

IR Presentation

February, 2013

Quality for You

This document contains forward-looking statements in regard to forecasts, targets and plans of Mitsubishi UFJ Financial Group, Inc. ("MUFG") and its group companies (collectively, "the group"). These forward-looking statements are based on information currently available to the group and are stated here on the basis of the outlook at the time that this document was produced. In addition, in producing these statements certain assumptions (premises) have been utilized. These statements and assumptions (premises) are subjective and may prove to be incorrect and may not be realized in the future. Underlying such circumstances are a large number of risks and uncertainties. Please see other disclosure and public filings made or will be made by MUFG and the other companies comprising the group, including the latest kessantanshin, financial reports, Japanese securities reports and annual reports, for additional information regarding such risks and uncertainties. The group has no obligation or intent to update any forward-looking statements contained in this document

In addition, information on companies and other entities outside the group that is recorded in this document has been obtained from publicly available information and other sources. The accuracy and appropriateness of that information has not been verified by the group and cannot be guaranteed

The financial information used in this document was prepared in accordance with accounting standards generally accepted in Japan, or Japanese GAAP

Consolidated	Mitsubishi UFJ Financial Group (consolidated)
Non- consolidated	Bank of Tokyo-Mitsubishi UFJ (non-consolidated) + Mitsubishi UFJ Trust and Banking Corporation (non-consolidated) (without any adjustments)
Commercial bank consolidated	Bank of Tokyo-Mitsubishi UFJ (consolidated)

Definitions of figures used in this document

Contents

4 5

6

7 8

9

10

11

12

13 15

16 17

18

19

	FY2012	Q3 key	points
--	--------	--------	--------

- FY2012 Q3 summary (Income statement)
- FY2012 Q3 summary (Income statement) supplementary explanation
- Outline of results by business segment
- Initiatives for FY2012 H2
- FY2012 financial targets
- FY2012 Q3 summary (Balance sheets)
- Loans/Deposits
- Domestic deposit/lending rates
- Domestic and overseas lending(1) ~ (2)
- Loan assets
- Holdings of investment securities
- Expenses/Equity holdings
- Mitsubishi UFJ Securities Holdings
- Consumer finance

Growth strategy of medium-term business plan

Growth strategy	21
Global strategy(1)~(2)	22
Asia strategy(1)~(3)	24
Americas strategy(1)~(2)	27
EMEA strategy	29
Transaction banking business	30
Sales & Trading business	31
Project finance	32
Global strategic alliance with Morgan	33
Stanley	
Integrated corporate & retail business	34
Investment product sales	35
Consumer finance	36
Global asset management & administration	37
strategy	
Capital policy	38
Strengthen equity capital	39
Strategic investments for sustainable	40
growth	
Enhance further shareholder returns	41

Appendix

Outline of FY2012 Q3 Results



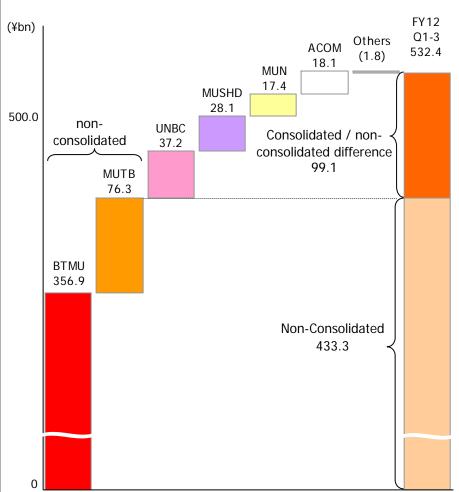
• Q1-3 net income was ¥532.4 bn

Good progress (approx. 80%) towards our fullyear net income target of ¥670 bn. Subsidiaries' performance was solid. Difference between consolidated and non-consolidated net income was ¥99.1 bn

Overseas business continued to grow strongly

- The risk-monitored overseas loan ratio remained low, even under growing lending balance
- Completed the acquisition of Pacific Capital Bancorp in Dec 12
- Announced the acquisition of approx. 20% shares in Vietnam's Vietinbank (Dec 12)
- Steadily deploying growth strategies, while tackling difficult domestic business environment due to declining interest rates
 - Declining trend of corporate lending balance seemed to stop. Solution business such as structure finance continued to expand steadily
 - Sales of investment products were performing well

Breakdown of net income^{*1}



*1 The above figures take into consideration the percentage holding in each subsidiary (after-tax basis)

FY2012 Q3 summary (Income statement) (Consolidated)



Net business profits

- Net interest income decreased due to lower deposits and lending income, lower interest income in Global Markets segment and lower income from consumerfinance subsidiaries, partially offset by an increase in lending income in overseas business. Gross profits, however, increased mainly due to an increase in income from sales & trading, and net gains on debt securities
- G&A expenses increased due to an increase in costs to strengthen overseas business
- Net business profits decreased

Total credit costs

Increased mainly due to a lower reversal of provision for general allowance for credit losses, partially offset by a decrease in losses on loans written-off

Net losses on equity securities

Decreased due to smaller losses on write-down, resulting from higher stock prices

Net income

Net income excluding one-time negative goodwill was almost flat from FY11 Q1-3

Reference	FY11	FY12 Q1-3	Change
Consolidated ROE ^{*3}	7.7%	7.51%	(0.41%)
EPS(¥)	68.09	37.00	(20.04)
Excl. negative goodwill ^{*3(¥)}	47.54	37.00	0.50

*3 Excluding negative goodwill associated with application of equity method accounting on our investment in Morgan Stanley

١r	Income statement (¥bn)						
	Consolidated >	FY11	FY12 Q1-3	Change			
1	Gross profits (before credit costs for trust accounts)	3,502.0	2,678.1	31.4			
2	Net interest income	1,840.5	1,309.8	(68.2)			
3	Trust fees	96.9	67.7	(3.1)			
4	Net fees and commissions	964.2	716.4	17.4			
5	Net trading profits	225.5	200.8	66.0			
6	Net other business profits	374.7	383.2	19.2			
7	Net gains (losses) on debt securities	270.3	344.3	59.1			
8	G&A expenses	1,994.5	1,523.9	50.6			
9	Net business profits	1,507.4	1,154.1	(19.1)			
10	Total credit costs ^{*1}	(193.4)	(103.5)	(12.8)			
11	Net gains (losses) on equity securities	(88.6)	(90.9)	64.1			
12	Losses on write-down of equity securities	(79.2)	(110.2)	45.3			
13	Other non-recurring gains (losses) ^{*2}	246.6	(23.2)	(327.1)			
14	Ordinary profits	1,471.9	936.4	(294.9)			
15	Net extraordinary gains (losses)	(23.8)	(27.1)	(9.3)			
16	Total of income taxes-current and income taxes-deferred	(376.4)	(282.9)	36.4			
17	Minority interests	(90.2)	(93.8)	(15.4)			
18	Net income	981.3	532.4	(283.3)			
19	Without one-time effect of negative goodwill	690.6	532.4	7.2			
< [Non-consolidated>	FY11	FY12 Q1-3	Change			
20	Gross profits (before credit costs for trust accounts)	2,362.0	1,811.5	(0.2)			
21	G&A expenses	1,191.0	920.0	36.2			
22	Net business profits	1,171.0	891.5	(36.4)			
23	Total credit costs ^{*1}	(134.5)	(54.3)	(11.3)			
24	Ordinary profits	853.4	673.0	32.3			
25	Net income	544.9	433.3	52.6			

*1 Credit costs for trust accounts+Provision for general allowance for credit losses

+Credit costs(included in non-recurring gains/losses)+Reversal of allowance for credit losses +Reversal of reserve for contingent losses included in credit costs+Gains on loans written-off

*2 Included Profits (losses) from investments in affiliates and provision for losses on interest repayment

FY2012 Q3 summary (Income statement) supplementary explanation



Breakdown of net interest income (Managerial accounting base)

[(¥bn)	у-о-у	
1	To	tal	(68.2)	
2		Non-consolidated	(55.3)	Down due to decreases in Yen deposits income and market income & others, partially offset by increase in lending income
3		Lending income	23.7	Declines in Retail and Corporate segments(-18.5) were more than offset by Global segment(+42.6)
4		Yen deposits income	(29.2)	Retail segment decreased in particular due to lower market interest rates
5		Market income & others	(50.8)	Down mainly due to effects of lower market interest rates on yen-denominated ALM
6		Subsidiaries	(12.8)	Good performance in UNBC. However, down in consumer finance companies
7		MU NICOS/ACOM	(24.8)	Loan balance declined due to continued effects of the regulation of total lending limit
8		UNBC	10.4	Up due to increase in residential mortgage and commercial and industrial lending

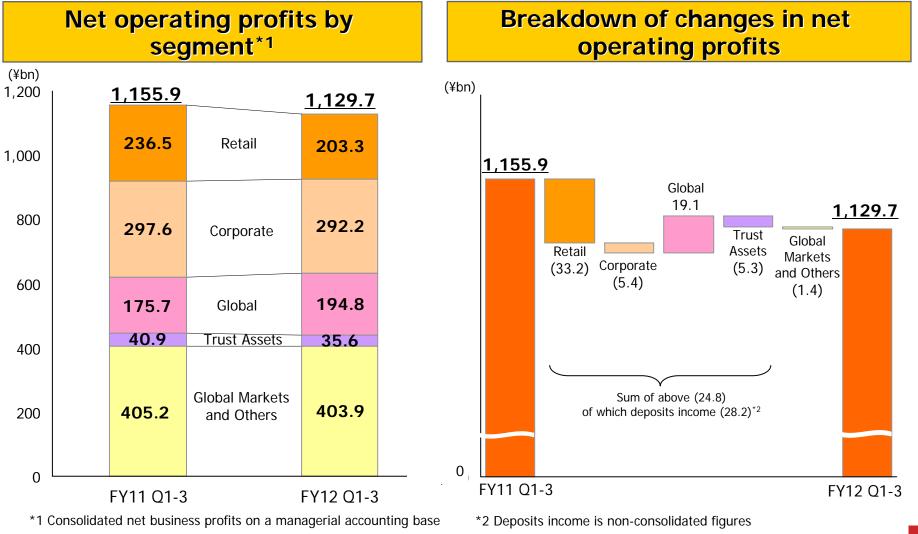
Breakdown of net fees & commissions (Managerial accounting base)

		(¥bn)	у-о-у	
1	To	tal	17.4	
2		Non-consolidated	12.3	Good performance in investment banking business in domestic and overseas. Investment products sales also good
3		Investment products sales	5.9	Investment trust sales income increased, and income from financial products intermediation continued to perform well
4		Investment banking (domestic)	6.8	Strong performance in the syndicated loan and structured finance businesses
5		Overseas commissions	7.3	Strong performance in the structured finance and trade finance businesses
6		Others	(7.7)	Down due to a decrease in guarantee commission of private notes, etc
7		Subsidiaries	5.1	Up mainly due to an increase in fee income at MUSHD resulting from strong stock markets

