



Business Online Banking Security and Browser System Requirements

System Security

Keeping our customer information confidential and secure is an important part of our responsibility to you and we take this responsibility seriously. Our online services contain built-in encryption security, password controlled access and administrative functionality. This means you can rely on the convenience of the Internet, and on the confidence that comes with banking with an experienced and trusted financial institution.

System

A computer, operating system and telecommunications connections to the Internet capable of receiving, accessing, displaying and either printing or storing disclosures you receive from us via e-mail or by access to our website using one of the specified browsers are required. Sufficient storage capacity on your computer's hard drive or other data storage unit is also required.

E-mail

An active e-mail account with an Internet service provider, and the appropriate software is required for you to receive disclosures, notices and other communication regarding this service, electronically.

Encryption Browser

We recommend that you use the most current version of your preferred browser (including security patches) and operating systems when banking online. We've outlined the minimum browser requirements below. In order to provide you with the most secure online banking environment, your browser must be at least 128-bit encryption enabled.

	Recommended Operating Systems and Browsers				
Operating System	Apple Inc. Safari®	Microsoft Internet Explorer®	Microsoft Edge®	Mozilla Firefox®	Google Chrome®
Windows 7 64 bit	—	11	—	52 or latest	57 or latest
Windows 8.1 64 bit	—	11	—	52 or latest	57 or latest
Windows 10 32 bit	—	11	38 or latest	52 or latest	57 or latest
Windows 10 64 bit	—	11	38 or latest	52 or latest	57 or latest
Mac OS X 10.11 (El Capitan™)	10.0	—	—	—	—
Mac OS X 10.12 (Sierra™)	10.0	—	—	—	—

Note: Cookies and JavaScript must be enabled. Use of AOL browsers is not recommended. To upgrade to the most current available version, or to discover if your browser version supports 128-bit encryption, we've provided helpful information for the following browsers:



Microsoft® Internet Explorer

<http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.asp>

Firefox®

<http://www.mozilla.org/products/firefox/>

Safari™

<http://www.apple.com/safari/>

Need additional assistance?

Contact us at 1-866-4UMPQUA (1-866-486-7782), or send us an e-mail at customerservice@umpquabank.com, 24 hours a day. When contacting us, please provide the name and version number of your browser (Microsoft® Internet Explorer 11.0, etc.) and operating system.