

ONLINE AND MOBILE BANKING MINIMUM REQUIREMENTS

Online Banking – User Interface Supported Browser Policy

LiveOak Bank will review the current versions of major browsers to ensure a quality end-user experience; and will regularly announce new updates to the supported browser policy, as required.

The table below outlines the currently supported desktop browsers. Browsers that are not listed in the table are considered unsupported. Such browsers may be used by end-users, but end-users may experience features that do not function properly.

Online Banking – Desktop Version

Supported	Notes
Mozilla Firefox ver. 89 or newer	Considered to offer an optional Online Banking experience
MS Edge ver. 91 or newer	
Google Chrome ver. 91 or newer	
Apple Safari ver. 14 or newer	

Online Banking – Mobile Devices

The table lists the currently supported devices and their operating systems.

Make	Operating System	Devices
Apple	iOS 12.4.8 and newer	iPhone 6s and newer
Android	Android 9 and newer	Various Devices

Additional Information

Transport Layer Security (TLS) and Encryption – Must support a minimum of TLS 1.1 and 128-bit encryption (preferable TLS 1.2 and 256-bit encryption).

JavaScript – Must be enabled for Online Banking to function properly. Certain functionality will be unavailable without JavaScript enabled.

Cookies – Must be set to allow 3rd party cookies for Online Banking interface to properly function.

Screen Resolution – A minimum screen resolution of 1024x788 pixels is suggested to view the site correctly.

Pop-Up Windows – Must be allowed in the browser for full Online Banking functionality, including session time out notifications.

Bill Payments Providers – Browser requirements for single sign-on bill payment pages may vary from the above list.

3rd Party Vendors or Single-Sign On (SSO) – Any institution-specific 3rd party vendors may have additional browser requirements. LiveOak Bank does not test browser functionality for 3rd Party Vendors or SSO.