Physical Token
User Guide

EFFECTIVE NOVEMBER 2024

For Client Use Only

MUFG Bank, Ltd.
A member of MUFG, a global financial group

MUFG

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SECURITY TOKEN ACTIVATION OVERVIEW

Security tokens are an integral part of our efforts to safeguard your account from fraudulent activities. Tokens are used for:

• Signing on to the MUFG Exchange

• Accessing products and services

• Dual Control for approving entitlement change requests

• Approving Wire and ACH Transactions

This document provides activation instructions for your new security token.*

If you need additional assistance activating your token, please contact Transaction Banking Client Services:

• MUFG Bank, Ltd. users at 844-544-0387, select Option 2, 8:00 a.m.to
7:00 p.m. ET, Monday through Friday, excluding federal holidays, or via email
at TB-technicalsupport@us.mufg.jp

*Security Token Agreement: The Security Token is used in conjunction with a user name and password. You agree to safeguard your Token and take reasonable steps to prevent its unauthorized use. You accept responsibility for any failure to safeguard your Token. Your Token should be kept separate from your password and user name. You must notify us immediately if your physical Token is lost or stolen, your Password has been compromised, or you experience any unauthorized activity. We may request you put your report of unauthorized activity in writing. Failure to do so may delay or void your claim. The physical Token remains the property of the Bank; you are liable for the cost of a damaged, lost or stolen Token.
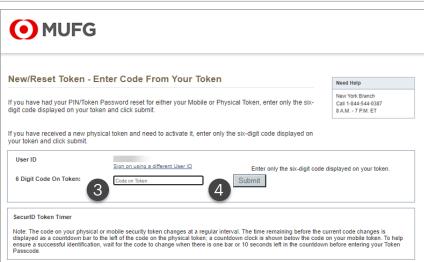
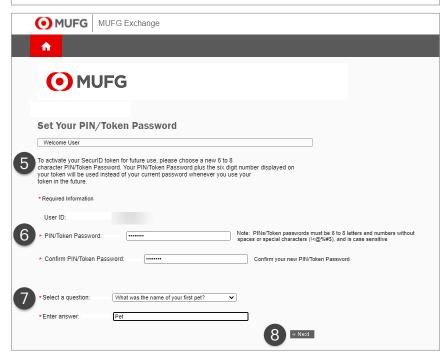## SIGN ON TO THE MUFG EXCHANGE

ACTIVATING A TOKEN FROM SIGN ON

❶ Sign on to the MUFG Exchange at sso.mufgbank.com.

❷ Enter your User ID.

❸ *Enter only the six-digit number displayed on your new token* in the **six-digit Tokencode** field.

❹ Click **Submit**. You will be prompted to create a new token Pin/Token Password.

Note: Your security token will display a new Tokencode number every 60 seconds and has a countdown bar to the left of the number. If there are only two bars displayed, please wait for the number to change before entering a number
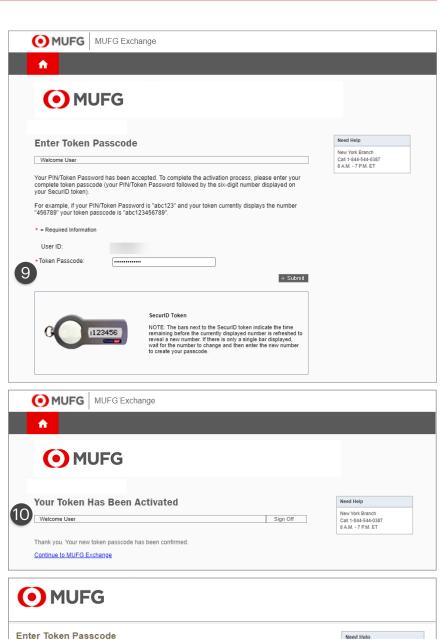
❺ Create a token PIN/Token Password and select security questions.

❻ Create a new six-to eight-character PIN/ Token Password in the Token PIN/Token Password field and reenter it in the Confirm PIN/Token Password field. This is your permanent password for this new token which, combined with the six-digit number displayed on your token, creates the Token passcode that will be used for future sign-on to the MUFG Exchange.

