

# MUFG Exchange Mobile

**USER GUIDE**  
**EFFECTIVE MAY 2022**

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## INTRODUCTION

MUFG Exchange Mobile is available to existing MUFG Exchange clients offering account access to perform certain time-sensitive treasury management activities securely and conveniently on your smartphone or tablet. This application has been developed specifically for commercial and corporate clients of MUFG Bank, Ltd. To take advantage of the features available through MUFG Exchange Mobile, users must be entitled to those same service(s) on the MUFG Exchange website. If you are not entitled to use a specific service, please contact your company's Security Administrator. To sign on to MUFG Exchange Mobile, please use your existing credentials.

The MUFG Exchange Mobile application is available for download for free from the appropriate device app store:

For **iPhone**, please visit the [Apple App Store](#)

For **Android**, please visit the [Google Play Store](#)

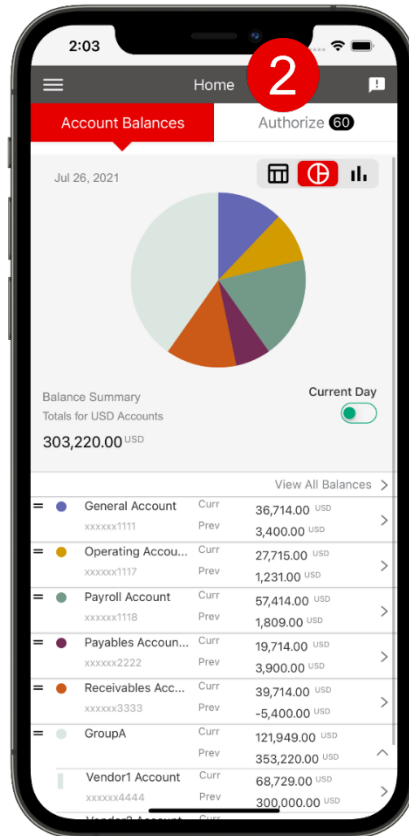
This User Guide will provide you with a high-level overview of application navigation and key features, such as:

- Option to use device biometrics (FaceID, TouchID, and Fingerprint) instead of your token for login
- View account balances in U.S. funds (prior day closing ledger and current day available) and foreign funds (prior day closing ledger)
- View transaction details
- Authorize ACH batch, wires, and internal account transfer transactions
- Approve ACH and wire templates
- Initiate domestic wire transfer using existing templates\*
- Initiate internal account transfer
- Manage stop payments

\*Domestic wire templates only and requires at least one approver.

## LOGIN

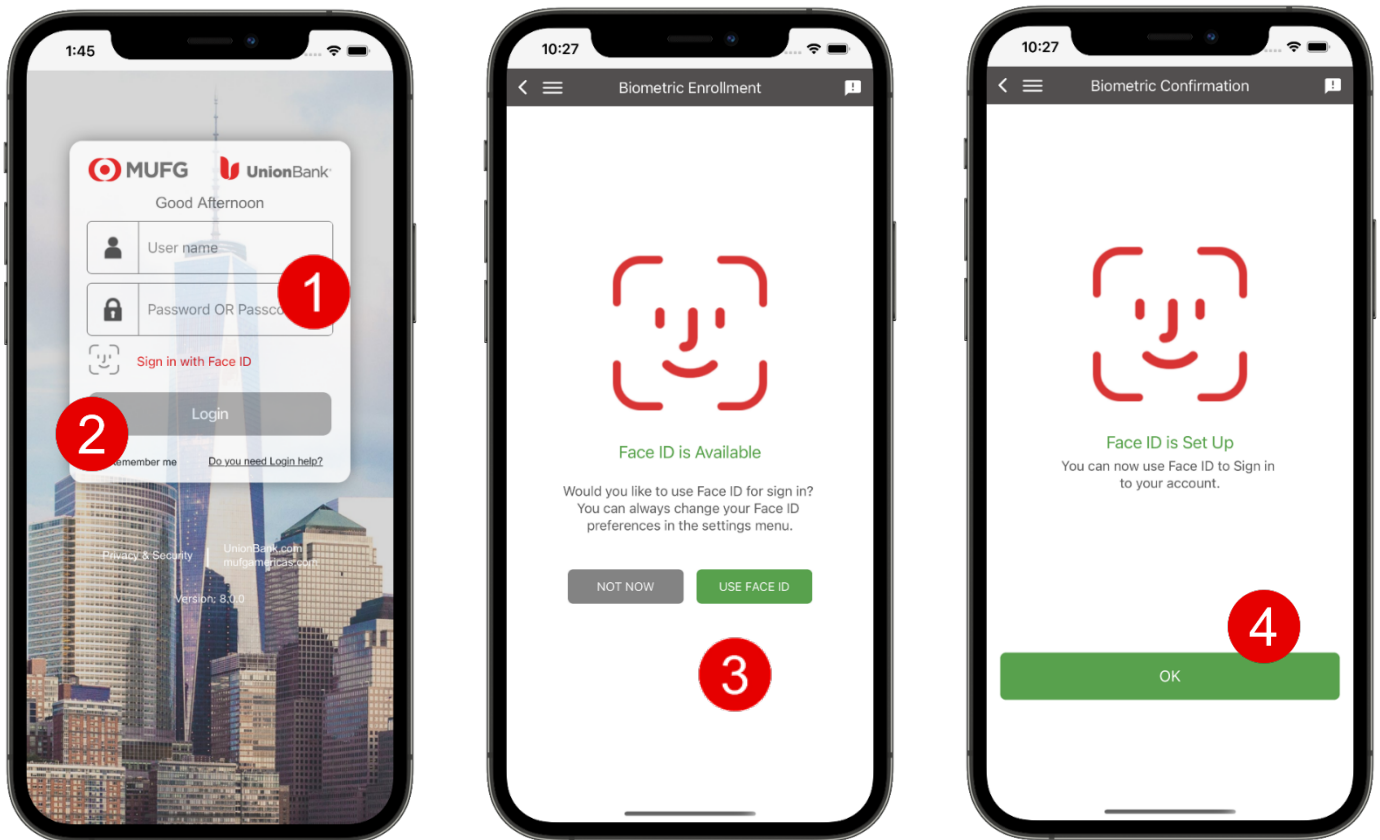
- 1 Enter your **Username** and **Token Passcode\***, select the **Login** button.
- 2 After successful login, you will land on the **Home** page.



\*Your Token Passcode is your PIN plus the six-digit number displayed on your token.

## FACE ID LOGIN (APPLE DEVICES)

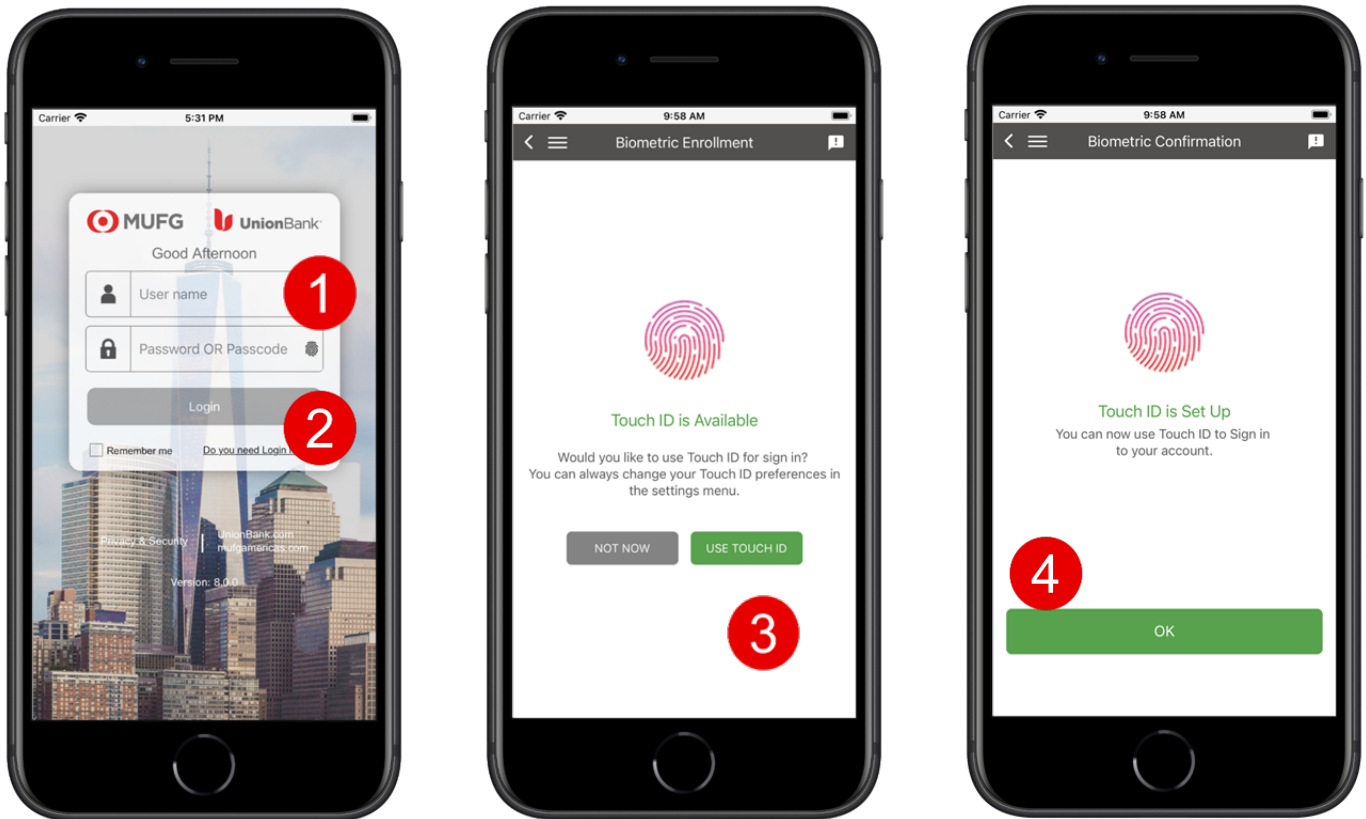
- 1 Enter your Username and Token Passcode\*.
- 2 Select the Face ID link followed by the Login button.
- 3 The Face ID enrollment page will prompt you with an option to Use Face ID.
- 4 Once Face ID is setup, select OK to proceed to the Home page.



\*Your Token Passcode is your PIN plus the six-digit number displayed on your token.

## TOUCH ID LOGIN (APPLE DEVICES)

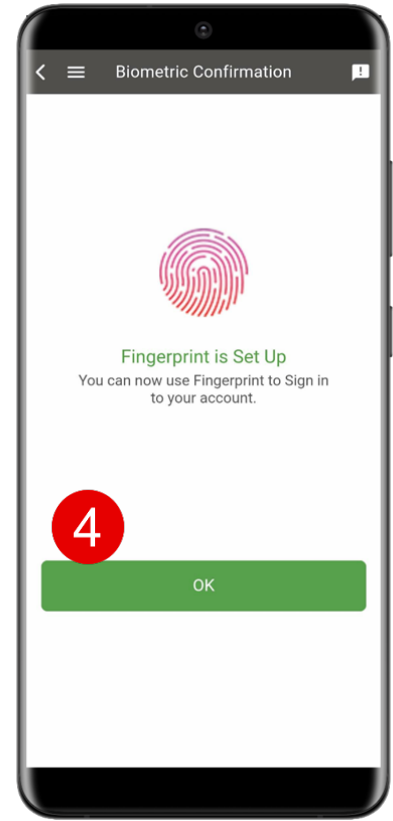
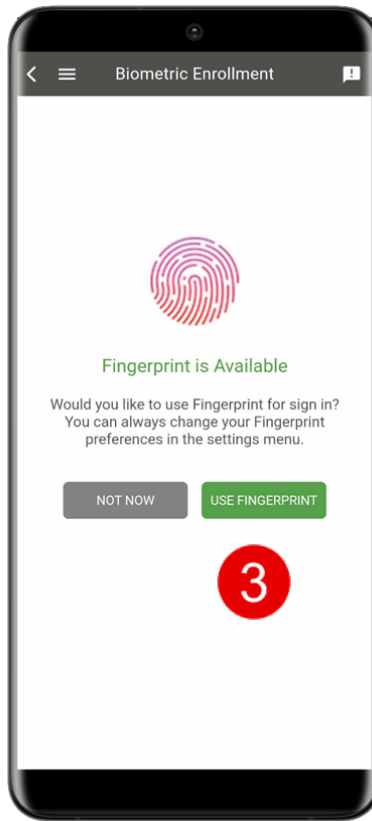
- 1 Enter your Username and Token Passcode\*.
- 2 Select the Touch ID icon followed by the Login button.
- 3 The Touch ID enrollment page will prompt you with an option to Use Touch ID.
- 4 Once Touch ID is setup, select OK to proceed to the Home page.



