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April 27, 2018

Subject: Internet browser settings must be updated by May 31

ICBC is upgrading its systems to adhere to new security standards. As a result, anyone accessing ICBC's partner pages and all related applications must ensure their internet browser meets the minimum requirements by May 31, 2018.

Whether using Internet Explorer 11 (ICBC recommended) or another browser, the following are the minimum configuration settings required by ICBC:

- Browsers used to access ICBC's partner pages and all related applications must be set to TLS 1.2. Generally this is the default setting for IE11, and the steps to confirm the setting are below. For other browsers please check the 'Help' section in your browser.
 1. Click the wheel icon in the upper right corner of your browser window.
 2. Choose Internet Options.
 3. Click the Advanced tab.
 4. Scroll to Security.
 5. Ensure TLS 1.2 is checked.
 6. Best practice is to have your technical support lock this setting, if possible, to ensure individual users are not able to change it.

As the deadline is quickly approaching, please bring this to the attention of your technical support team as soon as possible. Beginning May 1, browsers that have not been updated will see a pop-up window reminding users to perform this upgrade before May 31 to avoid any interruption of service.

Thanks in advance for your cooperation with this important upgrade.