Disabling of TLS 1.0 Encryption on Farmington Bank’s Website

What is happening and when?

On Tuesday, August 29, 2017, Farmington Bank will be disabling TLS 1.0 Encryption Protocol Services from our website, which means you may not be able to access our site using legacy browsers, specifically Internet Explorer (IE) 8, 9, or 10. This will help to keep our website safe and secure.

It’s recommended that you install IE 11 or another supported browser (e.g., Google Chrome, Mozilla Firefox, etc.).

What is TLS?

TLS stands for Transport Layer Security and it is the cryptographic protocol that is used when one connects to a server securely. In essence, when your browser connects to an online store for secure transactions, it is using an encryption protocol to help protect your personal information in transit from your device.

Why is TLS v1.0 being disabled?

Due to its age, TLS v1.0 is no longer considered secure by industry standards and has gradually been discontinued across most services since 2015. This change is not specific to Farmington Bank. Newer protocol versions have been implemented to help protect against current, and potentially future, vulnerabilities. In fact, many current browsers will now warn you if TLS v1.0 is in use.

How can you prepare for the TLS v1.0 disablement?

In order to continue uninterrupted access to our website and Online Banking, it is recommended that you install the latest version of IE or another supported browser (i.e., Google Chrome, Mozilla Firefox, etc.) if you have not done so already. Once TLS v1.0 is disabled, mechanisms using this encryption will stop working.

What if I am experiencing a problem?

If you cannot access our website, look to see what browser and version you’re using. If you’re using Internet IE 10.0 or below:

- Update your browser to the most recent version of IE
- If you don’t wish to upgrade, you can utilize a different browser (e.g., Chrome, Safari, Firefox, etc.) to access our site.

I can’t/won’t update my browser?

If you are experiencing difficulty performing an update, we recommend that you contact your browser vendor directly (e.g., Microsoft Explorer https://support.microsoft.com/en-us/contactus/).

Ideally, you should utilize the most up-to-date browser for your own safety and security but we understand at times, this may not be possible. In these cases, you may use this potential workaround for those of you using versions IE 8, 9 or 10. Manually enable an outdated browser to use TLS v.1.1 and 1.2.

1. Open Internet Explorer
2. Open Internet Options
3. Click Advanced Tab
4. Scroll down to the Security Section
5. Select Use TLS 1.1 and Use TLS 1.2