Mizuho Bank, Ltd.
Bangkok Branch

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13 November 2026

Re: Notification of Temporary Email Service Disruption

Dear Valued Customers,

We would like to inform you that certain Microsoft services are currently experiencing a global disruption, which may temporarily affect the sending and receiving of emails, including email notifications and one-time passwords (OTPs) delivered via Microsoft services.

Please be assured that the relevant teams are closely monitoring the situation and will provide further updates as soon as the Microsoft services have been restored and are operating normally.

If you have any urgent transactions, please contact your Relationship Manager or your Mizuho Global e-Banking representative by telephone for assistance.

We apologize for any inconvenience this may cause and sincerely appreciate your understanding and cooperation.

Yours faithfully,

For and on behalf of
Mizuho Bank, Ltd. Bangkok Branch

This is a computer-generated document. No signature is required.