

History of the Resona Group

We continue to evolve from a banking group into a financial services group with the goal of being “Retail No. 1.”

We are improving our services and making our branches easier to use as we continue to evolve from a banking group into a financial services group based on the DNA of reforms we have engendered through Resona reforms following the injection of public funds in 2003. We will remain committed to reform as we create a next-generation retail financial services model.

2001

- ▶ **Daiwa Bank Holdings established**
Daiwa Bank, Kinki Osaka Bank and Nara Bank established Daiwa Bank Holdings

2002

- ▶ **Resona Group started**
Company name changed to Resona Holdings with the addition of Asahi Bank

2005

- ▶ **Returned to profitability**
- ▶ **Initiated “Resona Kids’ Money Academy”**
Finance and economics education for children; about 33,000 children have participated in total



2006

- ▶ **Resumed payment of dividends on common stock**
- ▶ **Resona Bank and Nara Bank merged**

2012

- ▶ **Opened “Seven Days Plazas” (open 365 days a year)**
- ▶ **Employee volunteer organization “Re: Heart Club” launched**



2013

- ▶ **Communication character “Resonya” was born**



2001

2003

- ▶ **Injection of public funds under the Deposit Insurance Act**
Public funds peaked at ¥3,128.0 billion

- ▶ **Governance reforms**
Structured a strong governance system with a majority of outside directors and was the first banking group in Japan to become a company with a nominating committee

- ▶ **Financial reforms**
Decisive disposal of non-performing loans, major reduction of policy-oriented stocks and sweeping reorganization of affiliated companies

2004

- ▶ **Accelerated service and operational reforms**
Launched programs to eliminate waiting time and keep all branches open until 5 p.m. on weekdays
Introduced next-generation branches and “Quick Navi” services



2007

- ▶ **Business alliance with Dai-ichi Life Insurance Company**

2009

- ▶ **At the height of the financial crisis, the Resona Group had earnings of ¥123.9 billion, highest among Japanese banks**

- ▶ **Resona Bank and Resona Trust & Banking merged**

2010

- ▶ **Tokyo Head Office moved from Otemachi in Chiyoda-ku to Kiba in Koto-ku**

2011

- ▶ **Began handling Visa debit cards**

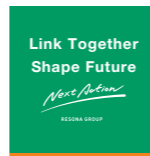


2015

- ▶ **Full repayment of public funds**

- ▶ **New brand slogan declaration**

New guiding principles called “Link Together, Shape Future” formulated for the next decade following the repayment of public funds



- ▶ **Resona Asset Management established**
Began offering all customers asset management services developed over many years in the field of pension management for professionals

- ▶ **Started offering 24/7/365 transfer service among Resona Group banks**

- ▶ **Established “The Resona Foundation for Future”**

2016

- ▶ **Launched “Resona Smart Store”**
Began handling “Smart Account” Internet accounts



February 2017

- ▶ **Began offering “Resona Fund Wrap”**



August 2017

- ▶ **Resona Merchant Bank Asia launched**

Provides solutions to customers such as Japanese companies operating in ASEAN, India and other regions

October 2017

- ▶ **Opened “Tsumitate Plaza” pension consulting offices (open 365 days a year)**



Financial planners help customers create a life plan with a focus on individual defined contribution pension plans (iDeCo)

2017

2018

January 2018

- ▶ **Launched shared services including mutual use of ATMs among the five banks***

* Resona Bank, Saitama Resona Bank, Kansai Urban Banking Corporation, Kinki Osaka Bank and Minato Bank

February 2018

- ▶ **Launched new “Smart Accounts”**

New business model centered on smartphones



March 2018

- ▶ **Repurchase and cancellation of Class 5 preferred shares**

Completed the repurchase and cancellation of Class 5 preferred shares totaling ¥100.0 billion, resulting in a capital structure consisting solely of common shares

April 2018

- ▶ **Kansai Mirai Financial Group became fully operational**

Kansai Urban Banking Corporation, Kinki Osaka Bank and Minato Bank integrated under the umbrella of Kansai Mirai Financial Group, a Resona Holdings consolidated subsidiary