❼ Select a security question from the drop-down menu and enter your answer in the Enter answer field. When you call customer service, you will be asked to answer this security question to verify your identity.
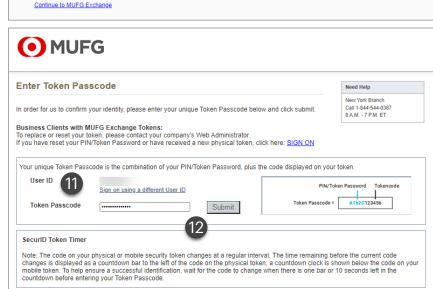
❽ Click Next.

9 You will be prompted to enter your token passcode—the PIN/Token Password that you just created and the six-digit Tokencode displayed on your token. Click Submit.

10 Your Token Has Been Activated is the screen that displays, confirming acceptance of your new PIN/Token Password.

11 The next time you sign on to the MUFG Exchange, enter the Token passcode.

12 Click Submit.

ACCESS PRODUCTS AND SERVICES

ACTIVATING A TOKEN FROM WITHIN MUFG EXCHANGE

1 Sign On to the MUFG Exchange at sso.mufgbank.com.

2 Enter your User ID.

3 Enter your Token Passcode and click **Submit**.

4 Click **Activate Your Token** or **Activate Replacement Token** under the ACTION ITEMS section on the landing page of the MUFG Exchange.

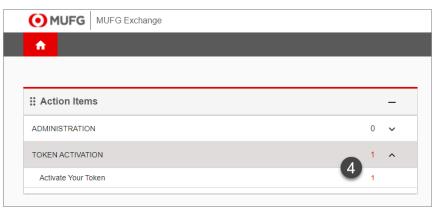Click **Activate Your Token** when you receive a brand-new token or an existing token has been reset.

Click **Activate Replacement Token** when your existing token has expired and the Bank has sent you a replacement token to activate immediately.
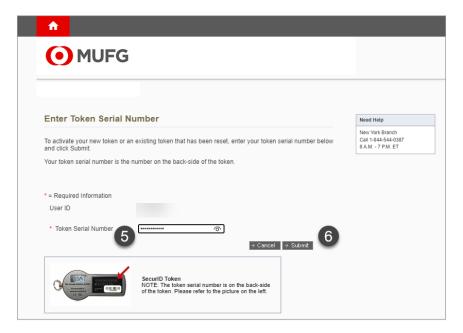
5 Enter your Token Serial Number.

6 Click **Submit**. You will be prompted to create a new token password.

Note: Your security token will display a new number every 60 seconds and has a countdown bar to the left of the number.

If there are only two bars displayed, please wait for the number to change before entering a number.
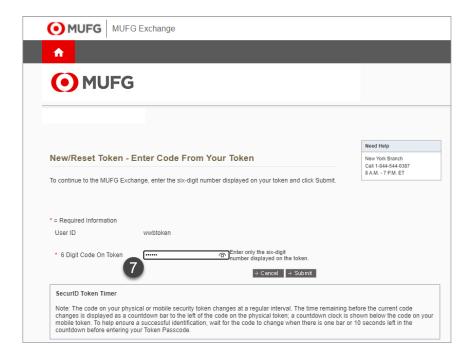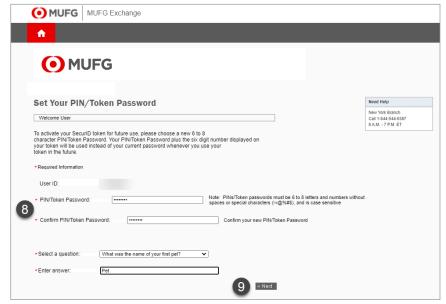
7 Enter only the six-digit number displayed on your new token in the **six-digit Tokencode field**.

8 Create a token PIN/Token Password and select security questions.

8a Create a new six-to eight-character password in the **PIN/Token Password** field and reenter it in the **Confirm PIN/ Token Password** field.

This is your permanent PIN/Token Password for this new token, which, combined with the six-digit number displayed on your token, creates the **Token Passcode** that is now assigned to your token.

8b Select a security question from the drop-down menu and enter your answer in the **Enter answer** field. When you call customer service, you will be asked to answer this security question to verify your identity.

9 Click **Next**.

⑩ Enter your **Token Passcode** — the PIN/Token Passord just created plus the next six-digit Tokencode displayed on your token. This will complete activation of your security token.

⑪ Click Submit.

⑫ Your token has now been activated and can be used for accessing secure services and/or Wire, Internal Transfer, and ACH approvals.

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