

PowerCall

Direct dial number

Toll-Free 0120-456-022 8:30 a.m. - 17:30 p.m./Weekdays and Saturdays
(Excluding bank holidays during year-end/new year's)

- **Report on Cash Card loss or Financial fraud: 24 hours /365 days**
- **Inquiries about Internet Banking: 24 hours /365 days**

PowerDirect Password reset

0120-301-231 (24hours/365days)

PIN change

0120-456-272 (24hours/365days)

Foreign currency buying and selling

0120-456-507 (24hours/365days)

Transactions made between 9:30 p.m.-12:00 a.m. may be finalized on the following day.

From the U.S.A. and Canada 1-866-744-6734 (Toll-free)*

From foreign countries other than the U.S.A. and Canada +81-3-5954-7763 (Not toll-free)

*Phone charges may apply to calls made from mobile phones, and/or by the service(s) provided by the local phone company. For details, please contact your phone service provider. Global roaming charges may apply for international calls made from your Japanese mobile phone. Dial type (dial line) telephones, and some Internet phone services such as Skype may not be available.

Inquiry Page

We will answer your questions via e-mail or chat.

Please understand that depending on the nature of your inquiry, we may not be able to answer your questions via this channel.



Identification verification

Please input the following numbers to identify yourself.

■ **Branch code (3 digits)+Account number (7 digits)**

※These numbers are embossed on your cash card.

■ **Your cash card PIN (4 digits)**

We may verbally confirm some extra personal information for requests regarding ATM withdrawal limit changes, domestic fund transfer limit changes, PowerYokin transfers, etc.



Notice

For your security, your account will be temporarily locked in case you enter the incorrect PIN and/or date of birth several times in succession. Please contact PowerCall at 0120-456-022 (3⇒2⇒2) for assistance.

For customers who wish to purchase foreign currency deposits, structured deposits, investment trust etc. via PowerCall

Under the Financial instruments and Exchange Law, we offer advice on financial products to meet customer's needs. As the time of transactions, therefore, customers' assets status and intention about asset management will be asked, and features, risks, and fees which financial products entail will be explained. ●Before purchasing financial products which the Bank designates such as foreign currency deposits, structured deposits, etc., customers are required to acknowledge documents the Bank designates, for instance, a product description document to be confirmed prior to concluding an agreement. ●When purchasing investment trusts, customers are required to receive the latest prospectus including supplementary documents. ●Description documents to be confirmed prior to concluding an agreement, etc. of each financial products are available at branches and through PowerCall. ※ Available only in Japanese.

0120-456-022 : Available services

If you press the numbers according to the chart below, you can reach the desired service information without waiting for the recorded message to guide you.

Operators will assist you 24 hours/365days for **1**Report on cash card loss or financial fraud and **2**Inquiries about Internet banking listed below. For other menus operators will assist you from 8:30 a.m. to 17:30 p.m. /Weekdays and Saturdays. Automated voice system services will be available 24 hours/365 days.

The below menu is as of January 2023, and may be changed without advance notice.

Main menu	Sub menu
1 Report on the cash card loss or financial fraud	
2 Inquiries about Internet banking	1 Reset Internet Banking password 2 Operator Assistance regarding Internet Banking
3 Change of PIN code, address, withdrawal limits etc.	1 Change of PIN* ¹ 2 Change of address, withdrawal limits* ^{2,*3} 9 To listen to the options again 0 To go back to the main menu
4 Wire transfer	1 Domestic wire transfer* ⁴ 8 To listen to the options again 0 To go back to the main menu
5 Japanese Yen account	1 Yen savings account 2 2 weeks maturity deposit in Japanese Yen 3 PowerYokin 4 Yen time deposit 8 Others 9 To listen to the options again 0 To go back to the main menu
6 Foreign currency account inquiry, exchange rate inquiry, or a foreign currencies exchange transaction* ⁵	1 Exchange rate 2 Foreign currency buying and selling 3 Foreign currency savings account 4 Foreign currency time deposit 8 Others 9 To listen to the options again 0 To go back to the main menu
8 Others	1 Operator 2 Home mortgages* ⁶ 3 Sales and Privacy Policies 9 To listen to the options again 0 To go back to the main menu
9 To listen to the options again	

Service details may change without notice

***1 Change of PIN** : Your PIN should not be easy to guess and should not contain your birthday or telephone number. If you change your PIN after 9:00 p.m., your new PIN will be effective the following morning.

***2 Change of name, address and phone number** : You are able to apply for a change of name/address/telephone number. If you have an investment trust account, please contact PowerCall for change of address. We will send you an "Address change form" to your new address. Please send this form back to us along with the necessary ID. You are also able to download the form from our website.

***3 Change of ATM withdrawal limit, domestic fund transfer limit** : You can change the limit via PowerDirect (internet banking) up to JPY 2 million.

***4 Domestic funds transfer** : Transactions made after 2:30 p.m. on weekdays, weekends and on public holidays will be finalized on the following business day.

***5 Trading foreign currencies** : 【The maximum and minimum amount for each foreign exchange transaction using the automated voice】 (Maximum) amount equivalent to JPY 5 million (A single transaction will be limited to 2 million Japanese yen from around 7:00 a.m. Saturday to around 7:00 a.m. Monday (JST)). (Minimum) Amount equivalent to JPY 1,000. The selling of foreign currency using the automatic voice recording can only be done in units of 1 basic currency unit (selling foreign currency in fractions less than one basic currency unit is not accepted). 【Minimum amount of foreign currency transactions with an operator】 •Amount equivalent to JPY 1,000 per transaction between yen and a foreign currency. •Units of 10 basic currency per transaction between foreign currencies.

***6 Home mortgages** : Acceptance times differ depending on the type of inquiry. Please visit our website.