

Community Banking

With a view to enhancing our banking services for small businesses and individuals in the greater Tokyo metropolitan area, SMFG established the Community Banking Unit upon the merger on March 17, 2003 of SMBC and THE WAKASHIO BANK, LTD. As successor to the branches and head office functions of Wakashio Bank, the Community Banking Unit began operating as a new unit of SMBC, in charge of 34 branches, mostly within central Tokyo.

Major Accomplishments

The central mission of Wakashio Bank has been to provide support to the local community by offering convenient, high-quality financial services to small and medium-sized businesses and individual customers.

Promotion of the *Business Quick Loan*

In October 2002, the previously available loan product *Business Support* was improved to assure greater ease of use, and then released under the brand name *Business Quick Loan*, as a large business loan. In March 2003, the lending ceiling for this product was raised from ¥30 million to ¥50 million. As a result, for the six-month period following the product's launch, the number of loans extended reached 929, with a total value of ¥17.5 billion. New customers accounted for roughly half of this total.

Establishment of the Wakashio Business Club

In November 2002, the Wakashio Business Club was set up in collaboration with SMBC Consulting Co., Ltd. Established as a membership organization for business owners, the Club provides all kinds of information to members, and also offers consulting and other services, addressing the various management issues facing entrepreneurs.

Expansion of services and products for individuals

To further improve customer convenience, the mutual use of ATMs was realized with SMBC as well as with post offices. For individual customers, pension funds were added to the lineup of products in October 2002.

Expansion of the community banking branch network

We are expanding our network of community banking branches with the aim of further improving customer convenience and providing high-quality financial services with a personal touch.

Key Goals

The Community Banking Unit will address the significant challenge of enhancing its business model, building on the achievements of Wakashio Bank and focusing on services for customers in the local community. By blending such a business model with SMBC's established brand and high capability for providing sophisticated financial services, we aim to provide tailored solutions to meet our customers' needs, with even higher added value and improved convenience.



Poster announcing the start of the Community Banking Unit