Outline of results by business segment



 Global segment increased profits by higher lending related income, Retail, Corporate and Trust Assets segments decreased profits. Overall net operating profits decreased by ¥26.2 bn from FY11 Q1-3. However, customer division's profits increased by ¥3.4 bn excluding a decrease in deposits income due to lower market interest rates



Initiatives for FY2012 H2



• Aiming to achieve medium-term business plan targets; Key initiatives in FY2012 H2:

Retail

- (1) Strengthen sales of investment products : Enhance products, strengthen professional support staff for counter sales, roll out of about 2,000 tablet computers at BTMU branches
- (2) Strengthen total asset marketing through intra-Group collaboration : Address customers' needs for inheritance/real estate/asset management by strengthening BTMU/MUTB/MUMSS collaboration
- (3) Increase unsecured consumer loans : Expand sales of BTMU card loans (BANQUIC). ACOM's loan balance is forecasted to bottom-out
- (4) Promote MU NICOS as main card for customers : Increase acquisition of high-use cards and revolving payments on major allied cards

Corporate

- (1) Increase core transactions: lending, settlement, forex, etc : Provide high value-added proposals for business inheritance, rationalization of settlement transaction and overseas expansion
- (2) Increase event finance mandates : Cooperate between BTMU and MUMSS, leverage Morgan Stanley's global network
- (3) Strengthen trust businesses (securities agency, real estate, corporate pensions) : Deepen BTMU/MUTB collaboration
- (4) Discover and support growing companies : Apply Group's diverse financial functions

Global

• Please refer to pages 22-29

Trust Assets

- (1) Expand pension business : Further reinforce BTMU/MUTB collaboration, improve investment performance and develop products with alliance partners
- (2) Expand investment trust business : Increase cooperation with distributors inside and outside of Group, strengthen asset management and product development
- (3) Increase cooperation with alliance partners : Provide new products from strategic partners (Aberdeen, AMP, etc) and expand sales of existing partner products



No changes to FY12 net income target from ¥670.0 bn (MUTB revise non-consolidated net income target from ¥80 bn to ¥100 bn due to an expectation of extraordinary gain with return of substitute portion which relates to past employee services of employees' pension fund)

<financial targets=""></financial>		FY11		FY12		
<consolidated></consolidated>		Q1-3 (Results)	Full year (Results)	Q1-3 (Results)	Full year (Targets)	Progress in %
1	Ordinary profits	¥1,231.4 bn	¥1,471.9 bn	¥936.4 bn	¥1,110.0 bn	84.3%
2	Net income	¥815.8 bn	¥981.3 bn	¥532.4 bn	¥670.0 bn	79.4%
3	Net income (w/o MS negative goodwill)	¥525.1 bn	¥690.6 bn	¥532.4 bn	¥670.0 bn	-
4	Total credit costs	¥90.7 bn	¥193.4 bn	¥103.5 bn	¥160.0 bn	64.6%
<non-cons< th=""><th>olidated></th><th></th><th></th><th></th><th></th><th></th></non-cons<>	olidated>					
5	Net business profits	¥927.9 bn	¥1,171.0 bn	¥891.5 bn	¥1,145.0 bn	77.8%
6	Ordinary profits	¥640.7 bn	¥853.4 bn	¥673.0 bn	¥800.0 bn	84.1%
7	Net income	¥380.6 bn	¥544.9 bn	¥433.3 bn	¥560.0 bn	77.3%
8	Total credit costs	¥43.0 bn	¥134.5 bn	¥54.3 bn	¥85.0 bn	63.8%

(Note) Total credit costs include gains on loans written-off



Loans

Increased from both end Mar 12 and end Sep 12, mainly due to higher domestic corporate loans and overseas loans

Investment securities

Decreased from both end Mar 12 and end Sep 12, mainly due to a decrease in Japanese government bonds, partially offset by an increase in foreign bonds

Deposits

Increased from both end Mar 12 and end Sep 12, mainly due to higher individual deposits, overseas and others

• Non performing loans ("NPLs")

NPLs increased from end Mar 12 caused by downgrade of debtor credit ratings of large borrowers. Remained almost unchanged from end Sep 12

Net unrealized gains (losses) on securities available for sale

Increased from both end Mar 12 and end Sep 12, mainly due to an increase in unrealized gains on equity securities

	Balance sheet (¥bn)	End Dec 12	Change	Change
1			from end Mar 12	from end Sep 12
1	Total assets	224,470.2	5,608.6	5,829.1
2	Loans(Banking+Trust accounts)	87,080.1	2,440.0	2,251.6
3	Loans(Banking accounts)	86,979.5	2,486.8	2,298.3
4	Housing loans ^{*1}	16,611.4	(254.6)	(80.2)
5	Domestic corporate loans ^{*1}	46,333.3	698.6	563.2
6	Overseas loans ^{*2}	21,922.8	1,975.6	1,773.6
7	Investment securities (banking accounts)	75,403.4	(2,861.2)	(1,873.3)
8	Domestic equity securities	4,157.3	(59.2)	432.6
9	Japanese government bonds	44,196.5	(4,366.1)	(3,877.3)
10	Foreign bonds	20,094.2	1,322.1	1,422.3
11	Receivables under resale agreements and Receivables under securities borrowing transactions	7,875.3	65.8	(239.6)
12	Total liabilities	212,199.9	5,014.1	5,425.7
13	Deposits	126,931.2	2,142.0	1,845.3
14	Individual deposits (Domestic branches)	67,828.9	1,984.5	1,347.7
15	Payables under repurchase agreements and Payables under securities lending transactions	20,037.0	1,472.2	1,810.1
16	Total net assets	12,270.2	594.5	403.3
17	FRL disclosed loans ^{*1*3}	1,670.6	88.4	19.4
18	NPL ratio ^{*1}	1.83%	0.05%	(0.03%)
19	Net unrealized gains (losses) on securities available for sale	1,026.9	194.8	327.3

*1 Non-consolidated+trust accounts

*2 Loans booked in overseas branches, UNBC and BTMU(China)

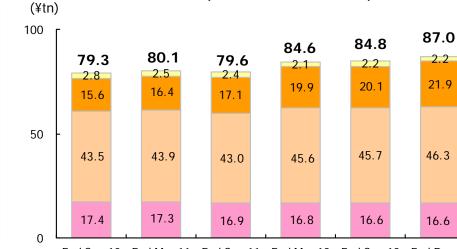
*3 FRL=the Financial Reconstruction Law

Loans/Deposits

Loan balance ¥87.0 tn (up by ¥2.2 tn from end Sep 12)							
<changes end="" from="" se<="" th=""><th colspan="7"><changes 12="" end="" from="" sep=""></changes></th></changes>	<changes 12="" end="" from="" sep=""></changes>						
Housing Loan	(¥0.0 tn)						
Domestic corporate	¥0.5 tn						
Overseas ^{*1}	¥1.7 tn						
Excluding impact of foreign currency exchange	¥0.3 tn						

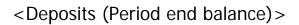
*1 Overseas branches + UNBC + BTMU (China) *2 Sum of banking and trust accounts

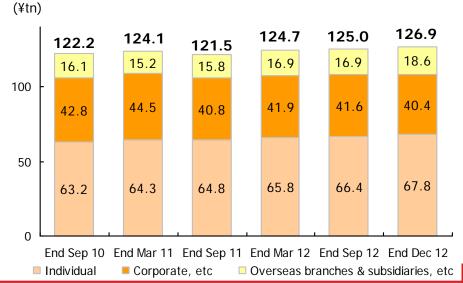
 Deposit balance ¥126.9 tn (up by ¥1.8 tn from end Sep 12)
 Changes from end Sep 12>
 Individual ¥1.3 tn
 Corporate, etc. (¥1.1 tn)
 Overseas and others ¥1.6 tn Excluding impact of foreign currency exchange



End Sep 10 End Mar 11 End Sep 11 End Mar 12 End Sep 12 End Dec 12 Housing loan Domestic corporate Overseas^{*1} Others

<Loans (Period end balance)*2>

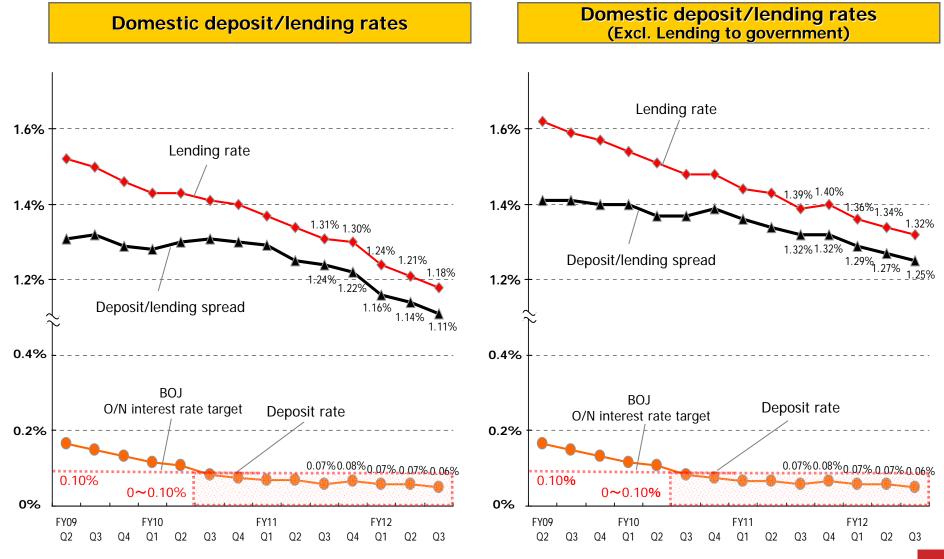






Domestic deposit/lending rates

Deposit/lending spread in FY12 Q3 decreased mainly due to a decline in lending rate

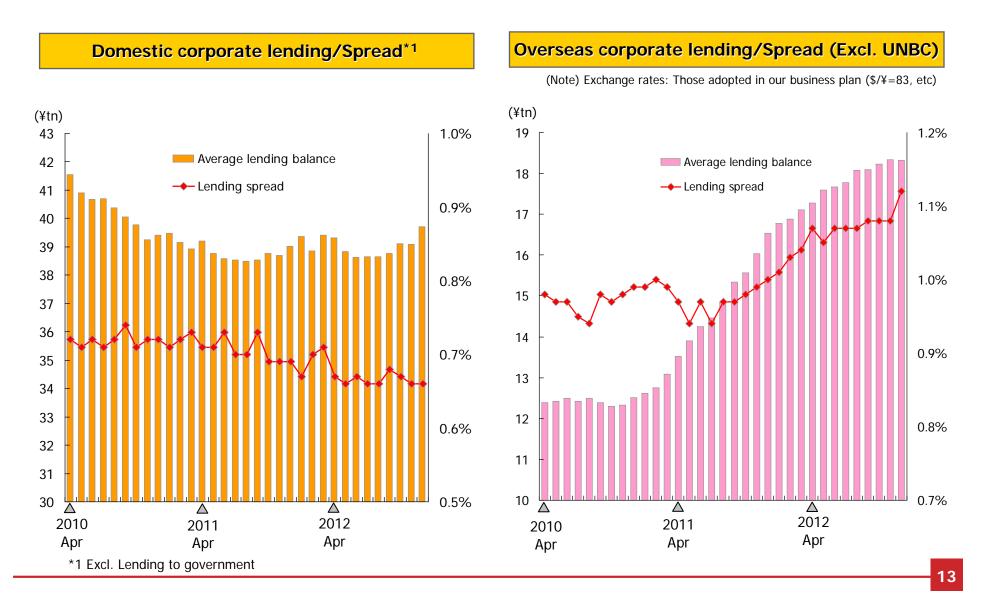


(Non-consolidated)

