



NOTICE

Important Notice: Update Your Android and iOS Operating Systems (OS)

Dear Valued Customer,

Agrobank is enhancing the security measures of our mobile banking application. To ensure a safe and seamless banking experience, please make sure that your device's operating system (OS) is up-to-date and meets the latest security standards. Keeping your OS updated helps protect your account and ensures full access to our mobile banking application.

FAQ

1. I am not sure whether my mobile device supports the OS required. How do I check my mobile device OS?
 - For Android Devices :
 - Step 1: Open the Settings app.
 - Step 2: Scroll down and select About Phone (or System on some devices).
 - Step 3: Tap on Software Information (or Android Version). This will show the version number of Android that your phone is currently running.
 - For iOS Devices:
 - Step 1: Open the Settings app.
 - Step 2: Tap General, then tap About.
 - Step 3: Look at the Software Version to see which iOS version you're running.

2. How to update my mobile devices OS?
 - For Android Devices :
 - Step 1: Go to Settings.
 - Step 2: Tap System > System update or Software Update
 - Step 3: Tap Check for update. If an update is available, you'll be given the option to Download and Install
 - For iOS Devices:
 - Step 1: Open the Settings app.
 - Step 2: Tap General, then tap Software Update
 - Step 3: Your device will check for updates. If an update is available, tap Download and Install

3. What will happen if I do not update my mobile OS to the latest version?
 - You will no longer be able to use the AGRONet app on your mobile device. As such, we strongly encourage you to update your OS to the latest version to avoid any interruption.



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4. What is the minimum supported Mobile Operating System (OS) version for Android and iOS to run the AGRONet app?
 - Currently, the minimum supported version of AGRONet Mobile for Android is 9, and for iOS, it is 10.
5. My mobile device is old and is not eligible to update the OS. What do I do?
 - Customers are advised to either upgrade to a supported version or switch to a new device.
6. Am I still able to use AGRONet via web-browser/ portal?
 - Yes, you can still use the AGRONet web browser, but you'll need the AGRONet Mobile app to authorize transactions or maintenance.

If you have any questions or need assistance, please feel free to e-mail us at customer@agrobank.com.my or contact our support team at 1-300-88-2476.

Thank you for helping us keep your information secure!

