

## APPLICATION FOR AMENDMENT OF BANK E-STATEMENT SERVICE

Account Name

Date 

M	M	D	D	Y	Y	Y	Y
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Please follow this instruction below, subject to the Terms and Conditions set forth at the back of this Application. **THIS APPLICATION SUPERSEDES ALL PREVIOUS APPLICATION FOR E-STATEMENT SERVICE.**

**Electronic Statement ("eStatement Service")**

PHP	USD	JPY	EUR	CNY	Account No.	Password (at least 8 characters)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 100px; height: 20px;" type="text"/>

Registered E-mail Addresses*

PHP	USD	JPY	EUR	CNY	Account No.	Password (at least 8 characters)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 100px; height: 20px;" type="text"/>

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Registered E-mail Addresses*

**Authorized Signatories**

_____ (Signature over printed name)	<table border="1" style="width: 100%; height: 40px; border-collapse: collapse;"> <tr> <td style="text-align: center; font-size: small;">Signature verified</td> </tr> <tr> <td style="height: 20px;"></td> </tr> </table>	Signature verified		_____ (Signature over printed name)	<table border="1" style="width: 100%; height: 40px; border-collapse: collapse;"> <tr> <td style="text-align: center; font-size: small;">Signature verified</td> </tr> <tr> <td style="height: 20px;"></td> </tr> </table>	Signature verified	
Signature verified							
Signature verified							

**(For Bank Use Only)**

		Confirm Test Email Received		Approved:	Processed:
DGM	DH	AO	AO	Officer	Maker

\* The settings for the registered email address/es should permit all emails from the bank e-Statement Service (estatement@ph.mufig.jp). The Customer should also ensure email address/es have sufficient storage capacity to receive e-statements.

# TERMS AND CONDITIONS GOVERNING E-STATEMENT SERVICE

## GENERAL

If the Bank does not receive any complaint from the Customer within 10 banking days after the Customer's receipt of the eStatement, said eStatement and all transactions reported therein shall be considered correct and any claim against the Bank shall be waived. Furthermore the Bank or any of its officers and employees shall not be held liable for claims of forgery and any other defect on honored checks if not reported within 10 banking days after receipt of the relevant eStatement or 30 calendar days from eStatement date, whichever comes earlier.

The Customer is responsible for informing the Bank immediately of any change in the Customer's registered information. The Customer shall provide the Bank written notice of any change in Customer's registered information not later than 5 banking days before the last banking day of the month.

The instruction contained in this Application as received by the Bank, shall supersede all previous instructions, effective upon receipt by the Bank of this Application.

The Bank has the right to absolutely and exclusively rely upon the said instruction until its receipt of a subsequent written instruction to the contrary.

The Bank does not assume any responsibility for any delay or inaccuracy arising from or in relation to the transmission of instructions and eStatements through communication facilities and delivery channels. Risk of transmission, including but not limited to the risk of delay, non-receipt, third-party interception, and/or incorrect registered address, will be borne by the Customer. The Bank shall not be liable for any loss sustained by the Customer arising from or in relation to the transmission of eStatements.

## E-STATEMENT SERVICE

Accounts listed in this Application and approved by the Bank shall receive, via the e-mail address/es specified in this Application, Bank statements in electronic format ("e-Statements") each month, which shall be protected using the password specified by the Customer in this Application.

The Customer shall be solely responsible for the security and confidentiality of the e-Statement password and e-Statement. The Bank is not liable for the actions of the person(s) that have access to the e-mail address/es, password or hard copy of the e-Statement. To protect the password used to decrypt the e-Statement, the Customer is encouraged to use an alpha numeric password, with special symbols, as well as change the password along with the registered e-mail address/es, from time to time.

The Bank shall send a confirmation e-mail to the registered e-mail address/es for each Account upon the registration of the Account into the e-Statement Service, upon the update of the information registered, and upon termination from the e-Statement Service. The Customer is responsible for confirming receipt of the confirmation e-mail and notifying the Bank of any discrepancy. Failure of the Customer to so confirm will not make the Bank liable for its reliance on the Customer data and other information on the Bank's files.

For the safety of the Customer, all electronic mails in relation to the e-Statement Service shall be sent from the bank e-Statement Service (estatement@ph.mufg.jp) to the Customer's Account Name and the e-mail address/es specified in this Application. Electronic mails transmitted differently may be fraudulent. In case the Customer receives such a mail, the Customer must report the same to the Bank immediately.

The Customer shall, upon approval of the e-Statement Service, be solely responsible for accessing the registered e-mail address/es to retrieve the e-Statement. The settings for the registered email address/es should permit all emails from the bank e-Statement Service (estatement@ph.mufg.jp). The Customer should also ensure email address/es have sufficient storage capacity to receive e-statements. In case of non-receipt, the Customer shall be responsible for informing the Bank immediately. Failure to receive the e-Statement will not excuse the Customer from liability for any and all charges and/or penalties incurred as result of improper or delayed acceptance.

An Approved Account which reflects a zero balance will, unless otherwise specified by the Customer and subject to Bank policies as may be applicable from time to time, continue to receive a relevant e-Statement.

The Customer is responsible for immediately notifying the Bank of any change in the e-mail address/es authorized to receive the e-Statement, password, or other relevant information. Customers that fail to receive the e-Statement due to changes in their e-mail address/es, unavailability of server, inefficiency or breakdown in telecommunications facilities or any cause other than the fault or gross negligence of the Bank, shall remain liable for any and all charges and/or penalties that may have been incurred or fallen due.

The Bank reserves the right-at its discretion, to suspend, restrict, modify or cancel any Customer's or an Approved Account's registration for the e-Statement Service, without disclosing the reason for such action.

In case the Bank is not able to dispatch bank statements using electronic mail, the Bank will deliver the bank statements to the "Mailing Address" indicated in the "Deposit Application, Agreement and Information Sheet" submitted during account opening

The Bank shall endeavor to protect, but does not warrant, the security and confidentiality of each e-Statement. The Customer agrees to hold the Bank, its officers and employees, free and harmless from any and all losses, damages and liabilities in the event of: (i) a breach in the Customer's e-mail security; (ii) unauthorized or improper access to any Customer information resulting from cause not directly and exclusively attributable to the Bank, such as tapping or hacking of communication lines, errors in transmission due to faulty lines, or other forms of high technology or electronic offences or fraud.

It is understood that each of the Customer's Authorized Signatories who accomplished the Application Form is empowered to register with the Bank one or more e-mail addresses (as well as passwords) other than his or her own.

## CUSTOMER FEEDBACK/COMPLAINTS:

For any concern regarding details on the Bank statement or the e-Statement service, the Customer may call the Bank's Customer Assistance Team at Telephone No. 750-6466.

The Bank will assess, investigate and respond to Customer concerns and/or complaints within the period prescribed under pertinent Bangko Sentral ng Pilipinas regulations on Financial Consumer Protection. These regulations, which are embodied in BSP Circular No. 857 (as may be amended) are incorporated in this Application for Amendment of Bank eStatement Service by reference and form part hereof. The Customer must read and understand these regulations a copy of which may be obtained from the Bank or downloaded from the BSP website ([www.bsp.gov.ph](http://www.bsp.gov.ph)).