How to Start Using COMSUITE Services

~COMSUITE Introduction Video Course~

August 2024





MUFG Bank, Ltd. Transaction Banking Division

A member of MUFG, a global financial group

About this Document

This is the accompanying script for COMSUITE Introduction Video Course on <u>How to Start Using COMSUITE</u> <u>Services</u> and the related FAQ. Using this script in conjunction with the corresponding video course is recommended.

Note: This PDF is text-searchable and has bookmark-enabled to find related topics easily.



Script

Slide 1	How to Start Using COMSUITE Services -consult Introduction Video Course Lat Updated in August 202	 Hello. Welcome to the COMSUITE Introduction Video Course. This document is the accompanying script of the video course. You may refer to this document alone or use it together with the video provided separately. In this course, we will explore the basic question: How to Start Using COMSUITE Services. <intended audience=""></intended> This course is for everyone who wants to know the basics of starting to use the COMSUITE services, including GCMS Plus and other services. It can be especially helpful for: New COMSUITE user (each individual user who logs in to and uses COMSUITE services, hereinafter refer to as "user") User who wants to know the process to activate OTP Token User who wants to know how to use the COMSUITE Portal
Slide 2	Slide Video No. Timestamp Section 1 How to Start Using COMSUITE Services (GCMS Stide 10 01:55 Section 2 How to Start Using COMSUITE Services (GCMS Stide 10 01:55 Section 3 How to Log in to COMSUITE for the First Time Stide 18 04:20 Section 4 How to Use COMSUITE Portal Top Page Stide 12 05:50	 <table contents="" of=""></table> This course is created for a wide range of users, including first-time users. We will split it up into 4 sections. If you are already familiar with some of the contents, feel free to jump to the section you would like to learn. If you are taking this course by watching the short video, refer to the video timestamps for each section. If you are taking this course by studying this accompanying PDF, refer to the following page links. Section 1 How to Start Using COMSUITE Services (GCMS Plus etc.) < Physical OTP Token> Section 2 How to Start Using COMSUITE Services (GCMS Plus etc.) < Mobile OTP Token> Section 3 How to Log in to COMSUITE for the First



		Time • <u>Section 4</u> How to Use COMSUITE Portal Top Page
Slide 3		First, in this section of the course, we will look at the
	How to Start Using COMSUITE Services (GCMS Plus etc.) <physical otp="" token=""></physical>	basic process to start using COMSUITE services, from submitting forms to MUFG for first-time login using Physical OTP Token.
	, OMUFG	
Slide 4	How to Start Using COMSUITE Services (GCMS Plus etc.) Chysical OTP Token? subset • Customer send application forms to MUFG Reverse • MUFG send an Envelope user • Customer return the OTP Token Activation Form Activate • MUFG activate users' OTP Tokens ugen • Customer perform Initial login . • MUFG	<basic process=""> As a basic process for using COMSUITE services for the first time, after signing basic agreement and related consents, customer (your company, hereinafter refer to as "customer") will be asked to send application forms to MUFG. Customer will receive the Envelope from MUFG which includes a Notice of Start of Service, Application for OTP Token Activation and the OTP Token (device). Next, customer will send back the OTP Token Activation Form to MUFG, based on which the bank will activate customer's OTP Token. Then, customer will be able to proceed to login to COMSUITE Portal. We will explain in more details in the next few slides.</basic>



