

Trusteer Rapport for mitigation from IBM security

Security comes first

At Standard Bank your money and personal details are our priority. We therefore offer our online banking customer's free access to specialised malware removal software called Trusteer Rapport for mitigation if their PCs or laptops have been infected with malware.

Trusteer Rapport for mitigation doesn't replace your existing security measures, but provides an additional layer of security designed to work with your current antivirus and firewall software.

Simple and easy to use

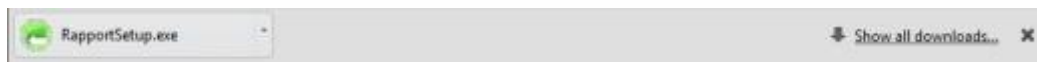
The Trusteer Rapport software is can be installed quickly and easily. It's compatible with most operating systems and browsers and uses minimal resources, so it won't slow down your computer.

Where can I download Trusteer Rapport for mitigation?

[Click here to download Trusteer Rapport for mitigation](#)

How to install Trusteer Rapport for mitigation

1. After choosing to download Trusteer Rapport, Google Chrome/Internet Explorer/Firefox will start the download, showing you the progress. Once it completes, double-click the file.



2. A security warning will open, asking if you want to run the installation. Select "Run".



3. A dialog will appear asking you to allow any Rapport Setup or Rapport Service programs. Click "OK".
4. The "Trusteer Rapport for mitigation" setup window will appear. Tick the "I accept the terms in the license agreement" box to confirm that you have read and agree with the license agreement (you can view the license agreement by scrolling down within the window). Choose "Install" to start the installation process.



5. The installation will start – it may take a few minutes. When the installation is complete, the next window will appear. Click "Finish".



What happens if I am using a corporate machine?

- You may need permission to download the software from your corporate IT department.

Need technical support?

Want to learn how Trusteer Rapport for mitigation works and protects you when you bank online? [Technical Support](#) or send an email to support@trusteer.com.

Disclaimer and Limitation of liability (Limits our responsibility to you)

We (our owners, employees, consultants, agents or any person connected to the Group) are not responsible for any direct or indirect loss or damages related to your use of the Communication System or Digital Banking, for any reason, even if we were told that loss or damage was possible.

Software and Hardware

You must use hardware (computer equipment) and software (programs) suitable for Digital Banking. If you do not, the Communication System may not work properly and this could increase your security risks.