

Accessibility Feedback

MUFG Bank, Ltd., Canada Branch (“MUFG Bank Canada”) strives to be accessible to everyone, so it welcomes feedback on its accessibility and progress on its accessibility plan. Individuals can share their feedback with MUFG Bank Canada about how it is doing or barriers that they face when dealing with MUFG Bank Canada by phone, by mail, or by email.

Sharing Feedback

By Phone

Individuals can provide feedback by phone anonymously. They will be identified **only** if they include their contact information.

MUFG Bank Canada is available via telephone Monday to Friday 9:00 to 17:00 (ET).

Telephone: 416-865-0220

By Mail

Individuals can provide feedback by mail anonymously. They will be identified **only** if they include their contact information.

Mail should be addressed as follows:

ATTN: Vice President, Human Resources
200 Bay Street, Royal Bank Plaza South Tower, Suite 3400, Toronto, Ontario,
M5J 2J1

By Email

Emails should be addressed to: Accessibility@ca.mufg.jp

How Feedback Will Be Used

All feedback goes to the Director, Human Resources where:

- It is logged into a secure record;
- It is acknowledged (in the same format as the feedback was submitted and if the individual providing feedback has included their contact information) as having been received; and
- It is reviewed and then delivered to the appropriate department for consideration.

All feedback and related information will be destroyed after seven years.

MUFG Bank Canada's annual reporting will include information about feedback received and how it was taken into consideration.