-		1
Slide 5	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><image/><image/></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	What is in the Envelope> After sending application forms to MUFG, you will receive an Envelope that contains Notice of Start of Service and the Authentication Device package. Notice of Start of Service contains the important information including the contents of this package, related service information and etc. Enclosed in the Authentication Device package are Application for OTP Token Activation ("Activation Form") and the OTP Token Envelope.
Slide 6	Correction Correction Cor	What is in the OTP Token Envelope> In the OTP Token Envelope, you will find the OTP Token device, and a COMSUITE Letter that has your Customer ID and User ID. Note that OTP Token device from the Envelope is not activated. Go to next slides for OTP Token Activation.
Slide 7	<complex-block> Other Colspansion Colspan Colspan Colspan Colspan Colspan Colspan Colspan Colspan Colspan="2">Colspan="2"</complex-block>	 <apply activation="" for="" otp="" token=""></apply> Each OTP Token device sent from MUFG is inactive at the time of issuance and it needs to be activated on COMSUITE Portal before you can use it. Activation can be conducted by customer, except for the following cases: it is the first time your company receives the OTP Token device and tries to login to COMSUITE Portal (Note: in case of user addition, please conduct activation from customer side) there are no active users at the moment to perform OTP Token Activation on customer's side In the described cases, you can request MUFG (contracting office) to activate for you instead. In order for MUFG to activate your OTP Token device, please fill in the enclosed Activation Form and return it to the bank via mail or Email.



Slide 8	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><form><form><form><form></form></form></form></form></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	<conduct activation="" by="" customer="" otp="" token=""> There is no need to submit/return the Activation Form. In case you already have an activated OTP Token device, when you receive another device, it is recommended that you activate the device on your side, which does not require submission of Activation Form to MUFG. Simply login to COMSUITE Portal and access Administration > User Profile > OTP Token Activation or directly from To Do. First, apply OTP Token Activation. This can be conducted by any User or Administrator. Second, approve OTP Token Activation. This can be</conduct>
Slide 9	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	conducted by Administrator from the same menu or directly from To Do. <activation and="" notification=""> For first-time COMSUITE customer (company), activation will be conducted by MUFG. When the OTP Token activation is completed by MUFG (or by customer, if conducted on customer side), an automated e-mail will be sent to the user's registered email address, requesting the user to register a password of user's own choice and log in to COMSUITE Portal using the OTP Token device.</activation>
Slide 10	How to Start Using COMSUITE Services (GCMS Plus etc.) <mobile otp="" token=""></mobile>	In this section of the course, we will look at the basic process to start using COMSUITE services, from submitting forms to MUFG for first-time login using Mobile OTP Token.



Slide 11 How to Start Using COMSUITE Services (GCMS Plus etc.)	<basic process=""></basic>
submit • Customer send application forms to MUFG	As a basic process for using COMSUITE services for the
MUFG send an OTP token activation request email	first time, after signing basic agreement and related
Customer install the OTP application to mobile device	consents, customer (your company, hereinafter refer to
MUFG send passcode to email and SMS of customer for	as "customer") will be asked to send application forms to
Customer perform activation of OTP Token application and	MUFG.
Legin	
" () MUFG	For customer users who opted to use Mobile OTP Token
	as token type, they will individually receive an OTP token
	activation request email.
	After receiving the email, application must be installed to
	mobile device and activated in order to be able to
	proceed to login to COMSUITE Portal.
	We will explain in more details in the next few slides.
Slide 12 Check OTP Token Activation Request Email	<pre><what activation<="" contents="" is="" of="" otp="" pre="" the="" token=""></what></pre>
Check Email Applicat ^{PN} Generate Passcode Activation Login	Request Email?>
The following two emails will be sent by MUFG:	
OTP Token Activation Request Email Password Notification Email	The following two emails will be sent by MUFG:
1. OTP Token Activation Per vet	OIP Token Activation Request Email
Email containing steps on how to download, instail, and activate the Mohlei	Password Notification Email
OTP Token. (PDF attached) Activation Request' email - •	In the OTP Taken Activation Request Email a PDE
	containing instructions on how to download install and
	activate the Mobile OTP Token is attached. Please follow
	the instructions in the attached PDF
	This PDF which also contains customer information e d
	COMSUITE Customer ID is password protected Enter
	COMSUITE Customer ID is password protected. Enter the password written in the separate Password
	COMSUITE Customer ID is password protected. Enter the password written in the separate Password Notification email to open the PDF.



