

1. Notice

- "Rapport" is a software provided by IBM and not MUFG Bank.
- To use Rapport, you need to accept the license agreement instituted by IBM.
- Rapport service contents can get updated or repealed without notification by IBM.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 detects and cleans up 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



Detects and cleans up viruses that target Internet banking



Prevents viruses from fabricating correspondent information on Internet Banking



Rapport functions automatically activated after installing
It 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 Rapport functions to detects and cleans up virus are different from regular anti-virus software.

3. Procedure of using Rapport

Rapport is free to install and to use.

Step 1 Click "Download Rapport" button

インターネットバンキング専用の
無料ウィルス対策ソフト「Rapport(ラポート)」のご案内
Introduction of "Rapport"(Free anti-virus software for internet banking)

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(ラポート)」(無料)のご案内を開始しました。
「Rapport(ラポート)」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(ラポート)」を使用することをおすすめします。

These days, a large number of fraudulent remittance from Internet Banking have been reported.
The cause is a computer malware or a virus infected to customer's PC.
To deal with this problem, we have begun to distribute a free anti-virus software for Internet Banking customers called "Rapport".
"Rapport" is provided by IBM and is specialized for Internet Banking.
We highly recommend you to utilize "Rapport" to improve your Internet Banking security.

使用にあたっては、Rapport導入の手引きをよくご確認ください。

In use, please see carefully Guidance of installing Rapport.

⇒Rapport導入の手引き ⇒Guidance of installing Rapport

ダウンロード / Download

「Rapport(ラポート)」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.

■**当行現地法人のお客様 / Customer of our overseas affiliated company**

MUFG Bank (Europe) N.V. S.A. Oddział w Polsce
⇒Rapportのダウンロードはこちら / Download Rapport

MUFG Bank (Europe) N.V. Germany Branch
⇒Rapportのダウンロードはこちら / Download Rapport

MUFG Bank Turkey Anonim Sirketi
⇒Rapportのダウンロードはこちら / Download Rapport

■**上記以外の方 / Others**

⇒Rapportのダウンロードはこちら / Download Rapport

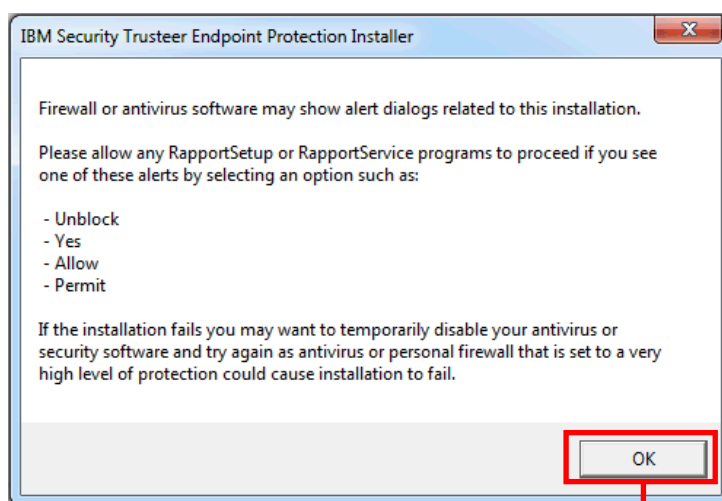
Please choose and press a button of overseas branch / affiliates with which you have an account to download Rapport. IBM's download web site will show up.

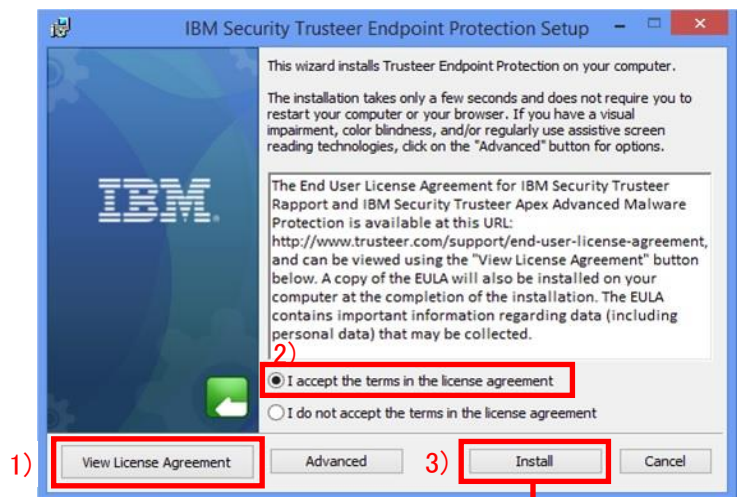
Step 2 Go to IBM's download web site, and then press "Download Rapport". After completion of download, please start to install of Rapport. Installer will appear according to your OS language.



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 <Install> button after you confirm [License Agreement]



Click <Finish> button

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

4. Usage environment

Please refer to IBM's download web site.

5. Contact

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 Support Center	
Contact	To inquire, please fill in the inquiry form on the Rapport download page in IBM web site.
Business hour	9am – 9pm in JST (closed on Saturday, Sunday, and national holidays)