

Summary of Q&A for the Ordinary General Meeting of Shareholders for the Tenth Fiscal Period

The following is a summary of our responses to the questions received in advance and questions received from shareholders on the day of the tenth ordinary general meeting of shareholders.

- Date and time: Wednesday June 23, 2021; 10:00–11:15 (Duration: 1 hour 15 minutes)
- Venue: Meeting room on fifth floor of SuMi TRUST Bank’s head office building
- Total shareholders in attendance: 72

< Summary of questions received prior to the meeting >

(1)	Improving shareholder return ratio
Question	<ul style="list-style-type: none"> • How do you plan to improve the shareholder return ratio given the status of the capital adequacy ratio?
Answer	<ul style="list-style-type: none"> • Our Common Equity Tier1 capital ratio (on a finalized Basel III basis), which is a core indicator of capital adequacy, is estimated at 9.4% in fiscal year 2020, and we will continue to accumulate capital to reach our current target of 10%. • For shareholder returns, we aim to raise our consolidated dividend payout ratio to around 40% in or around fiscal year 2022, and also plan to flexibly carry out share repurchases while ensuring capital adequacy. We will continue to strengthen shareholder returns by achieving growth in dividends per share through stable profit growth. • We will strive to achieve sustainable and stable growth through the balanced creation of both social value and economic value.

(2)	Media reports regarding change of president
Question	<ul style="list-style-type: none"> • Regarding the change of president, there were media reports commenting on the alternating president appointment based on pre-merger corporate affiliations. Can you provide an explanation on these reports?
Answer	<ul style="list-style-type: none"> • Although we are not aware of the details of these reports, the Group’s personnel decisions are based on the individual’s ability, track record, and reputation.

(3)	The Group’s systems and measures for compliance with laws and regulations
Question	<ul style="list-style-type: none"> • What systems and measures does the Group, including Sumitomo Mitsui Trust Club Co., Ltd., have in place for complying with laws and regulations?
Answer	<ul style="list-style-type: none"> • Sumitomo Mitsui Trust Club Co., Ltd. regularly conducts training to ensure compliance with laws and regulations, and the Group is also working to provide guidance and training on a daily basis.

(4)	Display names of stores for credit cards issued by a subsidiary
Question	• Can you clarify how store names are displayed on credit card statements issued by subsidiary Sumitomo Mitsui Trust Club Co., Ltd?
Answer	• The store name displayed on statements is the name specified by the merchant.

(5)	Revision of services related to credit cards issued by a subsidiary
Question	• What explanation is provided to users regarding the revision of services for credit cards issued by subsidiary Sumitomo Mitsui Trust Club Co., Ltd?
Answer	• Credit card service revisions are made in accordance with the credit card membership agreement, and a written notice is sent to members prior to implementation.

(6)	SuMi TRUST Bank's handling of requests to access shareholder registries
Question	• This regards to requests to access shareholder registries of client companies of SuMi TRUST Bank's stock transfer agency services. Wasn't the handling by SuMi TRUST Bank's personnel inadequate?
Answer	• We believe that we have handled requests for access to shareholder registries appropriately, but we apologize for any dissatisfaction this may have caused. Going forward, we will strive to further improve our ability to support our shareholders and clients.

< Summary of questions received on the day of the meeting >

(1)	Shareholder benefits going forward
Question	• Some other banks send out product catalogs as shareholder benefits. Would you also consider offering shareholder benefits?
Answer	• Thank you for your valuable comments. We will further our discussions on providing information to and interacting with individual shareholders.

(2)	Reasons surrounding the change of president
Question	• Can you explain the reasons behind the change of president in April this year?
Answer	• In responding to the recent COVID-19 pandemic, and with digitalization and globalization advancing at a faster pace than ever before, we decided that it was the right time to pass on the role to the next generation to address new management issues under the new management structure.

(3)	Reasons for appointing the new president
Question	• What were the reasons for appointing Mr. Takakura as the new president of the Company?
Answer	• The reasons for appointing Mr. Takakura are as stated in the convocation notice. In selecting candidates, the Nominating Committee, which is a statutory committee constituted with a majority of independent external directors, holds extensive discussions, compiles a draft report, and submits it to the Board of Directors.

(4)	Policy on increasing the number of female directors, including utilizing internal human resources
Question	• What is your policy on increasing the number of female directors, including utilizing internal human resources?
Answer	• As a trust bank group that provides a wide range of products and services, the diversity and expertise of our human resources is important, and we believe that the ratio of female directors will increase as we strive to consider the composition, expertise, and skill matrix of directors appropriate for our Company. As for utilizing internal human resources, we intend to accelerate the promotion of female employees in the Company.

(5)	Reasons behind the use of a name different from that of the family register for one of the new candidates in the convocation notice
Question	• Why does one of the new candidates use a name different from that listed on the family register in the notice of convocation?
Answer	• This is based on the request of the new candidate, and we have also referenced cases from other companies.

(6)	Regarding the name used when opening an account at SuMi TRUST Bank
Question	• Can you explain what name is used when opening a deposit account at subsidiary SuMi TRUST Bank?
Answer	• In general, accounts are opened in the name of the client based on their identification documents.