

# Highlands Union Bank Web Browser Support Policy

## Purpose

The purpose of this policy is to define those browsers that Highlands Union Bank's web sites and web applications support for public and internal users.

## Scope

This policy applies to all web sites and web applications of Highlands Union Bank. This policy excludes any web site for which a user may be redirected by a Highlands Union Bank web site that is not under the control of Highlands Union Bank.

## Policy and Public Statement

We at Highlands Union Bank are committed to making our web sites as easily accessible, safe and user friendly as we possibly can. We want everyone using them to have a good experience every time they are used. Because our public web sites are available throughout the *World Wide Web*, there are literally thousands of possible combinations of platforms that may be using them. It is not possible or practical for Highlands Union Bank or any other company operating in this space to fully support every operating system and every browser agent combination that is available.

Accordingly, all public facing (Internet) and internal (intranet) web sites and web applications within the domain of hubank.com will support the current publicly available version and immediate previous version of Microsoft® Internet Explorer. This statement excludes any beta versions of Microsoft® Internet Explorer, any beta plug-in to Microsoft's® Internet Explorer of Microsoft® or another third-party.

Highlands Union Bank tries to make its web sites as technology-neutral as we possibly can with respect to the user's election of a browser, operating system and computer; but support for any technology other than the Microsoft® Internet Explorer for public facing web sites and web applications cannot be guaranteed or supported by Highlands Union Bank.

Users are free to choose other technologies, but they must accept that by doing so some functionality may be lost and may not work correctly and Highlands Union Bank is not at fault. We know that many other platforms work perfectly fine on our web sites, but in some cases they require a degree of technical finesse by the user to make them work, and Highlands Union Bank does not provide this type of help or support due to the complexity of the possible issues and the risk that other applications on a user's computer may be affected.

We encourage people to test and use other technologies and other vendors as we do at Highlands Union Bank, but we never go from testing to production use until we are satisfied that the technology will meet our objectives and we can support it. Likewise, we encourage our users to give great thought and consideration to the technologies they elect to use.