

CONTACT CENTER

Contact Center is a digital tool used for storing contact information, such as names, address, bank information and email addresses of individual or organizations for MUFG Exchange users. The Contact Center is designed to make it easier for users to quickly make payments to stored individuals or organizations by selecting pre-filled beneficiary bank information.

KEY BENEFITS OF CONTACT CENTER

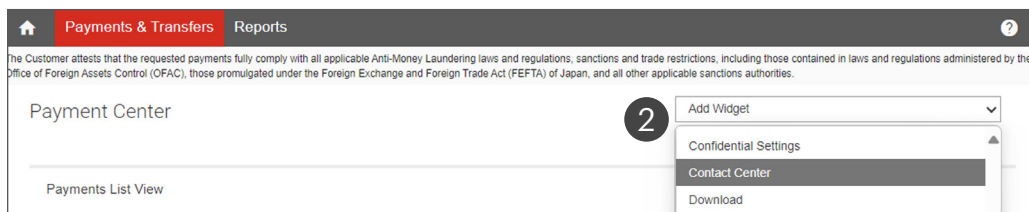
Faster Payments with Contact Integration — Users can directly select recipients from their saved contacts rather than manually entering account details every time, simplifying frequent transactions.

Enhanced Security and Fraud Prevention — Users can establish a list of trusted payee collection using Contact Center. This minimizes the risk of sending funds to an incorrect or fraudulent account.

Efficient Tracking with Payee Tagging for Multiple Accounts — Users can tag multiple accounts under a single reference name for each payee, making it simpler to identify beneficiaries with multiple accounts. When running reports, this unified tagging system helps users easily track the total payments made to a particular beneficiary, regardless of which bank accounts were used.

HOW TO USE THE CONTACT CENTER FUNCTION

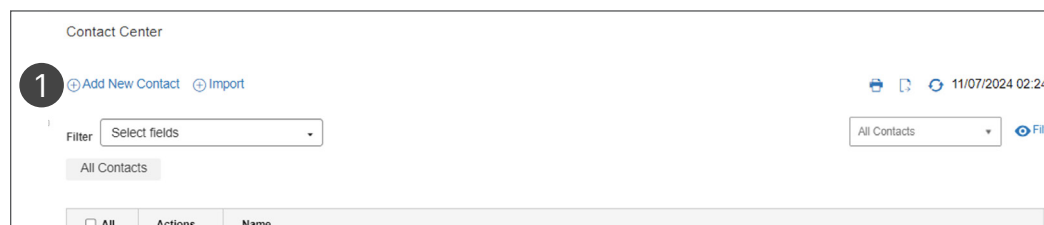
- 1 Login to your account in MUFG Exchange. Navigate to Contact Center via Payment and Transfer.
- 2 Click the arrow next to **Add Widget** in Payment Center. Select the **Contact Center** option from the drop-down menu.



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HOW TO ADD A CONTACT

- 1 Click on the **Add New Contact** button.
- 2 Fill in the required fields marked in * asterisk.
- 3 Review the entered details and click **Save** to register the contact.



HOW TO MODIFY A CONTACT

- 1 Click on the **Edit** button next to the contact's name.
- 2 Make the necessary changes to the contact details.
- 3 Review the entered details and click **Save** to register the contact.
Click on the **Add New Contact** button.

BUILT IN VERIFICATION STEPS TO ENSURE ACCURATE PAYMENT PROCESSES

The system automatically conducts several checks during the registration process to enhance downstream payment accuracy:

- **Field completeness:** Required fields must be filled out before saving.
- **Character limits:** checks character limits for names, addresses and account details area according to payment standard.
- **SWIFT/BIC and IBAN Validation:** Ensures the entered code matches the one in SWIFT database for error free transactions.
- **Bank Account Number:** The system checks for the correct number of digits based on the country (e.g. Mexico).