\*Your Token Passcode is your PIN plus the six-digit number displayed on your token.

## FINGERPRINT LOGIN (ANDROID DEVICES)

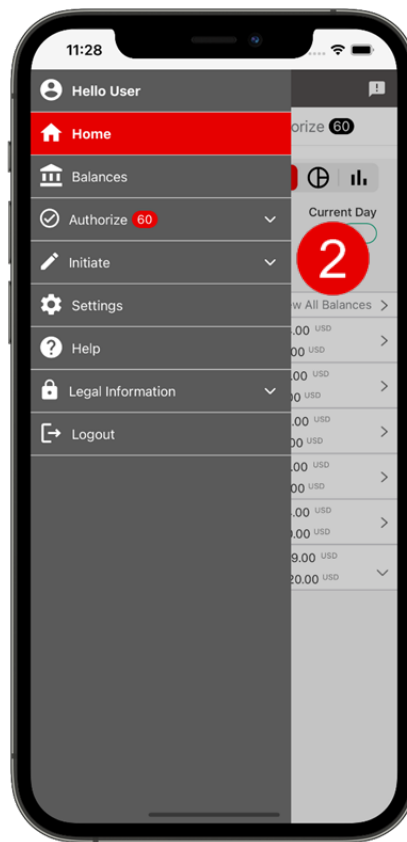
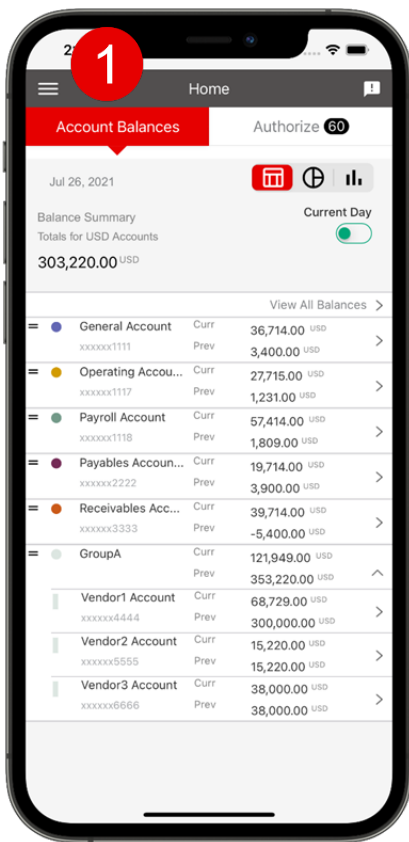
- 1 Enter your Username and Token Passcode\*.
- 2 Select the Fingerprint icon followed by the Login button.
- 3 The Fingerprint enrollment page will prompt you with an option to Use Fingerprint.
- 4 Once Fingerprint is setup, select OK to proceed to the Home page.



\*Your Token Passcode is your PIN plus the six-digit number displayed on your token.

## NAVIGATION MENU

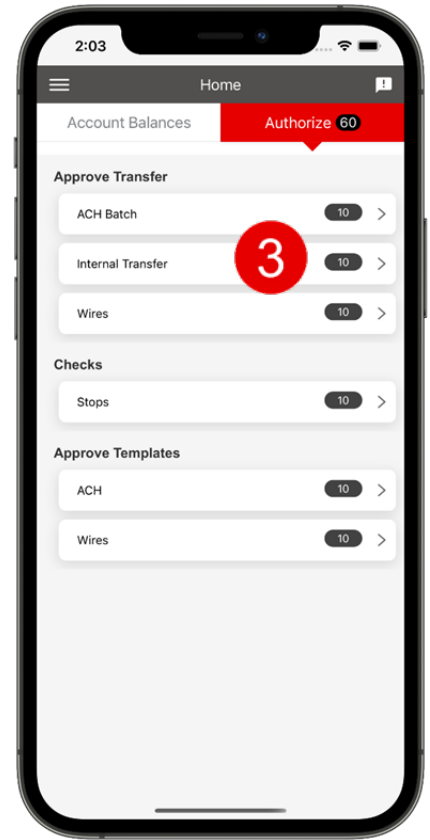
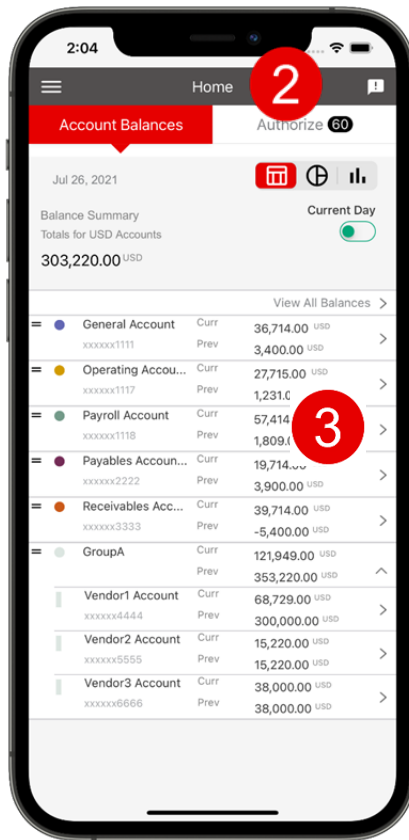
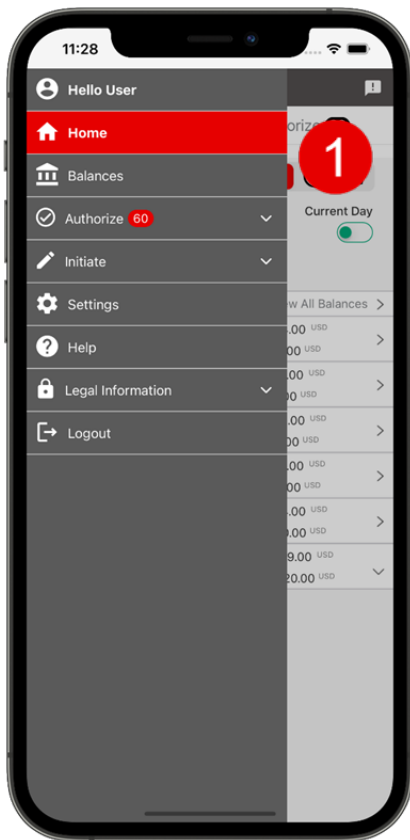
- 1 From any page in the application, Selecting the **Navigation Menu** (☰ hamburger icon) will open a menu of all available services based on your user entitlements.
- 2 Select a row from this menu to navigate to the selected service. Selecting the down arrow ▼ icon will expand the row for additional options.









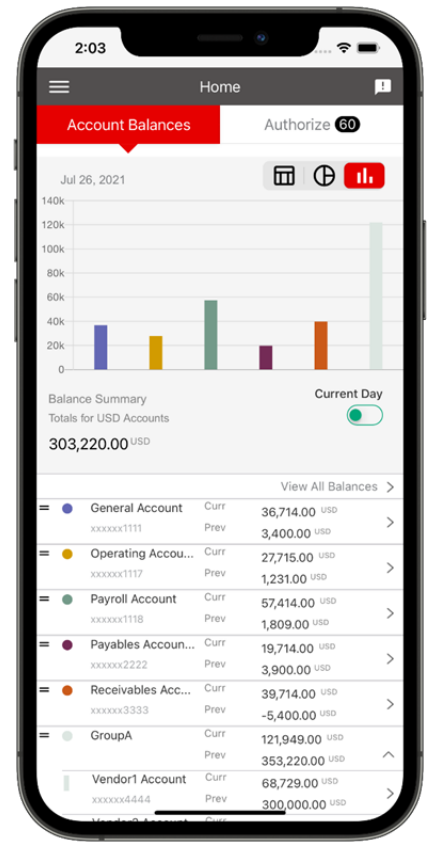
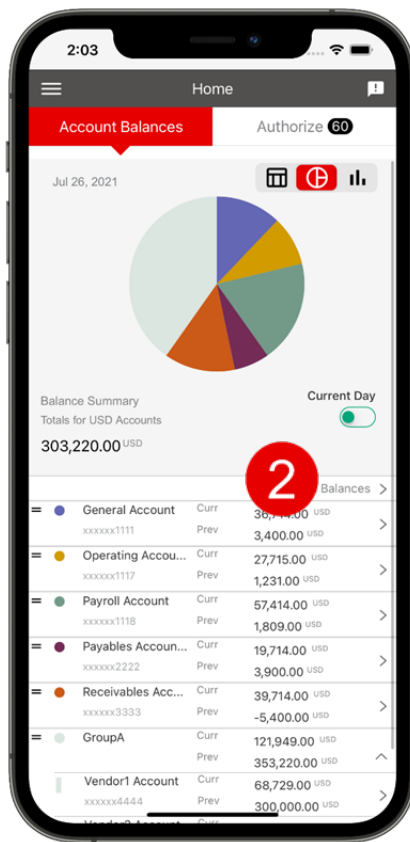
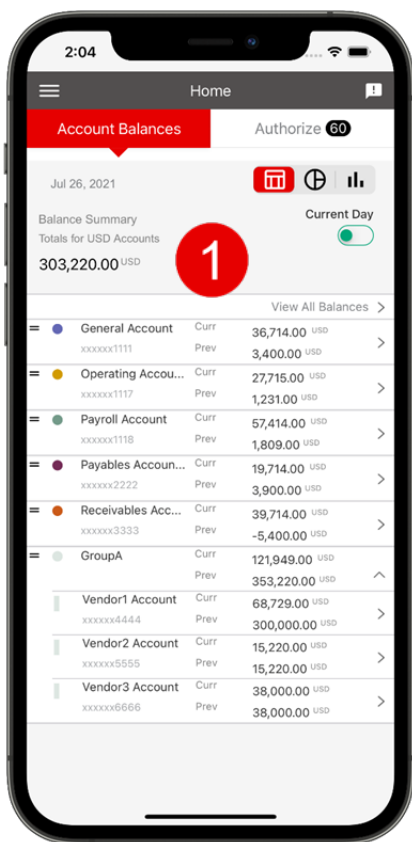
## HOME

- 1 Selecting Home from the Navigation Menu will open the initial landing page where you can view the Account Balances or Authorize pages.
- 2 You can toggle between the **Account Balances** and **Authorize** pages by selecting the appropriate "tab." in the page header. The number next to "Authorize" or in a row indicates the count of items for you attention.
- 3 Use the arrow > icon to advance to item details.










