

## **Minimum System Requirements for Hang Seng HSBCnet**

To access Hang Seng HSBCnet, you will need the appropriate software (operating system and internet browser) and hardware (your computer's processing power).

### **Software Requirements**

Hang Seng (China) routinely reviews the status of software supported on Hang Seng HSBCnet to provide pleasant experience and relatively dependable security on the internet. Hang Seng HSBCnet is designed to work with the following browser versions and operating systems. Other software may work with Hang Seng HSBCnet but you may experience problems that we may not be able to support.

### **Recommended Software**

Operating System	Browser
Windows Vista / Windows 7 / Windows 8 Apple Mac OS X 10.8 and above	<p style="text-align: center;"><b>For all operating systems:</b>                      Chrome 38 and above                      Firefox 27 and above                      Samsung Internet 4 and above                      Microsoft Edge 12 and above</p> <p style="text-align: center;"><b>For Mac OS:</b>                      Safari 7 and above</p>
Please note: all operating system and browser configurations should be kept up to date with the latest Service Packs and security patches as issued by the vendor. Additionally, browser versions must be protected by 128-bit encryption.	

If your software meets the above-stated criteria, which will facilitate you to access Hang Seng HSBCnet smoothly.

**Screen Resolution:** 1024 x 768, 256 colors

**Network Connection:** Recommended – High speed Internet or Broadband connection. Minimum for dial-up – 56kbps effective Internet connection.

## **Minimum System Requirements for Hang Seng HSBCnet Mobile**

Currently, the HSBCnet Mobile app is available for iPhone and Android-based smartphones. Please download from Apple Store or Baidu App Store.

### **Supported Devices Requirement**

Supported Devices	System Version
<p style="text-align: center;"><b>iPhone</b></p>	<p style="text-align: center;">iOS 11 and above</p>
<p style="text-align: center;"><b>Android</b></p>	<p style="text-align: center;">Android 6.0 and above</p>

## **System Maintenance Schedule for Hang Seng HSBCnet**

System maintenance schedule for Hang Seng HSBCnet as follow:

<b>Time</b>		<b>Service Not Available</b>
<b>From</b>	<b>To</b>	
Friday 22: 00	Sunday 22: 00	Hang Seng HSBCnet Services

Hang Seng (China) may perform the HSBCnet system maintenance at any time within the schedule period and Hang Seng HSBCnet services may not be available during the maintenance period.