Overview of 1H, FY3/2017 performance

Nov. 14, 2016

Sumitomo Mitsui Financial Group, Inc.



1H, FY3/2017 summary

- Consolidated profit attributable to owners of parent exceeded the target announced in May by JPY 39.2 bn, reaching 51% of the full-year target
 - Consolidated gross profit was down mainly due to yen appreciation and weak performance of the Retail Banking Unit and SMBC Nikko Securities
 - Expenses and credit costs were lower than the original targets
- Full-year target of consolidated profit attributable to owners of parent and dividend per share remain unchanged

(JPY bn)	1H, FY3/17 results	Change from May target	YOY change
Profit attributable to owners of parent	359.2	+39.2	(28.9)

FY3/2017 Target

Per share information (SMFG consolidated)

	4H EV2/47	
(JPY/Share)	1H, FY3/17 results	YOY change
Profit attributable to owners of parent	262.72	(21.17)
Dividend	75	± 0

FY3/17 targets	
511.99	
150	

	C 20	
(JPY/Share)	Sep. 30, 2016	Change from Mar. 31, 2016
Net assets	6,526.48	+6.88

Financial targets and progress of the medium-term management plan $% \left(1\right) =\left(1\right) \left(1\right) \left$

		FY3/16	1H, FY3/17	FY3/17 targets
Growth	Growth rate of Consolidated gross profit*1	+0.2%	(2.2)%*2	around +15%
Profitability	Consolidated ROE	8.9%	9.4%*2	around 10%
	Consolidated net income RORA	0.97%	1.10%*2	around 1%
	Consolidated overhead ratio	59.4%	62.2%	in the mid 50%
Soundness	Common Equity Tier 1 capital ratio*3	11.9%	11.9%	around 10%

Credit ratings (SMBC)

Moody's	S&P	Fitch	R&I	JCR
A1/P-1	A/A-1	A/F1	AA-/a-1+	AA/J-1+



^{*1} Consolidated gross profit increase in comparison with FY3/14 figure *2 Annualized

^{*3} Basel III fully-loaded basis. Based on the definition applicable for March 31, 2019

1H, FY3/2017 financial results

Income statement

			I			
		(JPY bn)	1H, FY3/17	Change from May targets	YOY change	FY3/17 targets*5
	Consolidated gro	oss profit USD 14.0	1,417.5	(52.5)	(95.3)	2,905
		Variance*2	503.4	(76.6)	(206.3)	1,265
	General and admexpenses	inistrative	(882.0)		(29.8)	
þ	Equity in gains (I affiliates	osses) of	12.7		+56.1	
date	Consolidated net	business profit	548.1		(69.0)	
SMFG consolidated	Total credit cost		(54.8)	+40.2	(30.6)	(180)
COU	Ordinary profit	USD 5.1 I	514.3	+34.3	(117.6)	960
		Variance*2	34.0	(16.0)	(182.9)	220
	Extraordinary ga	ins (losses)	26.8		+27.8	
	Profit attributable	usp 3.6	359.2	+39.2	(28.9)	700
	owners of parent	Variance*2	(38.9)	+1.1	(141.8)	100

	Gross banking profit	USD 9.0 b	914.0	+24.0	+111.0	1,640
SMBC consolidated	Expenses*3		(402.0)	+8.0	(3.2)	(815)
Signal Bida	Banking profit*4	USD 5.1 b	512.0	+32.0	+107.9	825
MB	Total credit cost		8.0	+38.0	(19.6)	(50)
Y	Gains (losses) on stocks		15.1		+14.0	
nou	Ordinary profit	USD 4.8 br	480.3	+50.3	+65.3	740
	Net income	USD 3.9 br	398.1	+38.1	+112.8	600

Contribution of subsidiaries to SMFG's Gross profit

(JPY bn)	1H, FY3/17	YOY change
SMBC Nikko Securities	150	(13)
SMBC Consumer Finance	121	+6
Sumitomo Mitsui Card	105	+4
Cedyna	85	+2
Sumitomo Mitsui Finance and Leasing	79	+7
SMBC Friend Securities	20	(2)
SMBC Trust Bank	16	+14

