

## **Client Charter for Global Cash Management Service (GCMS)**

Bank of Tokyo-Mitsubishi UFJ (Malaysia) Berhad (“BTMU”) believes it is our responsibility to ensure the safety and security of our electronic banking service.

### **Safe Operations**

At Bank of Tokyo-Mitsubishi UFJ (Malaysia) Berhad, security of our customers’ data and information is of utmost importance to us. We constantly maintain commercially proven security hardware and software products, strict security controls and procedures to protect the security of the operations of internet banking.

### **Privacy of Customer Information**

We will comply with laws and regulations regarding the proper handling of customers’ personal and financial information. As such we will take necessary and appropriate measures to ensure the security of information, and endeavor to prevent improper access to, alteration, loss and/or leakage of customers’ information thereby keeping all the information received private and confidential.

### **Reliable and Quality Services**

We are committed to providing the highest standards and quality service and adopting technology to ensure reliable and high quality of products and services.

### **Transparency of Products and Services**

We are committed to ensure accurate descriptions and details of product and services at all times.

### **Prompt Response for Enquiries and Complaints**

We welcome any enquiries, comments, and feedback that will help us understand you better, and provide you with world class service.

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