

## **HLB Connect App Update & Minimum OS Requirement Frequently Asked Questions**

Last Updated on 20 March 2024

### **Q1. What's HLB Connect App mobile Operating System (OS) requirement?**

A1. The HLB Connect App mobile Operating System (OS) requirement is as follows:

- **Apple mobile device:** iOS 12 and above
- **Android/Huawei mobile device:** OS 9 and above

This information is regularly updated to align with the latest requirement from the regulators and to reflect any changes in Android and Apple security patch support.

### **Q2. How does HLB Connect decide on the mobile OS requirement?**

A2. The HLB Connect App mobile OS requirement is determined based on the latest industry standards and regulatory guidelines. This ensures that the app is compatible with the most up-to-date security features and system capabilities. The mobile OS requirement is regularly updated to align with the latest regulatory standards and to accommodate any change in Android and Apple security patch support. This approach allows HLB Connect to provide a secure and efficient mobile banking experience for its users.

### **Q3. How do I check my mobile device/smartphone's current OS?**

A3. Here's how you can check your mobile device/smartphone's current OS:

- a. **iOS:** Go to **Settings** > Tap **General** > Tap **About** > Find your iOS version
- b. **Android:** Go to **Settings** > Tap **About Phone** > Find your Android version

### **Q4. What should I do if my mobile device/smartphone's OS is lower than HLB Connect App mobile OS requirement?**

A4. You should update your mobile device/smartphone's OS to the latest version immediately.

### **Q5. Why must I update my mobile OS?**

A5. Updating your mobile OS is crucial because an outdated OS that is no longer supported by Google/Apple weakens your device's resistance to malware and virus attacks. It's important to always ensure that the mobile device you use to access your banking apps is running on the latest OS version to maintain robust security.

### **Q6. How do I update my mobile OS?**

A6. Here are the steps to update your mobile OS:

- a. **iOS:** Go to **Settings** > Tap **General** > Tap **Software Update** > Tap **Update Now**
- b. **Android:** Go to **Settings** > Tap **Security & Privacy** > Tap **System & Updates** > Tap 'Security Update'

### **Q7. Why am I still able to access and use HLB Connect when my mobile OS is lower than the app's requirement?**

A7. You may still be able to access the HLB Connect App via your mobile device/smartphone that is running on an older OS until we discontinue support for that OS. However, the user experience may not be optimal as you may encounter issues. Additionally, older OSs are susceptible to virus and malware attacks, which could lead to financial loss and leakage of personal information.