Includes JPY 29.3 bn of gains on step acquisitions recorded through consolidation of SMAM*6

Includes JPY 200 bn of dividends from SMBC Nikko (eliminated in SMFG consolidated figures)

Contribution of subsidiaries to SMFG's Net income

(JPY bn)	1H, FY3/17	YOY change
SMBC Nikko Securities	21	(5)
SMBC Consumer Finance	28	+1
Sumitomo Mitsui Card	5	(3)
Cedyna	15	+1
Sumitomo Mitsui Finance and Leasing	16	+2
SMBC Friend Securities	1	(1)
SMBC Trust Bank	(9)	(7)
The Bank of East Asia	5	(4)



^{*1} Translated into USD at period-end exchange rate of USD 1 = JPY 101.05 *2 SMFG consolidated figures minus SMBC non-consolidated figures

^{*3} Excludes non-recurring losses *4 Before provision for general reserve for possible loan losses

^{*5} Revised assumptions for earnings targets from USD 1 = JPY 110 and EUR 1 = JPY 125 to USD 1 = JPY 100 and EUR 1 = JPY 110

Breakdown of gross profit

SMFG's consolidated gross profit

	(JPY bn)	1H, FY3/16	FY3/16	1H, FY3/17	YOY change
SMFG's consolidated gross profit*1		1,512.7	2,904.0	1,417.5	(95.3)
	Net interest income	782.7	1,422.9	660.6	(122.2)
of	of Which: SMBC which:	571.9	1,023.6	639.9	+68.0
	Net fees and commissions	492.9	1,003.8	464.1	(28.8)
	of which: SMBC	163.9	358.6	151.9	(12.0)
of	SMBC Nikko Securities	92.0	165.0	77.0	(14.0)
1	Net trading income + Net other operating income	235.7	473.5	291.1	+55.5
	of which: SMBC	66.3	149.6	121.4	+55.0

Domestic loan-to-deposit spread*2

	(%)	1H, FY3/17	YOY change	AprJun.	JulSep.
	Interest earned on loans and bills discounted	1.09	(0.15)	1.13	1.05
	Interest paid on deposits, etc.	0.01	(0.02)	0.01	0.01
Lo	an-to-deposit spread	1.08	(0.13)	1.12	1.04

(Ref) Excludes loans to the Japanese government, etc.

	Interest earned on loans and bills discounted	1.13	(0.11)	1.15	1.12
Loan-to-deposit spread		1.12	(0.09)	1.14	1.11

Average loan balance and spread*3

	Bala	ance	Spread	
(JPY tn, %)	1H, FY3/17	YOY change*8	1H, FY3/17	YOY change
Domestic loans*2	50.8	+2.6	0.85	(0.06)
of Large corporations*4	14.1	+0.5	0.58	+0.00
which Mid-sized corporations & SMEs*5	16.5	+0.3	0.77	(0.08)
Individuals	14.2	(0.1)	1.51	(0.02)
IBU's interest earning assets*6,7 (USD bn, %)	239.4	+17.8	1.21	+0.01

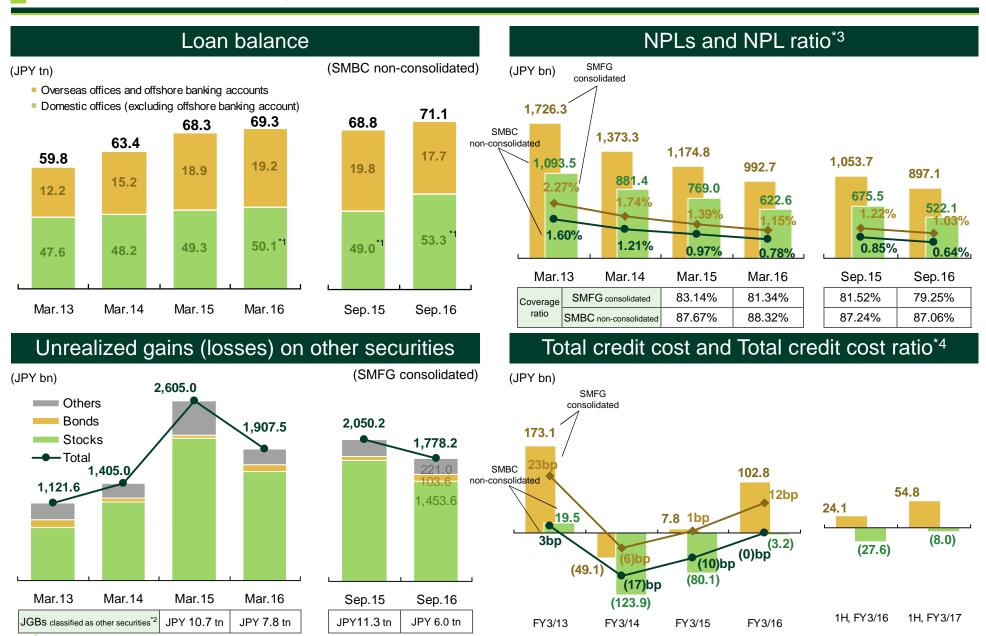
Reference: SMBC's gross banking profit of marketing units*3

