
Windows Vista / Windows 7 / Windows 8	Chrome version 22 and above Firefox version 24 and above
Apple Mac OS X 10.8 and above	Safari version 7 and above
<p><b>IE10 users:</b> From 20 October 2018, we ceased to support IE10 browser. Older versions of internet browsers are often more vulnerable to viruses, malware and other security issues. To maintain the highest security standards and enhancing our system integrity, we make new HSBCnet functionality available on the most up-to-date internet browsers only. You may download one of the following browsers instead: Internet Explorer 11, Google Chrome, Firefox, Safari and Opera. If failed to do so, you would be blocked from downloading or updating software by IT restrictions. The access of using banking services would be limited.</p> <p>Hang Seng HSBCnet is in the process of optimising our services to be used with other commonly-used web browsers. While we have made every effort to ensure compatibility with the most commonly used browsers, depending on your chosen OS and browser combination, you may experience an issue.</p> <p>In the unlikely event you do experience any compatibility issues with your choice of browser when using Hang Seng HSBCnet, please contact our Hang Seng HSBCnet support center.</p> <p>Please note that 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.</p>	

### **What mobile handsets does Hang Seng HSBCnet Mobile support?**

Currently, Hang Seng HSBCnet Mobile (via App or Web Browser) only supports iPhone and Android based smartphones. Hang Seng HSBCnet has verified the compatibility of these Mobile devices and their most recent operating systems for use with Hang Seng HSBCnet Mobile. Hang Seng HSBCnet Mobile via App can support Biometric logon for certain iPhone models, please refer to below table for more information. To ensure that you get optimal use of the services available in Hang Seng HSBCnet Mobile, update your smartphone's operating system regularly.

Please note that Hang Seng HSBCnet functionality may perform normally using other operating systems, but compatibility cannot be confirmed at this time. For more information about your device, please refer to your user manual or contact the manufacturer for assistance.

At this time, the Hang Seng HSBCnet Mobile tablet app is not available for use on iPads or Android based tablets. Hang Seng HSBCnet Mobile will support additional Mobile devices in the future.

## Hang Seng HSBCnet Mobile App – Biometric logon<sup>1</sup>

### iPhone supported devices

For Face ID:

iPhone X or later model, with the latest version of iOS installed

For Touch ID:

iPhone 5s or later; running iOS 9.0 or later

<sup>1</sup> At this time, biometric logon functionality is available in select countries only. Once this feature becomes available in your country, you will be notified when you open the app.

*Apple, iPhone, Face ID, and Touch ID are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.*

### Hardware requirements

Please refer to the Microsoft site for a list of hardware that meets the requirements of your operating system and internet browser.

**Screen resolution:** 1024 x 768, 256 colours

**Network connection:** We recommended high-speed internet or broadband connection. The minimum speed for effective internet connection via dial-up connection is 56kbps.

**Smart Card readers, if applicable:**

- Serial connection interface, USB port or PCMCIA card slot
- CD-ROM drive