

25 January 2022

Dear Valued NuPay Merchant

**Important Notice: Web Browser Minimum Version Requirements - Switching to TLS Version 1.2**

NuPay is a PCI certified service provider and as such we continuously upgrade and review our security. These upgrades and reviews are necessary to protect your data and transactional switching. As part of this year's upgrade, we are required to move to TLS (Transport Layer Security) version 1.2 effective, 1 February 2022. The use of TLS v1.2 is a recommended security best practice that provides a higher degree of privacy and data integrity over previous versions, as is a requirement to maintain compliance with the latest industry standards.

PCI DSS requires that NuPay must disable support for SSL and older versions of TLS by 1 February 2022. It is therefore critically important that merchants must upgrade their web browsers to be compatible with TLS v1.2 or higher before 1 February 2022.

To ensure that merchants can continue using the [www.nupayments.co.za](http://www.nupayments.co.za) website to manage their transaction and access reporting, we recommend that merchants use the following minimum web browser versions:

- **Mozilla Firefox:** Firefox Version 27 or higher - Compatible with TLS 1.2 or higher by default.
- **Google Chrome:** Google Chrome 38 or higher - Compatible with TLS 1.2 or higher by default.
- **Microsoft Internet Explorer (IE):** Microsoft Internet Explorer (IE) Desktop & Mobile Version 11 - Compatible with TLS 1.2 or higher by default.
- **Google Android OS Browser:** Google Android OS Browser - Android 5.0 (Lollipop) and higher - Compatible with TLS 1.2 or higher by default.
- **Apple Safari:** Apple Safari - Desktop Safari versions 7 and higher for OS X 10.9 (Mavericks) and higher - Compatible with TLS 1.2 or higher by default.

Please remember that NuPay's systems are optimized to run on Firefox and Chrome, and these are the recommended browsers to use.

For further information, or assistance to check your current version of browser, please contact the NuPay Contact Centre or the NuPay Account Managers on 011 617 1770/50.

Yours sincerely,  
**NuPay Management**