

## **Transition to U.S. Bancorp FAQ**

<b>Questions</b>
Q1. Will I be able to continue to utilize the Japanese Customer Service Unit (JCSU) after MUFG Union Bank, N.A. (Union Bank®) transitions to U.S. Bancorp? Will the hours change?
A1. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q2. Can I maintain my existing account from Japan? Do I need to close my account?
A2. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q3. Will my account number change after Union Bank transitions to U.S. Bancorp?
A3. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q4. Can I continue to receive direct deposit (e.g., payroll) after Union Bank transitions to U.S. Bancorp?
A4. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q5. Will my debit/ATM card number change after Union Bank transitions to U.S. Bancorp?
A5. Disruptions to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q6. Will I need to have my checkbook reissued after Union Bank transitions to U.S. Bancorp?
A6. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q7. Will I need to set-up my Funds Transfer Authorization and Token again after Union Bank transitions to U.S. Bancorp?
A7. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q8. Which ATMs can I use in the U.S. to withdrawal my funds?
A8. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.

Q9. Can I continue to withdrawal my funds using ATMs in Japan?
A9. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q10. Will I continue to receive the same program benefits?
A10. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q11. Should I be expecting any changes to fees (e.g., remittance fees)?
A11. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q12. Are customers expected to take any action as a result of the transition?
A12. Disruption to existing services will not occur as of December 1, 2022. However, things may change in the future. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ for any updates.
Q13. Will there be a Help Line provided during this time of transition?
A13. Please continue to check the JCSU Self-Service Page ( <a href="http://www.unionbank.com/jcsu">www.unionbank.com/jcsu</a> ) and the FAQ page for any updates. Additionally, the Japanese Customer Service Unit (JCSU) will continue to be available.