		(JPY bn)	FY3/16	1H, FY3/17	YOY change*8
		Loan syndication	45.6	19.7	+2.8
		Structured finance	26.5	20.4	+11.6
		Asset finance*9	16.7	9.0	+1.5
		Sale of derivative products	26.4	11.2	+1.1
		Income related to domestic corporate business	115.2	60.3	+17.0
		Investment trusts	25.7	9.6	(5.6)
		Pension-type insurance	10.9	2.8	(2.0)
		Single premium type permanent life insurance	20.3	2.3	(8.3)
		Level premium insurance	6.9	3.1	(0.1)
		Income related to domestic consumer business	63.8	17.8	(16.0)
		Money remittance, electronic banking	92.6	46.4	(0.1)
	Do	Foreign exchange	52.2	26.6	+0.5
		Oomestic Non-interest income	316.0	146.5	+7.9
		IBU's loan related income	72.7	28.3	(2.5)
	II	BU's Non-interest income	130.6	55.4	(3.0)
U	Vο	n-interest income	446.6	201.9	+4.9
		Income on domestic loans	421.2	211.7	(4.1)
		Income on domestic yen deposits	98.7	32.7	(1.3)
		IBU's interest related income	225.4	92.8	+0.9
I	nt	erest income	827.5	373.1	(6.4)
		BC's gross banking profit larketing units	1,274.1	575.0	(1.5)



^{*1} In round numbers excl. SMBC *2 SMBC non-consolidated *3 Managerial accounting basis
*4 Global Corporate Banking Division *5 Sum of Corporate Banking Division and Small and Medium Enterprise Banking Division
*6 Sum of SMBC, SMBC Europe and SMBC (China) *7 Sum of loans, trade bills, and securities
*8 After adjustments for interest rates and exchange rates, etc. *9 Profit from real estate finance, securitization of monetary claims, etc.

Trends in key figures





^{*1} Of which loans to the Japanese government, etc. and SMFG: Sep. 15:JPY 1.2 tn; Mar. 16: JPY 1.3 tn; Sep. 16: JPY 4.6 tn

^{*2} SMBC non-consolidated basis. Balance sheet amount

^{*3} NPL ratio = NPLs based on the Financial Reconstruction Act (excludes normal assets) / Total claims

^{*4} Total credit cost ratio = Total credit cost / Total claims

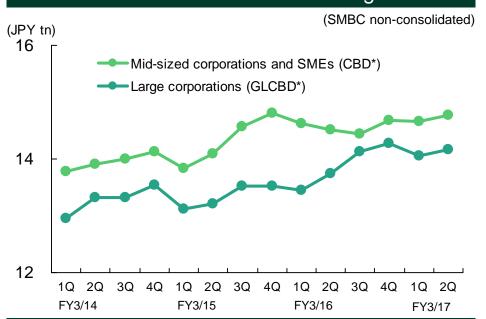
Performance by business unit and subsidiary*1

