

MUFG Bank, Ltd.

Data Breach Involving Customer and Third-Party Information at Taiwan Offices

Due to Unauthorized Access of the Encryption Device of the Authentication System for Local Cash Management Service

Tokyo, Taipei, October 25, 2019 --- MUFG Bank, Ltd. today announced that there was unauthorized access to the encryption device of the authentication system* of MUFG Bank's Local Cash Management Service (LCMS). As a result, some account information of corporate customers utilizing the LCMS service at our Taiwan offices and third-party information of these customers have been exposed. Currently available details follow.

We sincerely apologize for the inconvenience and concern this has caused for our customers and everyone involved.

1. The Incident

The encryption device of the authentication system authenticates customers and encrypts traffic when they connect to MUFG Bank's LCMS via the internet. On October 4, 2019, we became aware that there was unauthorized access to the encryption device of the authentication system and thereafter began an investigation. The investigation determined that the screens of some customers of our Taiwan offices using the LCMS had been viewed by an unauthorized source.

2. Details of the Data Exposed

In total 1,305 pieces of information related to accounts, deposits and transactions of 13 corporate customers of our Taiwan offices who utilize the LCMS service, as well as details about third parties such as clients and employees of these corporate customers were exposed. This information includes customer names, bank names, branch names, account numbers, transaction amounts, and email addresses.

At this time, there have been no unauthorized remittances or other damage. Additionally, customers who have LCMS contracts outside of our Taiwan offices have not been affected.

3. Cause and Our Response

This situation was caused by unauthorized access that exploited security flaws (vulnerabilities) in the encryption device of the authentication system utilized by the LCMS.

* Physically located in Tokyo

Since having become aware of the unauthorized access, MUFG Bank has already taken necessary steps to prevent recurrence and to prevent future data breaches, taking measures including fixing the vulnerabilities by upgrading device's software, preventing attempts of unauthorized access, and further strengthening our monitoring system.

4. Response and Support for Customers

MUFG Bank has identified and explained the situation to the corporate customers of our Taiwan offices whose information was exposed. With regard to third-party information, we are taking appropriate measures while consulting with the Taiwan offices' customers.

[Dedicated Contact for Inquiries]

Customers with questions about this situation can contact MUFG Bank via the means provided below.

Email: CMS_shoukai_PF@mufg.jp (English and Japanese)

Telephone number:

Domestic calls 0120-860-777 (toll free), International calls +81-3-5432-7324
(Japanese only)

Call desk hours: 9:00 a.m. - 9:00 p.m. (Japan time)

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