Domestic and overseas lending(1)



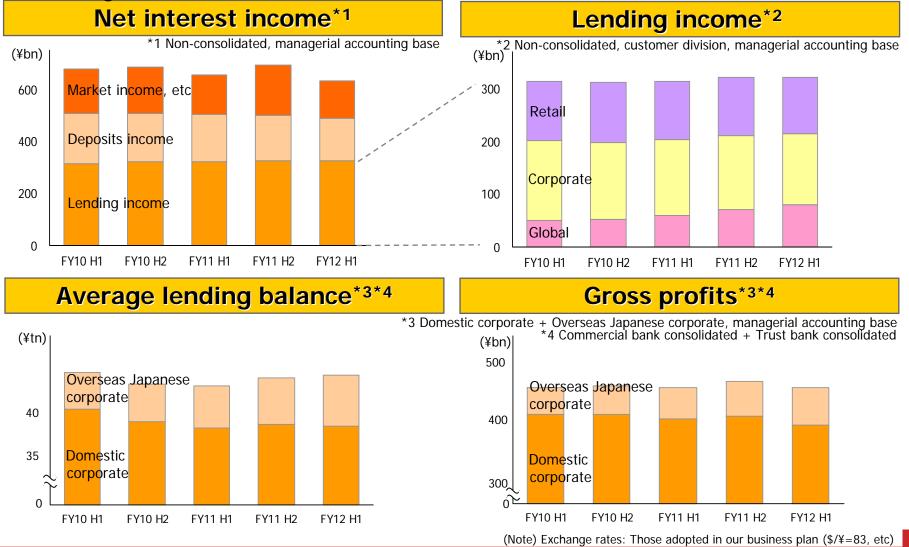
Declining trend of domestic corporate lending balance seemed to stop. Overseas corporate lending expanded constantly



Domestic and overseas lending(2)



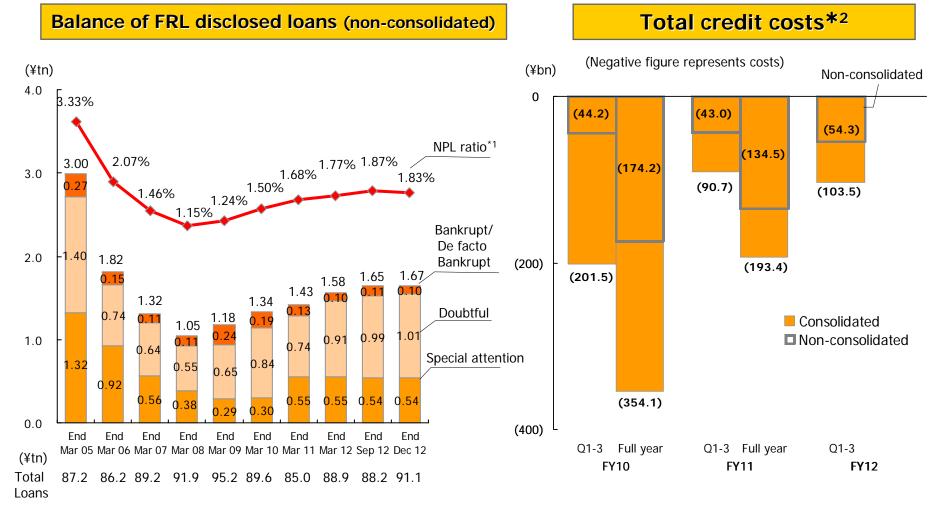
- Although net interest income was on a declining trend, growth in lending income from Global segment more than offset lower lending income from Corporate and Retail segments
- Total average lending balance of domestic corporate and overseas Japanese corporate is on an increasing trend



Loan assets



- NPLs almost flat from end Sep 12, NPL ratio was 1.83%
- Total credit costs increased by ¥12.8 bn from FY11 Q1-3 to ¥103.5 bn on consolidated basis. ¥54.3 bn on non-consolidated basis



*1 Non performing loan / Total loans

Holdings of investment securities

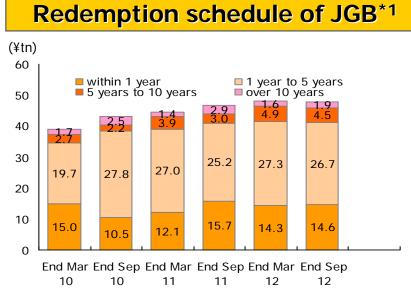


Maintained high level of unrealized gains. Unrealized gains on domestic and foreign equity securities increased reflecting strong stock performance

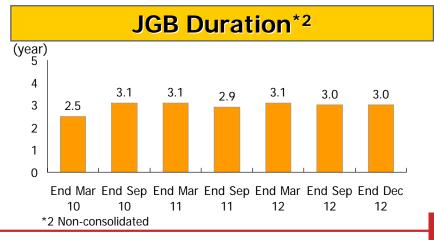
			Bala	Balance Unrealized gain		
(¥bn)		End Dec 12	Change from end Sep 12	End Dec 12	Change from end Sep 12	
1	T	otal	72,904.8	(1,189.2)	1,026.9	327.3
2	Domestic equity securities		3,296.7	426.4	419.8	358.2
3	[Domestic bonds	47,220.0	(3,642.1)	210.2	(53.6)
4		Government bonds	43,946.6	(3,597.3)	151.9	(49.0)
5	(Others	22,388.1	2,026.4	396.8	22.7
6		Foreign equity securities	186.6	36.3	65.3	33.5
7		Foreign bonds	19,531.9	1,571.2	312.2	(18.2)
8		Others	2,669.5	418.8	19.2	7.4

Breakdown of other securities (with market value)

End Dec 12 TOPIX:859.80, JGB(10yrs):0.79%



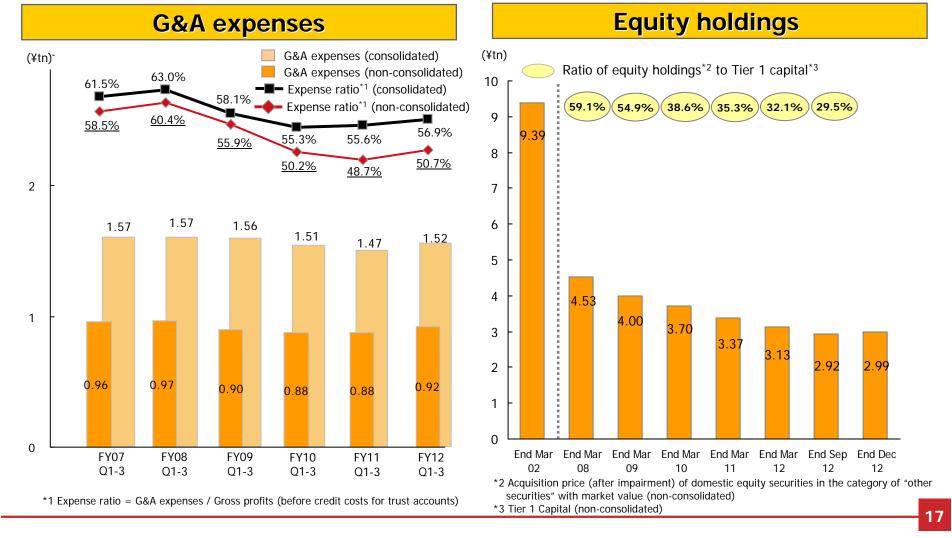
*1 Other securities with maturities and debt securities being held to maturity. Non-consolidated



Expenses/Equity holdings



- Expenses increased due to distribution of resources to strengthen some business areas, such as overseas business, while maintain corporate-wide cost reduction efforts. Consolidated expense ratio was 56.9%, non-consolidated expense ratio was 50.7%
- Sold equity holdings by approx. ¥25.0 bn in FY12 Q1-3. Continue to reduce equity holdings to minimize stock price fluctuation risk on capital, while considering market conditions

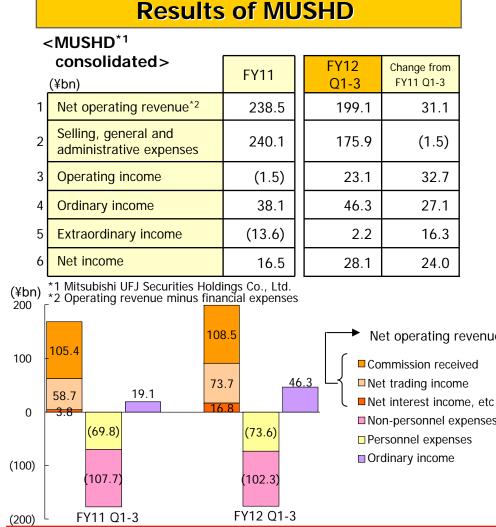


Mitsubishi UFJ Securities Holdings



- FY12 Q1-3 net income ¥28.1 bn as commission income increased, trading income expanded driven by client transaction flow and G&A expenses contained
- MUMSS (non-consolidated) profits up strongly due to good investment trusts sales and trading performance

AND INACC*3



Results of MUMSS

<				
	non-consolidated> (¥bn)	FY11	FY12 Q1-3	Change from FY11 Q1-3
1	Net operating revenue*2	170.1	145.8	26.8
2	Selling, general and administrative expenses	169.6	122.2	(3.6)
3	Operating income	0.4	23.6	30.5
4	Ordinary income	2.7	25.1	30.7
5	Net income	(16.7)	31.1	56.4

*3 Mitsubishi UFJ Morgan Stanley Securities Co., Ltd.

