

July 4, 2025
Mizuho Bank, Ltd. Manila Branch

Apology and notice concerning exposure of customer information

We deeply regret to announce that an incident involving exposure of customer information has occurred at Mizuho Bank. We sincerely apologize for any inconvenience or concern this may cause and provide the details below.

As a financial institution, we understand we have a responsibility to strictly protect our customers' information, and we will do our utmost to prevent any such incidents going forward so that all of our customers can have peace of mind in using our services.

1. Overview

On July 2, 2025, an external email address was included as a recipient when an employee sent a file containing customer information to another employee via email. This incident was discovered during an internal email audit on July 3, 2025.

2. Details of the customer information

Details Manila Branch customers registered in internet banking templates for domestic remittances within the Philippines between December 2023 and December 2024 (date, sender, recipient, amount, account number, recipient's address, and remittance information).

3. Number of customers

Individual customers: 455

Corporate clients: 933

4. Impact on customers

We have not identified any instances of misuse of customer information in relation to this matter.

If you have any concerns or questions regarding this matter, please kindly contact us at the following:

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| Mizuho Bank Manila Branch Phone Number: (632) 8790-3670 Email: feedback.manila@mizuho-cb.com |
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