

Dear Valued Customers

Re : Commencement Date of Call Center System

Thank you very much for a long and continuous relationship with PT. Bank Mizuho Indonesia and here we have an important information to be shared with our valued customers.

As announced to you by letter 「Introduction of Call Center System」 dated 10 October 2013, we planned to introduce Call Center System starting from 2 Jan 2014 but now hereby we would like to inform you the commencement date of Call Center System decided is 3 Feb 2014.

After the commencement date of Call Center System, customer is required to make telephone call to Call Center System Number and input unique user ID and password to contact Corporate Customer Service Department. (CCS)

We will send 「Notification User ID and Password for BMI Call Center System」 to the decided authorized person by courier soon.

We appreciate for your kind understanding in this regard.

Should you have any further inquiries on this matter, please do not hesitate to contact our officer in charge of your account(s).

Very truly yours,

30 December 2013

Deputy President Director of PT. Bank Mizuho Indonesia



Hideki Takemoto