

Desktop Browser – OS Support for the Web24 online banking effective 11/6/2016

Four major vendors command a significant share of the browser market: Microsoft (Internet Explorer), Mozilla (Firefox), Google (Chrome), and Apple (Safari).

The table below defines the support level assigned to each Desktop Web Browser.

SUPPORTED	ALLOWED
Windows 10: Internet Explorer – Current Stable Version Chrome – Current Stable Version Firefox – Current Stable Version	Windows 8.1: Internet Explorer – Current Stable Version Chrome – Current Stable Version Firefox – Current Stable Version Windows 7: Internet Explorer 11 Chrome – Current Stable Version Firefox – Current Stable Version
MAC OS X 10.11 (El Capitan): Safari 9.x– Current Stable Version Chrome – Current Stable Version	MAC OS X 10.10 (Yosemite): Safari 8.x– Current Stable Version Chrome – Current Stable Version MAC OS X 10.9 (Mavericks): Safari 7.x– Current Stable Version Chrome – Current Stable Version

Definitions:

- Supported – All functionality of the product has been tested and successfully meets all functional and visual design requirements for a screen resolution of 1024x768 and larger.
- Allowed – All major functionality of the product has been tested and successfully meets functional requirements for a screen resolution of 1024x768 and larger. Some design and/or functional deficiencies may occur.
- Unsupported – Browser/ OS combinations that do not fall in either the Supported or Allowed list will default to 'Unsupported.' The functionality may not work and will not be supported (via bug fixes).

Internet Explorer 8, 9, 10

Microsoft ceased support for Internet Explorer (IE) versions 8, 9, 10 in January 2016. With this announcement, Microsoft is effectively following suit to Mozilla and Google by implementing auto-updates route for Internet Explorer 11. The Supported browser list has been updated to reflect the 'Current Stable Version of IE.

All users attempting to access the online banking site using any of these three IE versions will be redirected to a notification splash page advising the user that the browser cannot be used with the application; it will also provide the user with a list of supported browsers. Access to the application will be denied.