Slide 13	Install the Mobile OTP Token Application	<install application=""></install>
	Check Email Anplication Generate Passcode Activation Login	Download and Install the Mobile OTP Token application
	Download* and Install the Mobile OTP Token application to your smartphone. (*Download application only from the official Google Play and Apple App Store)	to your smartphone from the official Google Play and
	If customer is using an Android device, download from Google Play ← consumt on take Q ↓	Apple App Store. For security reasons, do not download
	Customer can also search for the application name townlead from Apple App App Sore	from other unofficial sites/stores.
		Official application store can be accessed the following ways:
		- If you are viewing this guide from smartphone, click on
		the store badge ("GET IT ON Google Play", or
		"Download on the AppStore")
		- If you are viewing this guide from PC, you can read the
		QR code shown using your smartphone
		- Alternatively, you can also search for the application
		name "COMSUITE OTP Token" on Google Play or App
		Store.
Slide 14	Generate the Passcode for Activation	<generate activation="" for="" passcode="" the=""></generate>
	Check Email Application Generate Activation Login	
	Enter the following information and tap "Next"	Enter the following information and click "Next"
	Customer ID University of the second secon	•Customer ID (Written in the PDF attached in the OTP
	Email) User ID Const the checked from the CONSULTE Annihization Efm	Token Activation Request Email)
	COMSUITE Application Form submitted)	 User ID (Can be checked from the COMSUITE
	In case your forget pure the rib and the case your forget pure to re- base office.	Application Form submitted to bank)
		* In case you forgot your User ID and cannot find the
		application form, please contact your servicing MUFG
		Bank onice.



0111 15		
Slide 15	Initial Activation (Authentication)	
	Check Email Application Generate Activation Login	Both SMS and Email containing activation passcode will
	Both SMS and Email containing activation passcode will be sent by bank. Enter the following Information and tax? Next:	be sent by bank. Enter the following information and
	Passcode (from SMS) (sent by bank to customer via	press "Next".
	SMS) Email Email Email	Passcode (from SMS) (sent by bank to customer
	email) - COMSUTE User Name - And the submitted former the	via SMS)
	Call de cinecked iron de COMSUTE application Form Description of the set of	• Passcode (from e-mail) (sent by bank to customer via email)
		COMSUITE User Name (User Name submitted to
		bank by customer)
		* After waiting for a few minutes, if you have not received
		the SMS or the Email, please check if the mobile number
		and the email address written in the submitted
		application form are correct. In case information is
		correct and you still cannot receive the email or the SMS,
		please contact your servicing MUFG Bank office.
Slide 16	Initial Activation (PIN Settings)	<initial (pin="" activation="" settings)=""></initial>
	Check Email Application Generate Passcode Login	Lastly, set PIN Code for opening the application.
	10 10 10 10 10 10 10 10 10 10 10 10 10 1	When you open the application from the 2nd time
	Lastly, enter PIN Code for opening the application and tap "Activate".	onwards, you need to enter this PIN Code.
	PIN Code (set 6-digit password to open this application) (NU (pade/Confirmation)	
	Prix Code(committation) (enter the same PIN Code again for confirmation) Tap "Activate" to complete setup.	This PIN can be changed later from the "Generate
		OTP" screen by tapping the "PIN" icon.
	≈ OMUFG	
Slide 17	Initial Astriction (Conserts OTD Server)	<pre><initial (generate="" activation="" otp="" screen)=""></initial></pre>
	Check Email Activation (Generate OTP Screen)	After competing activation of OTP token, an Activation
	* pplicat*** Passcode	Completion Notice email will be sent automatically. The
		OTP generated can now be used to register password
	And the second the subfaction and the second	(decided by customer) and perform initial login.
	Completion Nation	
	Customer can now login to COMSUTE after receiving this notification e mail. Const there are here	
	Generate OTP Screen	