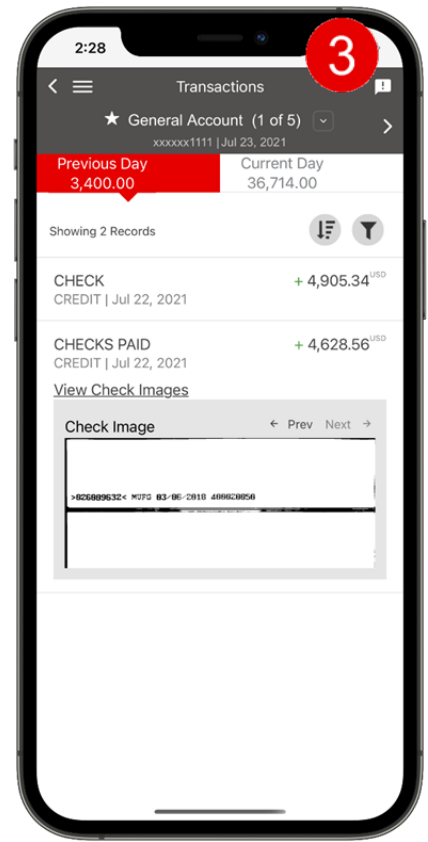
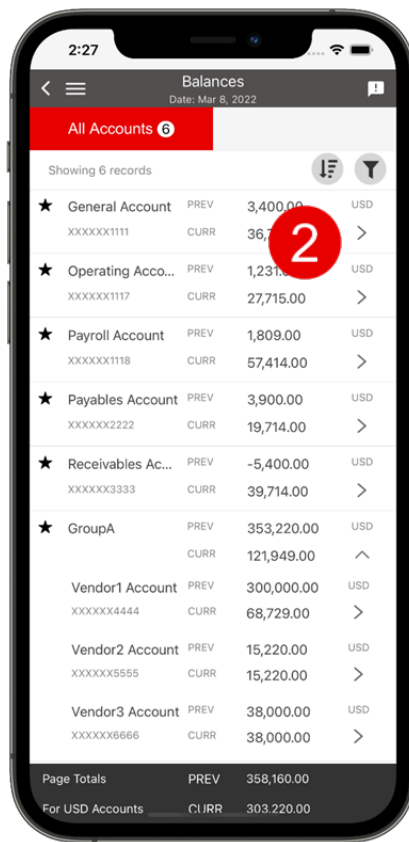
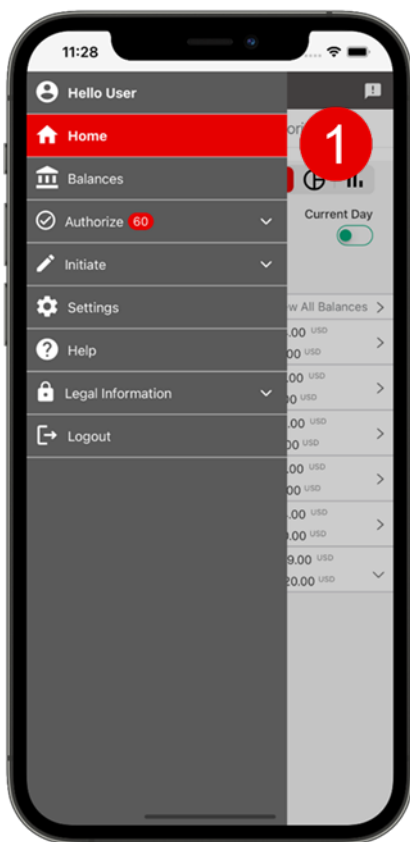
## HOME > ACCOUNT BALANCES

- 1 When viewing Account Balances on the Home page, you can select to view as a  **List**,  **Pie Chart**, or  **Bar Chart** by selecting the appropriate icon.
- 2 You can toggle between **Current Day** and **Previous Day** totals using the  slider icon.



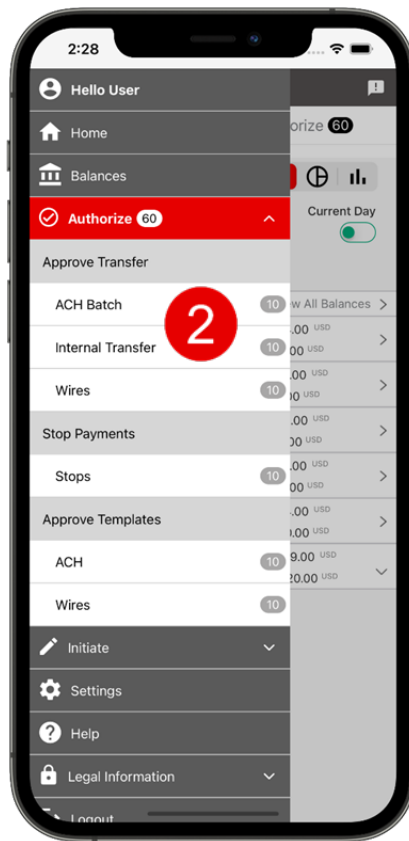
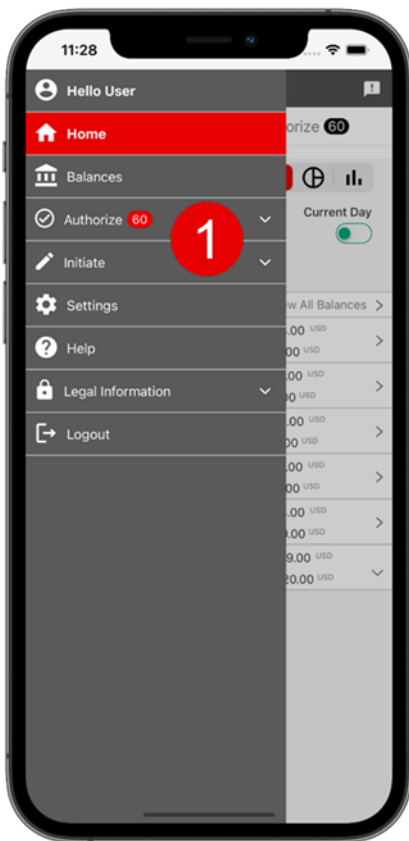
## BALANCES

- 1 Selecting Balances from the Navigation Menu will open the Balances page where you can view your account balances and transaction details.
- 2 The Balances Page displays your accounts and balances.
  - Use the  Filter and  Sort icons to adjust your view.
  - A starred account  is identified as a favorite account on the MUFG Exchange web dashboard.
  - Expand and collapse account groups using the down  and up  arrow icons
  - Use the  arrow icon to advance to item details.
- 3 You can toggle between Previous Day and Current Day views on the **Transactions** page by selecting the appropriate “tab.” Use the  arrow icon to advance to the next account.





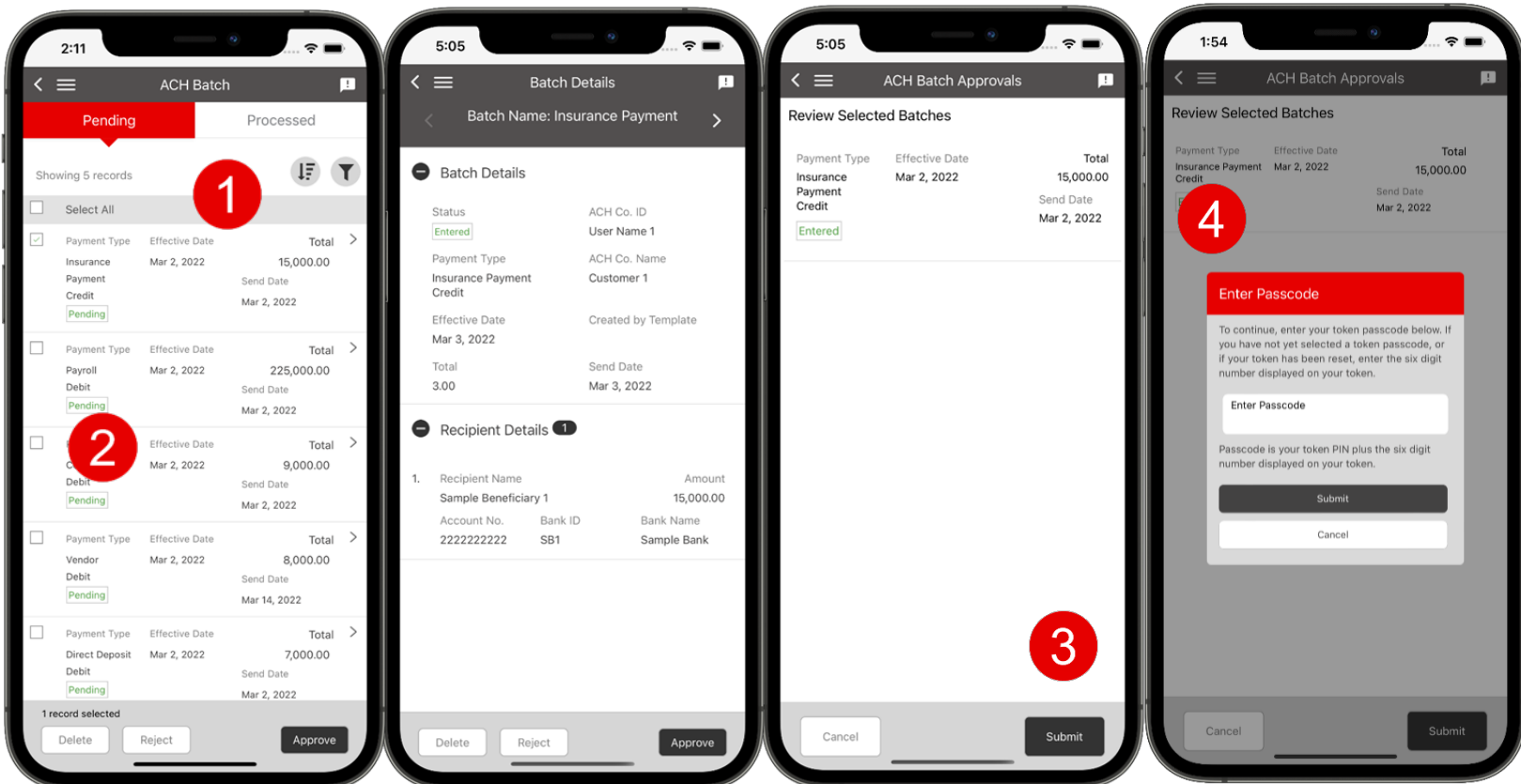
## AUTHORIZE

- 1 Selecting Authorize or the ▼ arrow icon from the Navigation Menu will open the list of items for your attention. The number displayed in a row indicates the count of items for you attention.
- 2 Based on your company's enrolled services and your user entitlements, you can navigate to items for approval or decision by selecting the appropriate row. The number displayed in a row indicates the count of items for your attention.