<MUMSS non-consolidated quarterly base>

			F١	′11			FY12	
iue	(¥bn)	Q1	Q2	Q3	Q4	Q1	Q2	Q3
1	Net operating revenue*2	37.6	43.7	37.5	51.0	43.1	51.6	51.0
^{tc} 2	Selling, general and administrative expenses	43.6	42.9	39.2	43.7	40.0	41.5	40.6
3	Operating income	(5.9)	0.7	(1.6)	7.3	3.1	10.0	10.4
4	Ordinary income	(5.5)	1.1	(1.1)	8.3	3.9	10.4	10.8
5	Net income	(5.4)	2.2	(22.1)	8.4	5.7	13.1	12.2

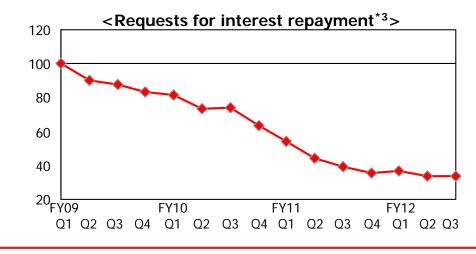
Consumer finance



- Number of requests for interest repayment declining at both MU NICOS and ACOM
- Both companies posted profits in FY12 Q1-3

Results of MU NICOS

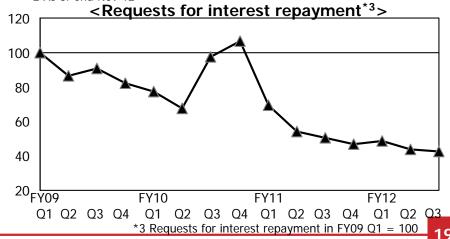
	(¥I	bn)	FY11	FY12 Q1-3	у-о-у	FY12 (plan)
1	С	perating revenue	281.2	200.1	(11.9)	274.5
2		Card shopping	160.8	121.3	1.9	-
3	C	perating expenses	252.2	180.8	(8.1)	244.5
4		G&A expenses	228.3	171.7	3.3	229.8
5		Credit related costs	23.8	9.1	(11.5)	14.6
6		Repayment expenses	0.0	0.0	0.0	0.0
7	C	perating income	29.0	19.2	(3.7)	29.9
8		Underlying earnings(6+7)	29.0	19.2	(3.7)	29.9
9	C	Ordinary profits	29.5	19.5	(3.7)	30.4
10	Ν	let income	28.7	20.5	(1.9)	31.0



Results of ACOM

(¥bn)	FY11	FY12 Q1-3	у-о-у		FY12 (plan)
1	Operating revenue	210.4	145.6	(14.6)		186.9
2	Operating expenses	179.5	98.6	(13.3)		145.6
3	G&A expenses	71.8	53.5	(0.0)		74.1
4	Provision for bad debts	34.7	28.1	(11.8)		47.2
5	Provision for loss on interest repayment	48.8	0.0	0.0		0.0
6	Operating income	30.8	47.0	(1.3)		41.3
7	Underlying earnings(5+6)	79.6	47.0	(1.3)		41.3
8	Net income	21.4	45.3	3.2		40.5
9	Guaranteed receivables (Non-consolidated)	483.2	564.7	98.1	000000000000000000000000000000000000000	570.0
10	Unsecured consumer loans (Non-consolidated)	779.9	703.8	(94.7)	100000000000000000000000000000000000000	698.0
11	Share of loans ^{*1}	31.6%	31.9%*2	0.8 %*2	00000000000	

*1 ACOM unsecured consumer loan balance (non-consolidated) / Consumer finance industry loan balance (Source) Japan Financial Services Association *2 As of end Nov 12



Growth strategy of medium-term business plan

Growth strategy



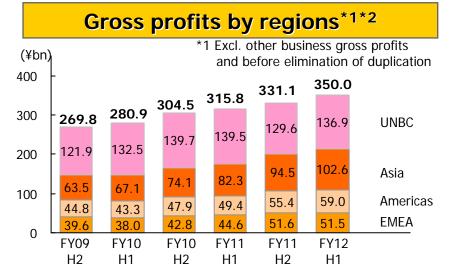
- Above mentioned business strategies, the businesses below are the principal earnings drivers and aims for sustainable growth
 - Global strategy by regions including emerging markets (Asia, Americas, EMEA)
 - Transaction banking business
 - Sales & Trading business
 - Project finance
 - Global strategic alliance with Morgan Stanley
 - Integrated corporate & retail business
 - Investment product sales
 - Consumer finance
 - Global asset management & administration strategy

Global strategy(1)

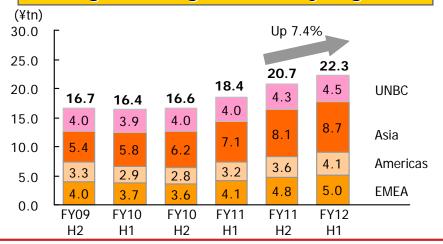
(Commercial bank Consolidated)



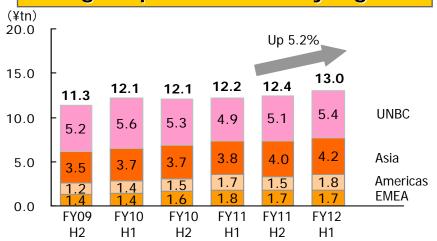
- Solid increase in gross profits
- Expanded our lending in the Asia, Americas and EMEA. Customer deposits also growing well. In addition, due to our strict credit controls, the risk-monitored overseas loans ratio remains at a low level
 *2 Exchange rates: Those adopted in our business plan (\$/¥=83, etc)



Average lending balance by regions^{*2}

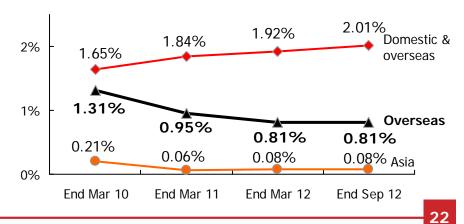


Average deposits balance by regions^{*2}



Risk-monitored overseas loan ratio*3

*3 Non-consolidated



Global strategy(2)



 Implement growth strategies in each region worldwide. Expand global network through strategic investments and alliances

Vietnam

 Signed agreement to acquire approx.20% shares in state-owned VietinBank and form a capital and business alliance (Dec 12). Scheduled to become an equity method affiliate

<Strategic implications>

- Make use of VietinBank's top class Vietnam branch network (1,274 branches and sub-branches*1) to strengthen our settlement and other services to local Japanese companies and develop BTMU business
- Participate in high-growth economy of Vietnam
- Provide BTMU's risk management expertise, etc to develop their operations and management

<VietinBank profile>

- Second in total assets in Vietnam: approx. ¥1.88 tn*1
- Achieving high growth consistently as one of the most healthiest banks in Vietnam

Lending balance: approx. ¥1.2 tn*1 - CAGR (07-11) 30.2%

Net income: approx. ¥25.3 bn*1 - CAGR (07-11) 52.7%

*1 As of end Dec 11, ¥1=245.1VND

Malaysia

• Opened Penang branch (Jul 12)

🔀 Myanmar

 Business alliance with a leading private bank Co-operative Bank (Dec 12)

💶 India

- Opened Neemrana branch (Nov 12, our 4th location in India)
- Preparing to open Bangalore branch (already approved)

Xustralia

- Made AMP, one of Australia's "big 5" financial institutions, an equity method affiliate (Mar 12)
- Opened Perth branch (Apr 12, our 3rd location in Australia)
- Acquired Australian Infrastructure Advisory Team from RBS and established Australian Structured Finance Office (Mar 12)

🔶 Canada

 Increased capital in Canada subsidiary (Aug 12)

U.S.A

 UNBC completed acquisition of Pacific Capital Bancorp (Dec 12). For details see P28

Latin America

- Started marketing activities at Bogota and Lima rep.offices (Mar 12)
- Business alliance with major Mexican bank Banorte (Aug 12)

Russia

- Increased capital in Russia subsidiary (Jun 12)
- Opened Vladivostok sub-branch (Sep 12)

C· Turkey

- Decided to establish an subsidiary in Turkey (to open in 13)
- Business alliance with major Turkish bank Isbank (Oct 12)

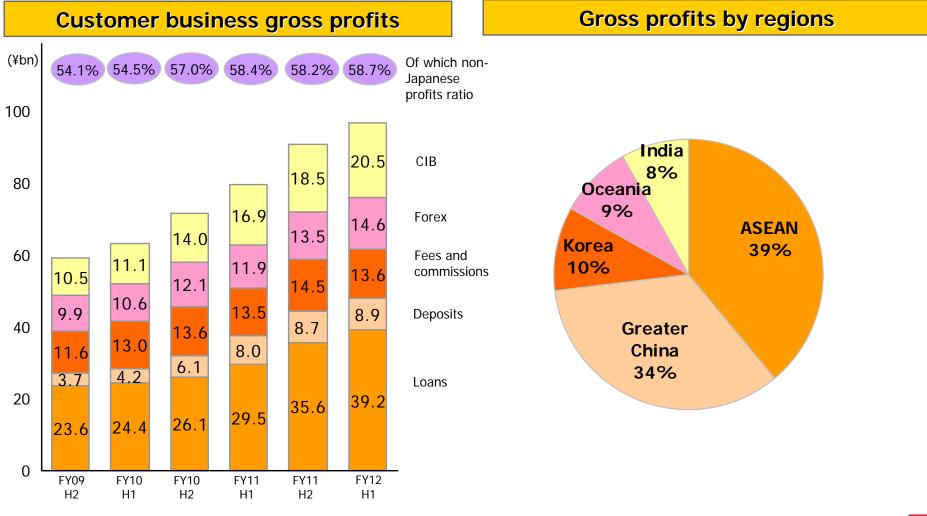
UAE

 Upgraded Dubai office to branch status to strengthen supervisory functions in the Middle East (Oct 12)

Asia strategy(1)



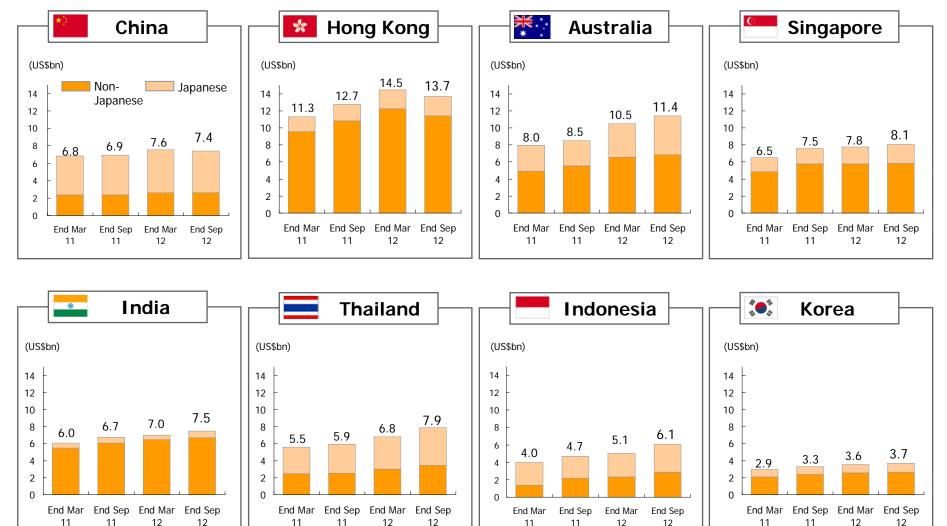
- Solid increase in gross profits with both Japanese and non-Japanese. Growing in CIB and forex income in addition to income from loans. Ensuring a good revenue balance in each region
- Aiming to increase gross profits for FY14 by 50% from FY11