			(JPY bn)	1H, FY3/16	FY3/16	1H, FY3/17	YOY change ^{*2}
	Mile de cala Deud la c		Gross profit	343.4	721.2	342.0	+13.7
	Wholesale Banking Unit		Expenses	(147.6)	(299.4)	(144.2)	(0.2)
		Net	business profit	195.8	421.8	197.8	+13.5
			Gross profit	235.6	481.5	224.8	(9.1)
	Retail Banking Unit		Expenses	(188.2)	(383.2)	(190.8)	(2.1)
			business profit	47.4	98.3	34.0	(11.2)
	International Baulium		Gross profit	325.4	644.8	276.2	+6.7
	International Banking Unit		Expenses	(124.9)	(246.9)	(113.3)	(5.3
	O THE	Net	business profit	200.5	397.9	162.9	+1.4
of wl	hich		Gross profit	904.4	1,847.5	843.0	+11.3
Marl	rketing units Net		Expenses	(460.7)	(929.5)	(448.3)	(7.6
		Net	business profit	443.7	918.0	394.7	+3.7
	12.1		Gross profit	239.0	325.6	178.2	(62.1
of which Treasury Unit			Expenses	(19.4)	(38.8)	(17.5)	+1.2
		Net	business profit	219.6	286.8	160.7	(60.9
of wl	hich		of which Gross profit	71.6	142.8	78.7	+7.1
	nitomo Mitsui Finance		of which Expenses	(30.7)	(63.5)	(36.1)	(5.4
and	Leasing	Net	business profit	41.7	80.7	44.1	+2.4
- 6 l	L. i.a.la		Gross profit	176.6	318.0	159.2	(14.3
of w	nicn BC Nikko Securities		Expenses	(132.2)	(257.2)	(127.1)	+3.3
OIVIL	o ranko ocoarnico	Net	business profit	44.4	60.8	32.1	(11.0
of wl	hich		Gross profit	298.4	607.1	311.1	+12.5
	sumer finance /		Expenses	(189.4)	(386.1)	(200.1)	(10.8
Cred	dit card*3	Net	business profit	109.0	221.0	111.0	+1.7
	Total (SMFG consolidated)		Gross profit	1,512.7	2,904.0	1,417.5	(95.3
Tota			Expenses	(852.2)	(1,724.8)	(882.0)	(29.8
TOTA	ir (Sivir & Corisolidated)		Equity in gains (losses) of affiliates	(43.4)	(36.2)	12.7	+56.1
		Net	business profit*4	617.1	1,142.9	548.1	(69.0

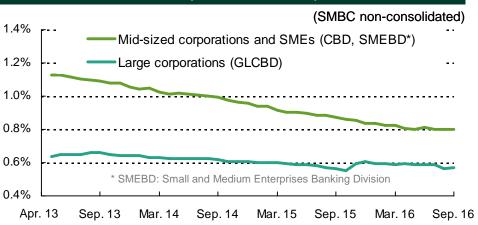
^{*1} Managerial accounting basis. *2 After adjustments for changes in interest rates and exchange rates, etc.
*3 Sum of Sumitomo Mitsui Card, Cedyna, and SMBC Consumer Finance
*4 Consolidated net business profit = Consolidated gross profit - General and administrative expenses + Equity in gains (losses) of affiliates

Wholesale business

Loan balance of Wholesale Banking Unit*1, 2



Domestic corporate loan spread*1, 3



Bank-securities collaboration (accumulated no. of cases via referral / intermediary services from SMBC to SMBC Nikko)



League tables (Apr. -Sep. 2016)*4

	Rank	Mkt share
Global equity & equity-related (book runner, underwriting amount)*5, 6	#2	19.3%
JPY denominated bonds (lead manager, underwriting amount)*5,7	#3	18.2%
Financial advisor (M&A, No. of deals)*5,8	#3	3.5%
IPO (lead manager, No. of deals) ^{∗9}	#4	17.1%

Ranked #1 on market share of Samurai Bond (21.7%)



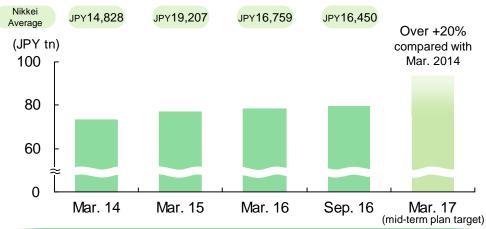
^{*1} Managerial accounting basis. Excludes loans to the Japanese government, etc. We revised managerial accounting rules since Apr. 2014. Figures for FY3/14 were recalculated based on the new rules *2 Quarterly average *3 Monthly average loan spread of existing loans

