

【NEWS RELEASE】

May 1, 2020

Sumitomo Mitsui Financial Group, Inc.

SMBC Group's response to COVID-19

TOKYO, May 1, 2020 --- Sumitomo Mitsui Financial Group, Inc. (President and Group CEO: Jun Ohta; our corporate group will hereinafter be referred to as "SMBC Group") and all of its employees express their heartfelt condolences and deepest sympathy to those people who have lost their lives from COVID-19 and sincerely hope the situation gets resolved soon.

Considering the significant impact on people's lives and the economy caused by COVID-19, we strive to ensure the health and safety of our customers and employees. Furthermore, SMBC group will support our customers through financial services and be committed to contributing to the medical industry and society overall.

Our response at this moment is as follows.

1. Support customers through financial services

While various measures taken to prevent the spread of COVID-19 are seriously effecting business activities and people's daily lives, SMBC Group, as a financial institution which is a part of the social infrastructure, will fulfill its responsibility by continuing to provide services such as financing and payment.

For corporate customers, we have set up special funds such as the "Supply Chain Management Fund" and "COVID-19 Special Fund" to strengthen their liquidity positions. For individual customers in Japan, in order to respond to urgent funding needs, we are extending loans with special interests and providing flexibility by reviewing lending procedures and credit processes.

We are also working to upgrade our online services so our customers can complete various transactions without coming to our branches as the government is requesting that people refrain from going outside. For corporate customers in Japan, we are providing internet banking services such as loans, payments and account openings, as well as other online services including business matching and cloud computing contract services. For individual customers in Japan, in addition to our internet banking services, we are providing various services to our credit card holders through mobile apps.

In addition, we are planning to launch a new investment fund and hold a short pitch contest "SMBC Startup Program" to support medical-related venture companies in Japan.

2. Contributing to local communities and society

(1) Donation and support

SMBC Group, representing SMBC Group companies and its employees*, will donate a total of 1.5 billion yen to support the recovery from COVID-19. This donation and support will be provided to medical institutions and related organizations engaged in the prevention of further spread and the establishment of treatments against COVID-19, those engaged in humanitarian support, efforts toward enhancement of education and welfare, and cultural & artistic activities.

Medical Research and Activities

The development of vaccines and drugs to prevent and control the spread of COVID-19 is an urgent issue. In order to establish an effective treatment method, basic research on the behaviors and characteristics of the virus is required. In addition, there is possibility that a new rampant virus can emerge in the future. A donation of 500 million yen will be made to the "Center for iPS Cell Research and Application, Kyoto University (CiRA)" to support research activities including the development of drugs to treat these new viruses.

In April 2020, we announced to establish a community with our customers to address environmental and social issues in our ten-year plan "SMBC Group GREEN×GLOBE 2030". Through our support towards CiRA, we will support various companies and research institutions to contain the virus.

Enhancing Medical Care and Education in Emerging Countries

As part of our support to enhance medical and educational systems in the emerging countries, including the measures taken for COVID-19, we will donate 100 million yen to the "Japan Committee for UNICEF".

Through this donation, we will support to further advance the medical and educational system in Indonesia, where our group company PT Bank BTPN Tbk's business activities take place.

Support for the Promotion of Culture and Arts

The spread of this disease has various effects on cultural and artistic activities that are indispensable to a prosperous society. As part of our support to the promotion of culture and arts, we will donate 100 million yen to the "Association of Japanese Symphony Orchestras" to support 37 orchestral organizations across Japan. We will work with these organizations to promote projects to comfort and encourage people through music.

(2) Donation and support with our customers

Sumitomo Mitsui Banking Corporation will carry out a campaign called "SMBC at HOME", that will allow individual and corporate customers make donations toward COVID-19 through our internet banking service.

3. Prevention of the spread of infection and initiatives for continuous business operation

In order to continue providing our services as a social infrastructure while preventing the spread of infection, ensuring the health of our employees as well as their families, and safety and security of our customers, we are implementing various initiatives all over the world.

To prevent the spread through droplet infection, we have installed acrylic boards at our branches. Our call centers and operational offices has been making efforts to keep conducting business operation by separating staffs into two or more teams. In addition, apart from those who need to work at their office for smooth operations, we are enabling most of the staffs to telework or stand by at home.

We are also giving consideration to the health of our employees and their families through measures such as encouraging our employees who need to take care of their children to work at home via telework or to obtain special leave, and also established a health consultation counter.

As a global financial group, SMBC Group will continue to fulfill its social responsibility through our multifaceted and flexible initiatives to support the recovery from COVID-19 so that our customers and the whole society can enjoy safe and healthy lives.

Further new initiatives against COVID-19 will be announced through our news releases.

(*) SMBC Group Companies : Sumitomo Mitsui Financial Group Inc., Sumitomo Mitsui Banking Corporation, SMBC Trust Bank Ltd., Sumitomo Mitsui Finance and Leasing Co. Ltd., SMBC Nikko Securities Inc., Sumitomo Mitsui Card Co. Ltd., Cedyne Financial Corporation, SMBC Consumer Finance Co. Ltd., The Japan Research Institute Ltd., Sumitomo Mitsui DS Asset Management Co. Ltd., etc.

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