

Mobile Banking Supported Device List

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Scope

This document addresses supported mobile devices for the following Fiserv mobile banking solutions: Configure Digital (formerly Abiliti), Create Digital (formerly Architect), Mobiliti ASP and Mobiliti Business ASP.

Fiserv utilizes a formal process for assuring optimal usability of mobile banking apps across a broad range of devices in the US market. The Mobile Banking Supported Device List outlines support for devices that mobile banking users are currently using and the devices we predict they will begin using between now and the next update to this document.

Mobile Banking Support Device List Criteria:

1. Include the 70% most used devices based on actual mobile banking user connections for the solutions noted above.
2. Include new devices released or soon to be released that are expected to attain significant utilization.
3. Exclude older device models when actual user connections on that model are very low and/or the device no longer runs a minimum supported OS version.

This document lists devices supported for versions of Fiserv mobile banking app versions released after the effective date of this document. App versions with release dates that predate the effective date of the document and/or predate the date new devices are added may not support all listed devices.

Devices not listed/no longer listed may function; however, they are not explicitly supported. Some devices not explicitly tested or listed as supported may still function as intended with the mobile banking apps, however, there is no guarantee that they will.

For a given mobile device model, a manufacturer may provide different versions of hardware, firmware, and operating system (OS) software. This practice is common, particularly for phones that are released into different geographic territories. These different versions of the same phone model may operate differently from the model version that has been assessed for the purposes of its inclusion in this document and may not perform as expected.

Note: Some features that are described in this document may not be available to every financial institution or mobile banking solution. Feature availability depends on the financial institution's mobile banking solution, host, core, online banking solution, implementation configuration and/or service package.

Tablet Support

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

The tablet market is consolidated around a small number of form factors, screen resolutions, and chipsets. A device may be included in the Mobile Banking Supported Device List as for tablet apps if it meets the following criteria in addition to the criteria 1 – 3 above:

1. Apple: Apple iPad devices are included in the list.
2. Android: The device has a minimum screen size of 7" diagonal. Devices with screen sizes below 7" are supported by the phone channel. The device supports the Google Play store.

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 (2 nd 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 |
| Total iPhones | | 32 |

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 |
| Total Android Phones | | 53 |

Tablet Devices

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

| Brand/Manufacturer | Model | Added to SDL |
|----------------------|--|----------------|
| Apple | iPad (6 th 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 |
| Total Tablets | | 12 |

Devices Recently Removed

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

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