

E-Banking Charter for COMSUITE

We, MUFG Bank (Malaysia) Berhad (“MUFG”), strongly believe that it is our responsibility to ensure the safety and security of our electronic banking services. The electronic banking services are provided to you in accordance with i) the relevant agreement(s) you may have executed with MUFG and/or ii) the applicable Terms and Conditions as published in our COMSUITE portal.

Safe Operations

At MUFG, the privacy and security of our customers’ information is of utmost importance to us. We constantly maintain commercially proven security hardware and software products, strict security controls and procedures to safeguard the security of our customers’ information in the provision of our electronic banking services.

Privacy of Customer Information

We recognise that the privacy of our customer’s personal and financial information is an important element of public trust and confidence in the provision of our financial service. In complying with laws and regulations relating to the privacy of our customers’ personal and financial information, MUFG adheres to strict security guidelines and will at all times take appropriate precautions to safeguard and maintain the security of our customers’ information. Additionally, we have put in place appropriate measures and robust internal procedures to prevent unauthorized access to, alteration, loss and/or leakage of our customers’ information.

Reliable and Quality Services

MUFG is committed towards providing financial services of the highest standards and quality at all times. In order to enhance our customers’ experience banking with us, MUFG will ensure that all personnel and staff involved in the provision of these services have the required expertise and skills. In addition, we will also ensure that we possess sufficient resources to run and support the online financial service system and address any related security and privacy concerns that our customers might have.

Transparency of Products and Services.

We believe that transparency is key in ensuring the integrity of transactions we perform with our customers. In aligning ourselves with the above, we take steps to ensure that all the descriptions and details of our product and services are accurate at all times and will not engage in deceptive, misleading or false representations with regards to the products and services we provide.

Prompt Response and Action for Customer Enquiries and Complaints

As our customers' satisfaction fundamental in the provision of our electronic banking services, we welcome any enquiries, comments, and feedback that will help us understand you better and to enhance your experience banking with us.

For further enquiries, kindly contact us at:

General Enquiries, Suspicious Account Activity or Fraud/Scam

Write to Us	mufgm.tbsupport@my.mufg.jp
Customer Complaints	Tel: +603-2034 8000 (ext.: 6227 / 6012 / 8019 / 6013) Fax: +603-3010 5331

Customer Complaints

Write to Us	customercomplaint@my.mufg.jp
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