

MUFG Bank, Ltd.

Changes to Handling of Domestic Transfers by Non-Resident Customers

Tokyo, January 17, 2020 -- In order to conduct appropriate confirmation based on Foreign Exchange and Foreign Trade Law, a part of the process of domestic transfers(*1) by non-resident customers will be changed.

(*1) “Domestic transfer” is the money transfer service provided by domestic financial institutions within Japan in Japanese Yen.

Who is a “non-resident customer”?

- Japanese persons
 - The persons who work in the office in foreign countries (*2) and have resided in foreign countries for two years or longer
 - The persons who have left Japan with intending to reside in foreign countries for two years or longer, and currently stay in foreign countries
- Non-Japanese persons
 - The persons who reside in a foreign countries
 - The persons who have stayed in Japan for less than six months. (*3)
- Non-Japanese corporations which locate in foreign countries
- Branches/ offices of Japanese corporations which locate in foreign countries.

(*2) Persons who work in Japanese diplomat office which locates in foreign country are considered as residents.

(*3) Non-Japanese persons who either works in offices in Japan or who have stayed in Japan for six months or longer are considered as residents.

Changes in Handling of Domestic Transfers

Domestic transfers for non-resident customers to both MUFG branches and other banks will be processed as same as the cross-border remittances.

Please be advised of the actual changes for each of the method of transfer as follows.

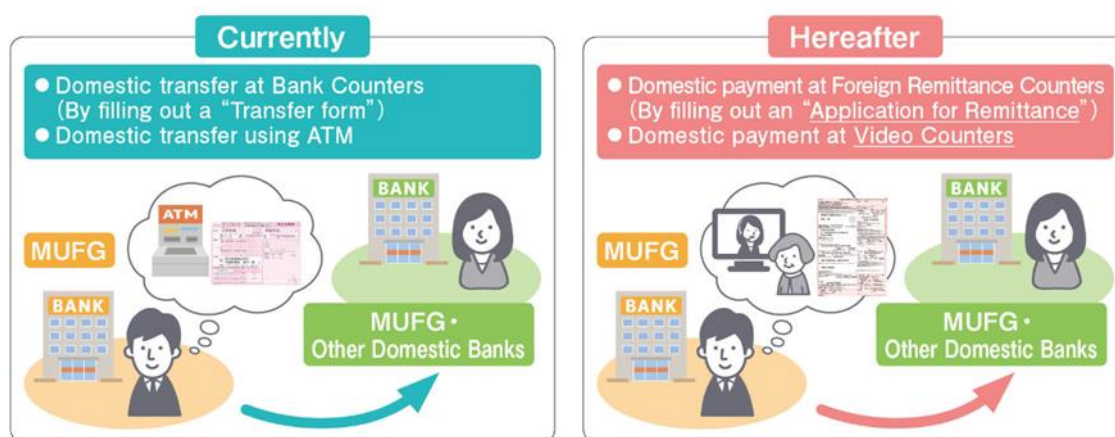
【Branch counter/ATMs】

From 10th February 2020 (Mon) onwards, MUFG will no longer handle domestic transfers for non-resident customers at the counter for domestic transfer. From 9th February 2020 (Sun) onwards, MUFG will no longer handle domestic transfers by ATM, convenience store ATM, or STM (public tax payment/transfer automated receipt

machine). From those dates, please ask at the Foreign Exchange Counter(*4) or the Video Counter(*5) as general .

(*4) Please fill out an “Application for Remittance” (application for Foreign Remittance) at a Foreign Exchange Counter instead of the “Request Form” (for domestic transfer) which was used before.

(*5) Remittance within MUFG by Video Counters will be available on February 10th (Monday). Please communicate in Japanese language at Video Counter.



【Personal internet banking services】

Customers using our personal internet banking services “MUFG Direct” or “Global Direct” will still be able to make domestic transfers on same services.

Screens of MUFG Direct/Global Direct(*) have been changed partially on 18th September 2019. Please input “purpose of transfer” and “declaration”(*6) that the transaction does not fall under a “North Korea/Iran related transaction” based on Foreign Exchange and Foreign Trade Law.

