

MUFG Bank, Ltd. (MUFG Bank)

Regarding Malfeasance by a Former Employee

Tokyo, November 22, 2024 --- MUFG Bank today announced that an incident has occurred in which a former employee stole customers’ assets from safe deposit boxes. We deeply regret this incident, view it with the utmost seriousness, and sincerely apologize to our customers and all other stakeholders.

This act not only undermines the trust and confidence that customers have placed in us but also shakes the very foundation of our business, and our top priorities are to support the customers who have been impacted and to address the concerns of all customers who have entrusted our bank with their patronage.

While some aspects of the matter are still under investigation, for the sake of prompt disclosure to our customers we are hereby providing the following information that we know at this time.

1. Details of the incident

The perpetrator’s theft of customers’ assets occurred at two branches: the Nerima Branch (including the former Ekoda Branch*) and the Tamagawa Branch. The perpetrator has admitted their malfeasance and has already been dismissed.

**The Ekoda Branch merged with the Nerima Branch on June 6, 2022.*

We are currently investigating the facts of the case, consulting with the police and reporting to supervisory authorities.

The following is a summary of the details known at this time.

Date of discovery	October 31, 2024
Perpetrator’s former position	Front-line employee at the branches
Branches affected	Nerima Branch (including the former Ekoda Branch), Tamagawa Branch
Duration	April 2020-October 2024. Approx. 4.5 years

Damages	<p>Customers affected: Approx. 60 safe deposit box lessors at the branches</p> <p>Market value of damages: Approx. JPY 1-2 billion*</p> <p><i>*Based on perpetrator's testimony, investigation is still ongoing</i></p>
Means	<p>Perpetrator was responsible for managing the safe deposit boxes and took advantage of this position to open customers' safes without permission and steal their assets</p>

2. Investigation

Based on the perpetrator's testimony, we are individually contacting customers who are likely to have been impacted to confirm whether they have suffered any losses. We again sincerely apologize to the customers who have been affected and will compensate them for damages.

Following the discovery of this incident, we consulted with external lawyers on investigation methods and conducted an emergency inspection of all safe deposit boxes at the Nerima Branch (including the former Ekoda Branch) and Tamagawa Branch, as well as all other branches to ascertain if there were similar incidents elsewhere.

This confirmed that there were no similar incidents anywhere other than the Nerima Branch (including the former Ekoda Branch) and Tamagawa Branch. We have also taken necessary measures to prevent similar incidents in the future.

3. Response going forward

Despite having established strict rules for safe deposit box management to prevent unauthorized opening of safe deposit boxes by customers and introducing a system of periodic checks by a third party, we were unable to prevent this incident from occurring.

Immediately after the incident's discovery, we established a task force to investigate the situation and to determine why the incident was not prevented.

We are also considering and will swiftly implement appropriate compensation for the damage incurred by customers and measures to prevent recurrence based on an analysis of the root cause of the incident. We take this matter very seriously and will make a concerted effort to regain the trust of our customers.

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About MUFG Bank

MUFG Bank, Ltd. is Japan's premier bank, with a global network spanning around 40 countries. Outside of Japan, the bank offers an extensive scope of commercial and investment banking products and services to businesses, governments and individuals worldwide. MUFG Bank's parent, Mitsubishi UFJ Financial Group, Inc. (MUFG) is one of the world's leading financial groups. Headquartered in Tokyo and with over 360 years of history, MUFG has a global network with approximately 2,000 locations in more than 40 countries. The Group has about 120,000 employees and offers services including commercial banking, trust banking, securities, credit cards, consumer finance, asset management, and leasing. The Group aims to "be the world's most trusted financial group" through close collaboration among our operating companies and flexibly respond to all of the financial needs of our customers, serving society, and fostering shared and sustainable growth for a better world. MUFG's shares trade on the Tokyo, Nagoya, and New York stock exchanges. For more information, visit <https://www.mufg.jp/english>.