



Trusteer Support Update

To: Customers who have downloaded, and are using the IBM Trusteer malware and antivirus support.

R Bank would like to remind you that Microsoft announced the end of support for Windows XP Service Pack 3 starting April 8, 2014. As a result, **IBM Trusteer Rapport has officially ended support for Windows XP SP3 starting January 12, 2016.**

IBM Trusteer Rapport will continue to run on existing Windows XP SP3 computers. However, new features, fixes and technical support will no longer be provided.

We would urge all customers to confirm that they have upgraded from the Windows XP SP3. Should R Bank customers have any questions about their Windows Operating System (O/S), please contact your technical support vendor.

Thank you,

The Online Banking Team