

Dear Esteemed Customers,

Cavmont Bank is excited to advise that we recently upgraded our Internet Banking Platform, e-Cavmont, in order to enhance the security features. For the security enhancement to be effected on your account you will need to upgrade your browser to Internet Explorer 8 and above.

Please be advised that only Internet Explorer 8 and above have been certified as the most secure browsers which are compatible with the upgraded Internet Banking Platform.

To upgrade your browser to Internet Explorer 8 and above kindly do the following:

Type "Download Internet Explorer 8 and above" in the Google Tab.

The Download tab will be displayed for your download.

Once the upgrade to the advised Browser is complete, accept www.cavmont.com.zm as a trusted site.

TO ADD SECURE SITES

Logon to the e-Cavmont platform until you get to the e-Cavmont Electronic Banking Login Page:

- 1. Action:** Select Tools from the Menu bar: **Result:** A drop down with options will be displayed.
- 2. Action:** Select Internet Options: **Result:** Internet Options will be displayed
- 3. Action:** Select the Security Tab: **Result:** Security Options will be displayed
- 4. Action:** Click on the Tick on Trusted Sites
- 5. Action:** Click on the Sites Tab

Under the "Add this website to this Zone" Tab;

- 6. Action:** Type: <https://www.cavmont.com.zm>
- 7. Action:** Type: www.e-cavmont.com.zm
- 8. Action:** Click on the Add Tab
- 9. Action:** Click on Close
- 10. Action:** Click on Ok

TO REMOVE POP-UP BLOCKERS

- 1. Action:** Select Tools from Menu Bar: **Result:** A drop down with options will be displayed.
- 2. Action:** Select Pop-up Blocker Settings:

Under "The Address of Website to all" Tab.

- 3. Action:** Type: <https://www.cavmont.com.zm>

4. Action: Type: www.e-cavmont.com.zm

5. Action: Click on the Add Tab

At the bottom of the page Under “The Blocking Level” Tab

6. Action: Select from the drop down:

Low: Allow pop-ups from secure sites.

7. Action: Click on Close.

TO INCREASE THE SPEED ON YOUR SYSTEM REMOVE ADD_ONS

STEPS TO REMOVE ADD-ONS

- 1. Action:** Click on Internet Explorer
- 2. Action:** Select Tools from Menu Bar:
- 3. Action:** Click on Manage Add-Ons.

Under ‘The Show’ Tab

- 4. Action:** Click on Downloaded controls to display all Active Controls
- 5. Action:** Click the active control you want to delete
- 6. Action:** Click on more information

In the more Information dialog Box

- 7. Action:** Click on Remove.

Once you have gone through these steps and successfully completed these actions, you will be able to transact normally.

We apologise for any inconvenience you experienced during the transition period to the upgraded Internet Banking platform.

Thank you for your continued business and partnership.

Management