Slide 18	How to Log in to COMSUITE for the First Time	This section of the course explains the steps to use OTP Token to log in to COMSUITE Portal for the first time.
Slide 19	Items Needed for Initial Login Prysical Of Forkan Envelope Activation Form Activation Login Of Forkan Check Enail Application Passood Activation Login Of Forkan Pesse prepare the following tems Image: Compare the following tems Image: Compare the following tems Of Forkan Image: Compare the following tems Image: Compare the following tems Of Solie OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mobile OTP Token Image: Compare temperet Image: Compare temperet Mob	<things before="" login="" need="" you=""> For Customer using Physical OTP Token, Before attempting login for the first time, please make sure you have the Physical OTP Token device and COMSUITE Letter which is included in the OTP Token Envelope. For Customer using Mobile OTP Token, Before attempting login for the first time, please make sure you have the Mobile OTP Token, Before attempting login for the first time, please make sure you have the Mobile OTP Token, COMSUITE Application Form, and PDF attached to "OTP Token Activation Request" email.</things>
Slide 20	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><complex-block><image/></complex-block></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	<how login="" to=""> Please go to COMSUITE Portal Login screen. Refer to the following URL; 1. COMSUITE Portal Login URL : <u>https://ebusiness.bk.mufg.jp/login/</u> 2. COMSUITE Portal Login URL (For Customers who have a contract with the Seoul Branch) : <u>https://ebusiness.bk.mufg.jp/login_korea/</u> The URL link in 2 will not be included on the page linked under 1. Please access directly from 2 if your contracting branch is Seoul. On this screen, click Password Registration link. (In case it is the first-time login or login after resetting password, Password Registration is necessary.)</how>



		In other cases, please enter your COMSUITE Customer
		ID, COMSUITE User ID and Password in the
		corresponding fields on this screen.
Slide 21	Login (2/4)	First, confirm your Customer ID and User ID, and then
	Password Registration Have your OTP Token Device with you for further action.	enter in the Customer ID field and User ID field your
		login information.
	User 0 Passone (CTY)	- Customer using Physical OTP Token: check from the
	(c) soa	COMSUITE Letter included in the OTP Token Envelope.
		- Customer using Mobile OTP Token: check from the
	COMSUITE Letter COMSUITE Application Form Request enal a: Oustomer using Physical OTP Toten a: Oustomer using Physical OTP Toten	PDF attached to "OTP Token Activation Request" email
	O MUFG	and application form.
		Second press the "1" button from the OTP Taken
		device. One-time password will be shown on the OTP
		Token device
		Third enter the one-time password that is shown on the
		device in the One Time Password (OTP) field on the
		screen.
		Click Next to proceed to the next screen.
Slide 22	Login (3/4)	On STEP 2:Input and Confirm screen, please set your
	Input your own password to login	new password and click Submit button.
	MUEG LOWSUITE Pasawod Registrate	Make sure your password meet the following criteria
Min Proceeding	Interesting Interestind Interestind Interestind Interestind Interesti	(also referable directly on the screen).
	In a resource (centration)	1. Your passwords can contain the following three types
	Click Submit	of characters.
		(i) Numbers 0 through 9
		(ii) Alphabets A through Z and a through z (Note
		Passwords are case-sensitive)
		(iii) Symbols such as ! # % & ' () + - = ? _
		2. Passwords must consist of 8 to 16 characters
		including all the three types of characters mentioned
		above.



Slide 23	Login (4/4)	When you reach this screen, it means your password
		has been successfully registered.
	OMUEG COMSUITE	Click "Go to Top Page" to proceed to COMSUITE Portal.
	Storort Storort Storort	
	Please click the "Go to Top Page" button.	
	Click Go to Top Page In a rest water	
Slide 24		In the next section, you will learn each component on the
		Top Page of COMSUITE Portal and its functionality.
	How to Use COMSUITE Portal Top Page	
Slide 25		<comsuite portal=""></comsuite>
	COMSUITE Portal Top Page (1/2)	This is the Top Page of COMSUITE Portal
	Lastageline : Una Jone Language This is the COMSUITE Portal Top Page.	On the left hand side of the Ten Dare (COMSULTE
	Consultier Fordar See Care Care Care Constanting Cons	On the left-hand side of the Top Page (COMSUTE
	Click to perform available tasks (To Doug or check unread notices.	Portal), the following sections will be provided.
	Click GCMS Plus or other events access to such service.	Administration and Log
	And the second s	• To Do
	Construction C	Direct Links
	CMS services. (Required ID, manual and manual and manua	Service Catalog
		Service Links
		Administration and Log are quick links to corresponding
		screens. For example, click Administration to perform
		tasks such as such in far as suggesting OTD Taken
		tasks such as applying for or approving OTP Token
		Activation, or Password Reset.
		To Do on the left-hand side of the Top Page
		(COMSUITE Portal) provides a summary of your to-do



