

## **Experiencing trouble accessing mobile banking?**

If you are receiving an error message and cannot access mobile banking, please see the below explanation and troubleshooting instructions.

Security is our number one priority. In our continuous pursuit to deliver the highest level of security, we recently made some security protocol changes.

If you are a mobile banking user who is on an older OS version that does not support TLS 1.2, you will need to upgrade your mobile OS version to be able to connect through a TLS 1.2 connection.

If issues are encountered, Mobile Banking users should upgrade their OS version to compatible versions as noted below:

- Users with devices on Android KitKat (Level 20) and above will be able to connect to Mobile Banking.
- Users with devices on iOS 8 and above will be able to connect to Mobile Banking.