

Status of Initiatives on Customer-Oriented Business Operation

Tokyo, December 25, 2017 — Mitsubishi UFJ Financial Group, Inc. (Director, President & Group CEO: Nobuyuki Hirano; hereinafter referred to as “MUFG”) has formulated and discloses its “MUFG Basic Policy for Fiduciary Duties”^{*1} (hereinafter referred to as “Basic Policy”) as guidelines commonly applicable to its group companies, with the aim of ensuring thorough implementation of its customer-oriented initiatives.

MUFG group companies have recently reviewed and updated the status of their respective initiatives on customer-oriented business operation^{*2}, including KPIs (Key Performance Indicators) that confirm and evaluate the implementation status of customer-oriented initiatives in an objective manner.

Under the Basic Policy, MUFG group companies shall continue sharing the customer-oriented attitude one another and addressing further enhancement of respective products and services, thereby regularly disclosing the details and status of their initiatives.

*1 [MUFG Basic Policy for Fiduciary Duties](#)

*2 Details and status of initiatives by major group companies can be found in the following documents:

The Bank of Tokyo-Mitsubishi UFJ

http://www.bk.mufg.jp/global/aboutus/fiduciary_duties.html

Mitsubishi UFJ Trust and Banking

<http://www.mufg.jp/english/profile/governance/fd/pdf/mutb.pdf>

Mitsubishi UFJ Morgan Stanley Securities

http://www.sc.mufg.jp/english/company/sustainability/governance_fd.html

Mitsubishi UFJ Kokusai Asset Management

<http://www.mufg.jp/english/profile/governance/fd/pdf/mukam.pdf>