^{*4} SMBC Nikko Securities for Global equity & equity-related, JPY denominated bonds and IPO. SMFG for Financial advisor *5 Source: SMBC Nikko, based on data from Thomson Reuters *6 Japanese corporate related only. Includes overseas offices *7 Consisting of corporate bonds, FILP agency bonds, municipality bonds for proportional shares as lead manager, and samurai bonds *8 Japanese corporate related only. Group basis *9 Excludes REIT IPO. Source: Thomson Reuters

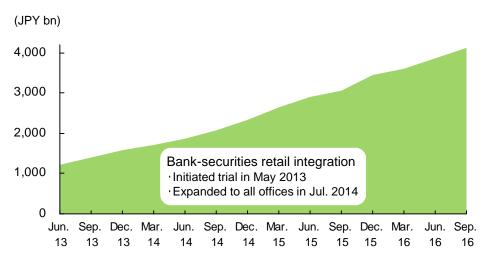
Retail business / Financial results of SMBC Nikko Securities

Bank-securities collaboration

Retail AuM (SMBC+SMBC Nikko +SMBC Trust Bank PRESTIA)



AuM through bank-securities collaboration*1 (SMBC Nikko Securities)

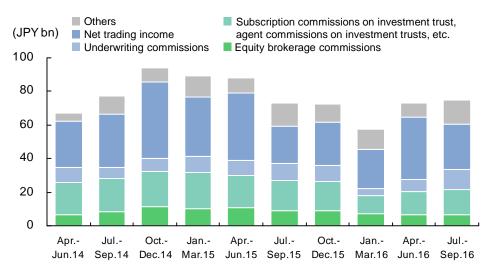


SMBC Nikko Securities

Financial results (consolidated)

(JPY bn)	1H, FY3/16	FY3/16	1H, FY3/17	YOY change
Net operating revenue	162.3	292.8	149.1	(13.2)
SG&A expenses	(124.3)	(241.5)	(119.5)	+4.8
Ordinary income*2	40.5	55.8	31.5	(9.0)
Profit attributable to owners of parent*2	29.4	42.1	22.0	(7.4)

Net operating revenue





^{*1} Assets under management at SMBC Nikko via referral or financial instruments intermediary services from SMBC to SMBC Nikko. Includes assets transferred from SMBC Friend Securities to SMBC Nikko in Jan. 2011 upon integrating SMBC Friend's collaborative business with SMBC into SMBC Nikko and assets at the Private Banking division of SMBC Nikko *2 Includes profit from overseas equity-method affiliates of SMBC Nikko (consolidated subsidiaries of SMFG) etc.

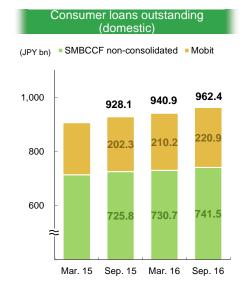
Consumer finance

Balance of unsecured card loans Consumer Finance Over +20% (JPY bn) compared with 2,000 Mar. 2014 1,500 1,000 Mar. 14 Mar. 15 Mar. 16 Sep. 16 Mar. 17 (mid-term plan target)

Financial results: SMBC Consumer Finance (consolidated)

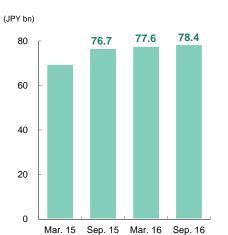
(JPY bn)	1H, FY3/16	FY3/16	1H, FY3/17	YOY change
Operating income	121.2	245.8	127.0	+5.8
Expenses for loan losses within Expenses	(31.0)	(52.0)	(32.8)	(1.8)
Losses on interest repayments within Expenses	-	(122.0)	-	-
Ordinary profit	29.3	(61.2)	30.5	+1.2
Profit attributable to owners of parent	27.1	(64.8)	28.1	+1.0
Consumer loans outstanding	1,008.8	1,022.0	1,043.6	
Allowance on interest repayments	96.5	188.8	153.4	No. of comp
Loan guarantee	1,006.9	1,079.9	1,154.5	with guarar agreemer
for regional financial institutions, etc.	428.9	474.2	518.8	189 (as of Sep. 2

