Customer FAQ

We take your security seriously, which is why we need to make sure your browser can handle TLS 1.1 or higher connections.

What's TLS?

TLS stands for **Transport Layer Security**, and its job is to make sure nothing is peeking into your internet connection. Recently fraudsters have found vulnerabilities in TLS version 1.0. Updated versions of TLS are already available if your browser is capable and enabled to use TLS 1.1 or higher.

To ensure your information is private and secure, Online Banking is upgrading security to connect exclusively via TLS 1.1 or higher connections.

On June 30, 2016, Online Banking will no longer accept connections from TLS 1.0 browsers.

What Do I Have To Do?

If you use **Chrome**, **Opera**, **Safari**, and **Firefox** and your website is enabled for auto updates, you do not have to do anything. *If auto updates are not enabled, your browser may not be using TLS 1.1 or higher and you will not be able to connect to Online Banking once the security is upgraded.*

If you're using **Internet Explorer**, make sure you're using **Internet Explorer 11** or **Internet Explorer Edge**. *Versions earlier than Internet Explorer 11 will not be able to connect to Online Banking.*