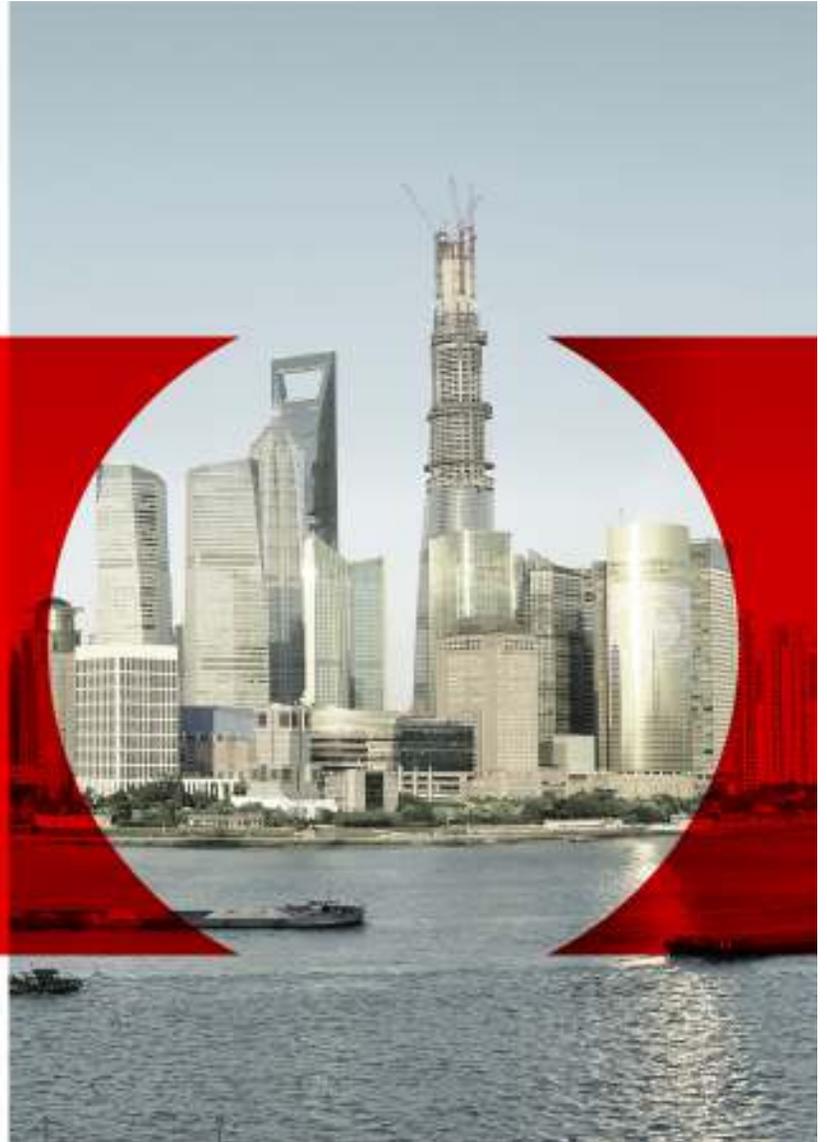


# **I-FORM**

## Frequently Asked Questions

**FOR MANILA BRANCH**





## 1. What is I-FORM?

I-FORM is a Remittance PDF form specially developed to help improve customer experience in submitting such payment instructions. It helps the customers in the following ways:

- 1) Saves customers' effort in filling up recurrent payments (by the I-FORM's data saving function).
- 2) Reduces errors in payment instruction forms submission (by the I-FORM's potential error notification function),
- 3) Provides a more secured way to submit payment instructions to the bank (by the additional data verification function of 2-Dimensional (2D) Barcode in the I-Form).

The I-FORM also helps the bank staff to be able to process your payment instructions in a faster and more accurate manner, as the data are electronically scanned and captured from the 2-Dimensional (2D) Barcode found in the I-FORM.

