SMBC SUMITOMO MITSUI BANKING CORPORATION

CORPORATE CUSTOMER DISPUTED TRANSACTION AND SCAM INCIDENT REPORT FORM (SMBC MANILA BRANCH)

IMPORTANT NOTICE

Warning Against Fraudulent or Malicious Reporting: This reporting mechanism is intended to facilitate the investigation of suspected scam-related or unauthorized transactions and the implementation of applicable measures under the Anti-Financial Account Scamming Act ("AFASA"). Any false, fraudulent, malicious, misleading or unwarranted report, including the submission of fabricated information or supporting documents, may result in the rejection of the report, termination of recovery or assistance efforts, referral to competent authorities, and the imposition of applicable civil, criminal, regulatory, or administrative penalties.

For reporting suspected unauthorized electronic fund transfers, scam-related transactions, business email compromise incidents, fraudulent payment instructions, and other AFASA-related matters.

A. CUSTOMER INFORMATION

Company Name	
Customer ID (if any)	
Account Name	
Account Number	
Authorized Signatory Filing Report	
Position/Designation	
Contact Number	
Email Address	

B. DISPUTED TRANSACTION DETAILS

Note: If the dispute involves more than one (1) transaction, please provide the details of the additional transaction(s) in a separate attachment using the same format as Section B and attach it to this Report Form.

Transaction Date and Time	
Amount	
Currency	
Payment Channel	
Beneficiary Name	
Beneficiary Account Number	
Beneficiary Bank	
Transaction Reference Number	

C. NATURE OF DISPUTED TRANSACTION

☐ Unauthorized Electronic Fund Transfer	☐ Social Engineering Fraud
☐ Unauthorized Online Banking Transaction	☐ Phishing/Smishing/Vishing
☐ Unauthorized Payment Instruction	☐ Compromised Corporate Email Account
☐ Business Email Compromise (BEC)	☐ Compromised Online Banking Credentials
☐ Supplier/Vendor Impersonation	☐ Compromised Security Token/OTP
☐ Customer/Counterparty Impersonation	☐ Suspected Unauthorized Access to Customer Systems
☐ Executive Impersonation	☐ Fraudulent Payment Instruction
☐ Bank Personnel Impersonation	☐ Other AFASA-Related Incident (Specify)

D. INCIDENT INFORMATION

How was the payment instruction received? ☐ SWIFT ☐ PESONet ☐ PhilPaSS Plus
☐ Corporate Online Banking ☐ Host-to-Host ☐ Email ☐ Other

How was the suspected fraud communicated? ☐ Email ☐ Telephone ☐ SMS
☐ Messaging App ☐ Website ☐ Other

Has the incident been reported to authorities? ☐ Yes ☐ No
Reference No.:

E. CUSTOMER STATEMENT OF DISPUTE

Please explain why the transaction is disputed, how the incident was discovered, date and time the fraud/scam incident was discovered, details of the suspected scam or unauthorized activity, and actions already taken by the Customer.

F. ASSISTANCE REQUESTED

☐ Request for Temporary Holding of Disputed Funds, as applicable	☐ Immediate Investigation of Reported Transaction
☐ Coordination with Receiving Bank and Other Relevant Financial Institutions	☐ Preservation of Transaction Records and Supporting Evidence
☐ Fund Tracing Assistance	☐ Assistance in Recovery of Fraudulently Transferred Funds
☐ Provision of Relevant Transaction Information to Support Investigation, Recovery Efforts, or Reporting to Competent Authorities	☐ Other AFASA-Related Assistance:

G. SUPPORTING DOCUMENTS

☐ Bank Statement	☐ Incident Report
☐ Payment Instruction	☐ Police/NBI/CICC Report
☐ Email Correspondence	☐ Other Documents
☐ Screenshots	

AUTHORIZED SIGNATORY DECLARATION

I certify that I am authorized to submit this report on behalf of the Customer.

Company Name	
Authorized Signatory	
Position/Designation	
Signature	
Date	

FOR BANK USE ONLY

Case Reference No.	
Date Received	
Received By	
Initial Assessment	
AFASA/Fraud Assessment	
Action Taken	
Resolution	
Date Closed	

REGULATORY DISCLOSURE

Sumitomo Mitsui Banking Corporation Manila Branch (the “Bank”) is regulated by the Bangko Sentral ng Pilipinas (BSP) www.bsp.gov.ph. Customers may contact the Bank through its Financial Consumer Protection Assistance Mechanism (FCPAM) channels for concerns relating to this report (63)(2)8880-7100 or email to SMBC_customersupport@ph.smbc.co.jp.

PRIVACY NOTICE

The Bank may collect, use, process, retain, verify, and disclose information contained in this form and supporting documents for investigation, fraud prevention, compliance, recovery efforts, legal proceedings and regulatory reporting purposes. The Bank’s privacy notice can be accessed at: https://www.smbc.co.jp/asia/philippines/privacy-notice.pdf

CUSTOMER CONSENT AND AUTHORIZATION

By signing below, the undersigned confirms, on behalf of the Customer, that:

1. He/She is duly authorized to submit this form on behalf of the Customer;
2. All information and supporting documents submitted are true, accurate and complete to the best of his/her knowledge;
3. The Customer consents to the collection, use, processing, storage, retention, verification and disclosure of information for investigation, fraud prevention, AFASA compliance, fund tracing and recovery efforts, and related legal, audit, risk management and regulatory purposes;
4. The Customer authorizes the Bank to coordinate with and/or disclose relevant information to financial institutions, payment system operators, regulators, law enforcement agencies and other authorized parties involved in the investigation for verification, investigation, recovery efforts, compliance, and other purposes permitted by law; and
5. The Customer will provide additional information and assistance reasonably required by the Bank.

CUSTOMER ACKNOWLEDGMENT

The undersigned, on behalf of the Customer, further acknowledges that:

1. Submission of this report and any request for assistance does not establish liability on the part of the Bank and does not guarantee the recovery, reversal, reimbursement, or return of funds;
2. Upon receipt of this report, the Bank may, in its discretion, undertake such investigation, transaction review, fund tracing, interbank coordination, information sharing, and other measures as may be appropriate and permitted under applicable laws, regulations, applicable agreements, and internal policies;
3. Submission of this report or request for assistance does not constitute a determination that fraud, scam activity, unauthorized transaction, or any other wrongful act has occurred, nor an admission or determination of liability on the part of the Bank;
4. Any recovery effort may be subject to the timeliness of reporting, availability and traceability of funds, actions of third parties, legal and regulatory requirements, and other circumstances beyond the Bank's control;
5. Nothing in this report or any assistance provided by the Bank shall prejudice, limit, or constitute a waiver of any rights, remedies, or defenses available to the Bank under applicable laws, regulations, or agreements; and

6. The Bank shall not be liable for any loss, damage, cost, expense, or inconvenience resulting from actions reasonably and in good faith taken in connection with the investigation of this report or compliance with applicable laws, regulations, lawful requests of competent authorities, or applicable agreements, including fund tracing, information sharing, transaction review, account restrictions, holds, reversals, returns of funds, or the suspension of transactions, where permitted by law.

☐ We have read and understood the foregoing notices, consents, authorizations, acknowledgments, and warnings, and agree to be bound by them.

Company Name	
Name of Authorized Signatory	
Position/Designation	
Signature	
Date	