		list, including Administration related To Do and Notice. Next to it, a badge is displayed if any, to provide the number of available To Do or unread Notice at a glance. For more details of your To Do, click the Detail link to automatically scroll to the To Do – Detail position on the right-hand side of the COMSUITE Portal Top Page. Direct Links are access to GCMS Plus, FOREX and other contracted services. Click the links to go to services' Top Page. Service Catalog provides information of other services that no contract has been entered into between your company and MUFG. You may check the catalog for reference. Service Links show the names of the countries where local Cash Management System (CMS) is available. Note that separate ID and password is required for access. If you want to change the display language, choose from the drop-down list shown on the upper right corner of COMSUITE Portal.
Slide 26	<complex-block><complex-block></complex-block></complex-block>	Now, let's move on to look at the right-hand side of the Top Page (COMSUITE Portal). For customers who use GCMS Plus, you will notice that Cash Balance, or the map area covers a large portion of Top Page (COMSUITE Portal). It shows the cash balance of available accounts you hold with MUFG, calculated by an exchange rate provided by the bank (by default). Salance By> Cash Balance can be shown at Global or regional level (North America, Central & South America, EMEA, East Asia, and Asia Pacific).
		In case you have one or more accounts of the same region, that region will appear as the default display. In case you have accounts in more than one region, for example, one account in Japan and one account in



		 EMEA, then Global will become the default display. This cash balance display setting (global or regional) can be changed anytime at user level. To do that, simply click Balance by link shown on the upper left corner of the map area. Settings> Go to Settings from the upper right corner of the map to change the following settings of the Cash Balance: Customer (choose all or individual customer to include) Exchange Rate & Base Currency (choose Rate by Bank, the exchange rate provided by MUFG for reference purposes, or the Rate registered on GCMS Plus) Map Preference (choose the center of the map)
Slide 27	Reference This is the end of the COMSUITE Introduction Video Course on <i>low to Start Using COMSUITE Services.</i> Thank you for taking this course! Please also check related FAQ for this course and the accompanying PDF with more explanation. • Andoid and Google Play are effler regelered tademarks or trademarks of Google LLC. • Andoid and Google Play are effler regelered tademarks or trademarks of Google LLC. • Andoid and Google Play are effler regelered tademarks or trademarks of Google LLC. • The action of the trademarks of the regelered tademarks or trademarks of tademarks or ta	
Slide 28	How to Start Using COMSUITE Services (FAQ) -COMSUITE Introduction Video Course-	<faq> Thank you for taking this COMSUITE Introduction Video Course on How to Start Using COMSUITE Services. After learning this course, please use the FAQ to test your understanding of the course contents. Please feel free to go back if you need to review some of topics.</faq>



