

Operating System, Hardware, Browser, Channel and Network Support

Minimum Device Operating System Support

Minimum Android Version Supported - Android 11.0

Minimum iOS Versions Supported – iOS 16*, iPadOS 16*

To ensure the highest levels of security, devices that are not eligible for upgrade to at least the minimum supported OS version may be 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.



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

* Apple devices that support a maximum operating system version of iOS 15/iPadOS 15 will continue to be able to download apps from the app store as long as Apple continues to release security patches for those versions. Any defects that are exclusive to iOS 15, iPadOS 15 OS and/or devices that only support OS versions below iOS 16 will not be addressed.

Hardware, Browser, 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 versions 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

- Apple App Store
- Google Play

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 (for example, 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 8	September 2017
Apple	iPhone 8 Plus	September 2017
Apple	iPhone X	November 2017
Apple	iPhone XR	October 2018
Apple	iPhone XS	September 2018
Apple	iPhone XS Max	September 2018
Apple	iPhone 11	September 2019
Apple	iPhone 11 Pro	September 2019
Apple	iPhone 11 Pro Max	September 2019
Apple	iPhone SE (2 nd Gen)	March 2020
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 16	September 2024
Apple	iPhone 16 Plus	September 2024
Apple	iPhone 16 Pro	September 2024
Apple	iPhone 16 Pro Max	September 2024
Apple	iPhone SE (2022)	September 2022
Apple	iPhone 17	September 2025

Apple	iPhone Air	September 2025
Apple	iPhone 17 Pro	September 2025
Apple	iPhone 17 Pro Max	September 2025
Total iPhones		35

Android Phones

Brand/Manufacturer	Model	Added to SDL
Google	Pixel 5	September 2022
Google	Pixel 5 XL	September 2022
Google	Pixel 6	September 2022
Google	Pixel 6a	September 2022
Google	Pixel 7	September 2022
Google	Pixel 7 Pro	September 2022
Google	Pixel 8	November 2024
Google	Pixel 8a	September 2024
Google	Pixel 9	September 2024
Google	Pixel 9 Pro	September 2024
Google	Pixel 9 Pro XL	September 2024
Google	Pixel 9 Pro Fold	September 2024
Google	Pixel 10	September 2025
Google	Pixel 10 Pro	September 2025
Google	Pixel 10 Pro XL	September 2025
Motorola	Edge 5G UW (2021)	October 2021
Motorola	Edge 40	May 2023
Motorola	Edge 50 Fusion	April 2024
Motorola	Moto G Play (2024)	January 2024
Motorola	Moto G Power (2022)	October 2022
Motorola	Moto G Power 5G (2024)	March 2024
Motorola	Moto G Stylus (2024)	May 2024
Motorola	Moto G 5G (2022)	April 2022
Motorola	Moto G34 5G (2024)	November 2024
Motorola	Moto G53 5G	December 2023
Samsung	Galaxy A03s	June 2023
Samsung	Galaxy A11	November 2021
Samsung	Galaxy A12	December 2020
Samsung	Galaxy A13 5G	June 2023
Samsung	Galaxy A14 5G	September 2024
Samsung	Galaxy A15 5G	September 2024
Samsung	Galaxy A16 5G	September 2025
Samsung	Galaxy A23 5G	September 2022
Samsung	Galaxy A32 5G	September 2022
Samsung	Galaxy A35	September 2025

Samsung	Galaxy A51	April 2021
Samsung	Galaxy A52 5G	March 2021
Samsung	Galaxy A53	June 2023
Samsung	Galaxy A54 5G	March 2023
Samsung	Galaxy A71 5G	June 2020
Samsung	Galaxy M13 5G	December 2022
Samsung	Galaxy Note 10	November 2019
Samsung	Galaxy Note 10+	November 2019
Samsung	Galaxy Note 20 5G	August 2020
Samsung	Galaxy Note 20 Ultra	September 2022
Samsung	Galaxy S10	July 2019
Samsung	Galaxy S10E	July 2019
Samsung	Galaxy S10+	September 2020
Samsung	Galaxy S20 5G	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 S24	April 2024
Samsung	Galaxy S24 Plus	April 2024
Samsung	Galaxy S24 Ultra	April 2024
Samsung	Galaxy S24 FE	December 2023
Samsung	Galaxy S25	March 2025
Samsung	Galaxy S25 Plus	March 2025
Samsung	Galaxy S25 Ultra	March 2025
Samsung	Galaxy S25 FE	September 2025
Samsung	Galaxy Fold	November 2019
Samsung	Galaxy Z Fold 4	September 2022

