

11th January 2021

MUFG Bank (Malaysia) Berhad

Dear Valued Customers,

MUFG Bank (Malaysia) Berhad (“The Bank”) was informed today that there are confirmed cases of employees which have tested positive for COVID-19. The affected employees have been sent home for self-quarantine and seek medical care where necessary.

We have taken immediate action to sanitize and disinfect our office premises including the banking hall to ensure it is a safe environment to all customers and staffs. All staffs are strictly observing SOP within our premises with the highest levels of care and precaution.

We would like to re-assure you that the Bank has taken all immediate steps to comply with prescribed standards and guideline issued by Ministry of Health (KKM). We are collaborating closely with authorities for contact-tracing activities as we work together to overcome this pandemic.

The Bank’s banking hall will remain open today as usual. Other departments/units remain open as usual. However, we regret to inform that some services may experience delay as we strive to ensure minimum disruptions.

We deeply regret any inconvenience caused and ask for your understanding in advance during this period.

Thank you.

The Management

*Note: This letter is computer generated and no signature is required.*