Slide 29		
	 Section 1 FAQ about "How to Start Using COMSUITE Services (GCMS Plus etc.) (Physical OTP Token>" Do I have to contract the bank every time for activating OTP Token? Bot can confirm my legin information? Bection 2 FAQ about "How to Start Using COMSUITE Services (GCMS Plus etc.) (Mobile OTP Token>") Mobile COP Token>" I did not receive the "OTP Token Activation Request" email and the "Password Notification" email? I did not receive the "OTP Token Activation Request" email and the "Password Notification" email? I danot receive the "OTP Token Activation Request" email and the "Password Notification" email? I danot receive the "OTP Token Activation Request" email and the "Password Notification" email? I danot receive the "OTP Token Activation request provide the "OTP activation" email. I danot receive the "OTP Token Activation request provide the "Assword Notification" email. I danot receive the passocides for initial activation. I danot receive the passocide for activation of COMSUITE OTP Token application has expired. 	
Slide 30	Reference - FAQ (Questions) Saction 2 FAQ about "How to Start Using COMSUITE Services (GCMS Plus etc.) Adout "How to Start Using COMSUITE OTP Token application from task list if the midde of initial advation process. 1 Jaccidentally closed or forcibly terminated the COMSUITE OTP Token application from task list if the midde of initial advation process. Other application has been locked due to consecutive wrong input of Passeou and/or User Name. Section 3 Motion How to Log in to COMSUITE for the First Time" 12 When do I have to conduct a Passeourd Registration, and what if I lost my passeourd? 3 What is a Longle and COMSUITE Portal? Motion Use COMSUITE Portal Top Page" 14 How can I change the display language? 16 What sa badge and what does it mean on COMSUITE Portal? Ymate Sachage rate is used for showing cash balance on COMSUITE Portal?	
Slide 31	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	 1. What do I have to submit to the bank for activating OTP Token? If it is the first time your company try to log in to COMSUITE Portal, you will need to activate your OTP Token. Please <u>fill in the Application for OTP Token</u> <u>Activation ("Activation Form")</u>, which can be found in the Envelope sent from the bank, and return the Activation Form to the bank. 2. Do I have to contact the bank every time for activating OTP Token? No, activation can be <u>applied and approved on customer side*</u>.
		You only need to contact your bank for first-time login for your company, or when there are no active Administrator/User in your company to conduct OTP



		Token Activation.
		 *To conduct OTP Token Activation on customer side, follow these steps: Request your Administrator/User with the privilege to apply for OTP Token Activation. Ask another Administrator to approve the application from the To Do.
Slide 32	Reference - FAQ (Answers) of Section 1 J. How can I confirm my login information? You care find the login information (Customer ID and User ID) from <u>COMSUITE Letter</u> . Included in the OTP Token Envelope. You currently do not have the document mentioned above, you can also request your ardministration' on COMUSITE Top Page 3. Select "Inquiry' under "User Profile" 3. Oheck "Customer ID' and "User ID' from the "User List"	 3. How can I confirm my login information? You can find the login information (Customer ID and User ID) from <u>COMSUITE Letter, included in the OTP</u><u>Token Envelope</u>. If you currently do not have the document mentioned above, you can also request your administrator to check. The administrator can check by performing the steps below. 1. Click "Administration" on COMUSITE Top Page 2. Select "Inquiry" under "User Profile" 3. Check "Customer ID" and "User ID" from the "User List"
Slide 33	Reference - FAQ (Answers) of Section 2 4. What procedures are required after I received the "OTP Token Activation Request" email and the "Password Notification" email? Please activate the OTP token by following the procedures written in the "OTP Token Activation Request" email. 5. did not receive the "OTP Token Activation Request" email and the "Password Notification" email. Please request the administrator of your company to check if your registered e-mail address in COMSUTE is correct. If the registered e-mail address is wrong, please contact your servicing MUFG Bank office. MUFG Bank office. Belex "Inquiry" under "User Profile" 9. detex "Inquiry" under "User Profile" of the user who requested	 4. What procedures are required after I received the "OTP Token Activation Request" email and the "Password Notification" email? Please activate the OTP token by following the procedures written in the "OTP Token Activation Request" email. 5. I did not receive the "OTP Token Activation Request" email and the "Password Notification" email. Please request the administrator of your company to check if your registered e-mail address in COMSUITE is correct. If the registered e-mail address is wrong, please contact your servicing MUFG Bank office.



