



Solicitation Policy of UOB Tokyo

1. UOB Tokyo will recommend appropriate products or transactions to customers in light of their knowledge, experience, financial situation and purpose for financial product transactions.
2. UOB Tokyo will endeavor to provide appropriate explanations of the content and risks of products or transactions so that customers may trade at their own discretion and responsibility in light of their knowledge, experience, financial situation and the purpose of financial product transactions.
3. UOB Tokyo will conduct proper solicitation in accordance with the Banking Act and other laws and regulations.
4. UOB Tokyo will endeavor to conduct solicitations in accordance with the wishes of the customer. We will not solicit customers by telephone or in person at times that may be inconvenient to the customer.
5. UOB Tokyo will endeavor to conduct solicitations in a sincere and fair manner, and will not provide definitive judgments or information that is different from the facts, or engage in solicitations that may mislead customers.
6. In order to live up to the trust placed in us by our customers, UOB Tokyo will strive to improve the knowledge and skills of our officers and employees, including accurate product knowledge.
7. UOB Tokyo will endeavor to establish internal regulations so that solicitation is conducted appropriately in accordance with the Banking Act and other laws, regulations, etc.
8. UOB Tokyo will respond sincerely to complaints and requests from customers and strive to make improvements.