Frequently Asked Questions
MUFG Union Bank, N.A.

General

1. Why are you integrating operations?

This was a careful decision about how we can best serve customers, with the goal of providing the most competitive mix of banking solutions and market-leading client service. This integration means that we are governed by a single executive management team in the Americas, focused on providing a seamless integration and synthesis of our banking products and services – regardless of how you might interact with us. All of this is consistent with our long-term goal of leveraging our stability and customer focus as your preferred banking partner.

2. What is MUFG?

Mitsubishi UFJ Financial Group (MUFG) is a family of companies that represents one of the world’s largest and most stable financial organizations. Headquartered in Tokyo, has total assets of approximately ¥258 trillion (JPY) or $2.5 trillion (USD) as of March 31, 2014, and more than 1,100 offices in 40 countries, and 140,000 employees across the globe. It is also one of the best capitalized financial companies in the world. MUFG’s vision is to be the world’s most trusted financial group. The group’s operating companies include The Bank of Tokyo-Mitsubishi UFJ, Mitsubishi UFJ Trust and Banking Corporation (Japan’s leading trust bank) and Mitsubishi UFJ Securities Holdings, one of Japan’s largest securities firms. MUFG shares trade on the New York Stock Exchange (Symbol: MTU; trading as an American Depository Receipt) and other global stock exchanges.

3. What is The Bank of Tokyo-Mitsubishi UFJ?

The Bank of Tokyo-Mitsubishi UFJ, Ltd. (BTMU) is Japan’s premier bank, with a global network spanning more than 40 countries. Union Bank, N.A. is part of BTMU’s global operations and has been wholly-owned by BTMU since 2008. BTMU is a direct, wholly-owned subsidiary of MUFG.
4. **What will happen with the business integration on July 1, 2014?**

Effective July 1, 2014, and subject to any required regulatory reviews, the Mitsubishi UFJ Financial Group (MUFG) will integrate its U.S. branch banking operations currently under The Bank of Tokyo-Mitsubishi UFJ (BTMU) with Union Bank, N.A., which will operate combined banking operations under the new name “MUFG Union Bank, N.A.” UnionBanCal Corporation, a San Francisco-based financial holding company, also will be renamed “MUFG Americas Holdings Corporation,” and become the holding company with oversight over MUFG’s Americas region. The combined banking operations will include all U.S. employees of BTMU and Union Bank.

5. **What will become of Union Bank and UnionBanCal Corporation?**

UnionBanCal Corporation, a financial holding company, will be renamed “MUFG Americas Holdings Corporation.” UnionBanCal Corporation’s primary banking subsidiary, Union Bank, N.A., a national bank, will be renamed “MUFG Union Bank, N.A.” As a result of the integration, MUFG Union Bank, N.A. will become MUFG’s primary bank operating entity in the United States.

6. **What brands will MUFG Union Bank and BTMU use in the marketplace?**

The bank will retain its Union Bank brand for its retail, wealth, and commercial banking lines of business. Customers will begin to see “MUFG Union Bank, N.A.” on statements, collateral, mortgage documents, and other materials. The newly renamed bank will service corporate and investment banking customers under the MUFG brand. Thus, customers will see both the MUFG and the Union Bank brands in the marketplace.
7. **Why is MUFG doing this now? What are the tangible advantages?**

   This is a natural "next step" – integrating our operations to realize additional benefits for our customers, employees, communities, and shareholders. There are three primary reasons:

   - MUFG is consolidating its banking activities in the Americas under one unified structure for very practical reasons, such as benefits of scale when looking at corporate real estate and technology investments, as well as other big expenditures.

   - Customer experience will be enhanced through a unified approach to products and services.

   - The United States is one of the top markets for future growth for MUFG outside of Japan, and we are actively pursuing our goal of becoming a top-ten banking institution in the U.S. by combining best practices, talent, and customer solutions.

   In addition, the integration positions us well for compliance with the Enhanced Prudential Standards for foreign bank organizations that must be fully implemented by July 1, 2016.

8. **What is the integrated bank’s business strategy?**

   The strategy is multi-dimensional: to become a more competitive player in the United States and leverage MUFG’s scale and financial expertise across the globe. This combination will move us a long way toward addressing the financial needs of our vast customer mix (corporate / commercial / retail / wealth), expanding both product diversification and geographic coverage.

9. **What do you see as the advantage for your customers?**

   We believe that responsible banking practices are the foundation for a healthy institution with long-standing relationships with our customers, communities and employees. Specifically, customer experience will be enhanced through a unified approach to products and services.
Commercial and Corporate Clients

10. Will there be any change to my local office or the relationship officers I’m already doing business with?

You will still be able to conduct transactions at your local office as you have in the past. MUFG Union Bank, N.A. and BTMU U.S. offices will remain open after the integration is complete.

