# Outline of the New Business Revitalization Plan

- Becoming a Financial Services Company to be Selected by Customers-



November 2006



Positioning and overview of the New Business Revitalization Plan

Growth strategy driven by quality

Efforts towards early repayments of public funds

<Reference Material>



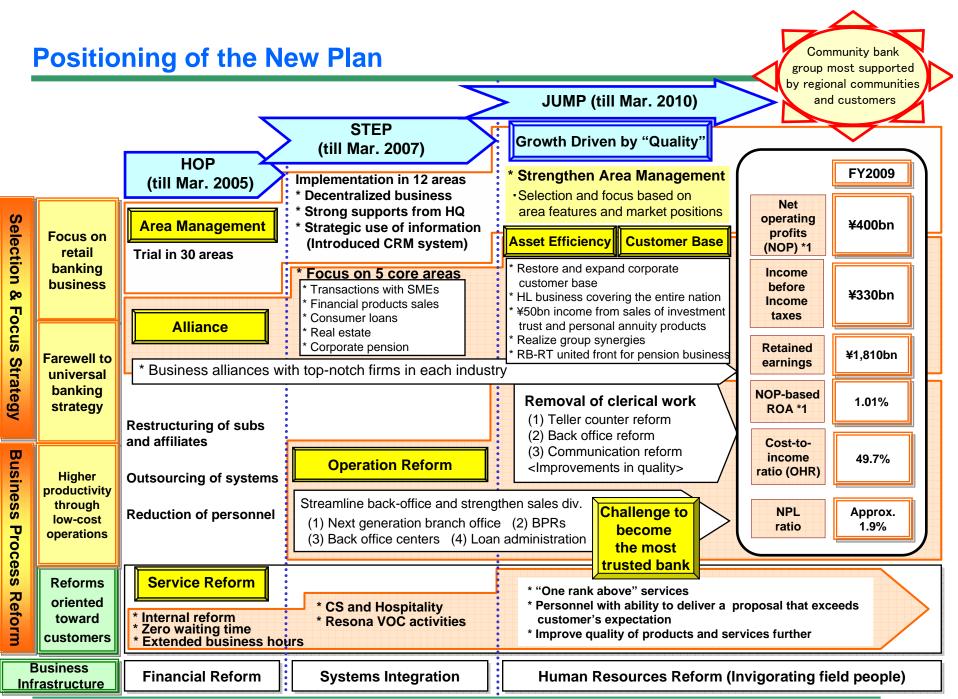
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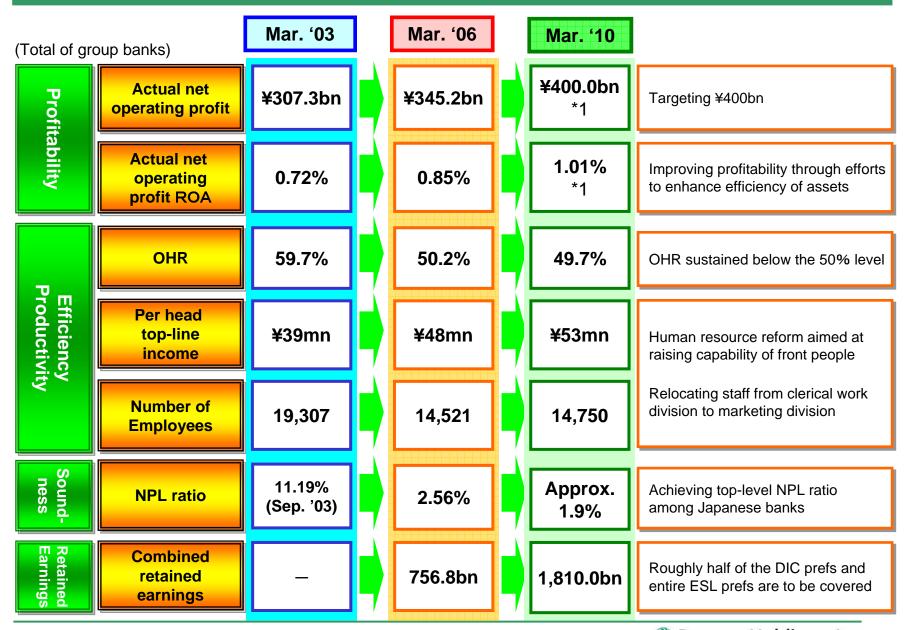
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\*1. Net operating profit before provision to general reserve and NPL disposal in the trust account plus net gains on stocks (pure investment position).



# Achievements in the past reforms and our future goals

\*1. Actual net operating profit for fiscal 2009 (Mar. 2010 period) include net gains on sale of stocks (pure investment position). 🚳 Resona Holdings, Inc.

# Outline of the earnings plan

# Strengthen earnings by placing more importance on efficiency of asset

	FY2005	FY2006	FY2007	FY2008	FY2009	
(Billions of Yen)	(Actual)	(Plan)	(Plan)	(Plan)	(Plan)	
Gross operating profits	693.6	698.0	727.0	754.0	780.0	
Interest income	527.8	537.0	548.0	569.0	585.0	
Fee income *1	127.7	129.0	132.0	136.0	144.0	
Before HL-related expense	171.0	173.0	180.0	188.0	199.0	
Other gross operating profits	38.0	32.0	47.0	49.0	51.0	
Operating expneses	348.5	365.0	380.0	388.0	388.0	
Personnel expenses	117.2	122.0	126.0	130.0	132.0	
Non-personnel expenses	210.2	224.0	232.0	237.0	235.0	
Actual net operating profits (1) *2	345.1	333.0	347.0	366.0	392.0	
Actual net operating profits (2) *3		342.0	355.0	374.0	400.0	
Net gains on stocks	53.9	40.0	8.0	8.0	8.0	
Net gains on stocks (pure investment position)	22.6	9.0	8.0	8.0	8.0	
Credit-related expenses	(14.5)	36.0	61.0	60.0	56.0	
Income before income taxes	401.4	348.0	280.0	300.0	330.0	
<management indexes=""></management>						
Cost-to-income ratio (OHR) %	50.24	52.29	52.27	51.46	49.74	
Actual net operating profits ROA %*3		0.86	0.90	0.96	1.01	

