Operating Systems, Hardware, Browsers and Channels

Minimum Device Operating System Support

Minimum Android Version Supported - Android 10.0
Minimum iOS Versions Supported – iOS 15, iPadOS 15

To ensure the highest levels of security, devices that are not eligible for upgrade to at least the minimum supported OS version are prevented from installing and/or using the mobile banking app.

Operating system updates made generally available by Apple and Google at the time of publication of this document are supported by app versions released after the effective date of this document. Only devices running an unmodified version of the manufacturer-supplied operating system are supported.

Please note: Beta releases of Apple and Android operating systems are not supported.

Hardware, Browsers and Channel Support

- Mobile Banking does not support the use of the Android "Developer options" settings, including USB Debugging
- Jailbroken/rooted devices and MITM interception are not supported
- The latest stable version of Chrome and Safari browsers are supported. Beta versions of browsers are not supported
- The SMS channel is only supported on devices with SMS capabilities

Supported App Stores

- iTunes App Stores (Apple app store)
- Google Play (Android app store)

Network Support

Mobile Banking only supports TLS 1.2 for app communications. Any device or browser that does not support TLS 1.2 will not be able to connect to Mobile Banking services—even if the device is on a supported operating system version. This is being enforced to comply with security mandates from regulatory authorities and ensures secure communications for mobile banking users.

The Mobile banking products can operate on any unrestricted TCP/IP data network. Operation on restricted networks (e.g., where a firewall might be in place) is not guaranteed.

The Mobile banking product supports Tier 1 carriers in the U.S., including AT&T, Verizon, T-Mobile/Sprint and US Cellular. Mobile banking support for non-Tier 1 carriers depends on the contractual agreement between the SMS gateway provider (aggregator) and the individual carrier.

Supported Devices

Apple Phones

Brand/Manufacturer	Model	Added to SDL
Apple	iPhone 6S	September 2015
Apple	iPhone 6S Plus	September 2015
Apple	iPhone 7	September 2016
Apple	iPhone 7 Plus	September 2016
Apple	iPhone 8	September 2017
Apple	iPhone 8 Plus	September 2017
Apple	iPhone 11	September 2019
Apple	iPhone 11 Pro	September 2019
Apple	iPhone 11 Pro Max	September 2019
Apple	iPhone 12	September 2020
Apple	iPhone 12 Mini	September 2020
Apple	iPhone 12 Pro	September 2020
Apple	iPhone 12 Pro Max	September 2020
Apple	iPhone 13	September 2021
Apple	iPhone 13 Mini	September 2021
Apple	iPhone 13 Pro	September 2021
Apple	iPhone 13 Pro Max	September 2021
Apple	iPhone 14	September 2022
Apple	iPhone 14 Plus	September 2022
Apple	iPhone 14 Pro	September 2022
Apple	iPhone 14 Pro Max	September 2022
Apple	iPhone 15	October 2023
Apple	iPhone 15 Plus	October 2023
Apple	iPhone 15 Pro	October 2023
Apple	iPhone 15 Pro Max	October 2023
Apple	iPhone SE	March 2016
Apple	iPhone SE (2nd Gen)	March 2020
Apple	iPhone SE (2022)	September 2022
Apple	iPhone X	November 2017
Apple	iPhone XR	October 2018
Apple	iPhone XS	September 2018
Apple	iPhone XS Max	September 2018

Android Phones

Brand/Manufacturer	Model	Added to SDL
Google	Pixel 3	December 2018
Google	Pixel 3 XL	December 2018
Google	Pixel 4	September 2020
Google	Pixel 5	September 2022
Google	Pixel 6	September 2022
Google	Pixel 6a	September 2022
Google	Pixel 7	September 2022
Google	Pixel 7 Pro	September 2022
LG	G7 ThinQ	September 2018
LG	V40 Thin Q	July 2019
LG	V50 Thin Q	April 2020
Motorola	Moto G7	July 2019
Motorola	Moto Z4	April 2021
Motorola	Moto G Power	September 2022
Motorola	Moto G Stylus 5G	September 2022
One Plus	6T	April 2019
One Plus	7 Pro	September 2019
One Plus	9	September 2022
Samsung	Galaxy A03s	June 2023
Samsung	Galaxy A10e	July 2021
Samsung	Galaxy A11	November 2021
Samsung	Galaxy A13 5G	June 2023
Samsung	Galaxy A20	April 2021
Samsung	Samsung A32 5G	September 2022
Samsung	Galaxy A51	April 2021
Samsung	Galaxy A53	June 2023
Samsung	Galaxy Fold	November 2019
Samsung	Galaxy Note 9	January 2019
Samsung	Galaxy Note 10	November 2019
Samsung	Galaxy Note 10+	November 2019
Samsung	Galaxy Note 20 Ultra	September 2022
Samsung	Galaxy S9	July 2018
Samsung	Galaxy S9 Plus	July 2018
Samsung	Galaxy S10	July 2019

Samsung	Galaxy S10E	July 2019
Samsung	Galaxy S10+	September 2020
Samsung	Galaxy S20 (S11)	September 2020
Samsung	Galaxy S20+	July 2021
Samsung	Galaxy S20 FE 5G	September 2022
Samsung	Galaxy S20 Ultra 5G	June 2023
Samsung	Galaxy S21 5G	December 2022
Samsung	Galaxy S21+ 5G	December 2022
Samsung	Galaxy S21 FE 5G	December 2022
Samsung	Galaxy S21 Ultra	December 2022
Samsung	Galaxy S22 5G	December 2022
Samsung	Galaxy S22+ 5G	December 2022
Samsung	Galaxy S22 Ultra	April 2022
Samsung	Galaxy S23	June 2023
Samsung	Galaxy S23 Plus	June 2023
Samsung	Galaxy S23 Ultra	June 2023
Samsung	Galaxy M13 5G	September 2022
Samsung	Galaxy Z Flip 3 5G	September 2022
Samsung	Galaxy Z Fold 4	September 2022

Tablet Devices

Note: Not all mobile banking solutions offer apps optimized for the tablet form factor.

Brand/Manufacturer	Model	Added to SDL
Apple	iPad (6th Generation – 2018)	April 2018
Apple	iPad Air 4	April 2021
Apple	iPad Air (2022 M1 Chip Model)	September 2022
Apple	M1 iPad Pro 2021 11"	July 2021
Apple	M1 iPad Pro 2021 12.9"	July 2021
Apple	iPad Mini 5	April 2019
Apple	iPad Pro (2021)	July 2021
Apple	iPad Mini (2021)	July 2021
Apple	iPad Pro (2018)	January 2019
Samsung	Galaxy Tab A	May 2019
Samsung	S7 FE 5G	September 2022
Samsung	S7 FE	September 2022

Devices Recently Removed

These devices are no longer supported for any version of the mobile banking app.

Brand/Manufacturer	Model	Removed from SDL
Motorola	Z3	October 2023
LG	Stylo 5	October 2023
Samsung	J7 Crown	October 2023