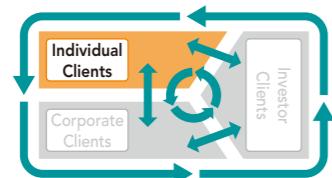




Individual Clients

Initiatives for Individual Clients



We offer safety and security of mind through proper and sophisticated solutions that suit events and plans in clients' life stages. We support our clients in asset formation, asset administration, asset inheritance, and other challenges to meet that accompany a super-aging society as their "Best Partner" in the age of 100-year life.

Key Measures

- Supporting clients of the working generation who need to prepare for the future in asset formation
- Offering asset administration services designed to assist in meeting the challenges in the age of 100-year life (e.g., dementia)
- Supporting clients in smooth asset inheritance passed to the next generation in a super-aging society

Medium-Term Management Plan in review

With the needs of clients increasingly diversifying, we have been committed to offering consulting services and a wide range of products for asset administration and management that are suitable for clients' life events. We also quickly adopted an online communication channel to ensure safety and security of mind coupled with greater convenience for clients. We quantify support from our clients gained through these efforts, and the numbers of "Best Partners" and "Pre-best Partners" are steadily on the rise. We shall continue our efforts to strengthen our business base by offering elaborate consulting services.



Environment Awareness

Environment awareness and issues

- Transition to a new way of life after the COVID-19 pandemic, a widening gap in interest rates between Japan and overseas (Japan's prolonged negative interest rate), and lower fees for financial products
- Reforms of business processes, branches, and networks to address the medium- to long-term population decline and adapt to digitalization

SuMi TRUST Vision

We are committed to contributing to clients' enhanced "FINANCIAL WELL-BEING", which ensures safe and enriching futures for clients, by finding solutions to various money- and assets-related problems that solve social issues in the age of 100-year life. In addition to this social value, we also aim to create economic value for ourselves that consists of sustainable and stable growth.

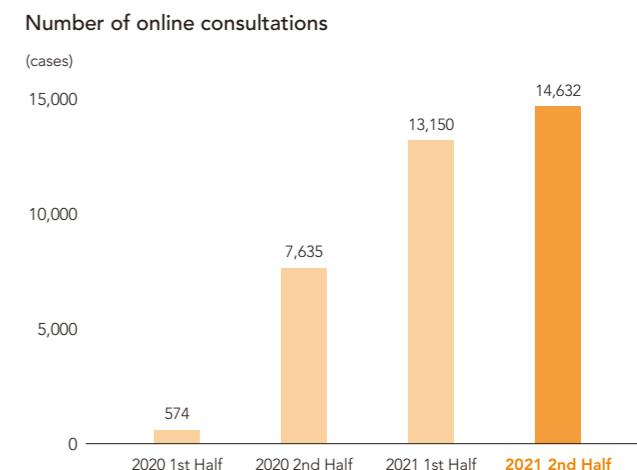
Opportunities and strengths

- Client-oriented total consulting
- Broad client base ranging from the asset formation generation to senior generation
- Heightened need for asset formation and asset administration in Japan's super-aging society, the Group's diverse lineup of products and services, and our staff who propose them

Specific Initiatives

1 Initiatives to Increase Client Touchpoints

The surge in the use of digital technology continues partly because of the COVID-19 pandemic. SuMi TRUST Bank has adapted to the change of clients' preferred communication channel and continued its efforts to offer enhanced consulting services online. With the growing need for asset formation to ensure a long and fulfilling life in the age of 100-year life, SuMi TRUST Bank launched our smartphone app "Smart Life Designer" in April 2022 for greater client convenience. Smart Life Designer is an all-in-one app that designs users' ideal life plans, manages family finances and assets in one place, and collects useful information about life plan design and asset formation. We shall continue to increase communication channels that will serve as client touchpoints at branches, online venues, and on our website and app, among others, which will allow us to offer high-quality consulting services tailored to each client's goal, along with a wide range of products and services that are unique to us as a trust bank.