### Underlying assumptions (Standard scenario)

Economy continues to grow at its potential growth rate of 1.5% to 2.0%

Interest rate will go up gradually

	FY2006	FY2009
O/N call rate	0.183%	1.000%
10 year JGB	1.960%	2.500%
FX (¥/1US\$)	¥117	¥117
Nikkei 225	¥17,059	17,059

### Gross operating profits:

### + 82.0bn (compared with FY2006)

\*2. Net operating profit before NPL disposal in the trust account and provision to general reserve \*3. Actual net operating profit (1) plus net gains on sales of stocks (pure investment position).

### **Operating expenses:** Increasing strategic investments while reducing cost-to-income ratio

Personnel expense

\*1. include trust fees.

Operation reform enables strengthening of sales force without increasing total headcounts

 Non-personnel expense Reduction of routine expenses allows for an increase in strategic investments

 Net interest income +48.0bn. Increase in SME loans (term-end bal.) + 1.12tn. Increase in individual loans (term-end bal.) + 1.24tn. •Fees income (exclude HL-related expense) +26.0bn Income from sale of investment trusts and personal annuity products  $41.0bn \Rightarrow 52.0bn$ Income from real estate business  $13.8bn \Rightarrow 19.0bn$ Income from pension business  $19.9bn \Rightarrow 22.0bn$ Income from corporate trusts 6.1bn  $\Rightarrow$  9.2bn

### Credit-related expense: NPL ratio in the 1% range

- Appropriate management of loan portfolio
- Strict adherence to the credit ceiling system

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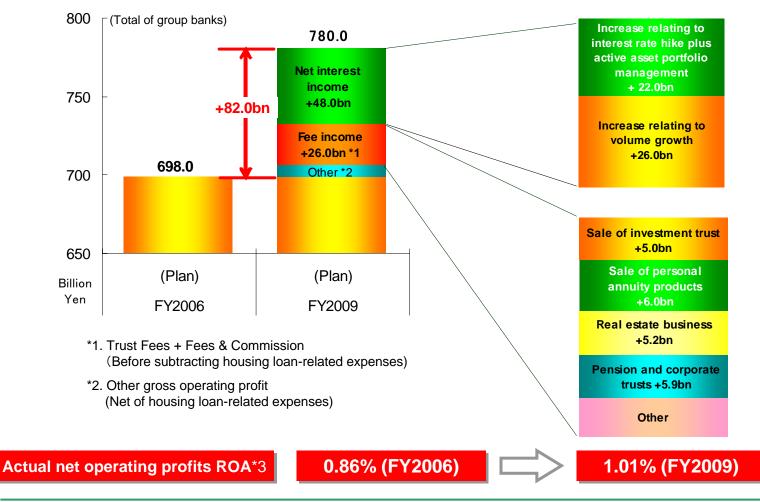
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# Securing an optimum combination of stock and flow income (1)

### Expand top-line income with strengthened ROA management

- ✓ Growth of top-line income during the new plan period: +82.0bn (FY2009 compared with FY2006)
- ✓ Growth drivers are (1) Net interest income +48.0bn and (2) Fee income +26.0bn



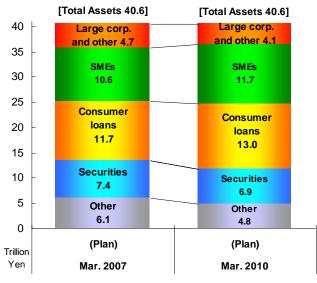
\*3. Net operating profit before provision to general reserve and NPL disposal in the trust account plus net gains on stocks (pure investment position).



# Securing an optimum combination of stock and flow income (2)

### Putting ROA management into practice to make the best use of assets

✓ Loan portfolio management that allows for higher ROA

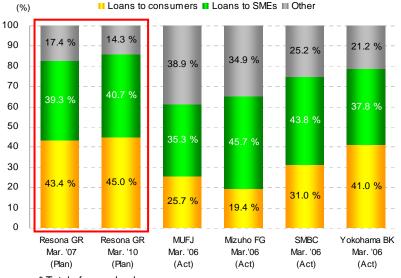




### ✓ Assumptions for policy rate, deposit and loan rates

	FY2006	FY2009	Change
O/N call rate	0.183%	1.000%	0.817%
Loan rate	1.95%	2.47%	0.52%
Deposit rate	0.16%	0.56%	0.40%
Loan-to-deposit margin	1.79%	1.91%	0.12%

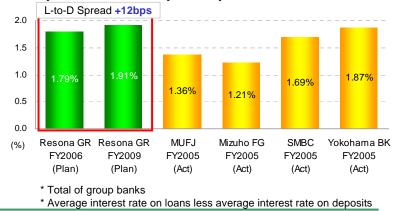
### ✓ Strengthen housing and SME loans further



