



## Internet Explorer Support Discontinuation Notice

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Microsoft recommends Internet Explorer is no longer suitable for web browsing. Because of this, effective immediately, Internet Explorer will no longer be an accepted browser for accessing C&F Bank's website, cffc.com. We will no longer support functionality and display issues you may encounter in Microsoft Internet Explorer. Eventually, you will not be able to access our website with Internet Explorer.

### **It's about protection.**

We take security very seriously. We want to continue earning your trust, and this means doing everything we can to keep you and your account safe.

Our decision to discontinue support for IE11 is rooted in our concern for your security - a concern based in part by the recommendations of IE's developer, Microsoft:

- Microsoft also says that IE11 is no longer suitable for browsing the web. They recommend IE11 only to be used for internal tools, such as legacy apps that are no longer being updated.
- Microsoft no longer offers Internet Explorer. From Windows 10 forward, their default browser is Edge - an "evergreen" browser that will not require users to initiate updates.

To provide your account with a secure experience, we're following Microsoft's recommendations and moving forward with plans to end support for IE11.

Of course, you will be able to use IE11 for browsing other sites and using other applications, but to access our website you will need to use a modern, supported browser - such as Chrome, Firefox, or Microsoft's Edge Browser.

### **Frequently Asked Questions**

#### **1. If Windows 10 fully supports Internet Explorer, why is support being dropped?**

It is true that Windows 10 shipped with Internet Explorer11, but it also shipped with Edge. Microsoft has recommended users migrate off Internet Explorer11 in favor of Edge as it is safer, faster, and backwards compatible (in Enterprise Mode). As we move forward, we seek to stay in line with Microsoft stated recommendations.

#### **2. Do I have to un-install Internet Explorer11?**

No. While we do recommend you utilize a modern browser; we also understand that some applications still require the use of Internet Explorer11. In this case we recommend utilizing Internet Explorer11 only for those applications and using the newer browser to surf the web. (Edge supports a feature called Enterprise Mode that enables this easily)

### **3. Why are older browsers like Internet Explorer not supported?**

Microsoft recommends that everyone stop using Internet Explorer11. The browser is no longer being updated by Microsoft.

Software makers continually release new versions of their browsers and stop updating the old ones. These older versions gradually lose compatibility with current technology. Support for older browsers must be dropped to incorporate the newest, best, and safest technology for your financial security. For security reasons, we recommend moving to Chrome, Firefox, or Edge.

### **4. Will I have to keep doing this (updating)?**

Generally, no. Newer browsers including Chrome, Firefox, Edge have auto- updates turned on by default. Safari will update when you update your operating system. However, it is good for you to check that your browser is up to date from time to time. Your financial security is our priority.

**If you need assistance, please contact us at [800.296.6246](tel:800.296.6246).**