Asia strategy(2)



 Increased total lending balance through adopting strategy to the characteristics of each market



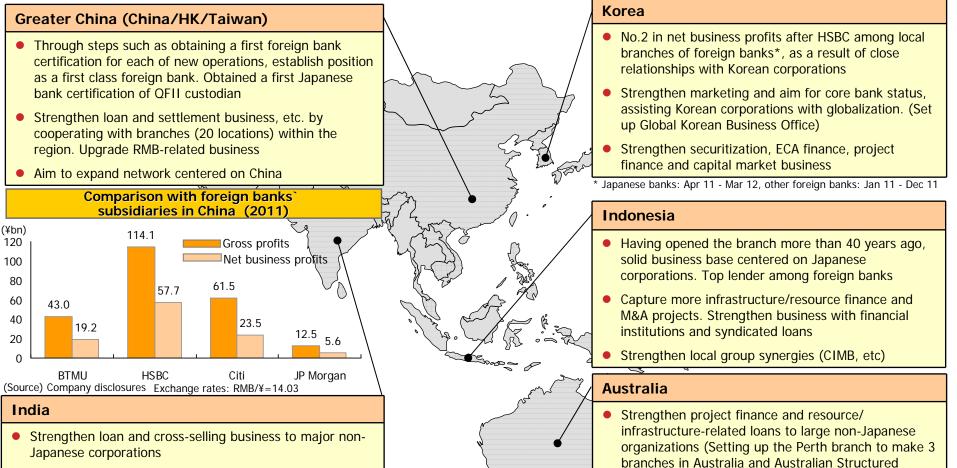
(Note) Loans outstanding on consolidated basis, counted by the nationality of each borrower for internal management purpose. Excl. Financial institution

Asia strategy(3)



26

- Upgrade the Asian business model and become established as the leading foreign bank
- Improve products and services while strengthening marketing within and beyond the region through BTMU/MUTB/MUSHD; improve regional governance by bringing Head Office functions to the Asian front line



Finance Office)

financial institutions

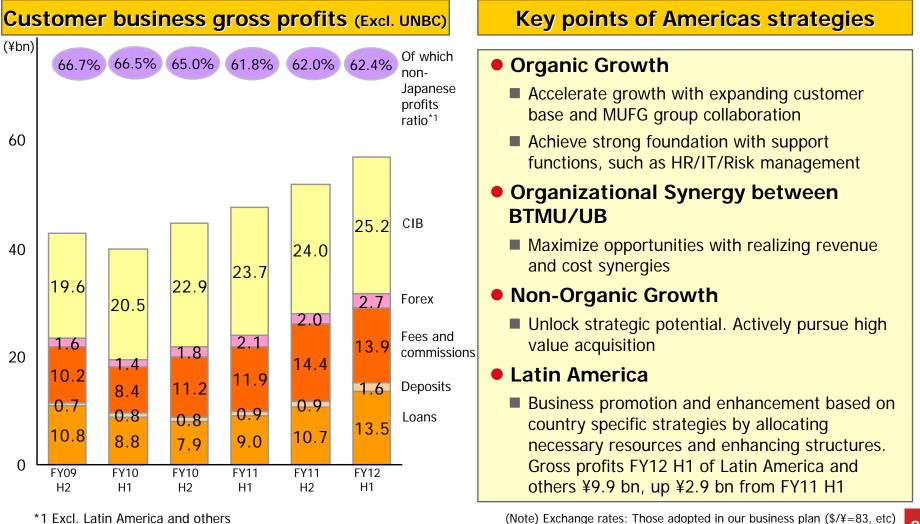
• Alliance with AMP, one of the Australian "big 5"

- Achieve critical mass in S&T business by bringing it under joint control with Global Markets
- Further strengthening largest network of any Japanese bank by opening new branches (now 4 branches)

Americas strategy(1)



- Americas gross profits (incl. UNBC) is approx. 60% of overseas revenues. Latin America business growing
- Aiming to increase gross profits for FY14 by 30% from FY11
- Aspire to achieve a premier position among U.S. banks by becoming one of the top 10 banking groups as measured by size and profitability



Americas strategy(2)



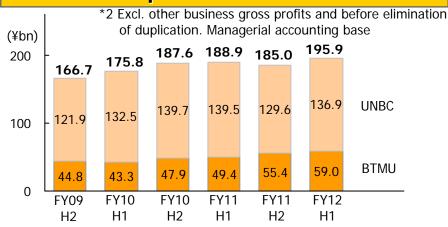
- UNBC performance was well. Loans and deposits increased steadily
- Actively consider high added value acquisitions using strong equity capital base

UNBC business performance

		FY10	FY11			FY12		
	(US\$mm)	FTIU	FĬII	Q1	Q2	Q3	Q4	
1	Gross profits	3,347	3,294	855	834	843	889	3,421
2	Non-interest expenses	2,372	2,415	614	599	638	715	2,566
3	Net business profits	975	879	241	235	205	174	855
4	Provision for allowance for credit losses ^{*1}	182	(202)	(1)	(14)	45	(5)	25
5	Net income	573	778	195	187	124	123	629

*1 Negative figures are reversal

Gross profits in Americas^{*2}



Acquisition of Pacific Capital Bancorp

Completion of acquisition in Dec 12

Strategic implications

- Acquisition of a leading bank in Santa Barbara
- Expansion of retail business and branch network
- Provision of community-based banking services to customers in Santa Barbara and California's Central Coast area
- Provision of products and services in commercial and small business lending along with wealth management; expansion of revenue through enhancement of crossselling and other approaches

Assets and deposits

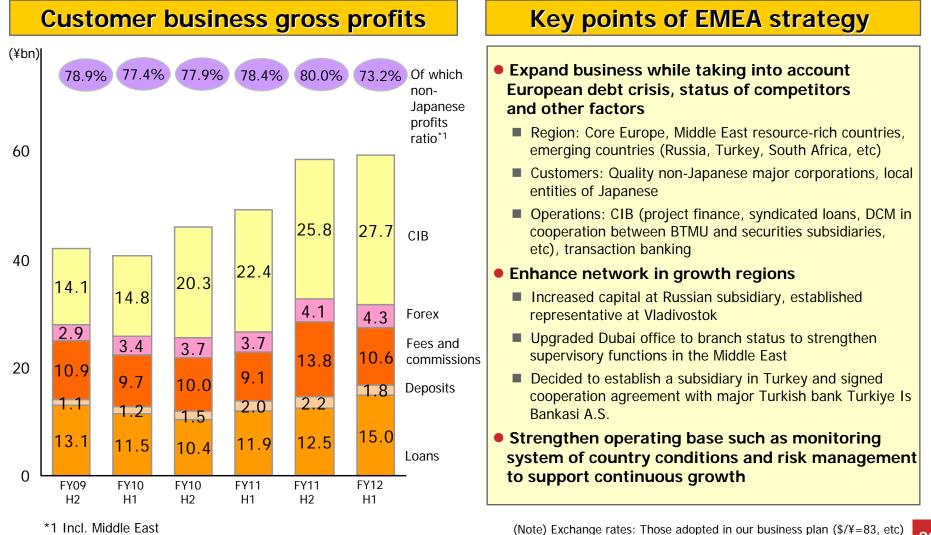
Assets: US\$ 5.9bn, Deposits: US\$ 4.6bn



EMEA strategy

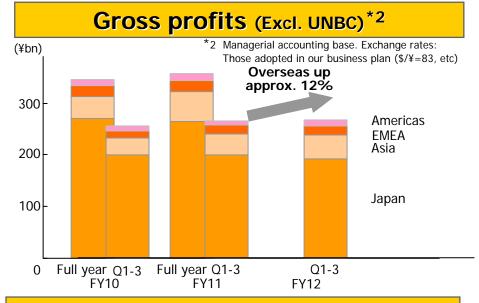


- Based on individual strategies for each region, customer segment and operating segment, promoting cross selling to become a core bank of non-Japanese customers. CIB income growing due to successful cooperation with overseas securities subsidiaries
- Aiming to increase gross profits for FY14 by 20% from FY11

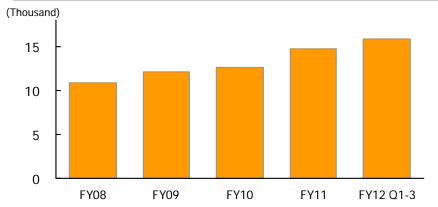


Transaction banking business (Commercial bank Consolidated)

- Transaction banking business^{*1} gross profits increased mainly in overseas. CMS contracts at overseas also expanded steadily
- Aiming to increase revenue for FY14 by ¥100 bn from FY11



Overseas CMS contracts (Excl. UNBC)



*1 Collectively refers to services capturing commercial flows of customers such as deposits, settlements and trade finance

Strategies to strengthen the business

- Develop a business targeting the entire supply chain particularly in Asia
 - Make the greatest possible use of overseas network, the best among Japanese banks, and our strong Japanese customer base to effectively provide solutions combining trade finance and cash management
- Substantially increase system investment and development personnel, expand lineup of strategic products and services
 - Expand functionality of existing settlement-related systems products such as BizSTATION and GCMS Plus. Also expand strategic products and services, such as electric trade operation management (TSU^{*3}) and centralized payment operation management system (GPH^{*4})

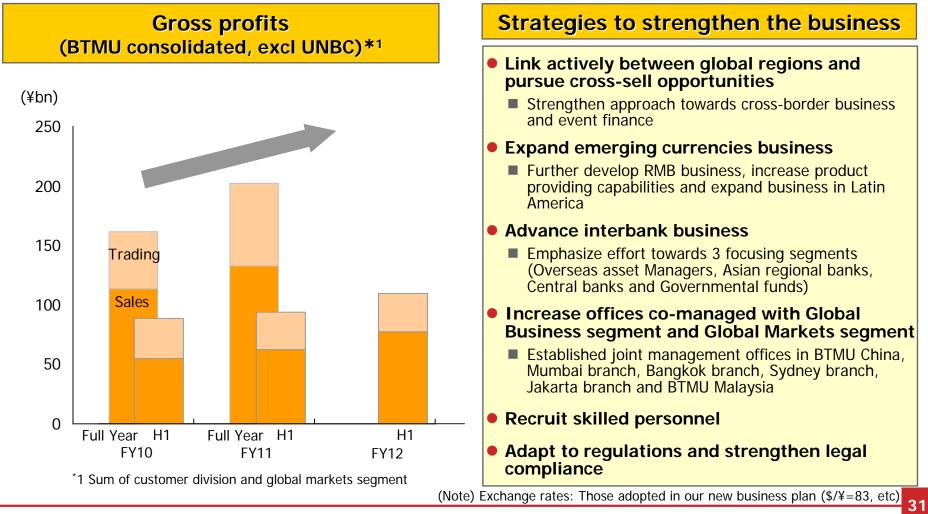
• Strengthen new regions and businesses

Intensify business promotion for multinational companies and local Asian companies while refining approach to project-related business such as account banking business