\* Total of group banks

\* Excludes loans in the Japan Offshore Banking Account

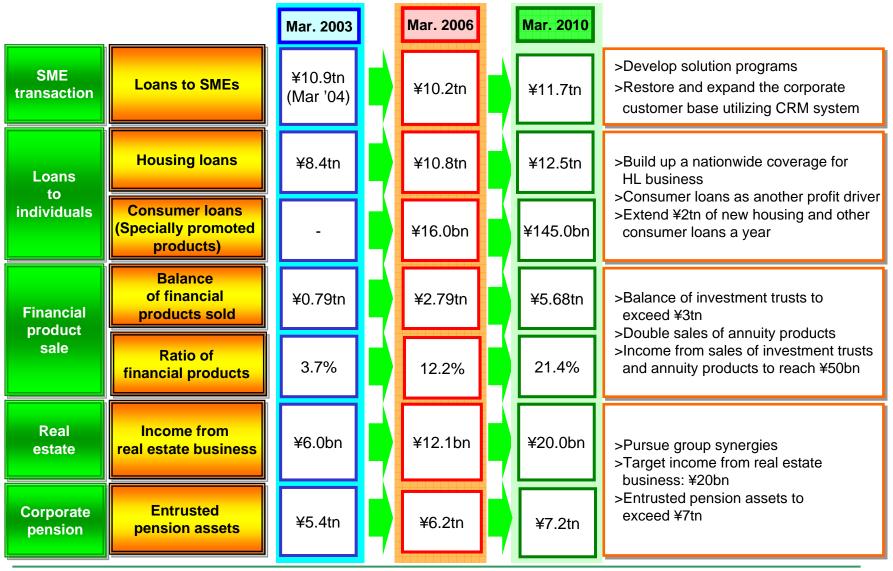
### ✓ Expand loan-to-deposit spread further



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# **Focusing on five core businesses**

### Strengthen earnings in an effective manner by focusing on five core businesses



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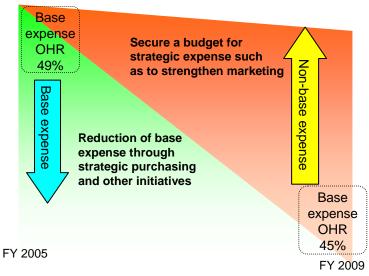
# **Reduced operating costs create a room for strategic investments**

### Actively controlling operating expenses: More strategic investments while keeping OHR low

### ✓ Outline of the plan for operating expenses

				New	Plan	
Total of group banks	FY2003	FY2005	FY2006	FY2007	FY2008	FY2009
(Billions of yen)	(Actual)	(Actual)	(Plan)	(Plan)	(Plan)	(Plan)
Personnel expenses (base expense)	123.7	117.2	122.0	126.0	130.0	132.0
Non-personnel expense	267.3	210.2	224.0	232.0	237.0	235.0
Base expense	267.3	202.0	200.9	200.3	200.5	195.4
Strategic expense		1.7	12.0	19.3	22.8	24.5
For service quality improvements		0.5	6.6	13.4	16.2	17.8
For rationalization of operation		1.2	5.4	5.9	6.6	6.7
Internal control and risk management		0.7	3.5	4.8	6.0	7.4
System integration	$\sim$	5.8	7.6	7.6	7.7	7.7
Cost-to-income ratio (OHR)	61.6%	50.2%	52.3%	52.3%	51.5%	49.7%
Ratio of base expense to income		49.1%	49.0%	47.9%	46.6%	44.7%

### ✓ Active control of operating expenses (Image)



### ✓ Factors accounting for the change

[Personnel expense]

Incentive salary competitive enough to attract talented people

[Non-personnel expense]

(Base expense)

Continue strategic purchasing putting into place a principle of competition

(Non-base expense)

Budget freed up with a reduction in base expense is utilized for such strategic purposes as rationalizing operation, strengthening risk management and integrating IT systems

### Examples of non-base expense

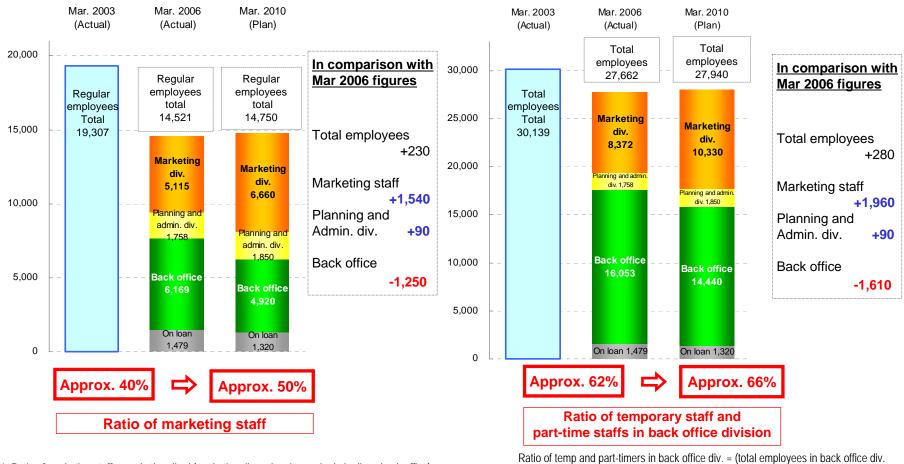
Me	asures to strengthen products and services	17.8bn (FY2009)								
	Restructure internet banking									
	New products (scoring-based loan product, etc)									
	Strengthen call centers									
Improve CRM system										
	Strengthen marketing activities in each area									
	Human resource developments									
Me	asures to rationalize operations	6.7bn (FY2009)								
	Operational reforms at branch offices									
Internal control and risk management 7.4bn (FY2009										
	Build up a system for effective internal control									
	Information security									

# **Strengthen sales force without increasing total headcounts**

### Shift employees freed-up through operational reform to marketing divisions

### HR Plan: Regular employees

### HR Plan: Total employees



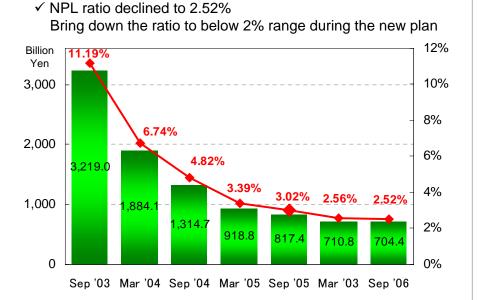
\*1. Ratio of marketing staff = marketing div. / (marketing div.+ planning and admin div. + back office)

regular employees in back office) / total employees in back office div.

