**(EFFECTIVE VERSION: JANUARY 2021)**

To provide you the most effective and secure online access to Helm Bank USA accounts and services, we strongly recommend that you use or upgrade to the latest version of software supported by Helm Bank USA. If you have any questions, please contact Helm Support Department at +**1 (305) 329-7330 or support@helmbankusa.com**

## BROWSER REQUIREMENTS

We are continually upgrading our online services to provide you with the most valuable and secure online access. As we add new features and enhancements to our service, there are certain browser versions and operating systems that do not support these changes. We recommend that you use the latest version of the supported browsers or the Helm Bank USA's HelmInOne Personal Mobile and Business Mobile app available, keep your security settings up-to-date and that you enable JavaScript.  In certain circumstances, we may block certain browsers and software from accessing Helm Bank USA Online and Helm Bank USA Mobile due to possible security risks and may not be able to inform you in advance.

Helm Bank USA's minimum encryption requirement for accessing your Helm Bank USA account(s) online is 128-bit encrypted browsers.

In order to access and use the **www.helmbankusa.com** website or a related website ("Site"), including any content, functionality, and services offered on or through the Site (including Helm Bank USA's HelmInOne) you must have use the latest version of one of the following supported browsers and operating systems:

**Microsoft® Edge**

• Microsoft® Windows® 7 or higher

**Mozilla Firefox**

• Windows® 7 or higher
• Mac OS X 10.9 or higher

**Apple® SafariTM**

• Mac® OS X 10.9 or higher

**Google® ChromeTM**

• Windows® 7 or higher
• Mac OS X 10.9 or higher

**Mobile**

• iOS 11.0 or higher, Safari
• Android 6.0 or higher, Chrome
• Windows Phone, Edge (Mobile Browser Only)

**Tablet**

• iOS 11.0 or higher, Safari
• Android 6.0 or higher, Chrome

### PDF REQUIREMENTS

Adobe® Reader® is required to access documents being provided to you in PDF format. To access some PDF documents on our site, you may be required to use a later version of Adobe Reader. Download Adobe Reader for free.

### WIRELESS DEVICE REQUIREMENTS

Wireless devices (such as cell phones and pagers) must be text-enabled in order to receive messages via the Alerts Service.

### MOBILE REQUIREMENTS

We are continually upgrading our online services to provide you with the most valuable and secure online access. As we add new features and enhancements to our service, there are certain browser versions and operating systems that do not support these changes. Download the latest version of the Helm Bank USA's HelmInOne Personal Mobile and Business Mobile app for the devices Helm Bank USA supports.

### HARDWARE AND OPERATING SYSTEM REQUIREMENTS

Please consult with your browser vendor and AdobeAdobe regarding the minimum hardware and operating system requirements that apply to the software versions you are currently using or wish to install.

Please Note: When you make changes to your computer software or equipment, our system may require you to re-confirm your identity online the next time you visit our Web site to conduct online transactions. This is for your own protection.