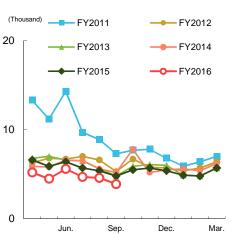
SMBC Consumer Finance: financing / loan guarantee / overseas businesses





Consumer loans outstanding (overseas)





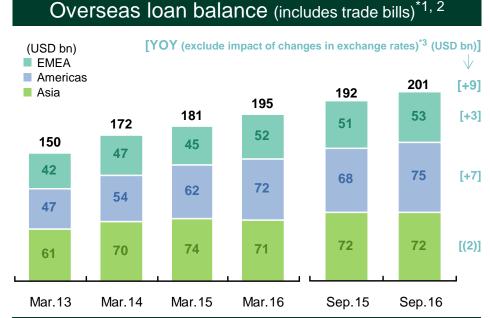
No. of interest refund claims

(SMBC + SMBC

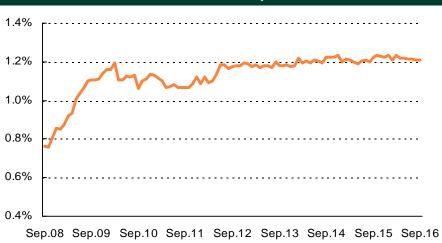


^{*} Translated into Japanese yen at respective period-end exchange rates

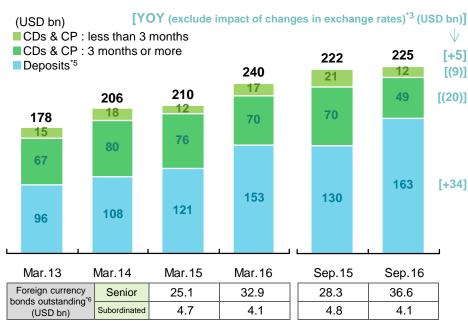
International business



Overseas loan spread*1, 4



Overseas deposit balance*1, 2



 SMFG issued senior bonds to meet TLAC requirements: EUR 1.5 bn (Jun. 2016) and USD 12.0 bn (Mar. /Jul. /Oct. 2016)

Project finance / Loan syndication

League tables (Jan. - Sep. 2016)*7

	Global	Asia*8	Japan
Project Finance	#3	#3	
Loan Syndication	#7	#8	#2

^{*1} Managerial accounting basis. Sum of SMBC, SMBC Europe and SMBC (China) *2 Translated into USD at respective period-end exchange rates

^{*3} Year-on-year changes exclude impact of changes in local currency / USD

^{*4} Monthly average loan spread of existing loans *5 Includes deposits from central banks *6 Bonds issued by SMBC and SMFG

Ref: Exposure to resource-related sectors *1

		(JPY tn)	Mar. 15	Ratio to total exposure	Mar. 16	Ratio to total exposure	Sep. 16	Ratio to total exposure
		Integrated Oil & Gas*2	1.8	1.6%	1.5	1.3%	1.3	1.1%
		Services (Drilling, field services)	0.5	0.4%	0.5	0.4%	0.4	0.4%
		Upstream (E&P*3)	1.5	1.3%	1.7	1.4%	1.4	1.2%
		Midstream (Storage/Transportation)	1.1	1.0%	1.4	1.2%	1.2	1.1%
		Downstream (Refining)	0.7	0.6%	0.7	0.6%	0.6	0.6%
		Oil and gas	5.5	5.0%	5.8	5.0%	5.0	4.4%
		Other resources (Mining)	1.2	1.1%	1.1	1.0%	0.9	0.8%
	No	on-Japanese*4 (Resource-related sectors)	6.8	6.1%	6.9	6.0%	6.0	5.2%
		o/w Upstream	0.1	0.1%	0.2	0.2%	0.2	0.2%
		Oil and gas	1.2	1.1%	1.6	1.4%	1.6	1.4%
		Other resources (Mining)	0.2	0.2%	0.2	0.2%	0.2	0.2%
	Jap	panese (Resource-related sectors)	1.4	1.2%	1.8	1.6%	1.8	1.6%
R	esou	urce-related sectors	8.1	7.3%	8.8	7.6%	7.8	6.8%
		Oil and gas	6.7	6.0%	7.4	6.4%	6.6	5.8%
		Other resources (Mining)	1.4	1.3%	1.3	1.1%	1.2	1.0%
	No	n-Japanese ^{*4}	38	34.0%	38	32.9%	34	30.0%
	Jap	panese	73	66.0%	77	67.1%	80	70.0%
SI	MFG	6 total exposure	111	100.0%	115	100.0%	114	100.0%

