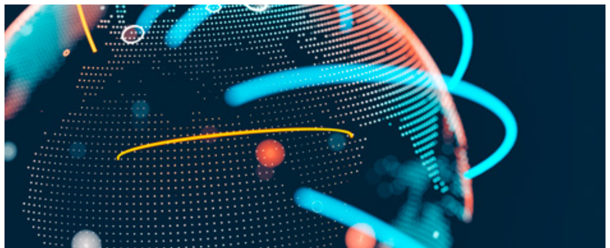
AI Utilization

Creating a New Value in Finance through AI and Human Expertise, grounded in Trust

AI is evolving at an extraordinary pace, and it is already becoming a foundational element supporting operational execution in the financial industry. To harness its potential, it will be essential to incorporate cutting-edge technologies while visualizing operations, steadily strengthening our data and system infrastructure, and transforming our business model itself.

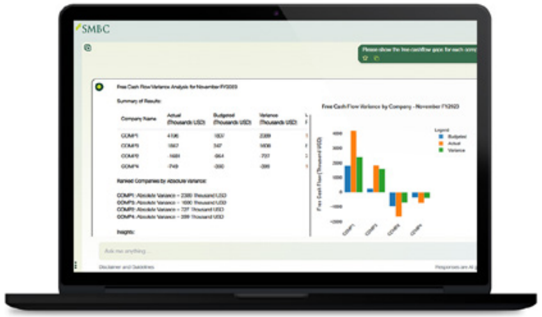
Through the use of AI, the SMBC Group aims to be a trusted partner in driving transformation, further enhancing added value for customers by maximizing the potential of each employee and evolving products and business models through deeper insights and dialogue.

Going forward, the involvement of AI in business decisions and execution is inevitable. For this very reason, we believe the weight of transparency and accountability will further increase, and the most important element will become “trust.” Based on this fundamental premise, we will pursue AI-driven transformation with both prudence and ambition.



New Growth for the SMBC Group Pioneered Together with AI

The SMBC Group established an investment framework of ¥50 billion in October 2024 to accelerate business leveraging AI. By FY2025, we had approved about 70 projects and are steadily working to improve the customer financial experience, such as streamlining accounting operations and credit screening, as well as deploying AI operators that provide high-quality service 24/7/365. During this Medium-Term Management Plan period, we plan to invest ¥100 billion, advancing the provision of solutions Awarded at the Digital CX Awards 2026 integrated into customers’ businesses, such as a CFO Agent that supports customers’ financial analysis and management decision-making through generative AI, and AI utilization in transaction banking.



CFO Agent Operation Screen

Furthermore, to promote AI use by employees, in FY2025 we incorporated approximately 1.3 million files, including regulations and internal documents, into our internal generative AI tool "SMBC-GAI" establishing a platform enabling quick and accurate access to necessary information. Currently, about 90% of all employees use it. In FY2026, we will deploy Copilot to all employees of major domestic and overseas subsidiaries, building a structure where each individual can master AI and focus on high-level judgment and value creation.

In addition, we will advance business development by combining the cutting-edge AI technologies of external partners with the SMBC Group’s financial expertise and business foundation. In July 2025, we established a CVC fund in the U.S., in addition to our fund in Asia. In August, we invested in kAIgentic Pte. Ltd. These initiatives support our efforts to drive global business development and capture opportunities emerging in the AI agent era. Furthermore, in March 2026, we formed a capital and business alliance with ExaWizards Inc., a company with advanced AI knowledge and implementation capabilities, to integrally accelerate everything from use case creation to development and implementation.

Topics

Awarded at the Digital CX Awards 2026

In April 2026, at the Digital CX Awards 2026 hosted by The Digital Banker, “CFO Agent” received the Best Use of Gen AI for Customer Experience – Overall award, and the Best Use of Technology for Customer Experience – Overall – Singapore award.

It was recognized for accurately reflecting the unique context of each customer, reducing data integration and reconciliation work from hours to minutes, and ensuring governance and reliability through functions such as output controls and processing history traceability.

This marks the SMBC Group's first external award related to generative AI.