* The numbers of online consultations by SuMi TRUST Bank (including the numbers of online consultations joined by clients' family members or other relevant attendants)

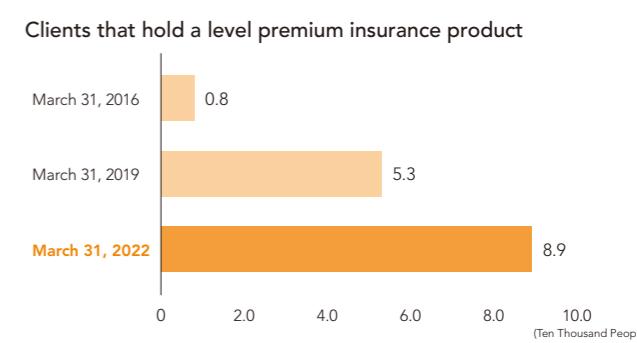
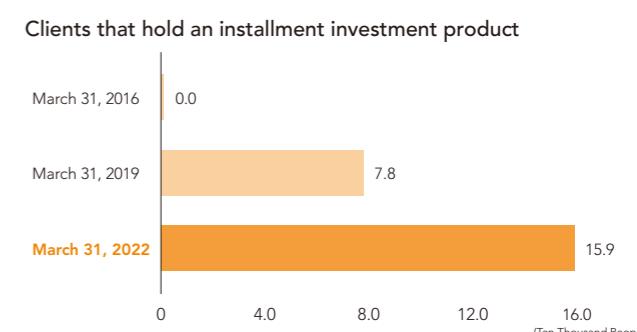
* Online consultation services were launched in July 2020

2 Initiatives Related To Asset Formation of the Working Generation

The age of 100-year life has created a growing need to secure funds for post-retirement years as early as possible according to a solid plan. Each client expresses a greater interest in financial planning than before, as people have an increasing need to manage and form assets on their own.

To meet the needs of the working generation for asset formation, we offer a well-developed product line that includes installment investments and level premium insurance, which requires only a small initial outlay, along with a wider range of services and simulation tools designed to assist with asset formation. We are committed to helping clients design their life plans through our consulting services that are tailored to individual needs.

We will also strive to expand the channel of consultations by setting business hours on holidays and/or after normal working hours at branches and by using the Internet, in addition to delivering information via our smartphone app and online seminars. In doing so, we aim to establish a set of services approachable from anywhere at any time for clients of the working generation.



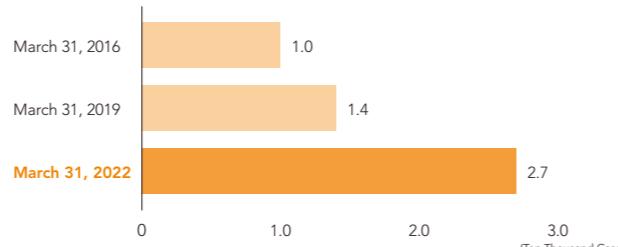
Specific Initiatives

3 Initiatives to Meet Seniors' Needs for Asset Administration and Succession

In the age of 100-year life, challenges in asset administration and succession are ever diversifying. These challenges include preparing for the risk of dementia anyone might have in the future, and smooth inheritance and succession passed to the next generation. Our staff consist mostly of experienced financial consultants with comprehensive knowledge, and they are committed to offering consulting services tailored to each client's needs.

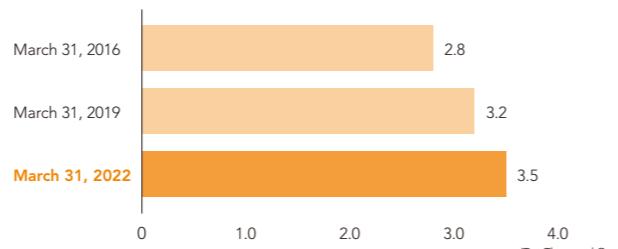
We also shall enhance and expand our product and service lines. Our offerings include will trusts (execution course) that entrust the custody and execution of a client's will to SuMi TRUST Bank; inheritance settlement services designed to reduce the workload of an inheritance process that an inheritor must follow; the 100-Year Life Solution Trust (100-Year Passport) equipped with the features for safeguarding, utilizing, and transferring funds; and the Solitary Trust that offers one-stop services to assist with end-of-life procedures, and other asset administration products.

