



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

**Re: Client Complaints – 2021**

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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, 2021 to December 31, 2021:	
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