(*) MUFG Direct/Global Direct is only available in Japanese language and on web browser (mobile app is not supported for non-resident customer).

From 10th February, transfers may be temporarily suspended and we may contact with the customer for asking additional information of transaction. Please note that depending on the transaction detail or if the bank cannot contact with the customer, the transfers may be declined.

(*6) Payment regulations based on Foreign Exchange and Foreign Trade Law
Notifications regarding United States OFAC regulations

【Transfers by corporate customers】

From 9th February 2020 (Sun), we will not process domestic transfers on the internet banking services for corporate customers “BizSTATION” / ”BizSTATION Light”, Firm banking “CAMS”/ “U-LINE”, FD/DVD, and paper transfer forms.

(Domestic transfer service is not available for new applications for BizSTATION / BizSTATION Light, CAMS, or U-LINE made on or after 10th June 2019 (Mon))

【Fixed-amount automated remittance services】

Customers using our “Fixed-amount automated remittance services” will still be able to make domestic transfers on same services.

As for new request for the service, procedures have been partially changed on 10th June 2019, to ask details of the transfer. Please note that depending on the assessment, service may not be provided.

【Transfers by “Friendship service” (*7)】

Domestic transfers by “Friendship service” for customers who work in foreign countries will be processed as same as cross-border remittances after 10th February 2020. Please submit an “Application for remittance with declaration” (application for Foreign Remittance) in addition to the “Application for processing Friendship service for customers working abroad”.

(*7) “Friendship service” covers managing domestic deposits of the customer reside in foreign country. (We are no longer accepting new contracts).

FAQ

Q. Why will non-resident customers no longer be able to send domestic transfers?

A. In order to conduct appropriate confirmation based on Foreign Exchange and Foreign Trade Law, domestic transfers by non-resident customers will be handled with the same level of assessment as cross-border remittances in general. We apologies for any inconvenience caused, and ask for your kind understanding.

Q. From when will it no longer be possible to send domestic transfers?

A. We will cease accepting domestic transfers from 10th February 2020 (Mon).
For ATMs etc. that can be used on Sundays, MUFG will cease accepting transfers from 9th February 2020 (Sun).
From 10th June 2019 (Mon), corporate customers who sign up for new contracts for

BizSTATION/BizSTATION Light, CAMS, and U-LINE will not be able to use domestic transfers.

Q. Can domestic transfers be handled until February 2020 via ATM?

A. Domestic transfers can be made via ATM until 8th February 2020 (Sat). Withdrawals, deposits, and balance lookup will remain available from February 2020.

Q. Can cross-border remittances be handled?

A. Cross-border remittance services will remain available, without change.

Q. What information/transfer details will be asked?

A. We will ask the purpose of the remittance, whether the transaction falls under transactions with North Korea or Iran that are restricted under the Foreign Exchange and Foreign Trade Act, whether the transaction is subject to the US OFAC Regulations, etc.

Q. Do the changes mean that customers who are non-Japanese will be handled differently?


A. The changes affect the handling of non-resident customers. Customers who are non-Japanese and work in Japan, or have been in Japan for 6 months or longer since entering Japan, are considered residents. Similarly, Japanese customers who work overseas are considered non-resident customers.

Q. Will the handling of the deposits by transfer be changed?

A. Beginning on 17th September 2019 (Tue), a transfer that is made to or from non-resident customers and that falls under certain criteria will be temporarily suspended, and the deposit will be made after we confirm details of the transfer with the recipient. Please be aware that, in the event that we are unable to confirm the legality of the transfer for reasons such as inability to contact the recipient or receive answers from the recipient, the deposit to the account may not be possible.

Designated organization under agreement with MUFG for resolution of disputes:
JBA Customer Relations Center, Japanese Bankers Association 0570-017109, 03-5252-3772
Mon-Fri: 9:00 to 17:00 (Excluding national holidays, 12/31 to 1/3, etc.)

MUFG Inquiry line for transfers by non-resident customers

 **Within Japan:** 0120-1940-50

From overseas: +81-3-3534-2469 (charges apply)

Bank counter hours: 9:00 to 18:00

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