11. Will your credit standards and processes change between Corporate and Commercial Banking?

No. Our credit practices, analysis, risk framework, and governance for the Corporate Banking, Commercial Banking, and Retail Banking businesses will not change.

12. Will the integrated bank increase your capital to facilitate more lending to my company?

The business integration will not require us to increase our capital. We have ample capital to facilitate lending and, as always, we review the credit needs of our valued customers on a case-by-case basis.

13. How does this change affect my counterparty risk?

There will be no negative impact to your counterparty risk. Counterparty risk exists in deposits, foreign exchange, and derivatives. We will continue to book all transactions as a member of MUFG, our parent organization. Moreover, there will be no change to the full faith and credit worthiness of your trading counterparties.

14. Will my product contacts change?

The integrated bank will have a wider and deeper platform to access. Therefore, you might have additional contacts to support the broader portfolio. Most importantly, the expansion of solutions will better serve your needs as a valued banking partner.
15. Will I lose access to my global network?

No. The bank remains a global powerhouse and your access to that network will continue to be available.

16. What will happen to my offshore accounts?

Investment Banking & Markets products and services are available regardless of whether they are being covered out of BTMU or Union Bank.

17. I also do business with Mitsubishi UFJ Securities (USA). Will they be part of your combined institution?

No. Mitsubishi UFJ Securities (USA) will remain as the investment bank under the broader MUFG organization. However, the products and services provided by Mitsubishi UFJ Securities (USA) are essential to many of our customers. We intend to work closely with them to expand and further develop the products provided to our customers.

18. How will the Morgan Stanley relationship grow with the integrated bank?

We will continue to look for product and service synergies with Morgan Stanley that might enhance the opportunities for you as a customer of MUFG Union Bank, N.A.
Retail Customers

19. Will my deposits remain FDIC-insured with MUFG Union Bank, N.A.?

Yes. FDIC-insured accounts deposits will still continue to be covered by the FDIC up to prescribed standards. Deposit accounts at BTMU remain uninsured.

20. Will I still have access to the same branch, banker, and teller?

Yes. Union Bank’s retail bank network will not change as a result of this integration, nor will the brand name of the retail bank.

21. How will this change affect me?

You will notice little change. You may soon see the new legal bank name “MUFG Union Bank, N.A.” on statements or other materials, but “Union Bank” will still be your bank.

22. What is the benefit to me?

You will have access to more products and services to serve your financial needs, and MUFG Union Bank, N.A. remains a member of one of the largest and most stable financial groups in the world.

23. Will credit decisions be made locally or by your parent company?

We do not anticipate any changes to MUFG Union Bank, N.A.’s consumer credit application and approval process. Individual consumer credit decisions, including mortgages, will continue to be made in the United States, subject to MUFG Union Bank, N.A.’s underwriting criteria.
24. Will I be able to use my Union Bank debit card in Japan?

We have no plans at this time to make Union Bank debit cards compatible with The Bank of Tokyo- Mitsubishi ATM’s abroad without withdrawal fees for customers. However, Union Bank customers may use their debit card for point-of-sale transactions. More information about these topics can be found in the disclosure documents at: https://www.unionbank.com/Images/2013PersonalAccountsAllAboutProduct%20GuideFee%20ScheduleCAv3.pdf

25. Will my deposits be held in the United States or in Tokyo?

There will be no impact on customer deposits. Union Bank, N.A., the deposit-taking banking entity, will simply be renamed MUFG Union Bank, N.A. Deposits at BTMU’s New York Branch will also not be affected.
Corporate Social Responsibility

26. What is your combined CSR and foundation strategy?

Our overarching strategy will be to continue to support nonprofit organizations through grants, contributions, sponsorships, and employee volunteerism within MUFG Union Bank, N.A.'s footprint. We will merge the Union Bank Foundation and the BTMU Foundation in the United States. Both foundations have a very similar focus, which we expect will continue forward.

27. What does this mean for your current and future commitments to CSR, the community, and volunteerism?

Union Bank and BTMU in the United States have a shared CSR vision, whereby we proactively invest in the communities in which the bank operates, targeting resources to benefit low-to- and moderate-income populations. Furthermore, we share a belief that the long-term success of our business is dependent on the existence of healthy communities. These values include a commitment to employee volunteerism and direct engagement and transparency with advocacy organizations and community groups, particularly those that represent underserved populations.

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