# Loan portfolio management directed towards higher quality

### Drastic clean-up of loan portfolio significantly reduced risk factors for future earnings

# **[Trend of NPL ratio** (Financial Reconstruction Law Criteria) **]** (Total of group banks)



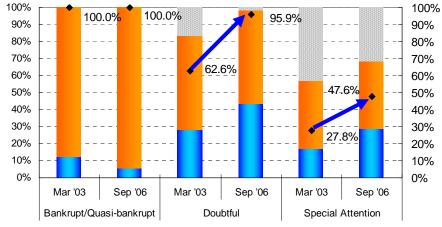
### [Diversification of loan portfolio into small lots]

- ✓ Housing loan ratio exceeded 40% (Mar 2003) 28.9% → (Sep 2006) 41.6%
- ✓ Number of large borrowers, who were responsible for much of the past credit expenses, declined sharply Number of Resona Bank's borrowers with ¥10bn or higher loan obligation
   [Sep. 2003] 180 borrowers → [Sep 2006] 102 borrowers

### [Loan loss reserves]

### (Total of group banks)

- Sufficient buffer is provided against the possible deterioration of the remaining NPLs.
- Uncovered portion
- Collateral, guarantees, etc.
- Reserves
- Reserve ratio against uncovered portion (right scale)



Cruising-speed credit cost of approx. ¥60bn (20bps) is expected during the new plan period

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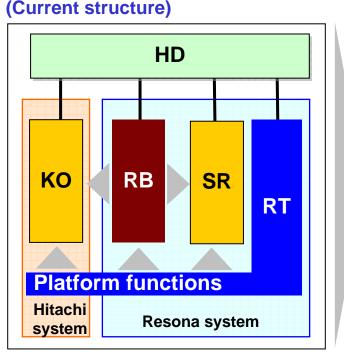
# **Pursue group synergies**

### RHD's policy to manage subsidiary banks during the new plan period

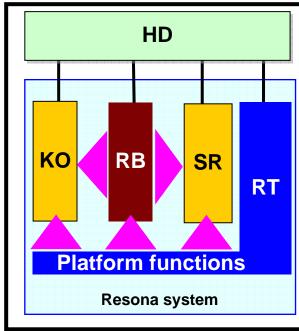
- Maintain the current group structure throughout the new plan period
- Continue adopting a dual brand strategy in Osaka market with RB and KO as a separate entity (RHD and KO will establish a joint-committee to give considerations to a growth strategy for Kinki Osaka Bank in the Osaka market.)

### Pursue synergies via effective use of common platform functions and integrated group system

- Make the best use of the trust functions of RT (pension and corporate trusts) and RB (real estate)
- Higher efficiency and customer convenience realized through integration of systems and business processes



### (After systems integration)



### [Integration schedule] July 2008 (planned) [Necessary cost] ¥18bn Initial investment: ¥13bn One-time expense: ¥5bn

Adopting the Resona System, KO can save up to ¥3bn per annum in comparison with alternative options for its system renewal.

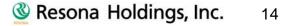
HD: Resona Holdings, RB: Resona Bank, SR: Saitama Resona Bank, KO: Kinki Osaka Bank, RT: Resona Trust & Banking

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# List of public funds and approaches for repayments

## Basic policy for repayments of public funds (Announced on May 23, 2006)

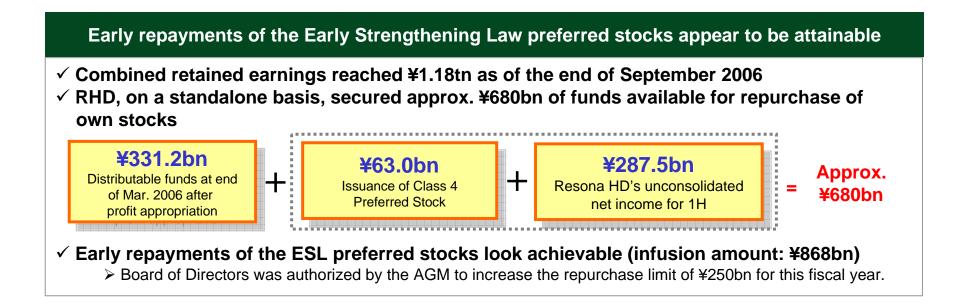
- ✓ Resona Group intends to act in accordance with the following guiding principles:
  - > To secure the retained earnings necessary for repayments as early as possible
  - > To manage the capital adequacy ratio in an appropriate manner, and
  - > To prevent, to the extent possible, the dilution for common shareholders

	(Billions of Yen)	Time of Issuance	Mandatory Conversion (1st Call Date)	Balance as of Sep. 30, '06	Approaches for Repayments
Ρι	Iblic Funds Received			2,925.2	
	Preferred Stocks			2,531.5	
	Early Strengthening Law			868.0	Accumulate retained earnings fully covering the entire infusion amount of preferred stocks by way of the following:
	Class B, No.1	1999/03	2009/04	408.0	
	Class C, No.1	2001/04	2015/04	60.0	<ul><li>(1) Accumulation of retained earnings: 1,810 billion</li><li>(2) Proceeds from new preferred stocks to be issued from this</li></ul>
	Class E, No.1	1999/03	2009/12	300.0	fiscal year onward given favorable market and other conditions
	Class F, No.1	1999/03	2014/12	100.0	(other capital surplus)
	Deposit Insurance Law			1,663.5	Plan call for repurchase and cancellation of the preferred stocks
	Class One, No.1	2003/07	Not Attached	550.0	attached with mandatory conversion feature issued under the
	Class Two, No.1	2003/07	Not Attached	563.5	Early Strengthening Law by their respective mandatory conversion dates contingent on the approvals from relevent authorities
	Class Three, No.1	2003/07	Not Attached	550.0	
	Subordinated Loans	1999/03	2009/03	100.0	Entire amount to be repaid by end of March 2009 (the call date).
	Common Stock	2003/07	Not Attached	293.7	Consultation with competent authorities with respect to the timing and specific scheme will take place after necessary conditions are met.

