

01 September 2023

Dear Valued Customer,

Subject: Important Notice on Cessation of Over-the Counter Cash Services

Sumitomo Mitsui Banking Corporation – Manila Branch (“SMBC” or the “Branch”) would like to extend our compliments and thank you for your trust to use our services to date.

The business environment has been changed drastically by COVID-19 pandemic and it has also accelerated the transformation of technology such as digitalization of financial service. These changes pushed us to optimize our operations in order to efficiently and effectively serve our customer needs.

As part of SMBC’s continued efforts to improve its processes, we will be ceasing all over-the-counter cash services, including cash deposit, cash withdrawal, cheque encashment and cash payment of fees and charges effective 01 January 2024.

Alternatively, SMBC provides secured electronic banking service (SMAR&TS) for our customers to realize the convenience of the service at any time especially for Remittance, Internal Transfer and Time Deposit transactions. Please feel free to subscribe to the service. You may also continue submitting your forms and/or instructions to the Branch through the usual modes of submission agreed between us (e.g., courier or electronic means).

As we value your business, we would like to encourage you to also inform your Cheque payee of said cessation to address any concern on your operations.

Should you have any query about this notification, please do not hesitate to contact your Relationship Manager.

We look forward to continuing our business together.

Yours sincerely,



Yasushi Iwata
Managing Director and Country Head