



MUFG Bank, Ltd., Canada Branch
Royal Bank Plaza, South Tower
Suite 1800 - 200 Bay St
Toronto, ON
M5J 2J1

Re: Client Complaints – 2019

MUFG Bank, Ltd., Canada Branch (“**MUFG Bank Canada**”) is an authorized foreign bank branch carrying on business pursuant to the *Bank Act* (Canada) and is required to comply with the *Complaints (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations* SOR/2013-48.

MUFG Bank Canada confirms the information in the table below:

For the Period from January 1, 2019 to December 31, 2019:	
Number of complaints that were dealt with by the Ombudsman of MUFG Bank Canada	0
Average length of time taken by the Ombudsman of MUFG Bank Canada to deal with the complaints	N/A
Number of complaints that, in the opinion of the MUFG Bank Canada, were resolved by the Ombudsman of MUFG Bank Canada to the satisfaction of the persons who made the complaints	N/A