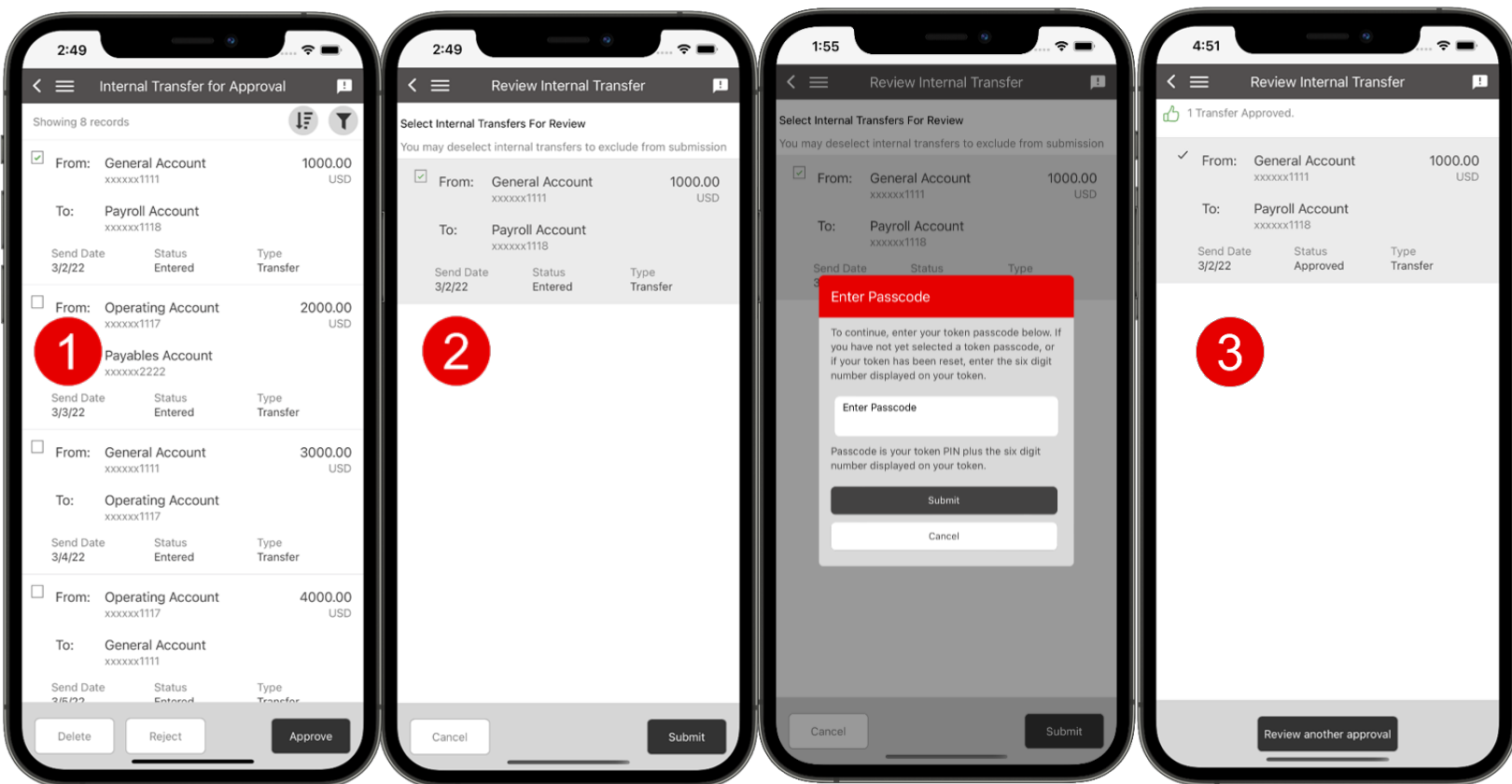
## AUTHORIZE > APPROVE TRANSFER > ACH BATCH APPROVALS

- 1 After choosing **ACH Batch** from the Navigation Menu (Authorize) you will be able to view **ACH Batches** in **Pending** or **Processed** status. You can toggle between Pending and Processed pages by selecting the appropriate “tab.”
  - Use the  Filter and  Sort icons to adjust your view.
  - Use the > arrow icon to advance to **Batch Details**.
- 2 From the ACH Batch you can select one or multiple items, and **Delete**, **Reject**, or **Approve** selected items. Use the > arrow icon to advance to Batch Details.
- 3 Review your selected batches and select **Submit** to approve the transaction, select **Cancel** to return to the Batch Details page.
- 4 You will be prompted to enter your Token Passcode after submitting the transaction to complete the approval process.





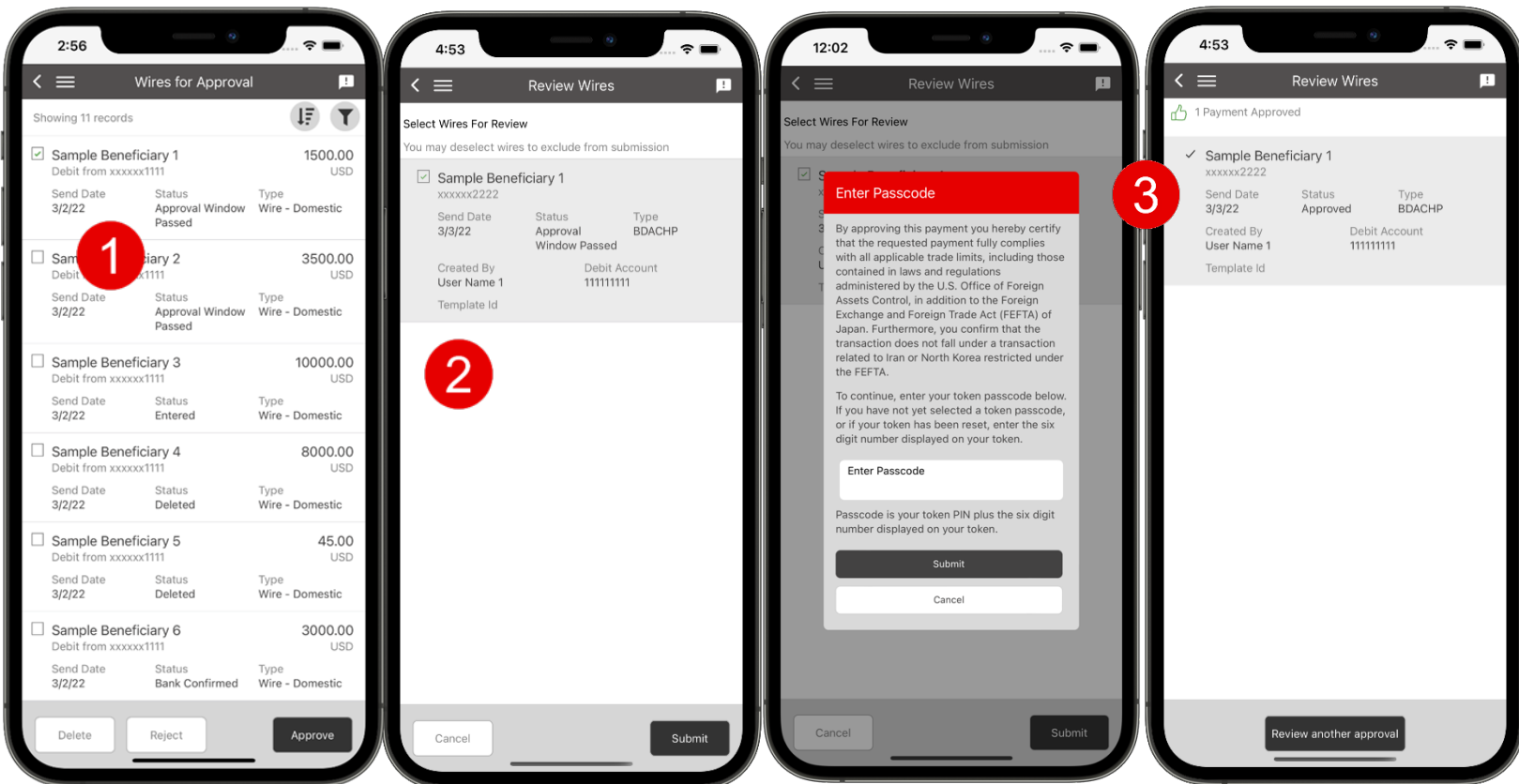
## AUTHORIZE > APPROVE TRANSFER > INTERNAL TRANSFER

- 1 After choosing **Internal Transfer** from the Navigation Menu (Authorize) you will be able to view Internal Transfers for Approval.
  - Use the  Filter and  Sort icons to adjust your view.
  - Select one or multiple items, and Delete, Reject, or Approve selected items.
- 2 Review your selected transactions and select Submit to approve the transaction, select Cancel or the < arrow to return to the previous page.
- 3 You will be prompted to enter your Token Passcode after submitting the transaction to complete the approval process and receive a success message once complete.





## AUTHORIZE > APPROVE TRANSFER > WIRES

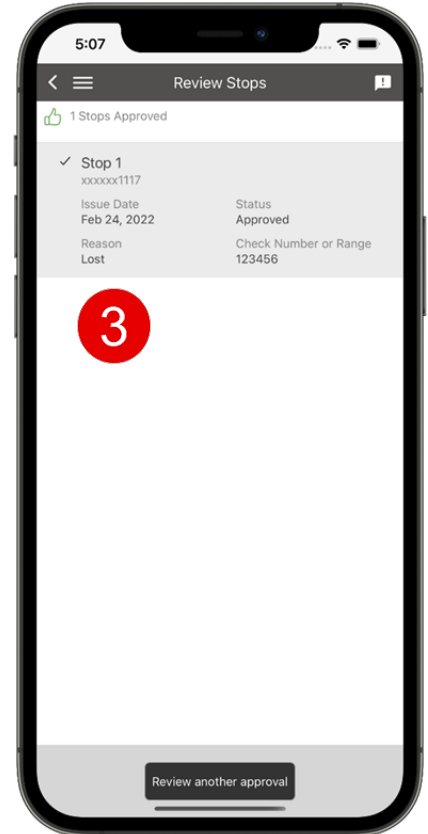
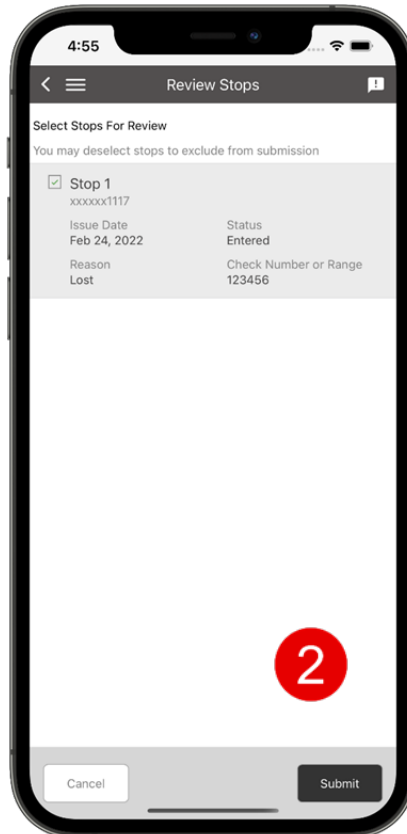
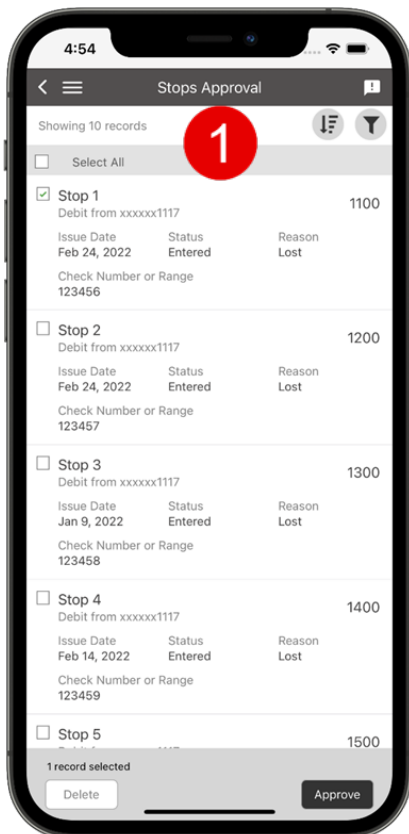
- 1 After choosing **Wires** from the Navigation Menu (Authorize) you will be able to view Wires for Approval.
  - Use the  Filter and  Sort icons to adjust your view.
  - Select one or multiple items, and Delete, Reject, or Approve selected items.
- 2 Review your selected transactions and select Submit to approve the transaction, select Cancel or the < arrow to return to the previous page.
- 3 You will be prompted to enter your Token Passcode\* after submitting the transaction to complete the approval process and receive a success message once complete.



\*Wire payment approval includes additional text that the user certifies that the payment fully complies with applicable trade limits, including those contained in laws and regulations administered by the U.S. Office of Foreign Assets Control, in addition to the Foreign Exchange and Foreign Trade Act (FEFTA) of Japan. Users further confirm that the transaction does not fall under a transaction related to Iran or North Korea restricted under the FEFTA.