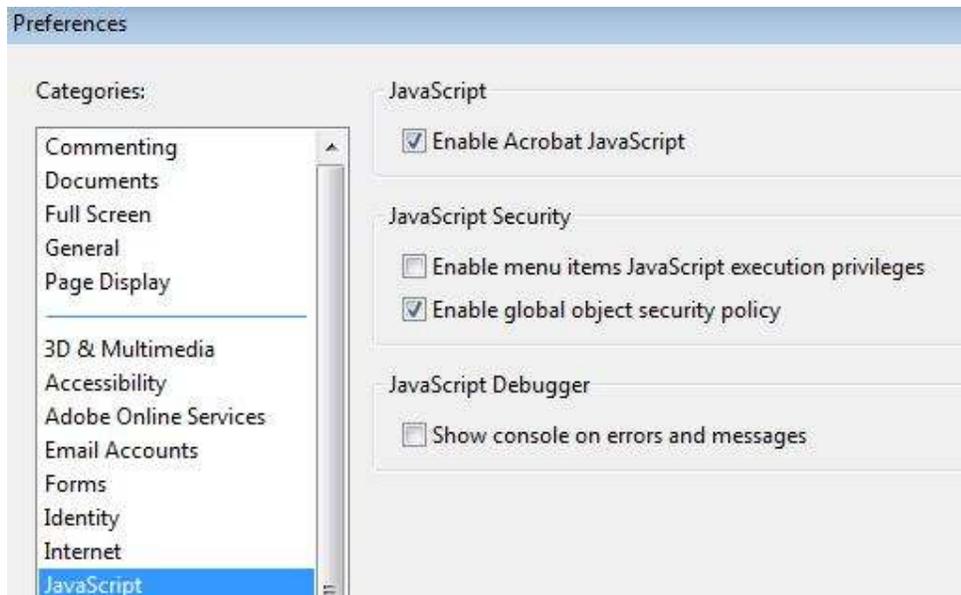
## 2. How do I correct errors/ amend information after printing?

Please do not correct any information by hand, as these modifications will not be scanned into the bank system. Please revise the softcopy and click "Print" button to generate a form with a new 2D barcode.

## 3. What are the software requirements for I-FORM?

On the Adobe Reader version 9.0 or above, please ensure that the settings are as such:

- a. Click "Edit", followed by "Preferences"
- b. Click "Java" or "Javascript"
- c. Ensure the boxes are checked as follows:



## 4. What are the functions of the following buttons?



Save- Saves all information on your PC or network.

Print- System checks the information entered against a set of validation rules before printing the form.

Clear- Removes previously filled boxes.

## 5. Can I save a soft copy for future use?

Yes. Click the "Save" button. The next time you need to make a similar payment, simply open the file, amend the form accordingly (e.g. Value Date), and click "Print".

## 6. Can I include an FX rate which I have pre-booked with MUFG?

Yes. If you have pre-booked an FX deal with MUFG, please enter the details of the rate and the FOREX Contract Number in Section 2 of the form (only for Foreign Remittance and Domestic Remittance form options).

## 7. How do I print this **I-FORM**?

For printing the **I-FORM**, please click “Print” after inputting all mandatory fields.

## 8. How can I provide foreign currency equivalent instructions to the bank?

Please input foreign currency equivalent instruction in “Message to MUFG” field in Section 2 of the form (only for Foreign Remittance form option).

## 9. Are there any charges for using this service “**I-FORM**”?

Usage of the **I-FORM** service is free (no additional fees compared to using paper forms).

## 10. Where I can get the **I-FORM**?

The latest **I-FORM** can be downloaded from the following Bank’s website:

[http://www.bk.mufg.jp/global/globalnetwork/asiaoceania/pdf/iform\\_application\\_PH.pdf](http://www.bk.mufg.jp/global/globalnetwork/asiaoceania/pdf/iform_application_PH.pdf)

Alternatively you can contact your relationship manager to obtain a copy of the I-FORM.

MUFG Bank, Ltd., Manila Branch (Bank) is regulated by the Bangko Sentral ng Pilipinas (BSP). For inquiries or complaints, you may call the Bank’s Customer Assistance Team at Tel. No. 750-6466. You may also contact the BSP Financial Consumer Protection Department at Tel. No. 708-7087