



LETORT
TRUST

12/4/2019

RE: Update on Client Point Personal Trust Account Online Access
Safari/MAC users

Due to a recent update made by Safari on their browser software, users having MAC computers and using the updated Safari 13 browser are experiencing difficulties in getting into their Client Point Online Trust Account. The updates by Safari have triggered a number of changes that are not working properly with Client Point. FIS, the software provider for Client Point is working to correct the compatibility issues between Safari 13/MAC users and Client Point. They expect the issues to be resolved soon.

The issues have no impact on security, client information or other concerns, the users are simply not able to connect and access their account information. In the interim, there are a few things that clients can do:

- Contact LeTort Trust to provide any information that they might need on their account.
- Download another browser (Google Chrome or Explorer)
- Return to a previous version of Safari, Safari 12 or earlier
- Wait until the connection is resolved by FIS

We apologize for any temporary inconvenience this might be causing you. Please feel free to contact us for any information that you need.

Thank-you.

The LeTort Trust Team