

1. Notice

- Rapport is a product owned by IBM and not MUFG.
- To use Rapport, you need to accept the license agreement instituted by IBM.
- Rapport service contents can get updated or repealed automatically without notification by IBM.
- To install Rapport, you need to sign on a computer with administrator rights.
- IBM recommends you to use your regular anti-virus software in conjunction to the Rapport product because Rapport detect and cleans virus specifically for Internet Banking.
(Please note that some anti-virus software can not be used with Rapport.)
- Rapport can not guarantee the removal all of virus infections completely.
- We do not accept any responsibility for damages which could possibly be caused by using Rapport.

2. Features of Rapport



Detect and clean viruses that target Internet banking



Prevents viruses from fabricating correspondent information on Internet Banking



Rapport functions automatically after installing
Rapport can be used with regular anti-virus software
(Some anti-virus software may not work with Rapport)



Rapport is free to use

We recommend you to use Rapport with a regular anti-virus software because Rapport is an anti-virus software specialized for Internet Banking.

Please note that its functions to detect and cleanse virus are different from regular anti-virus software.

3. Procedure of using Rapport

Rapport is free to install and to use.

We recommend that all customers of GCMS Plus utilize it.

Step 1 Click on the country name of your GCMS Plus contracting branch location.

MUFG COMSUITE
GLOBAL INNOVATION BANKING SOLUTION

「Rapport」のご案内 Introduction of "Rapport"

パソコンのウィルス感染を原因とする、インターネットバンキングを悪用した不正送金事件が多数発生しています。当行では、インターネットバンキング専用のウィルス対策ソフト「Rapport（ラポルト）」（無料）のご案内を開始しました。「Rapport（ラポルト）」はインターネットバンキングを狙ったウィルス対策向けに開発されたIBM社が提供するウィルス対策ソフトです。インターネットバンキングを利用する際には、「Rapport（ラポルト）」を使用することをおすすめします。使用にあたっては、下の注意事項をよくご確認ください。
※RapportはPCでのみご利用可能です。モバイル端末ではご利用できませんのでご注意ください。

These days, a large number of fraudulent remittance from Internet Banking have been reported. The cause is a computer infected with malware or a virus. To deal with this problem, we have begun to provide a free anti-virus software for Internet Banking customers called Rapport. Rapport is developed by IBM and is specialized for Internet Banking. We highly recommend you utilize Rapport to improve your Internet Banking security. *Please note that Rapport can be used for PC only. It cannot be used for mobile devices.

Rapport購入の手引き Guidance of Installing Rapport

Rapportのダウンロード / Download Rapport

「Rapport（ラポルト）」は、IBM社のダウンロードサイトから無料でダウンロードできます。下のボタンを押すとIBM社のサイトへ移動します。

You can download Rapport from IBM web site for free. Please press the button at the bottom to open the download page.

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Others

お問い合わせ先 / Contact

「Rapport（ラポルト）」に関するお問い合わせは、IBMサポートセンターへご連絡ください。
※よくあるお問い合わせについてはダウンロードサイトにFAQを掲載しております。お問い合わせ前にご確認ください。

If you have any questions about Rapport, Please contact IBM.
* Please refer to FAQ page for frequent questions before you contact the support center.

IBM サポートセンター / IBM Support Center

お問い合わせ方法 / Contact	IBM社のRapportダウンロードサイトに設置されたお問い合わせフォーマットに必要事項を入力してお問い合わせください。 To inquire, please fill in the inquiry form on the rapport download page in IBM web site.
営業時間 / Business hour	9:00～21:00（日本時間 土、日、休日を除く） 9am - 9pm in JST (closed on Saturday, Sunday, and national holidays)

Close

Click on the country name of your GCMS Plus contracting branch location. Click Others if the country name is not shown. (IBM's download web site will show up.)

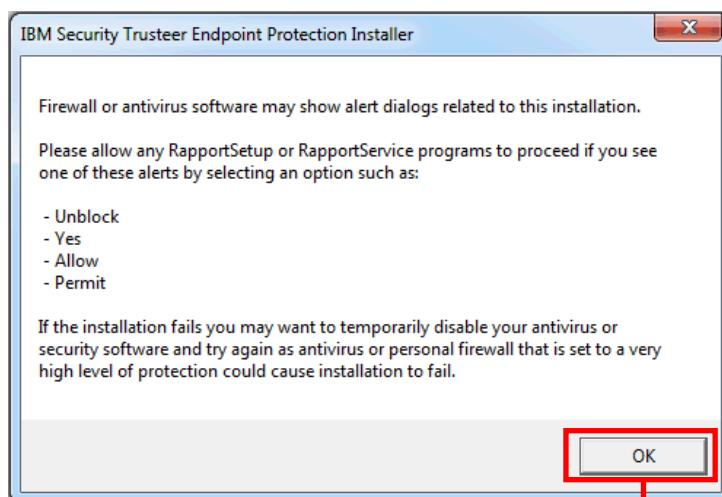
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Step 2 Go to IBM's download site, and then press "Download Rapport". After completion of download, please start to install of Rapport. Installer will appear according to your OS language.



Step 3 To install Rapport, please execute install file with administrator rights and execute install operation according to instruction of screen.

Notice : [IBM Security Trusteer Endpoint Protection Installer] is appeared on screen when you install Rapport



Click <OK> button



Click <Install> button after you confirm [License Agreement]



Click <Finish> button

Step 4 After few seconds a compatibility test will be executed on new window. Install operation will end if the test finishes.

4. Usage environment

Usage environment is based on GCMS Plus.
Please refer Customer Support page for details.

- Customer Support page of GCMS Plus is here
→ <http://www.bk.mufg.jp/ebusiness/e/gplus/environment.html>

5. Contact

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IBM Support Center	
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