Number of asset administration-type products* offered



* Guardianship System Support Trust, Anshin Support Trust, 100-Year Life Solution Trust, and others

Number of will trusts



4 Initiatives to Promote Wealth Management Business

The UBS Group boasts the world's leading asset management and securities services^{*1}, and SuMi TRUST Group offers a wide range of products and services that include asset administration and succession and real estate, and other non-financial services^{*2}. Our total wealth management services organically combine these offerings, and our experienced and dedicated staff with significant expertise deliver the one-stop services to fully support clients in leading enriching lives.

^{*1} In August 2021, the Group established UBS SuMi TRUST Wealth Management Co., Ltd., an affiliated company that specializes in services for the wealthy class. The launch of this company has enabled us to deliver global and highly professional asset management and securities services to our clients, leveraging the advantages that the UBS Group has to offer.

^{*2} The Group serves as a special sponsor of the Diners Club NIPPON CUP 2022 Hayama Series held in April and October 2022.



Initiatives for Sustainability

Asset Administration in the age of 100-year Life



Having seen greater longevity of its population than ever before, Japan has become a super-aging society ahead of other countries in the world. This has come with major social issues, such as changes in social systems that include those of pensions and social security, and how to extend healthy life expectancy. Other issues that are drawing equal amount of attention are overdue asset transfers between generations due to an increase in assets held by seniors with dementia, and social loss caused by impaired efficiency of asset management.

SuMi TRUST Bank believes that the new norm in the age of 100-year life should be seniors with dementia and their families leading their lives with a sense of security. We offer trust products designed to meet a wide range of needs for asset administration according to this belief.

Assets held by seniors with dementia are on the rise

We estimated assets held by seniors with dementia across the country and found that these assets will dramatically increase over the next 20 years.

The features of this estimate are that we calculated not only financial assets but also real estate assets, and that the calculations covered sums and rates of increase sorted by prefecture (research by SuMi TRUST Bank (the first-ever attempt to calculate these figures in Japan)).

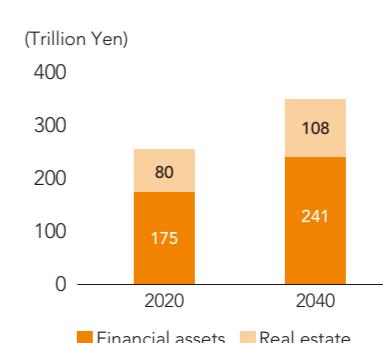
SuMi TRUST Bank will continue to leverage its research and communication skills to gain shared awareness of social issues in the age of 100-year life with as many clients as possible, thereby offering opportunities for each client to remain aware of the need to prepare for the future.

Assisting clients with asset management and preparation for years with dementia

Some people relinquish asset management, driven by fear of dementia they might contract at any time in the future.

We have developed the 100-Year Life Solution Trust (100-Year Passport Plus) designed to support our clients in leading their 100-year lives with a sense of happiness while they prepare for the risk of dementia. This new product integrates the medium- to long-term stable asset management offered by the Sumitomo Mitsui Trust Fund Wrap with the asset administration by the 100-Year Life Solution Trust (100-Year Passport) equipped with the functions of "saving", "spending", and "handing over" funds.

Assets held by seniors with dementia (estimates)



人生100年応援信託
〈100年パスポートプラス〉

We offer the service of "delegation of payments" to clients who are concerned about the risk of dementia or any other health issues. A client designates a delegate (e.g., a family member) who will cancel the Sumitomo Mitsui Trust Fund Wrap on his/her behalf to add the funds to 100-Year Passport Plus if the concern becomes a reality, so that the delegate will make payments for the client's living expenses and other costs with the money.