Sales & Trading business



- Strengthen flow trading as a commercial bank, build on customer base
- Correspond to the diversifying and globalizing needs of customers by progressing high value-added proposals and actively linking business between global regions. Maximize profit from global interbank flow trading business
- Aiming to increase gross profits for FY14 by 30% from FY11



Project finance



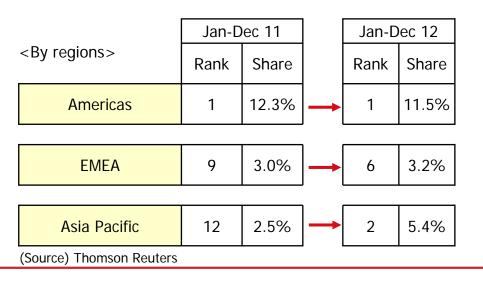
- Ranked No.1 in 2012 global rankings. Ranked No.1 in Americas for 3 consecutive years, rising our ranking in EMEA and Asia Pacific
- Increase personnel and take other steps to establish status as a leading bank. Solution business centered on project finance, aiming to increase gross profits for FY14 by 40% from FY11

Global presence

<Global project finance league table (Jan-Dec 12)>

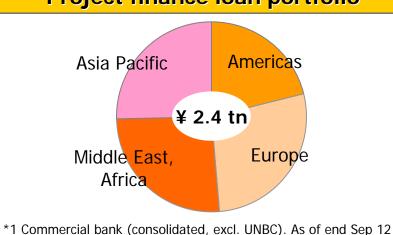
		-		
Rank	Mandated Arrangers	Origination Volumes (US\$ bn)	#	Rank Jan-Dec 11
1	MUFG	11.62	96	2
2	State Bank of India	10.95	32	1
3	SMFG	7.58	68	3

(Source) Thomson Reuters



Strategies to strengthen the business

- Global approach: strengthening our platform in the infrastructure sector, renewable energy business and others on a global basis
- Initiatives in Japan: enhancing our supports in relation to Japanese companies' acquisition of resource interests, infrastructure exports to Asia, and domestic reconstruction related PFI/renewable energy
- Strengthening marketing structure through staff increases



Project finance loan portfolio*1

³²

Global strategic alliance with Morgan Stanley



- Enhance the strategic alliance and expand scope of collaboration, fully leveraging BTMU customer base
- Aiming to achieve No.1 position in cross-border M&A transactions involving Japanese corporations in FY14

	worgan S	tanie	ey pe	ertor	man	ce	
		FY11			FY12		
	(US\$mm)		Q1	Q2	Q3	Q4	
1	Net Revenues	32,236	6,935	6,953	5,280	6,966	26,112
2	Net Revenues (Excl. DVA)*1	28,555	8,913	6,603	7,542	7,477	30,514
3	Non-interest expenses	26,137	6,732	6,013	6,763	6,107	25,597
4	Income from continuing operations before taxes	6,099	203	940	(1,483)	859	515
5	Income from continuing operations before taxes (Excl. DVA) ^{*1}	2,418	2,181	590	779	1,370	4,917
6	Net income applicable to MS	4,110	(94)	591	(1,023)	507	(19)
7	Earnings applicable to MS common shareholders	2,067	(119)	564	(1,047)	481	(117)

Margan Stanlov parformana

*1 Calculated by MUFG based on Morgan Stanley public data

Impact on MUFG P/L due to application of equity method

- Equity in net income of affiliates was taken in
- About 22% of post-tax profits of MS. MS Oct-Dec 12 earnings to be reflected in MUFG Jan-Mar 13 earnings
- Fall of MS share price will not affect MUFG consolidated earnings
- No impairment from equity-method affiliates' shares in consolidated earnings
- No impairment from goodwill as there is no goodwill for the investment in MS

IV	1&A advisory			(Apr-Dec 12)
Rank	FA	#	Amount (¥bn)	Share (%)
1	Mizuho FG	102	4,765.3	41.2
2	Nomura	103	4,235.8	36.0
3	MUMSS	93	3,657.3	31.0
4	JP Morgan	15	2,437.7	21.1
	ue amount. Any Japanese involvement co		(Source)	
	ue amount. Any Japanese involvement co		(Source)	(Apr-Dec 12)
			(Source)	Thomson Reuter (Apr-Dec 12) Share (%)
N	1&A advisory (cross bord	ler dea	(Source)	(Apr-Dec 12) Share (%)
Ⅳ Rank	1&A advisory (cross bord FA	<mark>ler dea</mark> #	(Source)	(Apr-Dec 12) Share (%) 37.7
№ Rank 1	1&A advisory (cross bord FA Mizuho FG	l <mark>er dea</mark> # 27	(Source) IS) Amount (¥bn) 2,628.5	(Apr-Dec 12) Share (%) 37.7 29.8
₽ Rank 1 2	1&A advisory (cross bord FA Mizuho FG Deutsche Bank AG	er dea # 27 10	(Source) S) Amount (¥bn) 2,628.5 2,060.0	(Apr-Dec 12) Share (%) 37.7 29.5 28.2
№ Rank 1 2 3	I&A advisory (cross bord FA Mizuho FG Deutsche Bank AG Nomura	er dea # 27 10 25	(Source) Amount (¥bn) 2,628.5 2,060.0 1,969.8	(Apr-Dec 12)

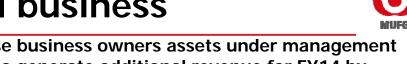
• JAL IPO – Domestic and overseas bookrunner

- Deal value: approximately ¥660 bn
- World's largest airline IPO in history
- Japan's largest privatization IPO since book building method was introduced in Sep 97
- MUMSS and MSMS (MS) jointly involved in bookrunning both the domestic and overseas tranches

• Advised DENTSU in the acquisition of Aegis Group

- Deal value: approximately ¥395.5 bn
- Fully utilized Morgan Stanley's global expertise

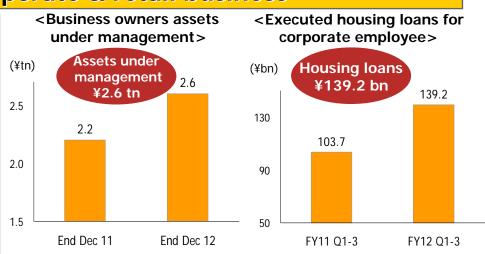
Integrated corporate & retail business



- To expand integrated corporate & retail business, increase business owners assets under management and housing loans for corporate employee sales. Aiming to generate additional revenue for FY14 by ¥10 bn from FY11
- Have 53 offices that can offer combined corporate and retail business (one-stop sales locations) by the end of FY12 (39 as of end Dec 12)

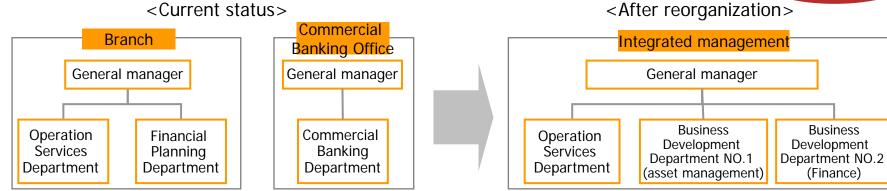
Expand integrated corporate & retail business

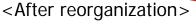
- Expand owner business
 - Increase asset management business primarily through total asset marketing
 - Increase investment product sales through cooperation with MUMSS
- Expand business with corporate employee sales Enhance framework for 'life event' products/initiatives
- Support for growing SMEs
 - Establish a specialist line within BTMU to support growing companies
- Integrated offices (one-stop sales locations)
 - Expand one-stop offices unifying corporate and retail business, increase regionally-centered business



One-stop sales locations (unified corporate and retail business)

Expand to 53 offices in FY12

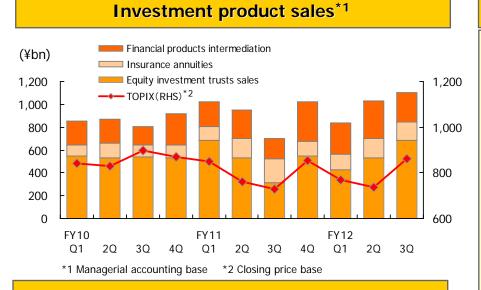




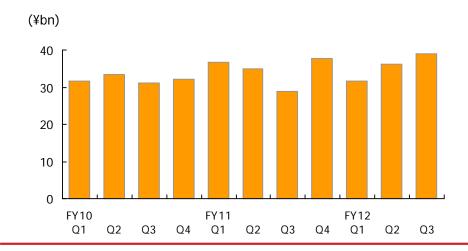
Investment product sales



 Recovery seen in sales and income from investment products, led by investment trust and financial products intermediation. Aiming to increase gross profits for FY14 by 40% from FY11
 Continue strengthening of collaboration among the group companies



Income from investment products



Group cooperation to strengthen 'Total Asset Sales'

[BTMU]

- Strengthen retail money desk^{*3}
 - Increase staff seconded from MUMSS
- Increase total asset advisors*4
 - Increase number of private banking specialists to improve consulting services, who assess customer assets and advise on inheritance, etc

[MUTB]

- Develop total asset marketing approach, based on trust capabilities in inheritance & real estate
 - Strengthen proposal marketing through BTMU/MUTB joint promotion for inheritance business
 - Fully function the real estate section of MUTB in order to strengthen approach to real estate related needs from succession and inheritance

[MUMSS]

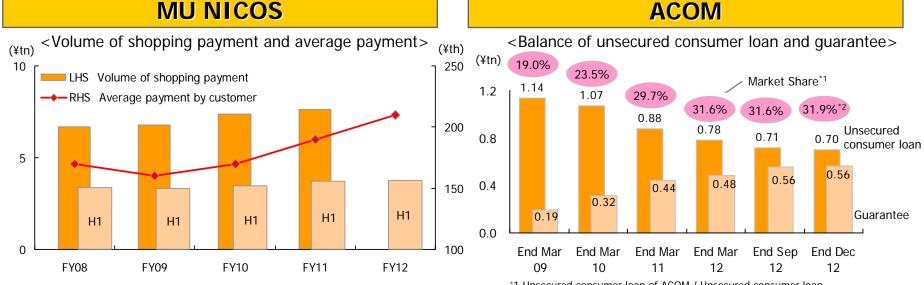
- Strengthen marketing of consulting business
 - Extend business with company owners with BTMU
 - Enhance internal training programs to foster and strengthen advisors
- *3 Team of experts with high level investment product sales expertise. As of end Dec 12, assigned to 63 locations in Japan

*4 Team with specialist knowledge of investment assets, real estate, wills and trusts is assigned to use their skills to promote sales targeting overall customer assets. As of end Dec 12, 135 advisors