\* Of this amount, ¥20bn was repaid on November 2, 2006.

# **Efforts towards early repayments: Achievements in 1H FY2006**

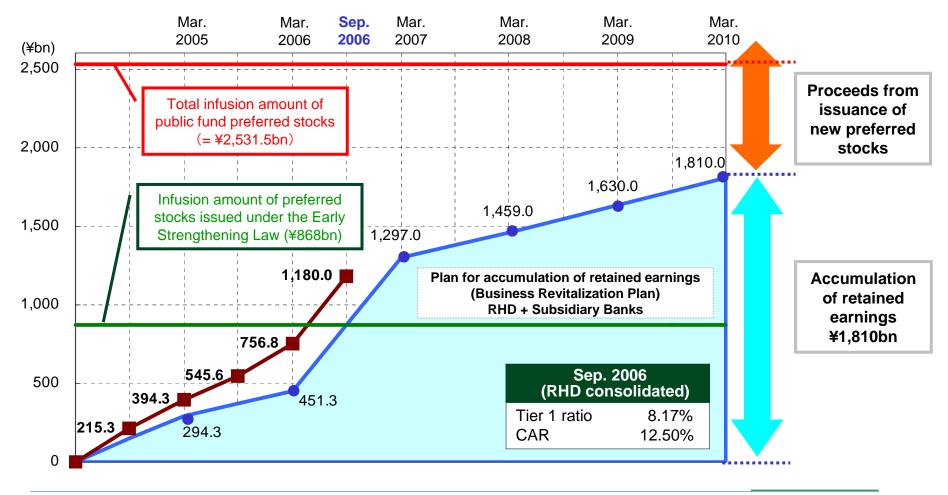
# Accelerated accumulation of financial resources for repayments Resources for repayments (retained earnings plus other capital surplus) increased more than ¥450bn since the beginning of fiscal 2006 Total net income of subsidiary banks for the 1H (including DTA-related gain) + ¥425.0bn Issuance of Class 4 preferred stock + ¥ 63.0bn Term-end dividends for fiscal 2005 paid by RHD (common and preferred) - ¥ 31.4bn



# Plan for accumulation of retained earnings

### Accumulate sufficient financial resources for repayments of public funds as early as possible

- ✓ Plan calls for the combined retained earnings to reach ¥1,810bn by the end of March 2010
- ✓ Given favorable market and other conditions, considerations will be given to issuing new preferred stocks with a view to preparing sufficient resources to cover the entire infusion amount of public fund preferred stocks



Positioning and overview of the New Business Revitalization Plan

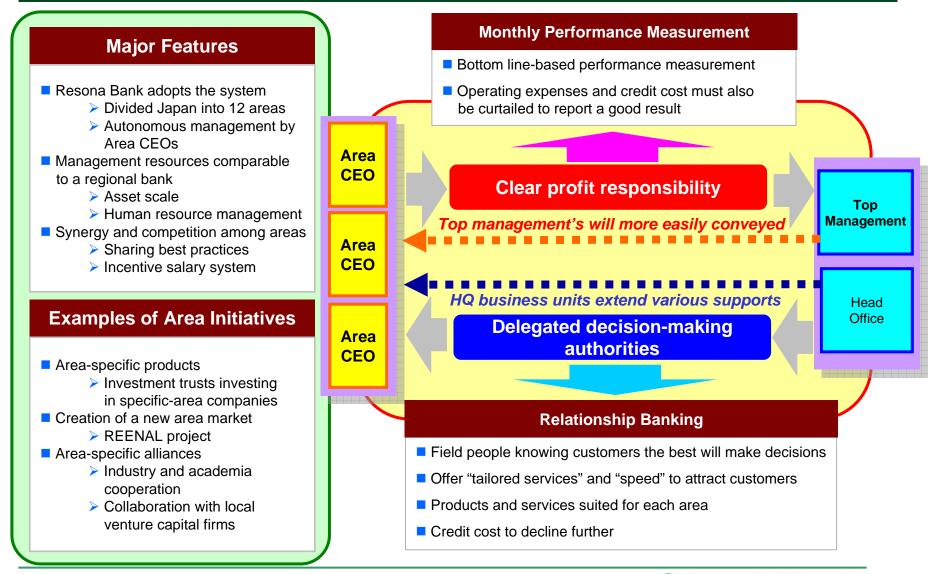
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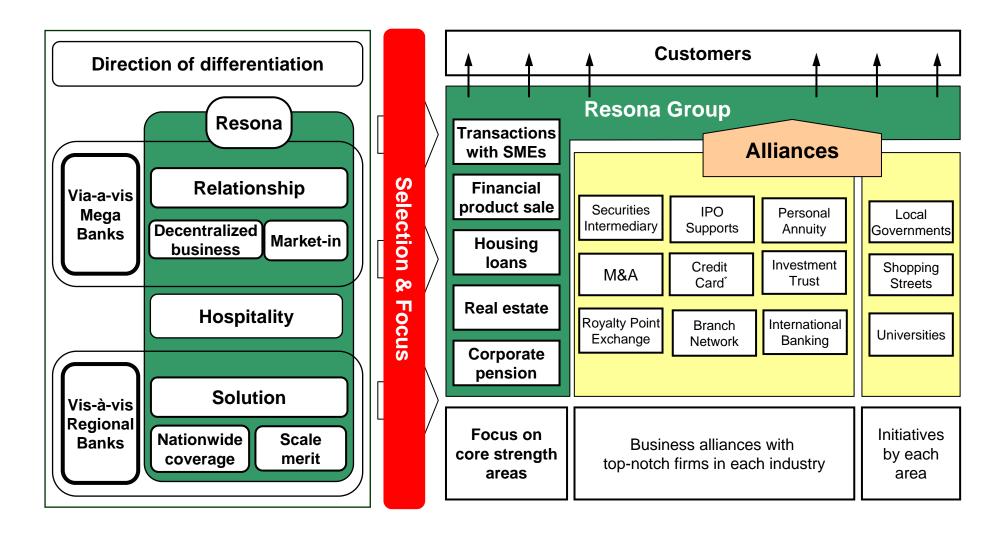
# **Resona's differentiation strategy: Area Management System**

