

Response to the Novel Coronavirus (COVID-19) Infection

The first novel coronavirus (COVID-19) infection in Japan was confirmed in January 2020, and the coronavirus subsequently spread throughout the country. On April 7, the government declared a state of emergency and request people to refrain from going out and to close businesses.

Although the declaration of a state of emergency was fully lifted on May 25, the spread of the novel coronavirus infection has had a direct impact on the restaurant, retail, and accommodation industries including a decrease in sales. It has also had a serious impact on a wide range of industries in Gunma Prefecture, including a temporary suspension of production.

It will be necessary to adapt to new business models for coexistence with the coronavirus going forward.

Excerpt from remarks by the President at a meeting of branch managers held on April 1, 2020

The time to fulfill our role as a regional financial institution is when our customers are facing difficulties and feeling insecure. We need to make the most of the results of our daily efforts including communications with our customers and business feasibility assessments. I urge you to provide tailored support to customers by taking advantage of tools including financing programs and subsidies.

Response by the Bank

1. Cash flow consultations

The Bank has provided consultations with customers on their cash flow needs as well as on various financing programs, subsidies, and employment adjustment subsidies to propose optimal support methods for customers.

- From February 5: Set up cash flow consulting desks at 113 sales branches that handle loans. Branch managers and representatives also visited customers.
*Interviews were held with approximately 30,000 customers to discuss matters including immediate cash flow needs.
- From March 14: Set up holiday telephone consultation desks every Saturday.
- May 2 to May 6: Set up holiday telephone consultation desks at 21 sales branches during the Golden Week holiday period



[Consultations received] (cumulative total from February 5 to June 25)

(1) Number of consultations on business funding

A. New loans (number of new loans actually accepted out of 22,583 new loans consultations)

New loans accepted	Of which, loans executed		
			Of which, funding in response to the novel coronavirus*
7,082 cases	4,857 cases	184,737 million yen	2,462 cases 52,622 million yen

*Financing programs started on May 1 as a government economic measure

B. Number and amount of term changes accepted

402 customers	34,059 million yen
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(2) Number and amount of housing loan term changes accepted

79 customers	1,081 million yen
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2. Infection Prevention and Business continuity Initiatives

- Shift work arrangements have been implemented at sales branches to prevent infection of customers and employees, and to ensure business continuity. A lunch break (11:30 to 12:30, except for some branches) has been implemented in line with this.
- Split operations (employees performing the same duties are divided into two teams and work in shifts or at different work locations) and telecommuting have been implemented.
- Customers have been encouraged to refrain from non-urgent visits to sales branches in order to avoid the Three Cs (closed spaces, crowded places, close-contact settings) in the lobbies of sales branches. Restrictions on entry to stores have been implemented during busy periods.
- Transparent acrylic panels have been installed at sales branch counters to prevent droplet infection.

3. Other Measures

- The Bank has made donations to Gunma Prefecture to prevent novel coronavirus infection. Amount of donations: 10,000,000 yen (June 1, 2020)
- [Hot Springs Support Team] In this project, bank employees who wish to participate purchase pre-paid hot spring and accommodation tickets for hot springs and accommodation facilities in Gunma Prefecture, which can be used after the novel coronavirus has been contained. A total of 1,574 executives and employees have cooperated with this project.