Samsung	Galaxy Z Fold 5	September 2024
Samsung	Galaxy Z Fold 6	July 2024
Samsung	Galaxy Fold 7	September 2025
Samsung	Galaxy Z Flip 3 5G	September 2022
Samsung	Galaxy Z Flip 5	September 2024
Samsung	Galaxy Z Flip 6	July 2024
Samsung	Galaxy Flip 7	September 2025
Samsung	Galaxy Z Flip 7 FE	September 2025
Total Android Phones		79

Apple Tablet Devices



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

Brand/Manufacturer	Model	Added to SDL
Apple	iPad 5 th Gen (2017)	September 2017
Apple	iPad 6 th Gen (2018)	April 2018
Apple	iPad 7 th Gen (2019)	September 2019
Apple	iPad 8 th Gen (2020)	September 2020
Apple	iPad 9 th Gen (2021)	September 2021
Apple	iPad 10 th Gen (2022)	September 2022
Apple	iPad 11 th Generation (2025)	September 2025
Apple	iPad Air 3 rd Gen (2019)	March 2019
Apple	iPad Air 4 th Gen (2020)	April 2021
Apple	iPad Air 5 th Gen (2022)	September 2022
Apple	iPad Air 11" 6 th Gen (2024)	May 2024
Apple	iPad Air 13" 1 st Gen (2024)	May 2024
Apple	iPad Air M3 Chip (2025)	September 2025
Apple	iPad Pro 12.9" 1 st Gen (2015)	November 2015
Apple	iPad Pro 9.7" 1 st Gen (2016)	March 2016
Apple	iPad Pro 10.5" 1 st Gen (2017)	June 2017
Apple	iPad Pro 12.9" 2 nd Gen (2018)	November 2018
Apple	iPad Pro 11" 1 st Gen (2018)	October 2018
Apple	iPad Pro 11" 2 nd Gen (2020)	March 2020
Apple	iPad Pro 11" 3 rd Gen (2021)	June 2021
Apple	iPad Pro 12.9" 4 th Gen (2020)	March 2020
Apple	iPad Pro 11" 4 th Gen (2022)	October 2022
Apple	iPad Pro 12.9" 5 th Gen (2021)	July 2021
Apple	iPad Pro 12.9" 6 th Gen (2022)	October 2022
Apple	iPad Pro 11" 5 th Gen (2024)	May 2024
Apple	iPad Pro 13" 7 th Gen (2024)	May 2024
Apple	iPad Mini 5 th Gen (2019)	April 2019
Apple	iPad Mini 6 th Gen (2021)	October 2021
Apple	iPad Mini 7 th Gen (2024)	October 2024
Total Apple Tablets		29

Android Tablet Devices



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

Brand/Manufacturer	Model	Added to SDL
Samsung	Galaxy Tab A9 Plus	October 2023
Samsung	Galaxy Tab S6 Lite	May 2024
Samsung	Galaxy Tab S7	September 2022
Samsung	Galaxy Tab S7 FE	June 2021
Samsung	Galaxy Tab S10 Ultra	October 2024
Samsung	S11	September 2025
Samsung	S11 Ultra	September 2025
Total Android Tablets		7

Devices Recently Removed

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

Brand/Manufacturer	Model	Removed from SDL
Lenovo	Tab M10 FHD Plus	March 2025
Samsung	Galaxy Tab S4	March 2025
LG	G7 ThinQ	March 2025
LG	V50 Thin Q	March 2025
One Plus	6T	March 2025
One Plus	7 Pro	March 2025
One Plus	9	March 2025
Apple	iPhone 6S	March 2025
Apple	iPhone 6S Plus	March 2025
Apple	iPhone 7	March 2025
Apple	iPhone 7 Plus	March 2025
Apple	iPhone SE (1 st Gen)	March 2025
Apple	iPad Air 2nd Gen (2014)	March 2025
Apple	iPad Mini 4th Gen (2015)	March 2025
Google	Pixel 3	September 2025
Google	Pixel 3 XL	September 2025
Google	Pixel 4	September 2025
Google	Pixel 4 XL	September 2025
Samsung	Galaxy A10e	September 2025
Samsung	Galaxy A20	September 2025
Samsung	Galaxy Tab A	September 2025