

Our Response to the COVID-19 Pandemic

In the face of economic stagnation attributable to the COVID-19 pandemic, we are doing our utmost to fulfill our social mission as a financial institution and a component of social infrastructure, to this end continuing such operations as the smooth provision of financial services and fundraising assistance to our customers.

Smoothly Maintaining Locally Rooted Banking Operations

Local Communities and Customers

Deposit, settlement, lending and other financial services offered by the Resona Group constitute an integral part of the social infrastructure supporting local communities.

With this in mind, our branches implement thoroughgoing measures to prevent COVID-19 infection, placing the utmost priority on safeguarding customer health and safety in the course of their operations.

Continuously offering our full-line banking services

- All domestic branches maintained the provision of deposit, domestic exchange, foreign exchange, lending and other bank-counter services
- They also implemented thoroughgoing measures to prevent infection, requiring that face masks be worn and social distance be kept within their facilities

Adapting to new behavioral norms

- All Resona Bank and Saitama Resona Bank branches introduced a branch visit reservation system
- Expanded such digital channels as the Group App

Providing solutions to the evolving issues customers confront

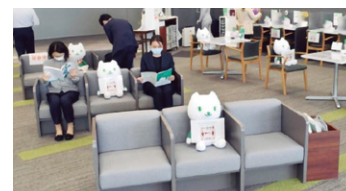
- Supported customer efforts aimed at stabilizing fundraising and strengthening their financial bases
- Assisted SME customers in their efforts to introduce IT
- Strove to meet customer needs for asset formation, smooth succession and other preparatory solutions



Acrylic partition installed to prevent the spread of droplets



A poster encouraging customers to wear masks



Securing social distance at branch facilities

Employees

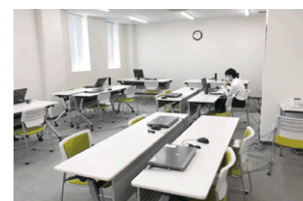
As we aim to maintain stable financial functions over the long term, we push ahead with work style reforms placing great emphasis on ensuring safety and health and that employees are not excessively burdened.

Promoting diverse work styles

- Allowed a growing scope of employees across the board to work from home
- Increased the number of satellite offices to 136¹

Expanding the lineup of remote training and education programs

- Shifted to televised meetings, e-learning and an online entrance ceremony, etc.



Employees working at a satellite office



An online entrance ceremony held in April 2021

Society

Despite fallout from the COVID-19 pandemic, we strive to contribute to the sustainable development of local communities through engagement in our primary business and social contribution activities.

“Re: Heart Club”



“Re: Heart Club” is a volunteer organization aimed at supporting spontaneous employee volunteer activities.

Examples of initiatives

Donations supporting the student pursuit of higher education

With volunteer employees donating a total of ¥5,848,300, we were able to deliver financial assistance to 133 students² affected by fallout from the pandemic.

Letters from recipients wishing to express gratitude for donations



Blood donation

Knowing that the stockpile of blood for use in transfusions is becoming scarcer than usual due to the pandemic's impact, a number of Group employees voluntarily participated in blood donation.



Enhancing Our Consulting System

Aiming to meet customer needs for management improvement, business rehabilitation and other solutions, each Group company has developed a structure enabling it to extend meticulous consulting services, with its head offices and branches acting in close collaboration.

Supporting business growth and rehabilitation

- Established or reorganized the following business units to be charged with customer assistance aimed at supporting business growth and rehabilitation

Resona Bank: Growth Strategy Office, Credit Division

Saitama Resona Bank: Branch Assistance Group, Credit Division

Kansai Mirai Bank: Strategic Assistance Group, Corporate Banking Division

Minato Bank: Business Feasibility Assessment Office, Corporate Banking Division

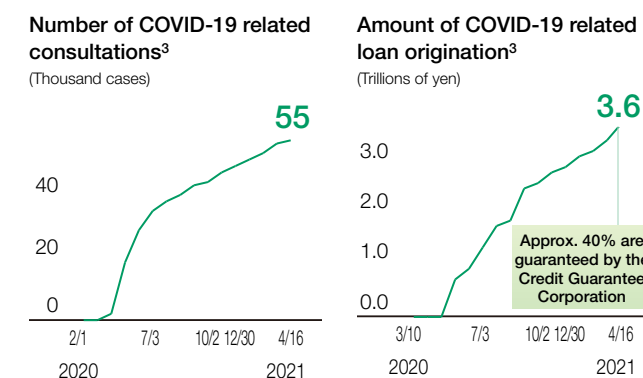


Online customer consulting

Extending Corporate Lending and Supporting Capital Financing

On the back of fallout from the pandemic, fundraising needs among corporate customers has grown significantly, with the number of times in which COVID-19 related consulting was provided and the amount of fresh lending extended rising to 55,000 cases and ¥3.6 trillion, respectively. We have also formed capital financing funds, striving to reinforce our structure to assist customers in the aspect of equity financing.

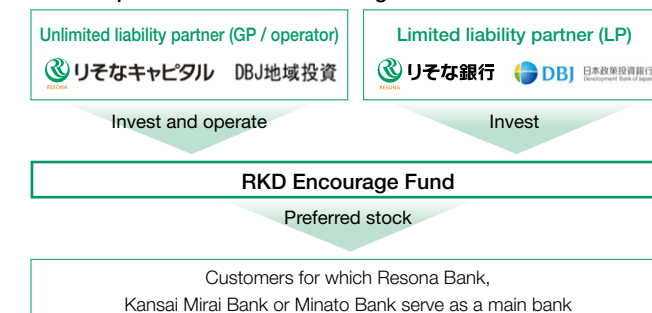
Number of COVID-19 related consultations and the amount of related loan origination



Capital financing funds designed to help customers withstand fallout from the pandemic

- Employed capital financing funds⁴ worth a total of ¥31.0 billion

An example of fund-based financing scheme



Robustly Extending Residential Housing Loans

Even in the face of the pandemic, needs for housing acquisition funding were firm and the number of freshly extended residential housing loans remained high.

We also responded to customer requests for consulting with regard to repayment conditions in a flexible manner.

Residential housing loans origination

- FY2020: ¥1.3 trillion (+6.5% year on year)

A consulting structure capable of responding swiftly and meticulously to customer requests

- Installation of a dedicated toll-free number and web-based helpdesk and the abolition of fees for amending repayment conditions

Expanding Non Face-to-Face and Cashless Transactions

Due to drastic changes in lifestyle norms, needs for non face-to-face and cashless transactions are higher than ever before. Reflecting this, the number of customers who use Resona Group App and Resona debit cards rose substantially.

Resona Group App

- 3,670,000 downloads as of Mar. 31, 2021 (+1,430,000 from Mar. 31, 2020)

Resona debit cards

- 2,430,000 cards issued as of Mar. 31, 2021 (+ 420,000 from Mar. 31, 2020)

1 As of Mar. 31, 2021

2 Consisting of students who are scholarship recipients of the foundation supported by the Resona Group

3 Cumulative total based on reporting from four Group banks

4 A fund formed via the collaboration with the Development Bank of Japan and a fund formed solely by the Resona Group

