



Mizuho Bank, Ltd.

(Incorporated in Japan with Limited Liability)

Singapore Branch

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19 May 2025

Dear Valued Customer,

Subject: Request to Delete Inactive MGeB Sub-Users

Thank you for your continued support.

We, Mizuho Bank, Ltd., Singapore Branch (the “**Bank**”), refer to the captioned subject.

As part of the Bank’s regulatory review process, the Bank would like to seek your cooperation to review and delete any inactive Mizuho Global e-Banking (“MGeB”) sub-users or sub-users which are no longer necessary for your purposes. Generally, we would recommend that you retain only MGeB sub-users actively in use, so as to ensure that the list of sub-users is kept updated and relevant.

In this connection, the Bank might reach out to you for further assistance (for example, to collect certified copies of identification and address proof of MGeB sub-users who are authorized by you to transfer the funds via MGeB).

For detailed instructions on how to delete MGeB sub-users, please refer to the appendix “Mizuho Global e-Banking Sub-user Deletion Guide.”

We appreciate your corporation and kind understanding in this matter.

Should you have any queries or require any further assistance, please do not hesitate to contact your account manager or Client Service Team at (65) 6805 3720 / 6805 3698 / 6805 3692.

Yours sincerely,

For and on behalf of

Mizuho Bank, Ltd., Singapore Branch

Appendix:
Mizuho Global e-Banking
Sub-user Deletion Guide
(Singapore Branch)

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1. Login to Mizuho Global e-Banking

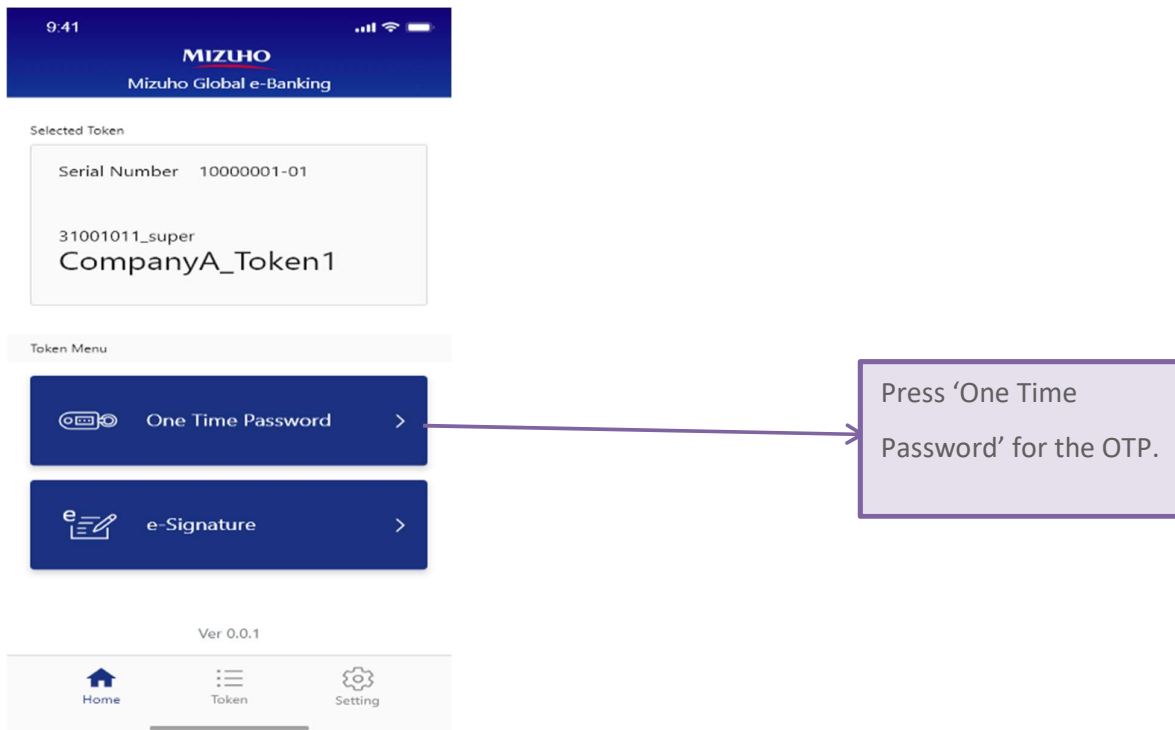
Launch the Internet Explorer browser and enter the URL **https://otp.ffrontier.com** in the address bar.



The login form for Mizuho Global e-Banking. It features a dark blue header with the Mizuho logo and the text 'Mizuho Global e-Banking'. Below the header, there are four input fields: 'Unit Code' with a building icon, 'User ID' with a person icon, 'Password' with a lock icon, and 'OTP' with a calendar icon. A dark blue 'Login' button is positioned below the input fields. At the bottom, there are two links: 'Security Information' and 'Forgot your password?'.

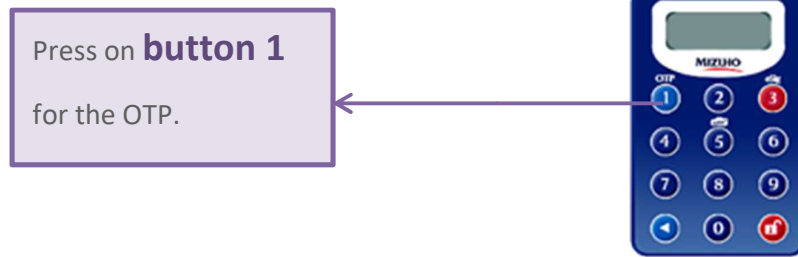
Enter the **Unit Code**, **User ID**, **Password** and **OTP**.

To generate OTP for Software Token:



The Software Token interface on a mobile device. The top status bar shows the time 9:41 and signal strength. The Mizuho logo and 'Mizuho Global e-Banking' are displayed. Below, the 'Selected Token' section shows the Serial Number 10000001-01 and the token name 31001011_super CompanyA_Token1. The 'Token Menu' section contains two options: 'One Time Password' and 'e-Signature'. An arrow points from the 'One Time Password' option to a callout box that says 'Press 'One Time Password' for the OTP.' The bottom navigation bar includes icons for Home, Token, and Setting, with the version 'Ver 0.0.1' displayed above them.

To generate OTP for Hardware Token:



Note:

- If you enter the wrong password three times in a row, your user account will be locked.
In this case, please contact us for a reset of Superuser password.
- If your user account is not locked, click on '**Forget your password?**' to initialize your password by answering the security questions which you have registered in advance.
- If you enter the OTP incorrectly three times, your user account will be locked. You can unlock your account by logging in without the OTP and follow the steps given in the Token Synchronization screen.
- If you are logging in to the Superuser account for the 1st time using the software token, you will be required to download the software token application from your App store, and activate it (with the activation code that is sent to the registered email) first, before logging into MGeB.
- If you are logging in to the Superuser account for the 1st time using the hardware token, you will be required to synchronize your token. Follow the steps given in the Token Synchronization screen.

2.Deleting a Subuser account

Click “**Management Menu**” - “**Subuser Information**” - “**Delete**”. Select the user to delete and click **OK**. Confirm the user to delete and click **OK**.

END