

## **HLB Connect App Update & Minimum Operating System (OS) Requirement Frequently Asked Questions**

Last Updated on 15 January 2025

### **Q1. What's HLB Connect App mobile phone/device OS requirement?**

A1. Effective 31 March 2025, HLB Connect App mobile phone/device OS is as follows:

- **For Android users:** Android OS 10 and above
- **For iOS users:** iOS 15 and above

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

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

A2. HLB Connect App mobile phone/device 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 phone/device OS requirement is regularly updated to align with the latest regulatory standards and to accommodate any change in Google 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 phone/device's current OS?**

A3. Here's how you can check your mobile phone/device'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 phone/device's OS is lower than HLB Connect App mobile OS requirement?**

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

### **Q5. Why must I update my mobile phone/device's OS?**

A5. Updating your mobile phone/device's OS is crucial because an outdated OS that is no longer supported by Google/Apple weakens your device's resistance to malware and virus attacks.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 phone/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 phone/device OS?**

A6. Here are the steps to update your mobile phone/device 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 phone/device OS is lower than the app's requirement?**

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

**Q8. I am unable to update my mobile phone/device OS. What do I do?**

A8. You may need to check if your mobile phone/device is compatible with the required OS version. Otherwise, you may need to upgrade to a device compatible with the required OS version.