

## Pacific Valley Bank Online Banking Security Update

March 19, 2018

Dear Valued Customer,

As part of Pacific Valley Bank's (the Bank) commitment to protect your data through continuous security upgrades to our services, support for Transport Layer Security (TLS) versions 1.0 and 1.1 will be discontinued effective March 26, 2018. Online Banking users must use Internet Explorer 11 browser (TLS 1.2) to continue online access. This action supports enhanced security and avoidance of potential vulnerabilities.

TLS is a security protocol that encrypts communications over computer networks. Pacific Valley Bank uses TLS to secure web services as well as web applications within Online Banking. Internet Explorer 11 (with compatibility view mode enabled) is the only supported browser for the Bank's Online Banking service, and this fully supported TLS version 1.2 aligns with industry best practices for security and data integrity.

### **How to Enable Transport Layer Security (TLS) 1.2**

1. From your internet browser, select **Tools**, then **Internet Options**.
2. Click the **Advanced Tab**, and scroll down to Security section.
3. Ensure TLS 1.2 is checked, if not check **TLS 1.2** and select, **Apply, OK**.

**Users and applications failing to make appropriate changes will no longer be able to access Online Banking after March 26, 2018.**

Thank you for allowing Pacific Valley Bank to serve your banking needs. Should you have any questions or need any assistance, please contact the Online Banking Department at (831) 771-4316.

Sincerely,

Pacific Valley Bank  
Online Banking Department