### Unique approach to create customer value and maximize profits simultaneously



# **Resona's differentiation strategy: Resona Group-led alliances**

Pursue Resona Group-led alliances making the most of non-affiliation with any Zaibatsu groups



# **Resona's differentiation strategy: Operational reform (Resona Bank)**

# Maximize profits at branch offices through drastic operational reform

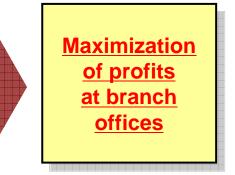
✓ Detach back-office work from a branch office and redefine it as a place for marketing activities

### Enhance PH Productivity

Next-generation branch office
 Appointed designated seller
 Utilizing customer information
 (Introduced CRM system)



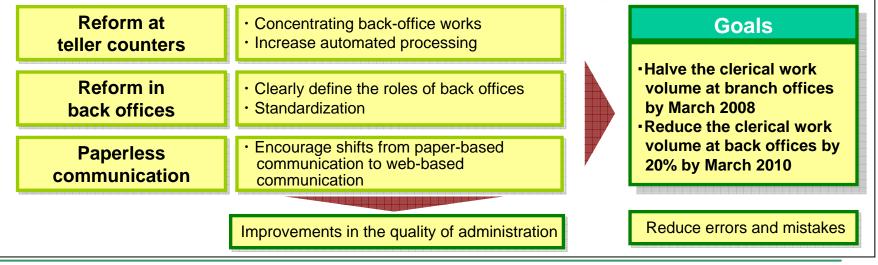
Employees relieved from back-office clerical work through operational reforms will be shifted to marketing divisions



### **Rationalize business processes for low-cost operations**

✓ Break away with the high cost structure inherent in retail banking business

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# **Resona's differentiation strategy: Service reform**

To become a company that customers choose in the age of mega competition for service quality

Establish corporate culture prioritizing customers first

- (1) Understand customers better
- (2) Think from a customer's viewpoint
- (3) **Provide customers with tailored services**



# **Continue efforts to improve HR management system**

### Bring up "professional" staff

### ✓ Raise capability to deliver solutions

- Effective training programs for each business line
- Organic HR management system, comprised of autonomous career developments, assignments, education and OJT programs
- Raise management communication skills of administrativeposition employees
  - > Training programs for coaching and management

Flexible HR management centered around the work front

### **Invigoration of Human Resources**

### ✓ Competitive compensation system

- Incentive salary linked to business performance
- Compensation linked to responsibility and achievements
- Work environment and HR system caring for the balance between work and life
- ✓ Positing based on autonomous career developments
  - Expand in-house staff recruitment system (Free Agent and Post Challenge systems)
  - Multi-paths career developments (Multi-paths career developments model, career seminar)

### Maximum utilization of human resources

- Shift people from back office to marketing divisions through operational reforms
- ✓ "Selection and focus" based on distinctive features of area market and appropriate posting of staff

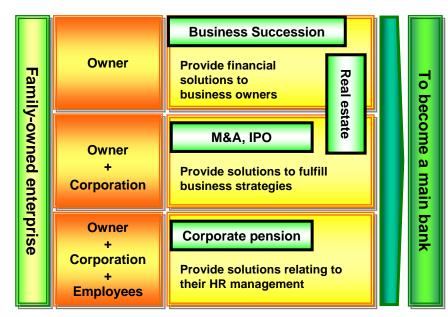
### ✓ Diversity management

- Incentives for middle-aged and elderly employees (Diverse duty assignments, compensation, etc.)
- Appointments of female employees to high posts
- Fair opportunity for part-time and temp. staffs to become regular employees

# Focus on 5 core businesses: Transactions with SMEs (Resona Bank)

# Differentiation driven by unique functions and regional focus

✓ Promoting transactions with family-owned enterprises



 Through strengthened supports from head office, offer customers state-of-the-art financial solutions
 Establish designated solution divisions both in Tokyo and Osaka

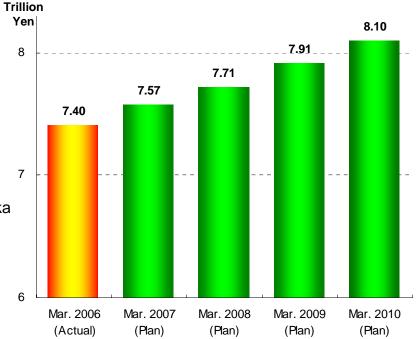
 $\checkmark$  Enhance efficiency in transactions with small enterprises

