

Response to the Spread of COVID-19 Pandemic

Our Group has focused on supporting various stakeholders as measures to respond to the COVID-19 pandemic linger for an extended period of time. In order to continuously provide services as a trust bank group under such unprecedented conditions, we will continue to accommodate measures against the COVID-19 pandemic based on three basic stances: to ensure business continuity as a key piece of social infrastructure, to ensure the health and safety of employees and their families, and to prevent the spread of infection in society (including activities to create a society that is less prone to the spread of infections).

We will continue to maintain businesses in a stable manner as a financial institution responsible for social infrastructure by giving the highest priority to the safety, security and health of our clients and employees.



Response policy (1): To ensure business continuity as a key piece of social infrastructure (responses to clients)

Considering the safety of our clients, each of the Group's sales branches is taking steps to prevent the spread of infection by holding online seminars and erecting transparent acrylic boards to minimize transmission from respiratory droplets.

We also strive to enhance convenience for our clients by processing various procedures and consultations with websites and online tools or by telephone, and developing new products that respond to COVID-19.

Banking business

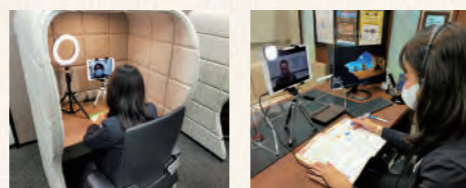
- Establish procedures for accepting deposits and investment trusts using the Internet, procedures for address change by postal mail, etc.
- Encourage clients to make appointments before visiting a branch and open business on holidays in order to avoid the Three Cs (crowded places, closed spaces and close-contact settings) for visitors
- Flexibly respond to consultations on personal and corporate loans
- Establish a consultation counter for interest-free and unsecured loans
- Expand coverage contents of "housing loans with special clauses of guarantees against the eight major diseases," and newly introduce loan repayment guarantee coverage during unemployment period

Trust-related business

(Pension) Continue clerical, administrative, and reporting duties for reliable pension and lump-sum benefits
 (Stock transfer agency services) Support for preparation and operation of General Meeting of Shareholders
 (Asset management) Continue operations to prevent the suspension of capital market flow
 (Asset administration) Continue settlement of securities and funds to ensure smooth capital market operation
 (Real estate) Continue accounting, settlement, and reporting operations at real estate securitization trusts and J-REITs

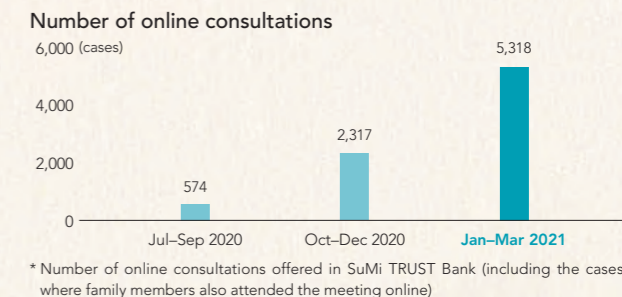
Enhancement of client support through online face-to-face channels

- Opening of next generation branches
 In November 2020, SuMi TRUST Bank opened its first next generation branch in the Chukyo area that offers online consultations to enhance the convenience for clients living in a world with COVID-19.



Even clients who have difficulty visiting a branch can receive consultation services from home with an advisor who provides face-to-face conversation by showing brochures on the screen. Our online consultation services have become easier and safer than before because of the enhanced convenience of online procedures. Moreover, consultation can be accessed from multiple locations simultaneously, which allows families living in different places to join the same consulting session.

- Online consulting on personal business
 The number of services offered has increased because of growing familiarity.
- Opening of Online Consultation Plaza
 The Online Consultation Plaza was newly opened in the first half of FY2021. Going forward, we will appoint experts, such as financial consultants and real estate representatives, to meet a wide range of needs.

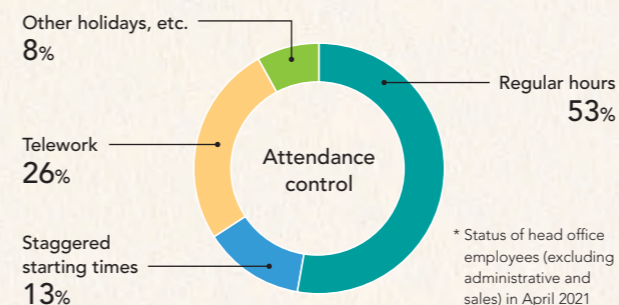


Response policy (2): To ensure the health and safety of employees and their families

Each Group company is making efforts to avoid the Three Cs at workplaces, and promote diverse workstyles for employees.

SuMi TRUST Bank has strived to take various preventive measures such as the addition of partitions in office spaces, distribution of masks and portable disinfectant sprays to all employees. It also distributes homecare kits (daily necessities such as food, daily supplies, etc.) to COVID-19 patients and their close contacts in case of emergency. We have also established a total of 30 satellite offices (as of June 2021) by utilizing branch offices in the Tokyo metro-

politan area, Chukyo area and Kansai area, that allow employees to temporarily work at a branch close to their home. We also distributed devices for teleworking to establish a system allowing head office employees, etc. to work from home. In addition, Sumitomo Mitsui Trust Asset Management and Sumitomo Mitsui Trust Research Institute are making group-wide efforts to promote teleworking through various initiatives such as distributing devices for teleworking to all employees.



Distribution of satellite offices

Tokyo metropolitan area	17 locations
Chukyo area	5 locations
Kansai area	8 locations
Total	30 locations

Response policy (3): To prevent the spread of infection in society (including activities to create a society that is less prone to the spread of infections)

Our Group cooperates with a workplace vaccination campaign in response to the government's policy of initiating the COVID-19 vaccination at workplaces. We aim to contribute to reducing the burden of local communities and accelerating vaccinations by encouraging workplace vaccination.

SuMi TRUST Bank also conducted the following activities with the understanding and cooperation of clients and society:

- Donated ¥100 million to the Japanese Red Cross Society to assist their efforts in treating COVID-19 patients and to support their activities for preventing the spread of the virus. Thereafter, we received the "Japanese Red Cross Society Golden Order of Merit Medal," which is awarded to companies that made a large donation to the said Society.
- Donated 100,000 medical masks to several medical institutions
- In order to support 14 universities/research institutes engaged in the development of vaccines and therapeutics for infectious diseases, the Group has opened an account to accept donations from individual clients and other parties. The Group has also donated ¥10 million to each university. (A total of ¥260 million was donated. This account ended on August 31, 2020.)
- We have launched the "Medical Support Donation Trust" to assist universities that conduct medical research. Furthermore, in addition to the previous testamentary gifts/donations, we have released the "Testamentary Donation Trust" (also known as "Donation to the Future") to respond to the request of those who simply wish to donate a portion of their assets in case of passing, taking into account the needs of diversifying donation methods.
- Through the Stay-Home Campaign of "JPY Saving Account with Preferential Interest Rate" by Direct Internet Banking, ¥25 per deposit was collected to make donations to organizations engaged in the development and research of vaccines and therapeutics to fight the COVID-19 pandemic (this campaign ended on August 31, 2020.)