## AUTHORIZE > STOP PAYMENTS > STOPS

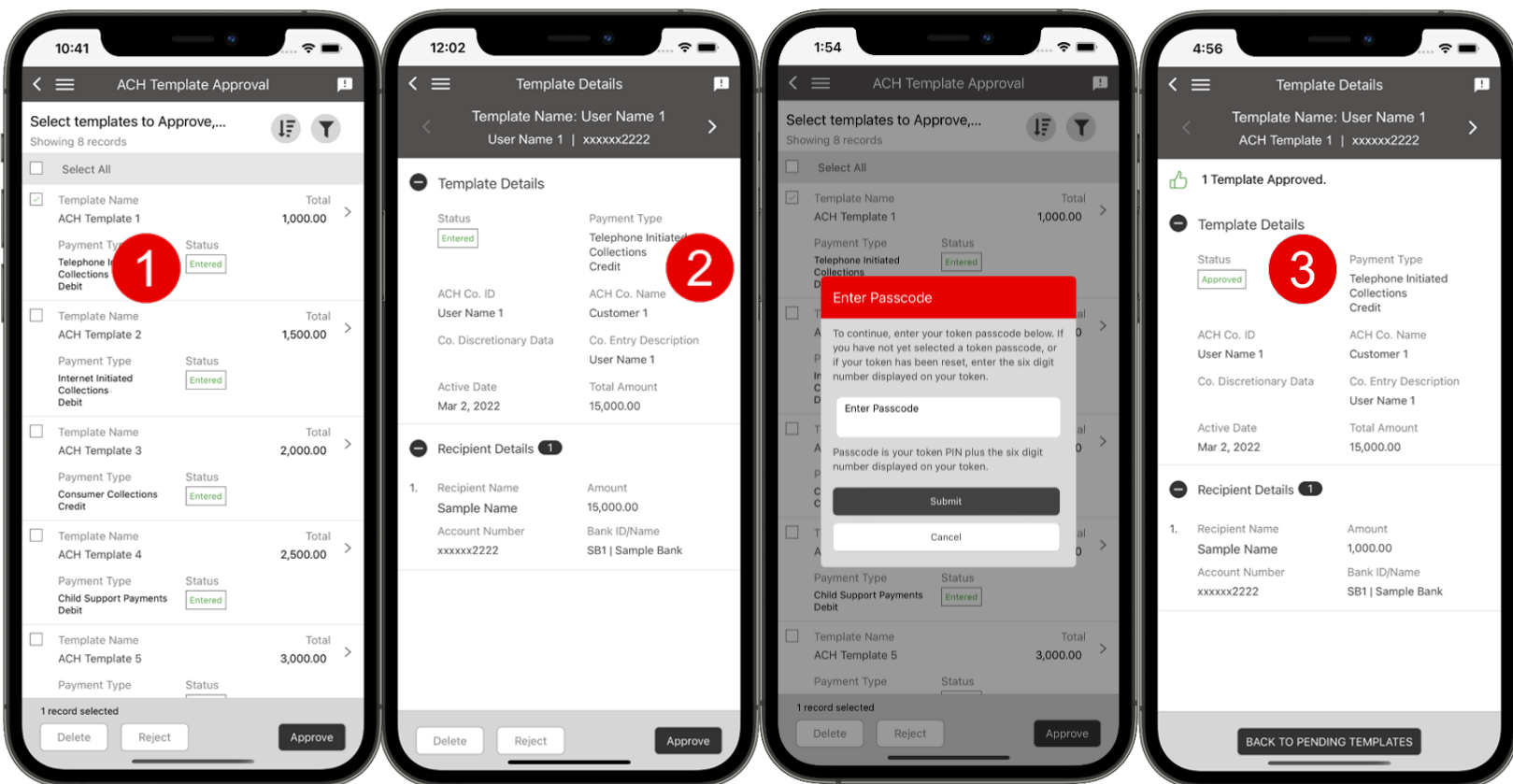
- 1 After choosing **Stops** from the Navigation Menu (Authorize) you will be able to view Internal Transfers for Approval.
  - Use the  Filter and  Sort icons to adjust your view.
  - Select one or multiple items, and Delete, Reject, or Approve selected items.
- 2 Review your selected transactions and select Submit to approve the transaction, select Cancel or the < arrow to return to the previous page.
- 3 After submitting the Stop approval, you will receive a success message once complete.







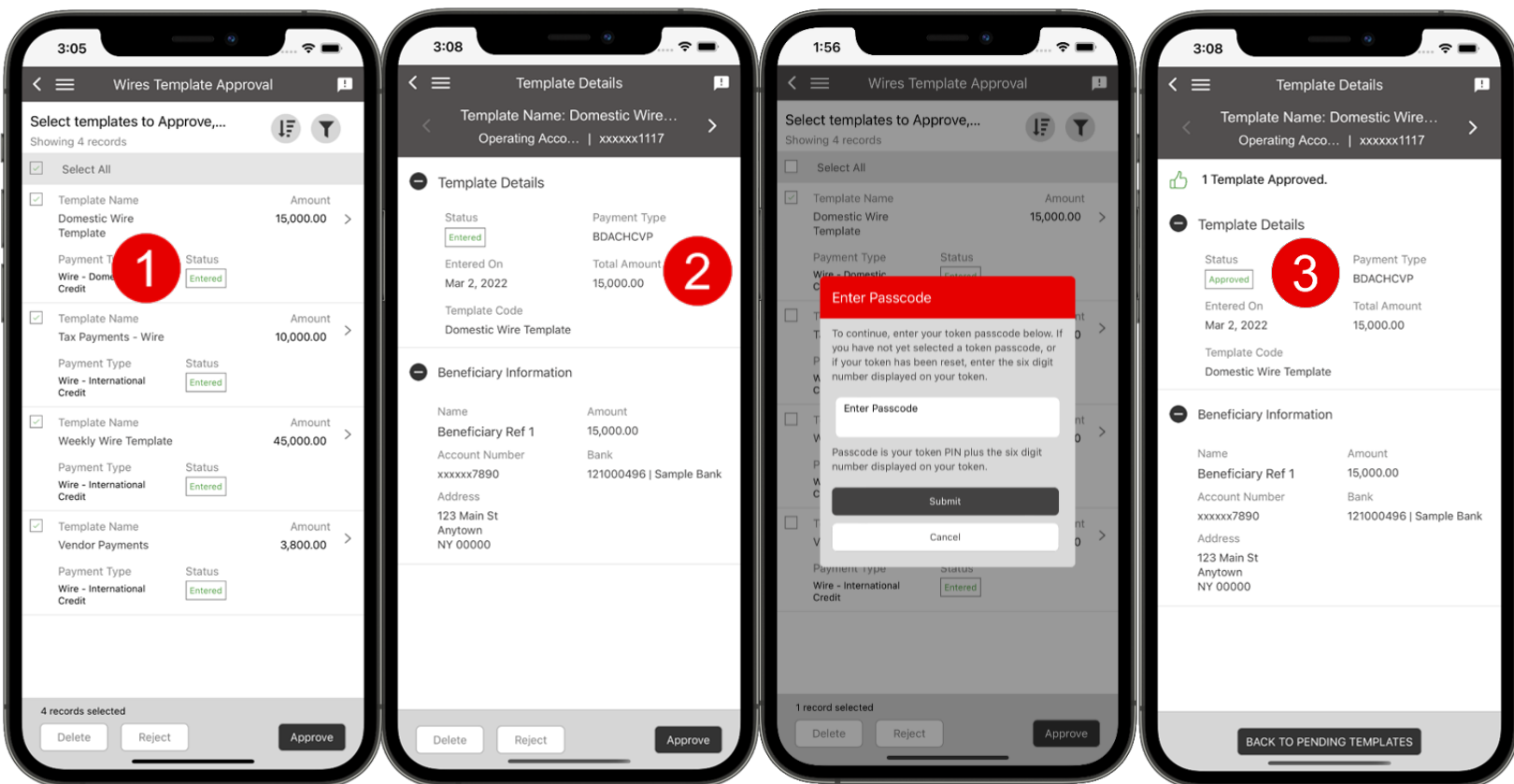
## AUTHORIZE > APPROVE TEMPLATES > ACH

- 1 After choosing ACH from the Navigation Menu (Authorize > Approve Templates) you will be able to view **ACH Templates** for Approval.
  - Use the  Filter and  Sort icons to adjust your view.
  - Use the > arrow icon to advance to **Template Details**.
- 2 Review selected items and Delete, Reject, or Approve. Use the < arrow icon to return to the previous page. Use the > arrow icon on the page header to advance to the next Template.
- 3 You will be prompted to enter your Token Passcode after submitting the transaction to complete the approval process. After submitting the ACH Template approval, you will receive a success message once complete.



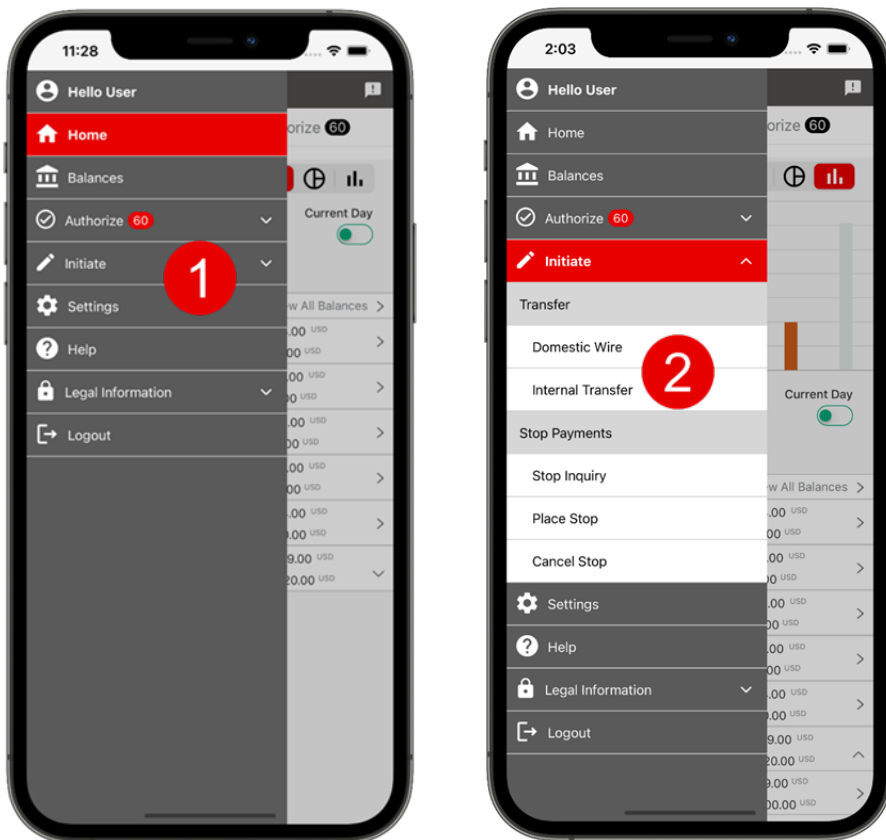
## AUTHORIZE > APPROVE TEMPLATES > WIRES

- 1 After choosing Wires from the Navigation Menu (Authorize > Approve Templates) you will be able to view **Wire Templates** for Approval.
  - Use the  Filter and  Sort icons to adjust your view.
  - Use the > arrow icon to advance to Template Details.
- 2 Review selected items and Delete, Reject, or Approve. Use the < arrow icon to return to the previous page. Use the > arrow icon on the page header to advance to the next Template.
- 3 You will be prompted to enter your Token Passcode after submitting the transaction to complete the approval process. After submitting the Wire Template approval, you will receive a success message once complete.





