



Mizuho Bank (Malaysia) Berhad

Date: 23rd February 2026

Dear Valued Customer,

Embracing Sustainability: Switch to e-Doc Service and Discontinuation of Hardcopy Advices from 1st May 2026

Thank you for your continued support of Mizuho Bank (Malaysia) Berhad (“the Bank”).

As part of our ongoing commitment to sustainability and the reduction of carbon footprint, we are pleased to introduce our new **e-Doc Service**. This service enables the delivery of bank statements and transaction advices directly to the email address registered with the Bank.

Please be informed that, effective **1st May 2026**, the Bank will discontinue the issuance of hardcopy advice. Should a hardcopy bank statement or transaction advice be required after this date, it will be provided upon request and subject to the applicable Bank charges.

Key Information:

- Customers currently enrolled in the e-Statement service will automatically begin receiving transaction advices via the e-Doc Service —no additional registration is necessary.
- Bank statements and transaction advices will be sent to the registered email address as soon as they become available in our system.
- For greater security and administrative control, it is recommended to register a group or common email address managed internally by your organization.
- Beginning **1st May 2026**, a fee of RM5.00 per copy will apply for any requests for hardcopy bank statements or transaction advices.

We encourage registration for the e-Doc Service on or before 20th April 2026. The registration form is available on our website at [[e-Doc Registration Form](#)].

Should further assistance or clarification be required, please do not hesitate to contact your Relationship Manager.

We sincerely appreciate your ongoing support and remain committed to serving you better.

Thank you.