- "Oil and gas" does not include petrochemical; Japanese "Other resources (Mining)" does not include general trading companies
- Non-Japanese (resource-related sectors) : Corporate finance approx. 70%; Project finance approx. 30%
- Japanese (resource-related sectors) : Corporate finance 100%. No NPLs
- Exposure to resource-related sectors excluding project finance which are unaffected by resource prices is JPY 6.7 tn;
 Exposure at default (EAD) to the sectors is JPY 5.9 tn as of Sep. 2016



^{*1} Loans, commitment lines, guarantees, investments, etc. *2 Majors, state-owned companies, etc. *3 Exploration & Production

^{*4} Exchange rates using TTM as of Mar. 2015: USD 1 = JPY 120.15, Mar. 2016: USD 1 = JPY 112.62 and Sep. 2016: USD 1 = JPY 101.05

Capital and risk-weighted assets, SMFG consolidated

Capital ratio (transitional basis)

(JPY bn)	Mar. 31, 2016	Sep. 30, 2016 Preliminary
Common Equity Tier 1 capital (CET1)	7,796.5	7,832.7
Total stockholders' equity related to common stock	7,351.8	7,608.4
Accumulated other comprehensive income*1	875.7	727.3
Regulatory adjustments related to CET1*1	(646.4)	(718.9)
Tier 1 capital	9,031.7	8,934.3
of which: Additional Tier 1 capital instruments	300.0	300.0
Eligible Tier 1 capital instruments (grandfathered)*3	962.0	928.9
Regulatory adjustments*1,2	(244.9)	(283.1)
Tier 2 capital	2,204.3	2,419.5
of which: Tier 2 capital instruments	655.1	883.6
Eligible Tier 2 capital instruments (grandfathered)*3	1,220.6	1,165.5
Unrealized gains on other securities after 55% discount and land revaluation excess after 55% discount ^{*2}	345.7	322.4
Regulatory adjustments*1,2	(137.1)	(81.9)
Total capital	11,235.9	11,353.9
Risk-weighted assets	66,011.6	65,049.9
Common Equity Tier 1 capital ratio	11.81%	12.04%
Tier 1 capital ratio	13.68%	13.73%
Total capital ratio	17.02%	17.45%

Common Equity Tier 1 capital ratio (fully-loaded*4, pro forma)

	(JPY bn)	Mar. 31, 2016	Sep. 30, 2016
	Variance with CET1 on a transitional basis 5	104.6	(42.6)
	of which: Accumulated other comprehensive income	583.8	484.9
	of which: Net unrealized gains on other securities	539.1	500.0
	of which: Non-controlling interests (subject to be phased-out)	(48.3)	(48.1)
	Regulatory adjustments related to CET1	(430.9)	(479.3)
C	ommon Equity Tier 1 capital	7,901.0	7,790.1
R	sk-weighted assets	65,942.8	64,976.8
C	ommon Equity Tier 1 capital ratio	11.9%	11.9%
	ef: Common Equity Tier 1 capital ratio xcluding net unrealized gains)	9.9%	10.0%

Preferred securities which become callable in FY3/17

Issuer / Series	Issue date	Amount outstanding	Dividend rate*6	First call date*7	Туре
SMFG Preferred Capital USD 1 Limited	Dec. 2006	USD 649.1 mn	6.078%	Jan. 2017	Step-up
SMFG Preferred Capital GBP 1 Limited	Dec. 2006	GBP 73.6 mn	6.164%	Jan. 2017	Step-up

