Mobile Banking App Certified Device List – Phones

The Certified Device List details all phones that are certified to support our mobile app product. Phones no longer listed may continue to function as they did previously; however, they are not explicitly supported.

All operating system updates received for phones at the time of publication of this list are also supported.

Applicable channels include SMS and Downloadable Applications (APP).

Important: Some devices not explicitly tested for and/or certified under this device testing approach may still fully function; however, this document does not guarantee that they will.

Limitation of Applicability

For a given mobile device model, a manufacturer may provide different versions of hardware, firmware, and operating system software. These different versions of the same phone model may operate differently to the model version that has been assessed for the purposes of its inclusion in this document.

Supported Operating Systems, Browsers, Networks, and Stores – Phone Channel

Supported Operating Systems

The following outlines the scope of our mobile app's operating system and network support.

Only major versions released directly by OEMs (Apple or any Android hardware manufacturer) are included. Any OS version updates or patch releases that are released by carriers are not included in the scope for certification. **Beta releases of Apple and Android operating systems will not be supported.**

IMPORTANT NOTE: Only TLS (Transport Layer Security) 1.2 for app communications is supported. Any device or browser that does not support TLS 1.2 will not be able to connect to app 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.

Apple Operating System (iOS)
- Minimum OS Version Support: iOS version 14.0
- Maximum OS Version Support: All later major version updates are supported, for example: 15.0 and later
- Hardware Requirements: Mobile Deposit Capture support requires a camera of at least two mega-pixels in resolution. Jailbroken devices are not supported.
- Browser Support: Only the default-installed browser is supported. For all iPhone devices, this is the Safari Browser.
- Channel Support: iPhone Application; SMS

Android Operating System
- Minimum OS Version Support: Android version 9.0
- Maximum OS Version Support: All later major version updates are supported, for example: 11.0, 12.0, 13.0
- Hardware Requirements: Mobile Deposit Capture support requires a rear-facing camera of at least two mega-pixels in resolution. Our mobile banking app product does not support the use of the Android "Developer options" setting, including USB Debugging. Jailbroken/rooted devices and MITM interception are not supported.
- Browser Support: Only the default-installed browser is supported. For the majority of devices this is the Android Browser. For devices where Chrome is the default browser, this will be supported. The SMS channel is only supported for Android devices that have SMS capability
- Channel Support: Android Application; SMS

Supported Networks

The Mobile app product supports the Tier 1 carriers in the U.S., including:

- AT&T®
- Verizon®
- T-Mobile®

Supported Online Stores (App Stores)

- iTunes App Stores (Apple App Store)
- Google Play (Android App store)

Latest Certified Device List – Phone Channel

The following outlines the scope of our mobile banking app's general device support. Only devices explicitly listed in the Certified Device List are fully supported. Other devices that conform to the general support policy above may still function however have not been tested.

Brand/ Manufacturer	Model	New to the List	Biometric Supported
Apple	iPhone 6S		Y
Apple	iPhone 6S Plus		Y
Apple	iPhone 7		Y
Apple	iPhone 7 Plus		Y
Apple	iPhone 8		Y
Apple	iPhone 8 Plus		Y
Apple	iPhone 11		Y
Apple	iPhone 11 Pro		Y
Apple	iPhone 11 Pro Max		Y
Apple	iPhone 12		Y
Apple	iPhone 12 Mini		Y
Apple	iPhone 12 Pro		Y
Apple	iPhone 12 Pro Max		Y
Apple	iPhone 13		Y
Apple	iPhone 13 Mini		Y
Apple	iPhone 13 Pro		Y
Apple	iPhone 13 Pro Max		Y
Apple	iPhone 14	**New**	Y
Apple	iPhone 14 Plus	**New**	Y
Apple	iPhone 14 Pro	**New**	Y
Apple	iPhone 14 Pro Max	**New**	Y
Apple	iPhone SE		Y
Apple	iPhone SE (2nd Gen)		Y
Apple	iPhone X		Y
Apple	iPhone XR		Y
Apple	iPhone XS		Y
Apple	iPhone XS Max		Y
Google	Pixel 3		Y
Google	Pixel 3 XL		Y
Google	Pixel 4		Y
Google	Pixel 5	**New**	Y
Google	Pixel 6	**New**	Y
Google	Pixel 7	**New**	Y
Google	Pixel 7 Pro	**New**	Y

LG	G7 ThinQ		Y
LG	Stylo 5		Y
LG	V40 Thin Q		Y
LG	V50 Thin Q		Y
Motorola	Moto G7		Y
Motorola	Moto Z3		Y
Motorola	Moto Z4		Y
Motorola	Moto G Power	**New**	Y
Motorola	Moto G Stylus 5G	**New**	Y
One Plus	6T		Y
One Plus	7 Pro		Y
One Plus	9	**New**	Y
Samsung	Galaxy A10e		Y
Samsung	Galaxy A11		Y
Samsung	Galaxy A20		Y
Samsung	Samsung A32 5G	**New**	Y
Samsung	Galaxy A51		Y
Samsung	Galaxy Fold		Y
Samsung	Galaxy J7 Crown		N
Samsung	Galaxy Note 9		Y
Samsung	Galaxy Note 10		Y
Samsung	Galaxy Note 10+		Y
Samsung	Galaxy Note 20 Ultra	**New**	Y
Samsung	Galaxy S9		Y
Samsung	Galaxy S9 Plus		Y
Samsung	Galaxy S10		Y
Samsung	Galaxy S10E		Y
Samsung	Galaxy S10+		Y
Samsung	Galaxy S20 (S11)		Y
Samsung	Galaxy S20+		Y
Samsung	Galaxy S20 FE 5G	**New**	Y
Samsung	Galaxy S21		Y
Samsung	Galaxy S21+	**New**	Y
Samsung	Galaxy S21 FE 5G	**New**	Y
Samsung	Galaxy S21 Ultra	**New**	Y
Samsung	Galaxy S22 5G	**New**	Y
Samsung	Galaxy S22 Ultra		Y
Samsung	Galaxy M13 5G	**New**	Y
Samsung	Galaxy Z Flip 3 5G	**New**	Y

Devices Removed from Last Certified Device List

Brand/Manufacturer	Model
Apple	iPad (5th Generation – 2017)
Apple	iPad (Fall 2017)
Apple	iPad Mini 4
Apple	iPad Air 2
Apple	iPad Pro (9.7" – 2016)
Samsung	Galaxy S8
Samsung	Galaxy S8 Plus
Samsung	Galaxy Note 8
Google	Pixel 2
Google	Pixel XL
LG	V20
LG	V30