

## "Confirmation of Customer Information" Frequently Asked Questions

#	Question	Answer
1	I received a sealed postcard titled "Request for Submission of "Confirmation of Customer Information". What is "Confirmation of Customer Information"?	The form is for re-confirmation of customers' information which was confirmed in the past. It aims to prevent money laundering and terrorist financing effectively, which become more complex and sophisticated.
2	What does the "Confirmation of Customer Information" have to do with the prevention of money laundering and terrorist financing? Do I not have to reply as I am not involved in money laundering or terrorist financing?	In order to prevent the transfer of criminal proceeds and the financing of terrorism, it is necessary to confirm the information of each and every customer who uses the bank. For this reason, we confirm your customer information, purpose of transactions, and transaction details by this form. Thank you for your understanding and cooperation.
3	Why do you want to know where I work and what my assets are?	In order to maintain up-to-date information on our customers and to ensure appropriate and smooth transactions with our customers, we ask our customers to confirm and provide us with information, including information not related to their transactions with us. Thank you for your understanding and cooperation.
4	Is this confirmation form required by law, guidelines of authorities, etc.?	Although it is not required by law, we are working with the relevant ministries and agencies to strengthen its management system to prevent money laundering and terrorist financing. As part of this effort, we ask you to submit this form.
5	I submitted the form last year, and the contents have not changed. Do I need to submit it again this year?	Thank you very much for your cooperation. We hope you will cooperate with us again this year as we would like to confirm that there is no change in your information.
6	How is personal information is being managed?	Your personal information will be properly managed in accordance with the SMBC Trust Bank Declaration of Protection of Personal Information. For details, please refer to URL below. <a href="https://www.smbctb.co.jp/en/privacypolicy/">https://www.smbctb.co.jp/en/privacypolicy/</a>
7	There are two 2D Barcode on the postcard. Which one should I use?	If you have an user ID for Internet Banking, please access from the code above. If you don't, please access from the code below.
8	I want to access the form without using 2D Barcode.	You can access the form without using 2D Barcode as follows if you have an user ID for Online Banking. 1. Click "sign on" button on the top right of our homepage. ( <a href="https://www.smbctb.co.jp/en/">https://www.smbctb.co.jp/en/</a> ) 2. Click "For customers who received Request for submission of "Confirmation of Customer Information" in a sealed post card from us, please answer here" on the page top. 3. PRESTIA Online sign on page will be presented. After you sign on, web page to the form is presented.
9	I do not have an user ID for online banking but I want to access the form without using 2D Barcode.	We are sorry. The submission page for non-online banking user is made exclusively for each customer and 2D Barcode is necessary for the access. If you register an user ID for online banking, access without 2D Barcode become possible. (Please refer to Question #8.)
10	I do not want to submit the form via internet.	You can submit by post or at branches. If you would like a form for mail, please contact our branch staff or call PRESTIA Phone Banking.