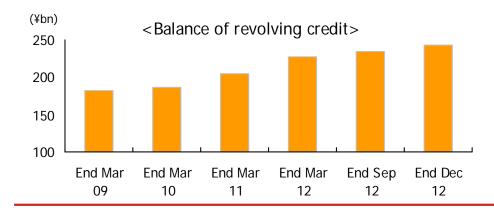
Consumer finance



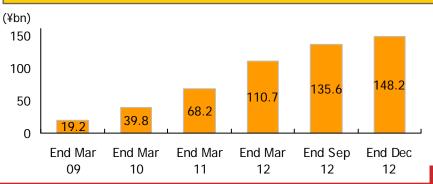
- MU NICOS: Aiming to increase volume of shopping and balance of revolving credit in the growing credit card business
- ACOM: Pace of decline in unsecured consumer loan balance has slowed. Aiming to increase gross profits, including growth from guarantee business
- BTMU: Loan balance of BANQIC shown consistent growth, aiming to double or more by FY14



*1 Unsecured consumer loan of ACOM / Unsecured consumer loan (Source) Japan Financial Service Association *2 Share at end of Nov 12



Loan balance of BTMU BANQUIC



Global asset management & administration strategy



Further expand robust operating base in Japan by meeting local demand for overseas investment, and develop business with overseas customers

admin

Pension business

- Extend BTMU/MUTB cooperation and proposal marketing by integrating regulation, investment and accounting to suit customer needs
- Increase product performance and develop products with alliance partners
 - **MUTB** Ranked No.1 as a trust bank in "Greenwich Survey 2012 Japan" for two years
 - ~ Proposal marketing and Information service highly esteemed
- *1 Greenwich Associates 2012 survey to institutional investors

Investment trust management business

- Support sales institutions to increase AUM
- Strengthen investment management and product development skills
- Increase efficiency in middle & back office
 - [MUAM] Morningstar Award "Fund of the year 2011" Award of excellence
 - \sim 5 awarded funds, including award of excellence in global bond type fund (w/o currency hedge)
 - [KAM] Ranked No.1 in "R&I Poll on asset manager's business performance 2012*2" for two years
 - \sim Level of support to client has been No.1 for 6 years

*2 Rating and Investment Information, Inc. Newsletter 8th Oct 12 No.134 R&I 2012 poll to Japanese mutual fund retail distributors

References to any specific securities do not constitute an offer to buy or sell securities. Those awarded funds based upon the past performance cannot guarantee their future performance. Data or statements are obtained from sources Morningstar Japan K.K believed to be reliable but are not guaranteed as to accuracy or completeness. All information is the property of Morningstar Japan K.K. or Morningstar, Inc. and protected by copyright and intellectual property laws. All rights reserved. •R&I Poll is conducted to Japanese mutual fund retail distributors on client satisfaction and fact finding regarding AM companies

Global business

Become a globally competitive asset management company, including investments and alliances Enhance foreign investment trust products and trust admin products lineup Use Group network to develop overseas customers [MUTB] Enhance product lineup centered on Japan equities (Japan, global and Asia/emerging market equities, etc) AMPCAPITAL BAILLIE GIFFORD [Investment and alliances] Asset management Joint product development and other initiatives with strategic alliance partners First joint developed retail product with AMP "MUAM AMP Global Infrastructure Bond Fund" was released in Jun 12. AUM of this fund by MUFG group totaled ¥31.9 bn as of end Dec 12 Second joint developed retail product with AMP "MUAM AMP Australia High Income Fund" was released in Dec 12, AUM of this fund by MUFG group totaled ¥15.9 bn as of end Dec 12 Consider new alliances with foreign AM Asset Grow customer base in foreign trust admin Gain new customers via group collaboration

Capital policy



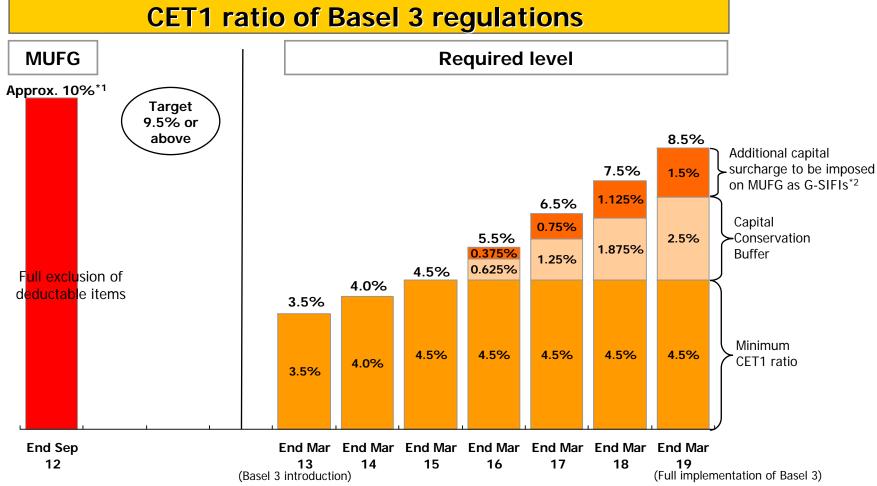
Enhance further shareholder returns while maintaining a balance among 3 priorities including strengthening capital and making strategic investment for sustainable growth



Strengthen equity capital



- CET1 ratio on the basis of full exclusion of deductable items is estimated to have approx. 10% as of the end Sep 12. Secured appropriate levels in response to regulations
- Taking into account buffer for market and economic uncertainty, targeting 9.5% or above



*1 Calculated on the basis of current information

*2 Level of surcharge (1.5%) is based on the classification into buckets announced by the Financial Stability Board in Nov 12. Assuming that this will be introduced from the end of Mar 16, in similar way (equally-phased in base) to Capital Conservation Buffer. The buckets classification imposed on the end of Mar 16 is expected to be announced in Nov 14

Strategic investments for sustainable growth



- Make strategic investments when good opportunities arise with due regard to the external environment and regulatory trends
- Asset purchases to be considered provided they contribute to strengthening existing business and offer reasonable returns
- Existing investments to be reviewed periodically based on established rules, taking into account investment efficiency and other factors

Enhance further shareholder returns

- Policy of steady increase in dividends per share through sustainable strengthening of profitability
- Buy-back is also an option depending on the circumstances



Results of shareholder returns/Dividend forecast

Appendix: Basic policies of the medium-term business plan

- As structural change proceeds inside and outside Japan, the competitive environment remains challenging and global financial regulation is tighter
- Respond to the changing environment by maximizing MUFG's strengths. With the aim of "be the world's most trusted financial group", formulated the new medium-term plan



[Three basic policies]

- 1. Enhance comprehensive financial service capabilities on a global basis
- 2. Contribute to initiatives for revitalizing and regenerating the Japanese market
- 3. Leverage world-class capabilities in capital and risk management

Appendix: Financial targets

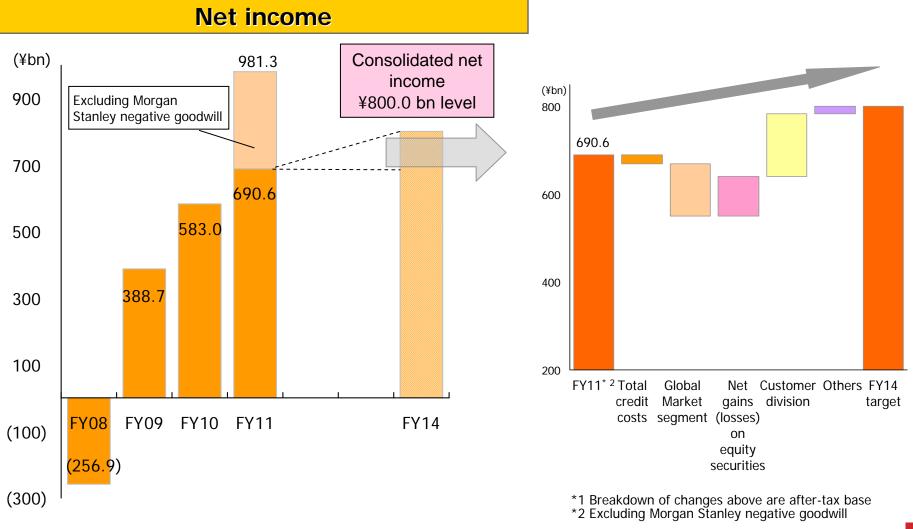
- Continue pursuit of sustainable increase of profitability and efficient capital management. Introduction of new economic capital framework in response to Basel 3
- The target for consolidated net operating profit (customer division) is 20% increase from FY11. Newly-established benchmark targets, consolidated net income RORA is approx.
 0.9%, consolidated ROE of approx. 8%

					FY11 results	FY12 H1 results	FY14 Targets
Growth	Consolid (custom		t operatii on) ^{*1}	ng profit	¥1,050.9 bn	¥492.0 bn	20% increase from FY11
	Consolidated expense ratio				56.9%	55.3%	Between 55-60%
Drofitability	(Non-consolidated)				50.4%	48.3%	Between 50-55%
Profitability	Consolidated net income RORA*2*3			RORA ^{*2*3}	0.8%	Approx. 0.7%	Approx. 0.9%
	Consolidated ROE ^{*2}				7.7%	6.14%	Approx. 8%
Financial Strength CET1 ratio ^{*3}				Approx. 9%	Approx. 10%	9.5% or above	
 *1 Simple sum of consolidated operating profits for retail, corporate, global and trust assets segments *2 FY11 figures exclude negative goodwill associated with application of equity method accounting on our investment in Morgan Stanley *3 Under Basel 3 regulatory regime, fully reflective of all necessary adjustment on capital 							
(Underlying macroeconomic assumptions) Consolidate			Consolidated	net operating profit		FY14 targets	
		by segme	ents : FY11 results		(from FY11)		
Unsecured call rate (period average)	e 0.07%	0.07%	0.17%	Retail	¥314.8 bn		Up 15%
Dollar-yen	¥83	¥83	¥83	Corporate	¥419.3 bn		Up 15%
(period-end rate)				Global	¥264.0 bn		Up 35%
Real GDP growth rate (annual rate)	2.5%	0.2%	2.3%	Trust Assets	¥52.8 bn		Up 45%

Appendix: (Reference) Estimation of net income growth



 Reduction in Global Market segment to be covered by increased profit in the customer division with a view to posting consolidated net income of ¥800.0 bn level in FY14



Appendix: Basic strategy



 Advance the business strategy, strengthen management fundamentals and control according to the three basic policies