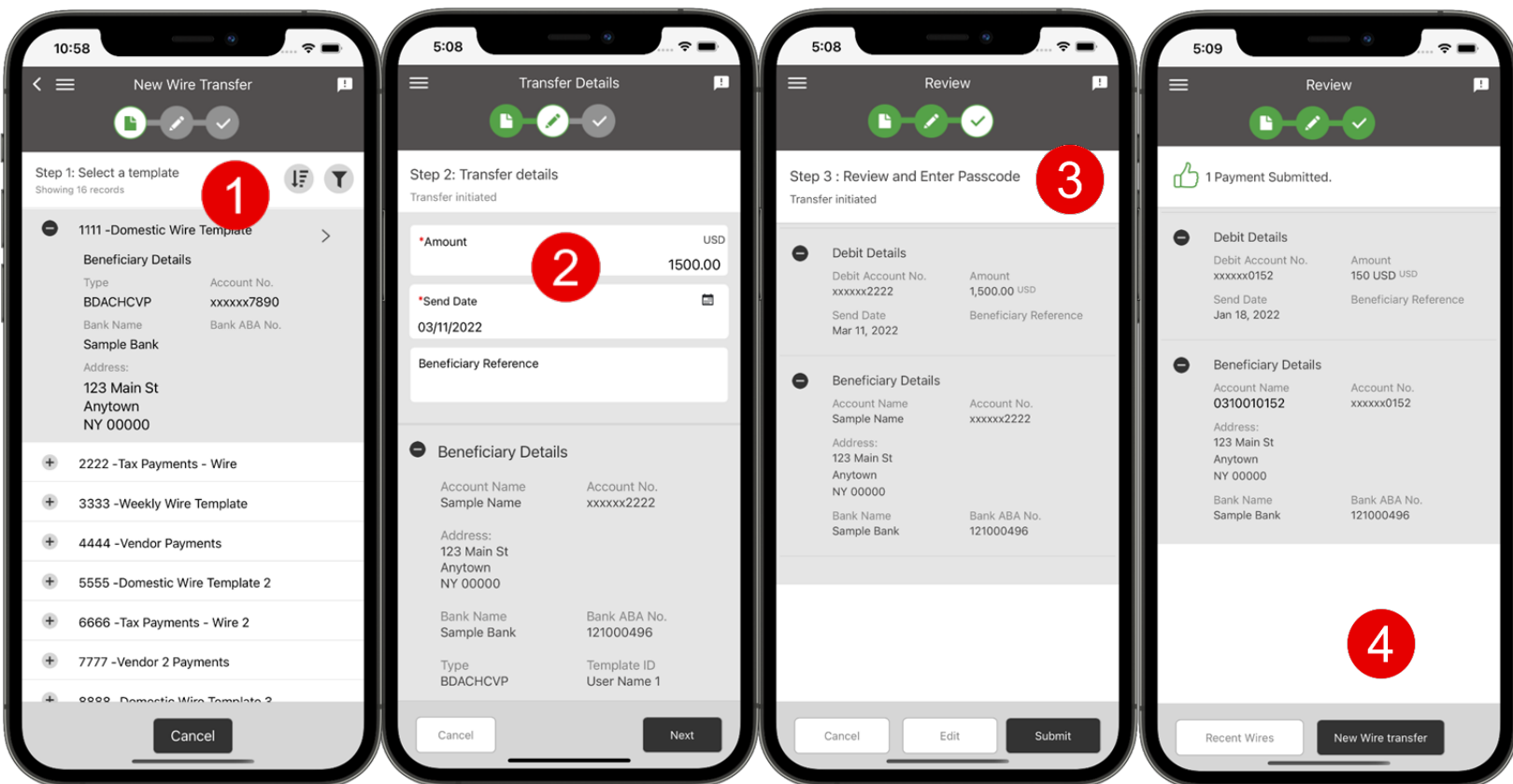
## INITIATE

- 1 Selecting **Initiate** or the **v** arrow icon from the Navigation Menu will open the list of items for your attention.
- 2 Based on your company's enrolled services and your user entitlements, you can initiate transactions by selecting the appropriate row.



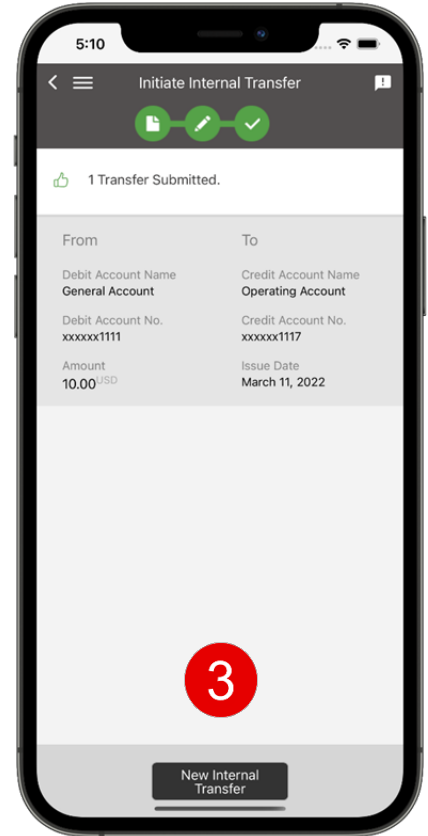
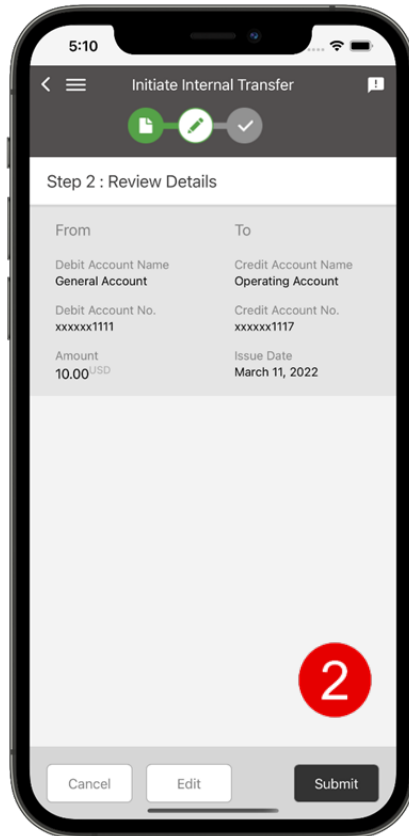
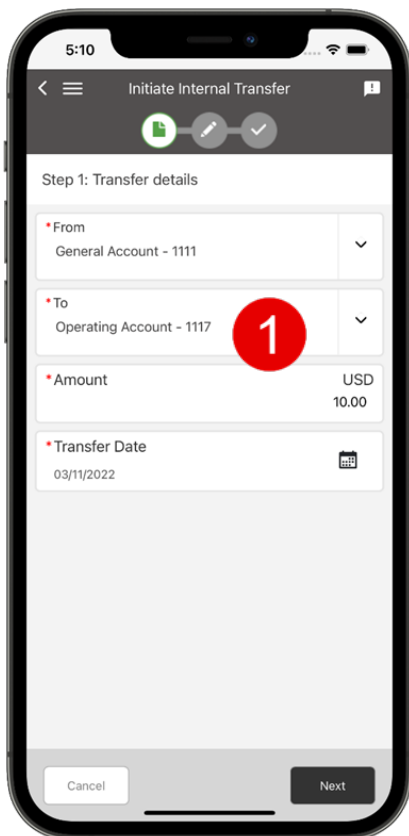
## INITIATE > TRANSFER > DOMESTIC WIRE

- 1 After choosing **Domestic Wire** from the Navigation Menu (Initiate > Transfer) you will be able to select a template for payment initiation.
  - Use the  Filter and  Sort icons to adjust your view.
  - Use the (+) and (-) icons to expand and collapse each template.
  - With a template expanded, use the > arrow icon to advance to Transfer Details.
- 2 From the Transfer Details page, fill in the appropriate fields and select **Next**.
- 3 Review the Transfer details and enter your Token Passcode if prompted, select Submit.
- 4 You will receive a success message following submission, you can then exit using the Navigation Menu or **Recent Wires** button or select **New Wire Transfer** to initiate another transfer.



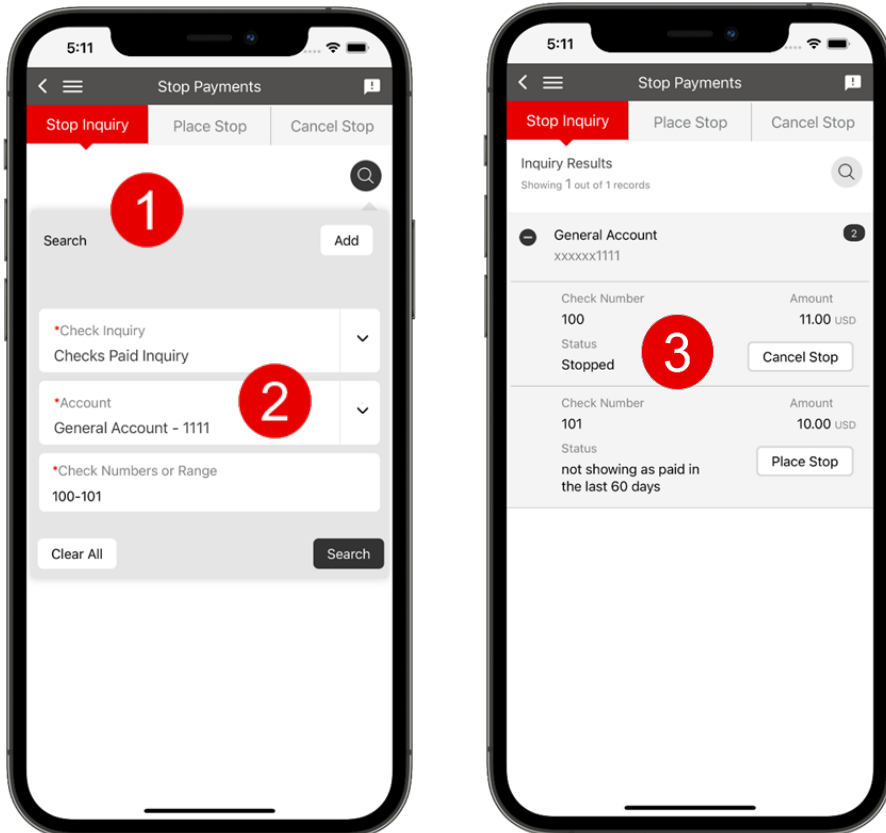
## INITIATE > TRANSFER > INTERNAL TRANSFER

- 1 After choosing Internal Transfer from the Navigation Menu (Initiate > Transfer) select your accounts from the dropdown menu and fill in the amount and date, select Next.
- 2 Review the Transfer details and select Submit.
- 3 You will receive a success message following submission, you can then exit using the Navigation Menu or select **New Internal Transfer** to initiate another transfer.