		Administrator can check by performing the steps below. 1. Click "Administration" on COMUSITE Top Page 2. Select "Inquiry" under "User Profile" 3. Check "e-mail address" from the "User Profile" of the user who requested
Slide 34	Reference - FAQ (Answers) of Section 2	6. I cannot install COMSUITE OTP application in my
	6. I cannot install the COMSUITE OTP Token application in my smartphone.	smartphone.
	The OS version of your smartphone may be outdated. Please update the OS of your smartphone to the latest version and try to install the application again.	The OS version of your smartphone may be outdated.
	7. How can I confirm the information required to request the passcode for activation?	Please update the OS of your smartphone to the latest
	The Customer U is written in the PUP attached to the 'O IP' looken Activation Request email. The User ID can be checked from the 'COMSUITE : Application for Contract and Service Setup' application form. If you currently do not have the documents mentioned above, you can also request your administrator to check. The administrator can check by performing the steps below.	version and try to install the application again.
	Click "Administration" on COMUSITE Top Page Select "Inquiry" under "User Polie" Check "Oustower ID" and "User ID" from the "User List"	7. How can I confirm the information required to
	MUFG	request the passcode for activation?
		The Customer ID is written in the PDF attached to the
		"OTP Token Activation Request" email.
		The User ID can be checked from the "COMSUITE :
		Application for Contract and Service Setup" application
		form.
		If you currently do not have the documents mentioned
		above, you can also request your administrator to check.
		The administrator can check by performing the steps
		below.
		1. Click "Administration" on COMUSITE Top Page
		2. Select "Inquiry" under "User Profile"
		3. Check "Customer ID" and "User ID" from the "User List"



Slide 35	Reference - FAQ (Answers) of Section 2	8. I did not receive the passcodes for initial
	8. I did not receive the passcodes for initial activation.	activation.
	Please request the administrator of your company to check if your registered mobile phone number and e-mail address in COMSUITE are correct. If the registered mobile phone number or e-mail address are wrong, please contact your servicing MUFG Bank office.	Please request the administrator of your company to
	Administrator can check by performing the steps below. 1. Click "Administration" on COMUSITE Top Page 2. Select "Inquiry" under "User Ptolle"	check if your registered mobile phone number and e-mail
	 Check "mobile phone number" and "e-mail address" from the "User Profile" of the user who requested 	address in COMSUITE are correct. If the registered
	9. Passcode for activation of COMSUITE OTP Token application has expired. Please go back to the previous screen and enter required information again. After clicking	mobile phone number or e-mail address are wrong,
	"Next" on "Request Authentication Passcode" screen of COMSUITE OTP Token application, a new activation passcode will be sent again.	please contact your servicing MUFG Bank office.
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		Administrator can check by performing the steps below.
		1. Click "Administration" on COMUSITE Top Page
		2. Select "Inquiry" under "User Profile"
		3. Check "mobile phone number" and "e-mail address"
		from the "User Profile" of the user who requested
		9. Passcode for activation of COMSUITE OTP Token
		application has expired.
		Please go back to the previous screen and enter
		required information again. After clicking "Next"
		on "Request Authentication Passcode" screen of
		COMSUITE OTP Token application, a new activation
		passcode will be sent again.
Slide 36	Reference - FAQ (Answers) of Section 2	10. I accidentally closed or forcibly terminated the
	10. I accidentally closed or forcibly terminated the COMSUITE OTP Token	COMSUITE OTP Token application from task list at
	application from task list at the middle of initial activation process. Please open the application and perform the initial activation process of the COMSUITE OTP	the middle of initial activation process.
	Token application again from the start or first screen. 11. COMSUITE OTP Token application has been locked due to consecutive	Please open the application and perform the initial
	wrong input of Passcode and/or User Name. Administrator of your company needs to perform "Password Reset" operation. (please be	activation process of the COMSUITE OTP Token
	aware that in this case when COMSUITE OTP Token application is unlocked, your COMSUITE password will also be resel) After completion, user can perform the process for initial activation of COMSUITE OTP Token predicting reading	application again from the start or first screen.
	application again.	
		11. COMSUITE OTP Token application has been
		locked due to consecutive wrong input of Passcode
		and/or User Name.
		Administrator of your company needs to perform
		"Password Reset" operation. (please be aware that in
		this case when COMSUITE OTP Token application is
		unlocked, your COMSUITE password will also be reset)
		After completion, user can perform the process for initial
		activation of COMSUITE OTP Token application again.