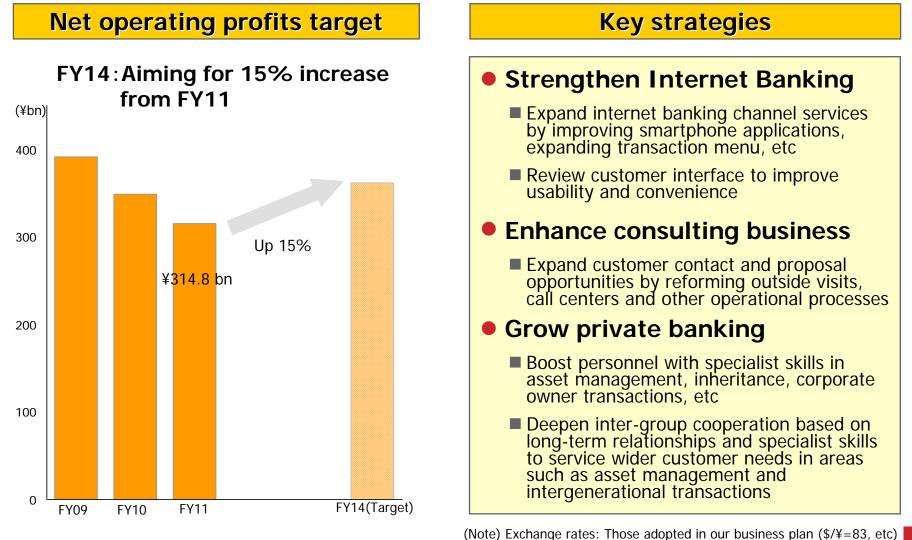
Advancing the group's business strategy				
1	Emerging markets in Asia and elsewhere: Deposits/lending, settlement and market-related business (regional strategy)			
2	Global CIB			
3	MUFG corporate solutions business			
4	Total financial services for individuals			
5	Domestic and overseas asset management			

	Strengthening management fundamentals and control
1	Global administration practices
2	Integrated risk management
3	Upgrade financial and capital management
4	Joint usage and streamlining of operation process and system infrastructure

Appendix: Retail strategy



- Provide services optimized for the life stage of each customer
- Leverage BTMU's customer base to build dominant presence as a comprehensive financial services group



Appendix: Corporate strategy

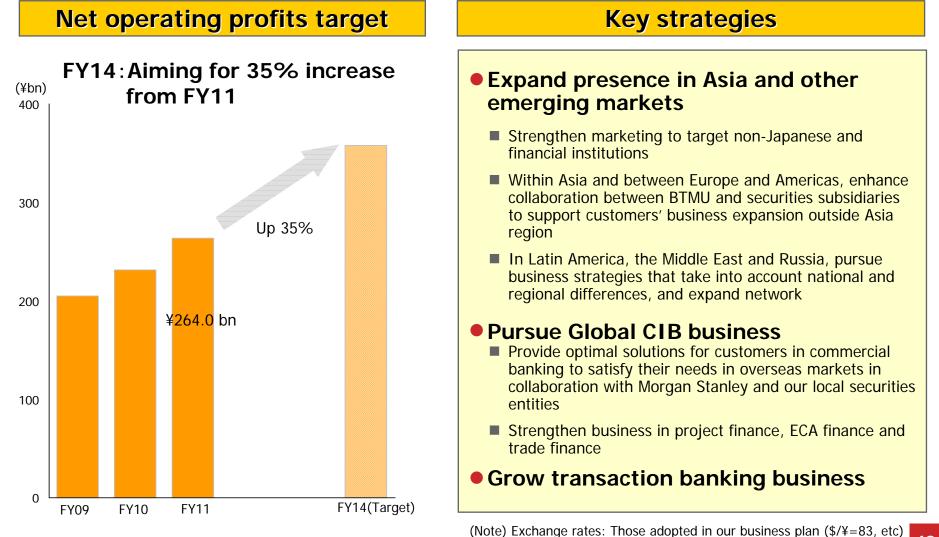
- Progress and reform each business model of BTMU, MUTB and MUMSS, aiming to achieve leading position in each operation
- Leverage MUFG group capabilities to provide compelling solutions and support customers' domestic and foreign growth

Net operating profits target	Key strategies
(¥bn) FY14: Aiming for 15% increase from FY11	 Expand global financial services (large/global corporate companies) Expand solutions business, such as project finance Grow overseas business through deeper links with Global
500	 segments Leverage Morgan Stanley's global network and strengthen primary business through cooperation between BTMU and MUMSS
400 Up 15%	 Leverage commercial bank customer base to grow Trust Bank operations (securities agency service, real estate, DC pension plans) and corporate secondary transactions
300 ¥419.3 bn	 Strengthen consulting business (medium-sized companies)
200	 Accelerate provision of tailored solutions-based services that address key management issues Increase support for overseas expansion, business succession and other such needs
100	 Develop integrated corporate and retail business (SMEs, owners)
0 FY09 FY10 FY11 FY14(Target)	 Expand integrated corporate/individual business for owners by integrating commercial bank's corporate and retail branches Provide detailed support for SME growth (Note) Exchange rates: Those adopted in our business plan (\$/¥=83, etc)

Apendix: Global strategy



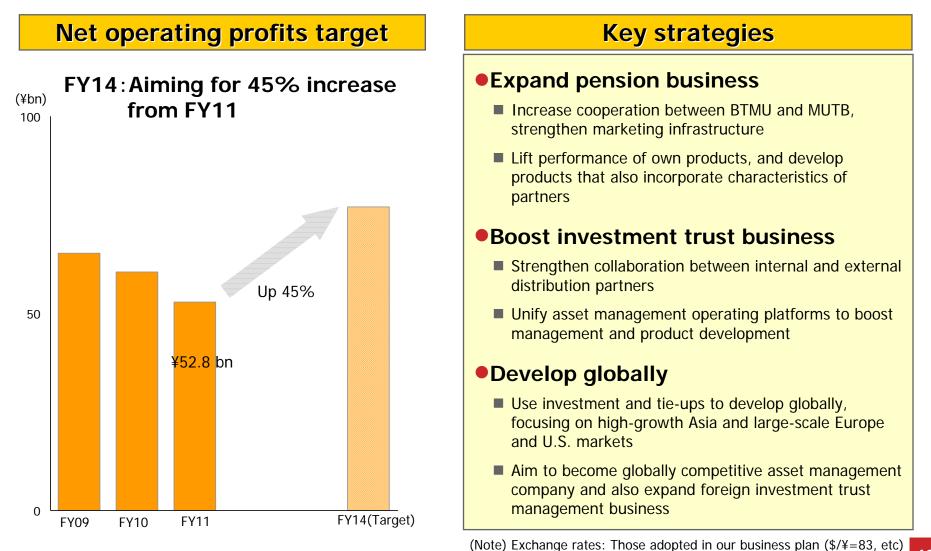
- Collaborate between regions and operations, using overseas customer base of commercial bank to construct competitive, added-value model
- Pursue non-organic growth while developing new businesses and emerging markets



Appendix: Trust assets strategy



 Leverage MUFG Group customer base and overseas network to develop as Japan's leading asset manager and administrator, recognized globally



Exposures in European peripheral countries



Exposures to European peripheral countries in BTMU consolidated were limited compared to the size of consolidated total assets

Exposures (BTMU consolidated)

	End Sep 12	End Dec 12
Spain	Approx.\$5.2 bn	Approx.\$5.1 bn
Italy	Approx.\$6.1 bn	Approx.\$6.0 bn
Ireland	Approx.\$0.2 bn	Approx.\$0.2 bn
Portugal	Approx.\$0.6 bn	Approx.\$0.6 bn
Greece	Approx.\$0.2 bn	Approx.\$0.2 bn
Total	Approx.\$12.2 bn	Approx.\$12.1 bn

Balance of sovereign bonds (MUFG)

	End Sep 12	End Dec 12
Spain	Approx.\$0.1 bn	Approx.\$0.1 bn
Italy	Approx.\$1.5 bn	Approx.\$1.5 bn
Ireland	-	-
Portugal	\$0.0 bn	\$0.0 bn
Greece	-	-
Total	Approx.\$1.6 bn	Approx.\$1.6 bn

Limited exposures

Exposures (BTMU consolidated)

- No exposures to sovereign borrowers
- More than 90% of exposures were to industrial corporations and structured finance
- Exposures to Spain and Italy were mainly for infrastructure, such as electricity, gas and telecommunications, etc
- Limited exposures to financial institutions
- Exposures including CDS hedge were approx.
 \$11.1bn

Balance of sovereign bonds (MUFG)

- No Greek or Irish government bonds
- Hold-to-Maturity accounting has been used for most of Italian government bonds which will be redeemed within next 2 years

Capital ratios

Consolidated

Basel 2



	Risk-Adjusted Ca (Based on the Base		s)			
			(¥bn)			
		End Mar 12	End Sep 12	• Tier1 +¥309.9 bn		
1	Total qualifying capital	12,742.5	12,318.4	 Net income +¥290.4 bn Interim dividend ¥(93.9) bn 		
2	Tier 1	10,522.2	10,832.2	■Foreign currency translation adjustments +¥63.4 bn		
3	Preferred stocks	390.0	390.0	Tier2 ¥(770.0) bn		
4	Preferred securities	1,207.3	1,204.3	Change of 45% of unrealized gains on		
5	Net unrealized losses on investment securities	-	-	investment securities ¥(78.7) bn Change of subordinated debt ¥(770.0) bn		
6	Tier2 (includable as qualifying capital)	4,038.7	3,268.7	 RWA +¥0.6 tn 		
7	Net unrealized gains on investment securities	343.0	264.3	■Credit risk ¥(6.7) tn		
8	Subordinated debt	3,446.5	2,676.5	Adjustment to the transitional floor +¥7.4 tn (arose from AMA adoption at End Mar 12)		
9	General allowance for credit losses, etc.	104.5	98.1			
0	Deduction from total qualifying capital	1,818.4	1,782.4	Reference: Basel 3 Standards		
1	Risk-adjusted assets	85,456.5	86,117.9	Reference: Daser 3 Standards		
2	Credit risk weighted asset	71,672.0	64,882.7			
3	Market risk weighted asset	2,380.0	2,191.1	(¥tn) RWA (provisional calculation		
4	Operational risk weighted asset	4,798.5	4,952.6			
5	Transitional floor	6,606.0	14,091.2	Approx, 10% (under full deductions ^{*2}) 80 Approx,		
6	Risk-adjusted capital ratio (%)	14.91%	14.30%	Approx, 12% 75 + +10%		
17	Tier 1 ratio (%)	12.31%	12.57%	(under phase-in approach ^{*3}) 70 - Excl. transitional		
18	Outlier ratio	9.49%	9.73%	*1 Calculated on the basis of current information *2 Based on the standard when Basel 3 is fully implemented *3 Based on the standard at the end of Mar 13 when Basel 3 is introduced, taking into account transitional measures *1 Calculated on the basis of current information *2 Based on the standard at the end of Mar 13 when Basel 3 is introduced, taking into account transitional measures		

51

Basel 3



-Be the world's most trusted financial group-

1. Work together to exceed the expectations of our customers

Strive to understand and respond to the diversified needs of our customers. Maintain and expect the highest levels of professionalism and expertise, supported by our consolidated strength

2. Provide reliable and constant support to our customers
 Give the highest priority to protecting the interests of our customers.
 Promote healthy, sustainable economic growth.
 Maintain a robust organization that is effective, professional, and responsive

3. Expand and strengthen our global presence

Leverage our strengths and capabilities to attract a loyal global customer base. Adapt rapidly to changes in the global economy and their impact on the needs of our customers

