

June 2018

**Notice to customer using Windows XP and TLS 1.0 protocol supported
browsers**

To protect your online banking account, Bank of China (Hong Kong) will stop supporting Windows XP and TLS1.0 protocol enabled browsers from July 2018. Please check the Windows and browser version. If necessary, please arrange system upgrade as soon as possible to ensure you can access to the Personal Internet/Mobile Banking services.

- Steps to check Windows version:
Please select “Start” > “Control Panel” > “Performance and Maintenance”
> “System”

- Browser versions do not support TLS1.1 protocol:
 - Microsoft Internet Explorer (7 or below version)
 - Mozilla Firefox (22 or below version)
 - Apple Safari (6 or below version)
 - Google Chrome (21 or below version)
 - Apple iOS Safari (4 or below version)
 - Android OS Browser (4.0.4 or below version)

Please refer to the supplier’s website for the details of upgrading your Windows system and browser. For enquiry, please call our customer service hotline (852) 3988 2388.

Bank of China (Hong Kong) Limited