Slide 37	Reference - FAQ (Answers) of Section 3	12. When do I have to conduct a Password
	12. When do I have to conduct a Password Registration, and what if I lost my	Registration, and what if I lost my password?
	Password T For users who tries to log in to COMSUITE Portal for the first time (after OTP Token is activated) or after your password is reset, users need to conduct Password Registration.	For users who tries to log in to COMSUITE Portal for the
	Password Registration is also necessary if you lost your password and your <u>password is reset</u> . Follow the steps below: 1. Ask an Administrator or a user from your company to apply to reset your password via	first time (after OTP Token is activated) or after your
	CONSULT Portal. Ask another Administrator to approve the password reset application. <u>3. Receive an email notification and move on to Password Registration. </u>	password is reset, users need to conduct Password
	13. What is COMSUITE and COMSUITE Portal? COMSUITE or COMSUITE Service is an integrated common brand introduced for MUFG's total solutions for global transaction banking, which include global cash management, cash flow management, online foreign exchange contracts and various trade finance services etc. From COMSUITE portal, customers can access all available services from direct links or perform administration related tasks etc.	Registration.
	S O MUFG	Password Registration is also necessary if you lost your
		password and your <u>password is reset</u> . Follow the steps
		below:
		• Ask an Administrator or a user from your company to
		apply to reset your password via COMSUITE Portal.
		• Ask another Administrator to approve the password reset application.
		 Receive an email notification and move on to Password Registration.
		13. What is COMSUITE and COMSUITE Portal?
		COMSUITE or COMSUITE Service is an integrated
		common brand introduced for MUFG's total solutions for
		global transaction banking, which include global cash
		management, cash flow management, online foreign
		exchange contracts and various trade finance services
		etc.
		From <u>COMSUITE Portal</u> , customers can access all
		available services from direct links or perform
		administration related tasks etc.



Slide 38	Patarance EAO (Answers) of Section 4	14. How can I change the language?
	14. How can I change the language?	After login to COMSUITE Portal, choose the language
	After login to COMSUITE Portal, choose the language from a drop-down list in the upper right corner of the <u>COMSUITE Portal Top Page</u> screen.	from a drop-down list in the upper right corner of the
	15. What is a badge and what does it mean on COMSUITE Portal?	<u>COMSUITE Portal Top Page</u> screen.
	Badges (white number with a red background) are used to indicate new to-dos. For example, 1. <u>Administration badges</u> show the number of to-dos for OPT foken Activation etc. 2. <u>Notice badge</u> shows the number of unread information. 3. <u>Badge in the Direct Links</u> section shows the number of to-dos related to that service. Click	
	on the service name or the badge area to proceed to the top page of that service.	15. What is a badge and what does it mean on
	Present Ford © 20 No France Of Tax No France © Dom Known More © Dom Known Of the No © Dom Known	COMSUITE Portal?
	з O MUFG	Badges (white number with a red background) are used
		to indicate new to-dos. For example,
		• <u>Administration badges</u> show the number of to-dos for
		OTP Token Activation etc.
		<u>Notice badge</u> shows the number of unread
		information.
		<u>Badge in the Direct Links</u> section shows the number
		of to-dos related to that service. Click on the service
		name or the badge area to proceed to the top page of
		that service.
Slide 39	Reference - FAQ (Answers) of Section 4	16. What exchange rate is used for showing cash
	16. What exchange rate is used for showing cash balance on COMSUITE Portal?	balance on COMSUITE Portal?
	For GCMS Plus users, by default, <u>Rate by Bank</u> will be used to convert cash balance and display on COMSUITE Portal. You can <u>change the sattings by clicking the Settings</u> button.	For GCMS Plus users, by default, Rate by Bank will be
		used to convert cash balance and display on COMSUITE
		Portal. You can change the settings by clicking the
		Settings button.
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