

SECURITY FAQ's

Question 1

Is the Internet safe and secure for Online Banking?

Answer: Yes. Salem Co-operative Bank's Online Banking system is protected by a Transport Layer Security (TLS) certificate that will work with browsers capable of handling either 128-bit or 256-bit TLS encryption levels. Customers are responsible for the integrity of their system and protection against malware, such as viruses, Trojans, spyware and other malicious software. We strongly recommend that customers have anti-malware protection on their computers to help prevent their information from being compromised.

Question 2

How can I tell if my browser supports 128 or 256-bit encryption?

Answer:

- All current computer based web browsers should be able to support both 128 and 256-bit levels of encryption. Supported Browser Versions: IE 8 and higher non-compatibility mode, Firefox 14 and higher, Safari 5, Chrome 20 and higher.
- If you are not sure if your browser supports these levels of encryption, use a search engine such as Google to search for the following: **(browser name) support 256 bit encryption**. It should be noted that you may need to include your browser's version number after the browser's name when searching if the results do not match your web browser.

Question 3

Can anyone else see my account information?

Answer: No, your Online Banking account information is only available using the Online Banking ID and Password that you set up.