Core channel: SME support centers

Core products: New business loan, loans backed by local guarantee association

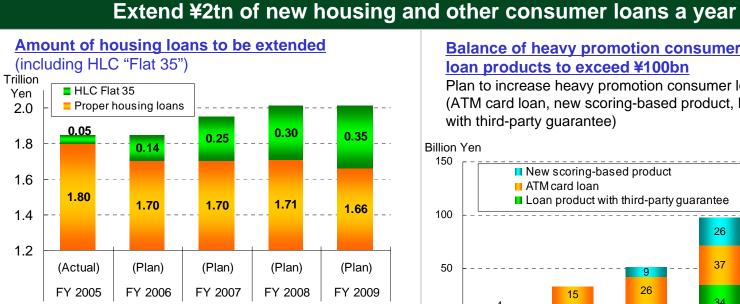
### Expand corporate client base

- Main target: SMEs with annual sale amount of ¥0.5bn or above (Approx. 20,000 clients at present) Number of targeted segment clients: Increase 5,000 clients
- ✓ Increase in term-end balance of loans to SMEs +¥0.7tn (From Mar 2006 to Mar 2010)



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# Focus on 5 core businesses: Loans to individuals



- ✓ Build up a new housing loan business infrastructure >Establish a nationwide coverage of the business Bank agency system, alliances with housing industry association, etc
- >Expand HL business channels and strengthen their functions

Internet, special channel for housing loans

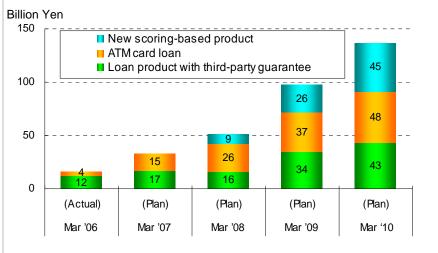
- >Offer products and services catering to various customer needs
- HLC "Flat 35" for long-term fixed rate housing loan needs HL with three major diseases security insurance
- HL designed for women
- Large-scale reform loan
- >Develop non-interest income business

Active promotion of HLC Flat35, non-recourse loan, etc

# Balance of heavy promotion consumer

### loan products to exceed ¥100bn

Plan to increase heavy promotion consumer loan products (ATM card loan, new scoring-based product, loan product with third-party guarantee)

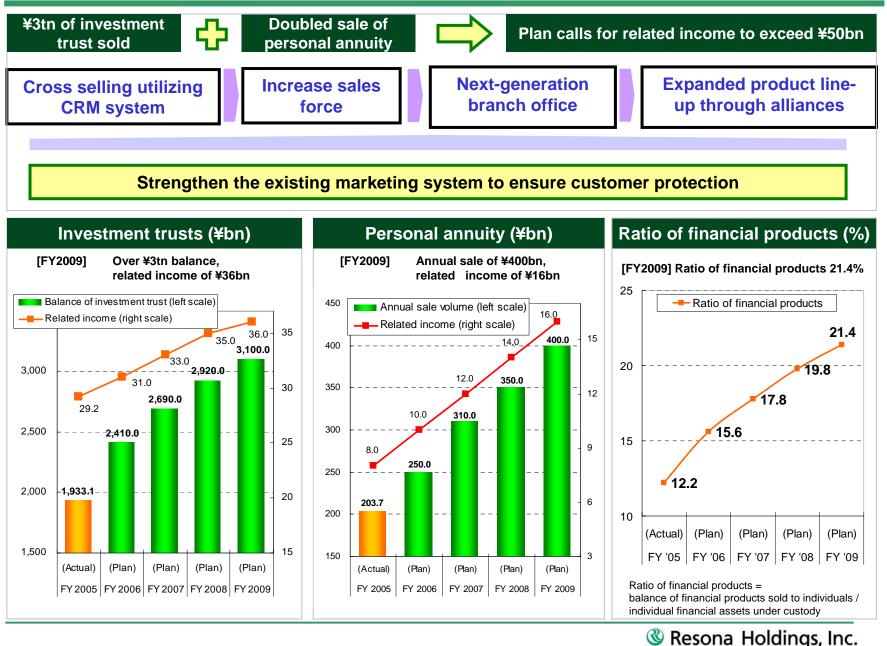


- ✓ Measures to build up a pillar for profits
- >Develop Resona's own scoring-based screening model Pile up screening know-how and apply to new products Strengthen risk management capability
- Appropriate responses to amendments of relevant laws
- >Remote channels (ATM, internet and telephone, etc) Low-cost operations

Quick application process, enhanced customer convenience



# Focus on 5 core businesses: Sale of financial product



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### Focus on 5 core businesses: Real estate, pension and corporate trust businesses

Real estate business (Resona Bank)	Pension and corporate trust businesses (Resona Trust & Banking)								
<ul> <li>Plan calls for the income from real estate business to exceed ¥20bn</li> <li>Provide group banks' customers with Resona Bank's real estate functions upon their requests</li> <li>Provide family-business owners with Resona's real estate services</li> <li>Contribution to regional society through real estate business</li> <li>Creation of a fund for regional developments</li> <li>Strengthen securitization business</li> <li>Establish a Resona real estate fund</li> </ul>	<ul> <li>Entrusted pension assets to exceed ¥7tn</li> <li>Increase corporate trust assets by ¥10tn</li> <li>Promotion to capture new entrustments</li> <li>Acquisition of DB funds: FY2006 to FY2009 540 transactions / ¥268bn</li> <li>Acquisition of DC funds: FY2006 to FY2009 475 transactions</li> <li>Transition from a tax-qualified fund to a new form</li> <li>Transition to a new form fund: FY2006 to FY2009 1,380 transactions</li> <li>Specialties in asset management, plan design, and administration areas</li> <li>Build up corporate trust assets from investment trusts, etc.</li> </ul>								
5 Billion Yen	Trillion Billi Yen Ye								
D Eund income (equity investments, etc) Securitization Real estate business 1.7	50								
5 1.9 0.9 1.5 1.3 1.5	40 201 199 197 208 220 30								
1.4         17.3         5        13.9       14.6	$\begin{array}{cccccccccccccccccccccccccccccccccccc$								
	10      6.2     5.9     6.4     6.8     7.2								
(Actual)         (Plan)         (Plan)         (Plan)         (Plan)           FY 2005         FY 2006         FY 2007         FY 2008         FY 2009	C         (Actual)         (Plan)         (Plan)         (Plan)         (Plan)         (Plan)           FY 2005         FY 2006         FY 2007         FY 2008         FY 2009								

