



Mobile Banking App Changes for Android Users

We wish to advise from **1 November 2023**, the CHL Select mobile banking app will not be available for new customers to download via the Google Play Store, due to Google Play policy changes.

Existing customers who have already downloaded the mobile banking app will not be affected, unless they delete the app and attempt to redownload after **1 November 2023**.

How can customers access their account online?

Customers can access online banking through their mobile web browser, which is mobile and tablet compatible. The web browser version enables greater functionality compared to the mobile app, and customers can bookmark and save to their home screen for fast and easy access (it will look like an app).

Please note: New and existing iPhone users will not be affected.

Partner Action Required

Customers onboarded from **1 November 2023** need to be notified of these changes. We also request that any collateral you own, is updated to reflect this.

We are currently in the process of updating the app to meet the new Google Play policies. Our extension requests have been declined by Google and we apologise for any inconvenience caused.

We will advise when the mobile banking app is available again for download on the Google Play Store.



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