

# Attention: Internet Banking Customers

- Fiserv, SouthTrust Bank's software provider, has disabled TLS 1.0 and 1.1 browser security features.
- The disabling of TLS 1.0 and 1.1 has occurred so they can maintain the highest standards for data security and to align with the payment card industry data security standards (PCI DSS) and industry best practices.
- As SouthTrust Bank, N.A. enhances its' security to align with industry requirements, our users and customers will need to verify if their operating systems (OS) or browsers support TLS 1.2 and upgrade if necessary.
- Note: If the affected users do not have a compatible OS version or browser , they will get a connection error when attempting to access Fiserv solutions.

***This institution does not guarantee or endorse the products, the security, or the privacy practices on provided linked sites. Nor is the institution responsible for the accuracy of data on linked sites.***

- CHECK your TLS settings here: <https://www.howssmyssl.com>
- How to turn on TLS 1.2 -> <https://knowledge.geotrust.com/support/knowledge-base/index?page=content&id=INFO3299&pmv=print&actp=PRINT>



## For More Information

Call – 1-800-413-8222

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# Attention: SouthTrust Bank Mobile App Users

Effective 6/25/2017

- FISERV, the creator of Mobiliti mobile banking applications, has made an announcement that beginning June 25, 2017 all SouthTrust Bank apps will only support mobile devices using the latest operating systems with Transport Layer Security TLS v1.2.
- Android phones using an operating system below KitKat (Level20/Andorid 5.0 **may not** be able to connect to the STB mobile app. (Mobiliti)
- Users with devices on Android KitKat (Level 20)/Andorid 5.0 and above will be able to connect to Mobiliti
- iPhones or iPad devices using an operating system below iOS 8 **may not** be able to connect to the SSB mobile app. (Mobiliti)
- Users with devices on iOS 8 and above will be able to connect to Mobiliti.

For instruction on how to see what version you're using **[Click Here!](#)**



**For More Information**

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# How to check mobile version!

Effective 6/25/2017

## Apple:

Luckily the steps used to find the version of software on an iPhone are pretty standard. From the Home Screen, tap Settings > General > About. The software version of your device should appear on this screen.

*iPhones or iPad devices using an operating system below iOS 8 may not be able to connect to the STB mobile app. (Mobiliti)*

## Android:

While many different cell phone manufacturers utilize the Android platform and while the steps involved in locating the software version on an Android smart phone may differ depending on what version of software the phone is running on, the general process is going to be pretty much the same for most Android cell phones.

From the Home Screen tap on your phones Menu key and then tap Settings > More > About device. Note: you may be able to simply access the Settings and then About device to get to the Android version; please also note that older androids might say Firmware version instead of Android version.

*Android phones using an operating system below KitKat (Level20)/Android 5.0 may not be able to connect to the STB mobile app. (Mobiliti)*

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