Make the best use of trust functions as a common group platform (group synergies)

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# **Earnings plan (Business Revitalization Plan)**

### (Total of Four Banks)

(Total of Four Barks)											
	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009		FY 2005	FY 2006	FY 2007	FY 2008	FY 2009
(Billions of Yen)	(Actual)	(Plan)	(Plan)	(Plan)	(Plan)	(Billions of Yen)	(Actual)	(Plan)	(Plan)	(Plan)	(Plan)
Gross operating profit	693.6	698.0	727.0	754.0	780.0	Total assets (Note.2)	41,653.9	40,600.0	40,300.0	39,870.0	40,620.0
Trust fees	36.6	35.0	34.0	33.0	34.0	Loans and bills discounted	25,247.2	26,090.0	26,800.0	27,480.0	28,030.0
Jointly Operated Designated Money Trust	6.2	5.0	3.0	2.0	1.0	Securities	7,598.5	7,440.0	7,200.0	6,550.0	6,950.0
NPL disposal in trust account	0.0	0.0	0.0	0.0	0.0	Trading assets	828.4	560.0	670.0	670.0	670.0
Interest income	604.4	641.0	709.0	777.0	852.0	DTA (term-end bal.)	4.4	234.8	175.7	112.2	74.9
Interest expense	76.6	104.0	161.0	208.0	267.0	Total liabilities (Note.2)	40,657.9	39,120.0	38,920.0	38,640.0	39,370.0
Net fees & commissions	91.0	94.0	98.0	103.0	110.0	Deposits and NCDs	33,153.4	32,820.0	32,900.0	33,300.0	33,790.0
Net trading income	3.0	24.0	22.0	22.0	23.0	Trading liabilities	15.0				
Other operating income	35.0	8.0	25.0	27.0	28.0	DTL (term-end bal.)	32.0	17.8	22.4	21.8	17.9
Gains/(losses) on bonds	(12.2)	(6.0)	1.0	1.0	1.0	DTL for land revaluation (term-end bal.)	46.2	45.5	44.3	44.3	44.3
Adjusted net operating profit	345.2	333.0	347.0	366.0	392.0	Total shareholders' equity (Note.2)	1,692.0	1,788.3	1,450.2	1,481.2	1,487.2
(Note.1)	345.2	333.0	347.0	300.0	392.0	Capital stock	398.8	398.8	398.8	403.8	403.8
Net operating profit	348.7	333.0	347.0	366.0	392.0	Capital reserve	433.8	433.8	433.8	438.8	438.8
Provision to general reserve	(3.6)	0.0	0.0	0.0	0.0	Other capital surplus	88.7	88.7	88.7	88.7	88.7
Expenses	348.5	365.0	380.0	388.0	388.0	Earned surplus reserve	20.0	20.0	20.0	20.0	20.0
Personnel expense	117.2	122.0	126.0	130.0	132.0	Retained earnings (Note.3)	433.3	588.7	250.7	271.7	277.7
Non-personnel expenses	210.2	224.0	232.0	237.0	235.0	Land revaluation excess	63.3	61.5	61.5	61.5	61.5
Disposal of NPL	57.6	39.0	61.0	60.0	56.0	Net unrealized gains/(losses) on other securities	253.8	196.4	196.4	196.4	196.4
Net gain/(loss) on stocks	53.9	40.0	8.0	8.0	8.0	(Management Indicators) (Note.4)					
Loss on devaluation	1.5	5.0	0.0	0.0	0.0	Yield on interest earning assets (A)	1.66	1.75	1.95	2.15	2.30
Ordinary profit/(loss)	336.6	349.0	288.0	308.0	338.0	Interest earned on loans and bills discounted	1.93	1.95	2.16	2.30	2.47
Extraordinary gains	69.2	4.0	0.0	0.0	0.0	Interest on securities	1.05	1.27	1.36	1.67	1.74
Extraordinary losses	4.5	5.0	8.0	8.0	8.0	Total cost of funding (B)	1.07	1.23	1.43	1.59	1.7
Income taxes - current	9.5	15.0	10.0	11.0	65.0	Interest paid on deposits and NCDs (D)	0.08	0.16	0.30	0.43	0.56
Income taxes - deferred	1.1	(210.0)	65.0	63.0	33.0	Overall interest spread (A) - (B)	0.58	0.52	0.52	0.56	0.59
Net income/(loss)	390.7	543.0	205.0	226.0	232.0	Cost-to-income ratio (OHR)	50.24	52.29	52.26	51.45	49.74

\*1. Net operating profit before NPL disposal in trust account and provision to general reserve

\*2. Assets and liabilities are stated in average balance. Stockholders' equity is reported in term-end balance.

\*3. Earned surplus excluding earned surplus reserve

\*4. Management indicators other than OHR are based on the total figures of three subsidiary banks excluding Resona Trust & Banking.

The forward-looking statements contained in this presentation may be subject to material change due to the following factors.

These factors may include changes in the level of stock price in Japan, any development and change related to the government's policies, laws, business practices and their interpretation, emergence of new corporate bankruptcies, changes in the economic environment in Japan and abroad and any other factors which are beyond control of the Resona Group.

These forward-looking statements are not intended to provide any guarantees of the Group's future performance. Please also note that the actual performance may differ from these statements.