

Company Name: Shinsei Bank, Limited  
Name of Representative: Hideyuki Kudo  
President and CEO  
(Code: 8303, TSE First Section)

## **Closure of Sendai Branch, Sendai Financial Center, Hiroshima Branch, Hiroshima Financial Center**

Tokyo (Thursday, January 30, 2020) --- Shinsei Bank, Limited announced that it will close its Sendai and Hiroshima branches of Institutional Business and Sendai Financial Center and Hiroshima Financial Center for Individual customers on July 31, 2020. In the future, we will conduct sales activities in 5 areas: Sapporo, Kanto, Nagoya, Kansai, and Fukuoka.

The Shinsei Bank Group has been continuing its efforts to reform productivity through the Third Medium-Term Management Plan announced in FY2016 and the Medium-Term Strategies announced this fiscal year. The decision was made to close operations in Sendai and Hiroshima with the aim of concentrating management resources in high-value-added domains for customers and growth areas where the Shinsei Bank Group can leverage its strengths.

For Institutional customers at the Sendai and Hiroshima Branches, relationship managers at the Head Office and Osaka Branch will continuously provide financial products and services following local customers' needs. We will also continue to focus on strengthening partnerships with regional financial institutions, as outlined in our Medium-Term Strategies.

For Individual customers at Sendai and Hiroshima Financial Centers, we will continuously provide the comprehensive banking services via the call centers, the Internet and affiliate ATM networks. In addition, in recent years, we have enhanced tools that allow customers to communicate remotely using smartphone apps, video calls, etc., and we continue to strive to provide even better services to customers nationwide.

1. Branches and Financial Centers to close its operations
  - (1) Institutional Business Customers
    - i. Sendai Branch (3-11-12 Ichiban-cho, Aoba-ku, Sendai-shi, Miyagi)
    - ii. Hiroshima Branch (1-20 Tachimachi, Naka-ku, Hiroshima-shi, Hiroshima)
  - (2) Individual Customers
    - i. Sendai Financial Center (3-11-12 Ichiban-cho, Aoba-ku, Sendai-shi, Miyagi)
    - ii. Hiroshima Financial Center (1-20 Tachimachi, Naka-ku, Hiroshima-shi, Hiroshima)
2. Date of closing  
Friday, July 31, 2020
3. Services for Individual Customers
  - (1) There is no change in the "branch number and account number" of the customer's account and the cash card currently being used, but after the close of business on Friday, July 31, 2020, the branch name for the use of the account and the submission of documents for "Sendai Branch" to remain as the "Sendai Branch"<sup>\*1</sup> and similarly the "Hiroshima Branch" as the "Hiroshima Branch"<sup>\*1</sup>. When making a transfer from another bank, please designate the name of the transfer destination branch as "Sendai Branch" and "Hiroshima Branch," respectively.
  - (2) For Withdrawing cash from the ATM, please use the affiliated ATMs<sup>\*2</sup>.

\*1 Neither store has physical locations since August 1, 2020.

\*2 Available time depends on business hours of the store and maintenance schedule.

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*Shinsei Bank is a leading diversified Japanese financial institution providing a various range of financial products and services to both institutional and individual customers. The Bank has a network of outlets throughout Japan and is committed in its pursuit of uncompromising levels of integrity and transparency in all of its activities in order to earn the trust of its customers, staff and shareholders. The Bank is committed to delivering long-term profit growth and increasing value for all its stakeholders. News and other information about Shinsei Bank is available at <https://www.shinseibank.com/corporate/en/index.html>*

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