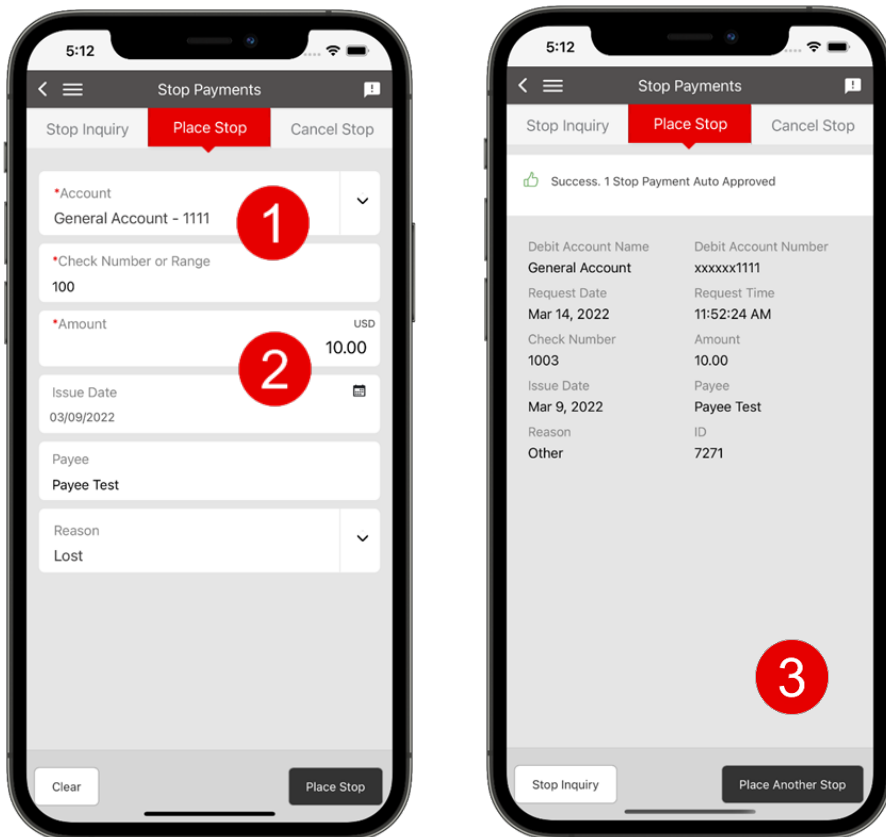
## INITIATE > STOP PAYMENT > STOP INQUIRY

- 1 After choosing Stop Payment from the Navigation Menu (Initiate > Stop Payment) you can select a Stop Function: **Inquiry, Place Stop, Cancel Stop** by selecting the appropriate “tab” at the top of the screen.
- 2 For Stop Inquiry, select the appropriate option and account from the dropdown menus, enter a specific check number or range and select **Search**.
- 3 Once results are returned, you can view status, cancel, place stop, or initiate a new search using the 🔍 search icon.



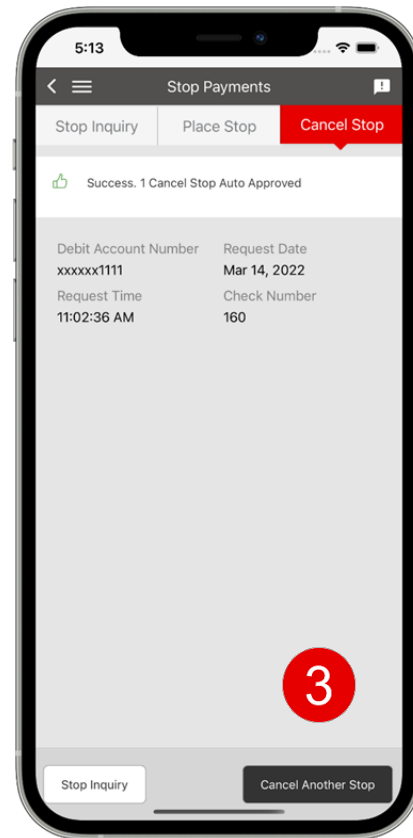
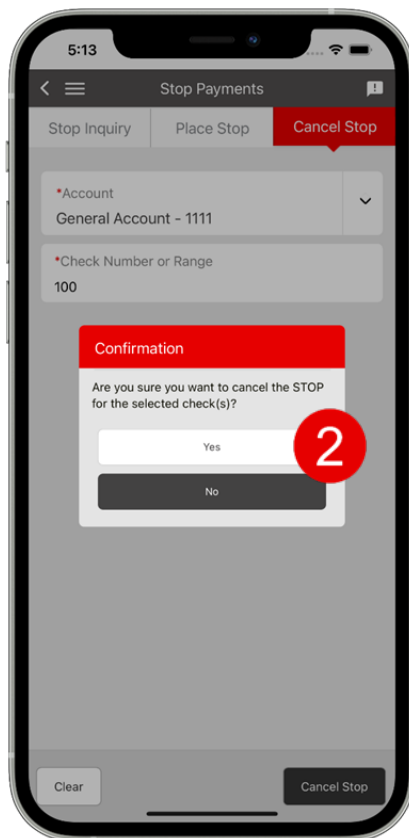
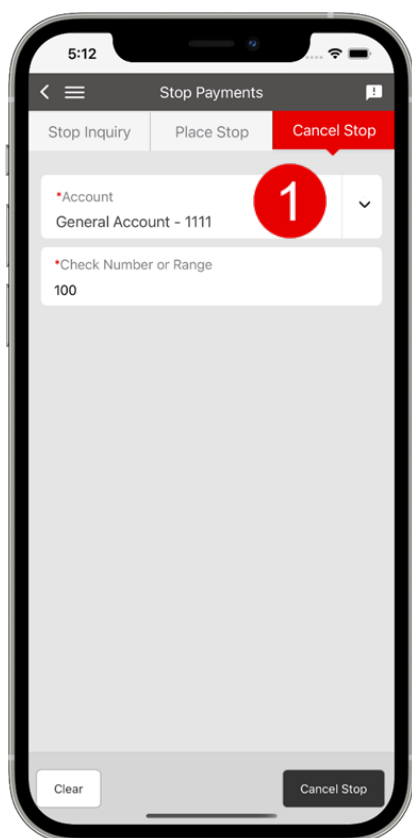
## INITIATE > STOP PAYMENT > PLACE STOP

- 1 After choosing Stop Payment from the Navigation Menu (Initiate > Stop Payment) you can select a Stop Function: Inquiry, Place Stop, Cancel Stop by selecting the appropriate “tab” at the top of the screen.
- 2 To Place a Stop, select the appropriate account from the dropdown menu, enter a specific check number or range and complete remaining fields as appropriate, select Place Stop.
- 3 After placing the Stop, you will receive a success message and can then Place Another Stop, return to the Navigation Menu, or Initiate a Stop Inquiry or Cancel Stop.




## INITIATE > STOP PAYMENT > PLACE STOP

- 1 After choosing Stop Payment from the Navigation Menu (Initiate > Stop Payment) you can select a Stop Function: Inquiry, Place Stop, Cancel Stop by selecting the appropriate “tab” at the top of the screen. To Cancel a Stop, select the appropriate account from the dropdown menu, enter a specific check number and click Cancel Stop.
- 2 You will be prompted to confirm the Cancel Stop action, select **Yes** to proceed or **No** to return to the previous page.
- 3 After cancelling the Stop, you will receive a success message and can then Cancel Another Stop, return to the Navigation Menu, or Initiate a Stop Inquiry or Place Stop.





## SETTINGS

- 1 Selecting Settings from the Navigation Menu will open a settings menu based on your device. These options once selected will become your new default setting.
- 2 Use the  slider icon to turn on biometric authentication based on your device:
  - iPhone with Face ID enabled
  - iPhone with Touch ID enabled
  - Android with Fingerprint enabled

If you activated your biometric at login, the setting will default to on. At any time, while using the device you can enable or disable this setting, the change will take effect the next time you login.

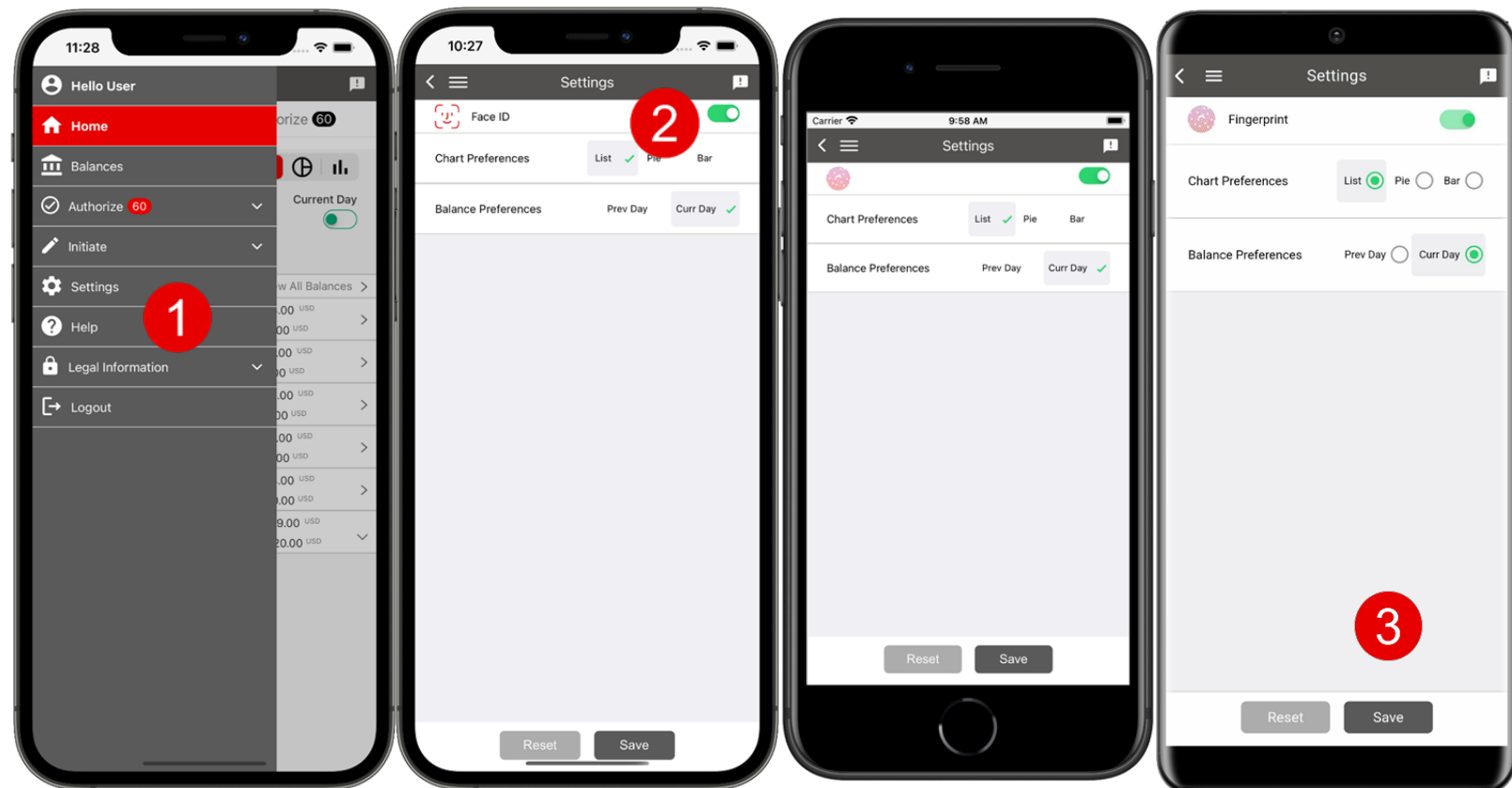
When enabled, the biometric setting will satisfy the MUFG requirement for token at login, you will no longer be prompted for a token passcode when logging in.

- 3 You can set your Chart and Balance Preferences for Home and Balances Pages. You must select the Save button for settings to take effect.

