

**MUFG Bank (Malaysia) Berhad**

A member of MUFG, a global financial group

27 December 2024

Dear Valued Customer,

**Notice on Impact of Network Problems on Various Services  
(as of 18:45 on 26 December 2024)**

Thank you for banking with MUFG Bank (Malaysia) Berhad ("**Bank**").

We would like to inform that starting from approximately 3pm on 26 December 2024, some customers experienced issues within the Mitsubishi UFJ Direct (Internet Banking) biometric authentication service.

If biometric authentication remains unavailable, we kindly ask you to wait and try again later.

While access to the BizSTATION and COMSUITE portals was temporarily unstable, we are pleased to confirm that the issue has been resolved, and both portals are now functioning normally.

The disruption was caused by the unauthorized transmissions of a large volume of data from an external source. Please rest assured that there was no data breach or virus-related impact on customer information.

Should you have any further enquiries, please do not hesitate to contact your respective Corporate Banking Relationship Officer. Alternatively, you may also contact us at +603- 2034 8000 or email us at [customercare@my.mufg.jp](mailto:customercare@my.mufg.jp) if you require further assistance or clarification on this matter.

We look forward to your continuous support and we strive to serve you better.

Thank you.

**MUFG Bank (Malaysia) Berhad**



(Japanese version)

ネットワーク不具合による各種サービスの影響について（12月26日18時45分時点）

2024年12月26日15時頃より一部のお客さまにおいて、三菱UFJダイレクト（インターネットバンキング）の生体認証の利用が不安定な状態です。

生体認証が利用できない場合は、しばらくお待ちいただいてから再度お試しください。

また、BizSTATION 及び COMSUITE Portal につきましても、ログインが不安定な状況が続いておりましたが、現在は安定しております。

本不具合は、外部からの不正な大量データ送付に起因するものであり、顧客データ流出やウイルス被害は生じておりません。

この度はご不便をお掛けし、誠に申し訳ございません。