Leverage ratio (transitional basis, preliminary)	
(JPY bn)	Sep. 30, 2016
Leverage ratio	4.71%
Leverage exposure	189,341.6

LCR (transitional basis)	
Average Jul. – Sep. 2016	
118.7%	



^{*1~3} Subject to transitional arrangements. Regulatory adjustments of Tier 1 and Tier 2 include items that are either phased-in or phased-out as described in *1 and *2 below *1 60% of the original amounts are included *2 60% phase-out is reflected in the figures *3 Cap is 60% *4 Based on the Mar. 31, 2019 definition

^{*5} Each figure represents 40% of the original amounts that are not included due to phase-in or included due to phase-out in the calculation of CET1 on a transitional basis *6 Until the first call date. Floating rate thereafter *7 Callable at any dividend payment date on and after the first call date, subject to prior confirmation of the FSA

Topics in 1H, FY3/2017

Domestic business

Wholesale business

- Promoted initiatives to increase loans and to secure margins (financing for MBO/LBO and restructuring, hybrid finance, etc.)
- Expanded the bank-securities dual-role department of SMBC and SMBC Nikko Securities (Oct. 2016)
- Increased members of the cross-industry Triple I consortium which supports commercialization of technology and business ideas and makes policy recommendations
- Became the first bank to establish an agricultural corporate entity, which contributes to the vitalization of agriculture and the local regions

Retail business

- SMBC Nikko Securities and SMBC Friend Securities executed a merger agreement. SMFG consolidates Sumitomo Mitsui Asset Management
- SMBC ranked 1st overall in the 12th Annual Retail Banking Survey*1(Oct. 2016). SMBC Nikko Securities receives the Best Customer Support of The Year 2016*2. SMBC Consumer Finance becomes the first company in the nonbank sector to obtain the certificate for COPC® CSP*3 for the fourth consecutive year
- Introduced new services utilizing smartphones (e.g., a new banking app; paper-less convenience store payment service (scheduled))
- SMBC started "SMBC DEBIT", a new debit card service with the Visa brand (Oct. 2016)

IT/Innovation

- SMBC actively conducted joint research and collaborations on blockchain technology. Started full-fledged consideration of services offering Individual identification platforms that use various types of biometrics
- Sumitomo Mitsui Card Company formally introduces cutting-edge payment services offered by Stripe, Inc. (Oct. 2016), started to support Apple Pay (Oct. 2016)

International business

- SMBC(China) opened Dalian Branch. SMBC opened Thilawa Front Office in Yangon. Received approval to open an office in Mumbai
- Collaborated with BTPN in the retail banking business in Indonesia. Launched a new digital banking service for high-net-worth / middle class clients



- *1 Survey of 117 banks nationwide conducted by The Nihon Keizai Shimbun and the Nikkei Veritas
- *2 Customer support award sponsored by Japan Institute of Information Technology
- *3 International quality standards for customer contact center operations

This document contains "forward-looking statements" (as defined in the U.S. Private Securities Litigation Reform Act of 1995), regarding the intent, belief or current expectations of us and our managements with respect to our future financial condition and results of operations. In many cases but not all, these statements contain words such as "anticipate," "believe," "estimate," "expect," "intend," "may," "plan," "probability," "risk," "project," "should," "seek," "target," "will" and similar expressions. Such forward-looking statements are not guarantees of future performance and involve risks and uncertainties, and actual results may differ from those expressed in or implied by such forward-looking statements contained or deemed to be contained herein. The risks and uncertainties which may affect future performance include: deterioration of Japanese and global economic conditions and financial markets; declines in the value of our securities portfolio; our ability to successfully implement our business strategy through our subsidiaries, affiliates and alliance partners; exposure to new risks as we expand the scope of our business; and incurrence of significant credit-related costs. Given these and other risks and uncertainties, you should not place undue reliance on forward-looking statements, which speak only as of the date of this document. We undertake no obligation to update or revise any forward-looking statements.

Please refer to our most recent disclosure documents such as our annual report on Form 20-F and other documents submitted to the U.S. Securities and Exchange Commission, as well as our earnings press releases, for a more detailed description of the risks and uncertainties that may affect our financial conditions and our operating results, and investors' decisions.