Apple iPhone Face ID

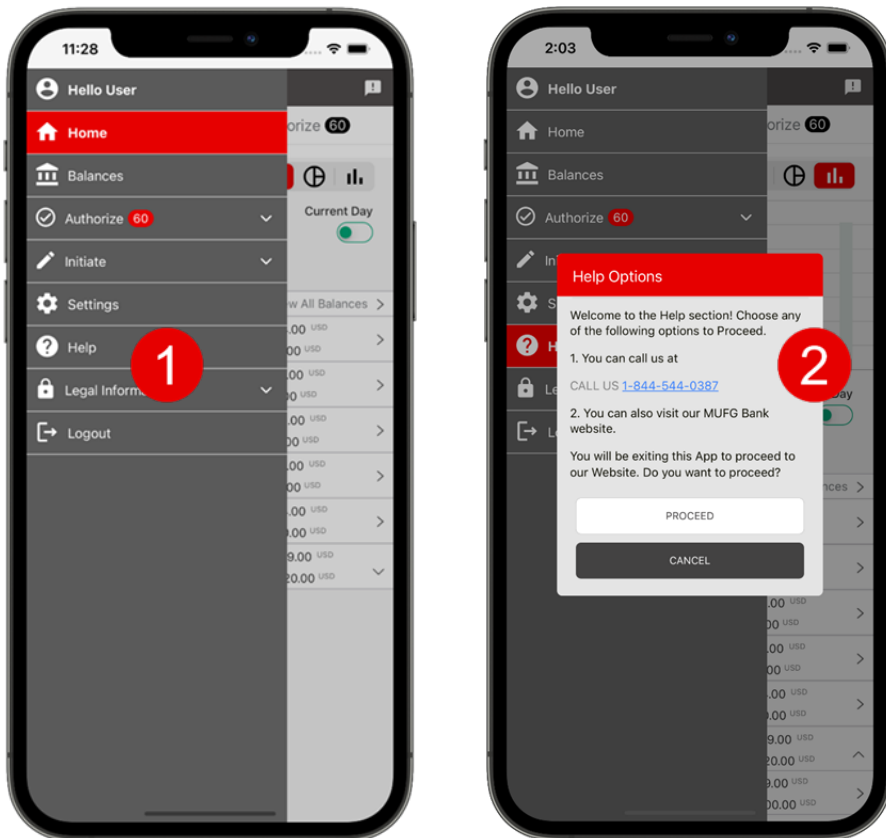
Apple iPhone Touch ID

Android Fingerprint



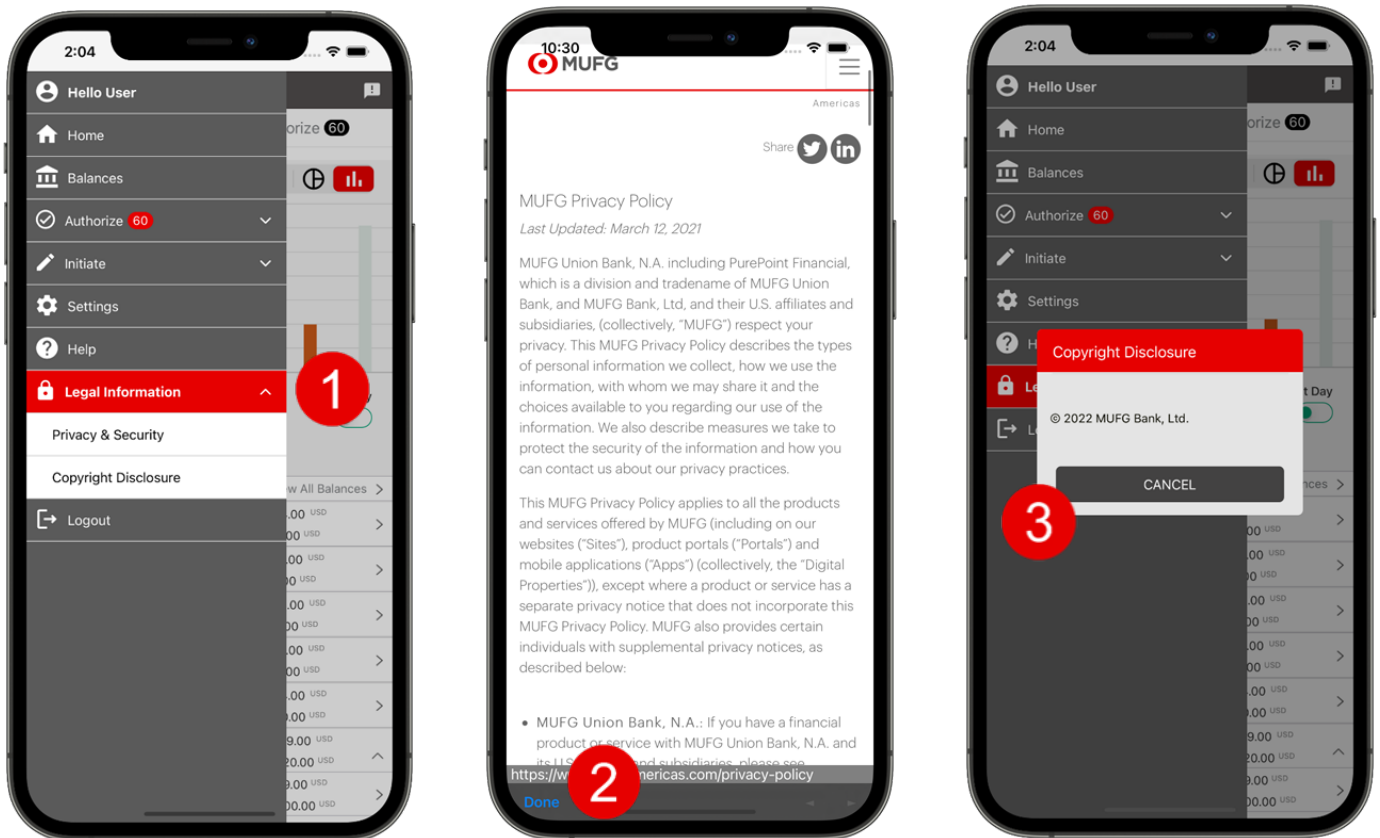
## HELP

- 1 Selecting Help from the Navigation Menu will open the Help Options window.
- 2 A link will display the support phone number and direct you to the bank website. Select the phone number to place a call, select Proceed to open the website, or cancel to return to the Navigation Menu.



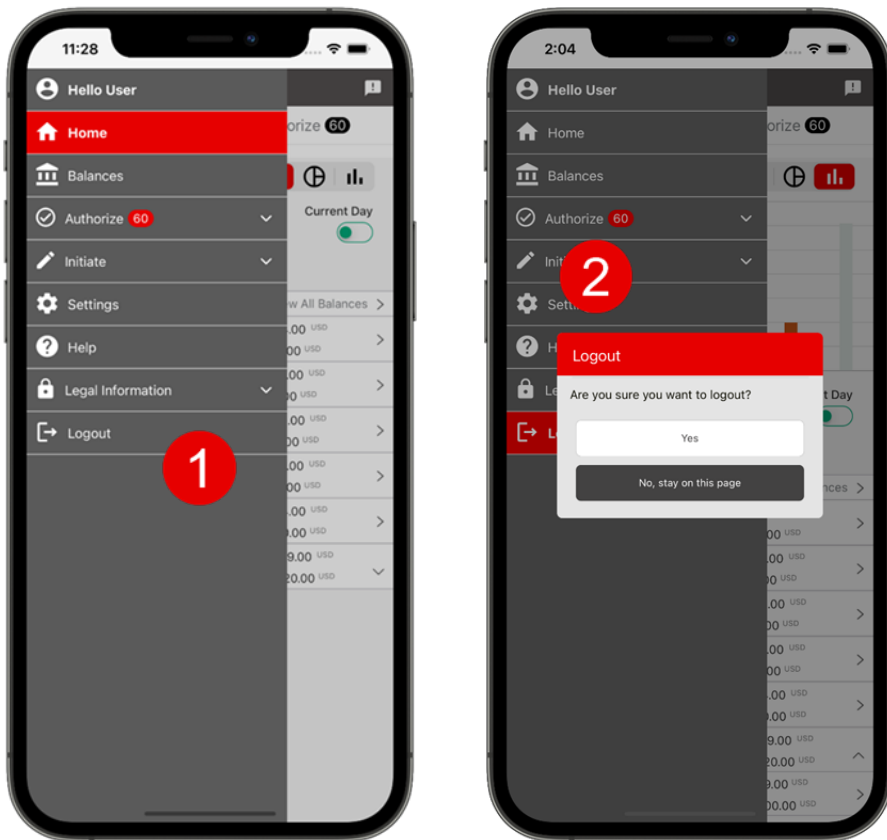
## LEGAL INFORMATION

- 1 Selecting Legal Information or the ▼ arrow icon from the Navigation Menu will open options to view Privacy & Security Policies and the Copyright Disclosure.
- 2 Selecting Privacy & Security will open the MUFG Privacy Policy. Select Done at the bottom of the page to return to MUFG Exchange Mobile.
- 3 Selecting Copyright Disclosure will indicate the legal entity, select Cancel to return to the Navigation Menu.




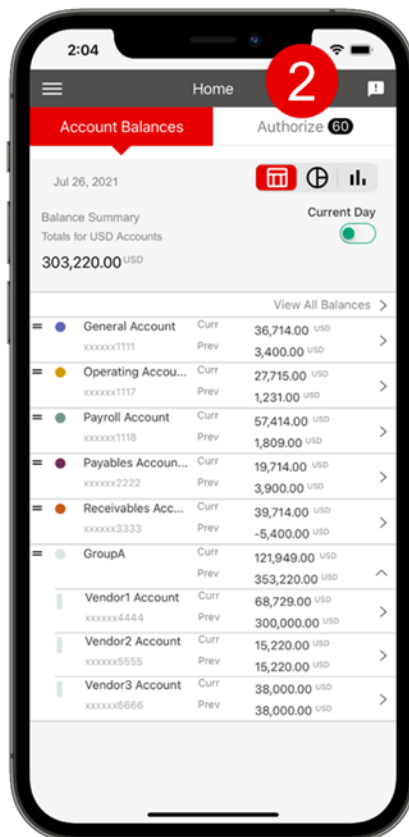
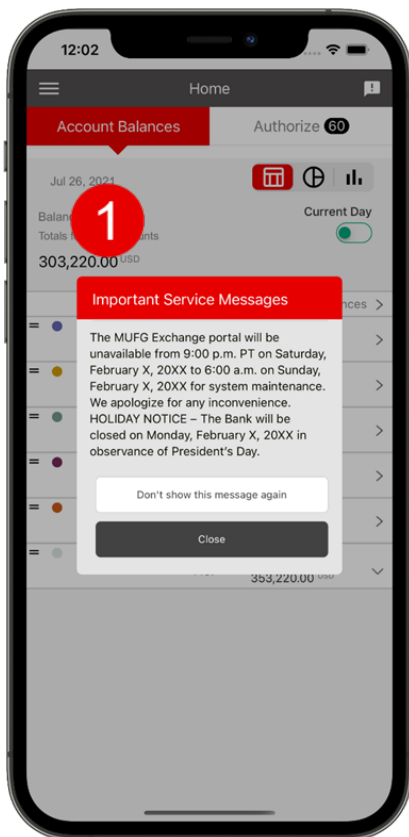
## LOGOUT

- 1 Selecting Logout from the Navigation Menu will sign you out of the application. For security purposes it is recommended to exit the application using the Logout function.
- 2 After choosing Logout, a confirmation message is displayed. Select Yes to logout and No, stay on this page to return to the Navigation Menu.




## IMPORTANT SERVICE MESSAGES

- 1 After successful login, the **Important Service Messages** window will display to advise you of any system issues or announcements. These are the same messages that display on the MUFG Exchange website. You can quiet this message by selecting “Don’t show this message again”. If you select Close, the message will continue to appear after login if the message is displayed on MUFG Exchange.
- 2 Select the  message icon found on the upper right-hand corner of any page to recall Important Service Messages.




## RSA SecurID MOBILE TOKEN

If you are using the **RSA SecurID Mobile Token**, use the following steps to copy the Tokencode from the Token Application to MUFG Exchange Mobile when prompted. You will need to toggle between the RSA SecurID and MUFG Exchange Mobile applications when using your token.

Open the RSA SecurID Mobile Token application installed on your device. If the  RSA Icon is not displayed on your device, try searching under "RSA".

The RSA SecurID application can be downloaded from the [Apple App](#) and [Google Play](#) Stores. To activate your Mobile token, view token activation on the **Action Items** list on the MUFG Exchange (website) Dashboard.

- 1 When prompted for a token, minimize MUFG Exchange Mobile (do not close the application) and open SecurID. Select the token number to copy the token. Note that the token is only valid for use for 30 seconds, as indicated by the  countdown icon. It is recommended to wait for a fresh clock before copying the Tokencode.
- 2 After copying the TokenCode from RSA, re-open MUFG Exchange Mobile. Enter your PIN and then paste or enter the six-digit Tokencode in the Enter Passcode Field.

